

### PT+ USAGE

2022-YTD

Created: 73,954 Closed: 43,677

Tickets w/ Steps

Completed: 119,580

Total Open Tickets: 345,223

Ready to Close: 8,164 (all steps completed)

2023 - YTD

Created: 67,873

Closed: 48,950

Tickets w/ Steps

Completed: 131,255

PT+ is all ticket types except Attachment Request (PA)



# TOP 5 USERS (YTD)

#### **Top Creators (PT)**

- Florida Power & Light
- Duke Energy
- AT&T
- Clay Electric Cooperative
- Jacksonville Electric Authority

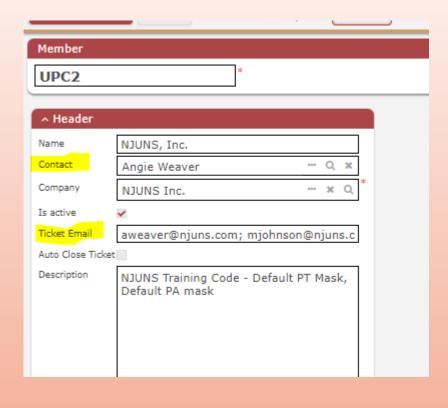
#### **Top Updaters (PT)**

- Florida Power & Light
- AT&T
- Comcast
- Duke Energy
- Bright House Networks

Active Users: 1,253

Active Member Codes: 266

### MEMBER CODES



- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to <a href="mailto:support@njuns.com">support@njuns.com</a>
- 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 Types IT Co	unt of TicketType
Transfer	25237
New	23623
Pole Location Elimination	12516
Violation	4784
Pole Replacement	1413
Make Ready	1193
Other	118
Pole Abandonment	20
Change of Ownership	2
Aerial Clearance Review	2

See Ticket Type Definitions document located under Training – Best Practices



#### Approximately 18,036 active Dispute Steps

#### Why are tickets being disputed?

Ţ		
I	Dispute Reason 17	Count of StepDescription
	Other	8020
	Previous Step Not Complete	3910
	Member Code Incorrect or Not Attached	3423
	Add New Step	1486
	Pole Owner Work Not Complete	500
Į	Unable to Locate or Bad Address	438
I	Duplicate Ticket or Step	203
١	Wrong Pole Owner	50
ı	Legacy Dispute - No Reason	6
•	Grand Total	18036

Some reasons for 'Other' that have choices:

- Not in our area – *Use 'Member Code*incorrect or Not Attached"

CATV (or some other co.) still needs to

transfer – *Use "Previous Step Not Complete"* 



## QUESTIONS

### Any questions for us?



### SHORT DEMO

#### 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



### **INFORMATION**

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