

ARKANSAS USER GROUP MEETING

Nov 2, 2023



PT+ USAGE

2022-YTD

Created: 1,980
Closed: 722
Tickets w/ Steps
Completed: 2,593

2023 - YTD

Created: 1,397
Closed: 968
Tickets w/ Steps
Completed: 2,772

Total Open Tickets: 11,947
Ready to Close: 476 (all steps completed)

PT+ is all ticket types except
Attachment Request (PA



PA USAGE

2022-YTD

Created: 7
Closed: 2

2023 - YTD

Created: 1,056
Closed: 53

Total Open Tickets: 1,097



TOP 5 USERS (YTD)

Top Creators (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative
- Entergy
- North Little Rock Electric Co
- AT&T

Top Updaters (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative/OzarksGo
- Cox Communications
- Windstream Communications
- Comcast

Top Owners (PA)

- Entergy
- Arkansas Valley Electric
- Empire Direct Electric (1)
- North Little Rock Electric Co (1)
- Ozarks Electric Cooperative (1)

Active Users: 144

Active Member Codes: 167



MEMBER CODES

Member

UPC2 *

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver ... Q x
Company	NJUNS Inc. ... x Q *
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.c
Auto Close Ticket	<input type="checkbox"/>
Description	NJUNS Training Code - Default PT Mask, Default PA mask

- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to support@njuns.com
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct & ticket email are correct



TICKET TYPES (YTD)

Ticket Type	Count of TicketType
Attachment Request (PA)	1,056
Transfer	578
Pole Replacement	410
New	233
Pole Abandonment	96
Other	72
Pole Location Elimination	14
Overlash	1
Grand Total	2,460

See Ticket Type Definitions document located under Training – Best Practices



Approximately **75** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Member Code Incorrect or Not Attached	45
Other	9
Unable to Locate or Bad Address	8
Wrong Pole Owner	6
Previous Step Not Complete	4
Pole Owner Work Not Complete	2
Duplicate Ticket or Step	1
Grand Total	75

Some reasons for 'Other' that have choices:
- Not in our area – Use 'Member Code incorrect or Not Attached'

NJUNS Tips & Tricks

- My Members Filter previously shown, can be used for Filters & Reports
- Tickets created by me
- Filtering a ticket list
- Searching for multiple ticket numbers, saving to a set
 - Opening multiple tickets at one time
- Removing the counties filter so code can be typed in
- Searching for a Pole that is not #1 in list



QUESTIONS

Any questions for us?



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