

FLORIDA USER GROUP MEETING

Nov 9, 2023



PT+ USAGE

2022-YTD

Created: 73,954
Closed: 43,677
Tickets w/ Steps
Completed: 119,580

2023 - YTD

Created: 67,873
Closed: 48,950
Tickets w/ Steps
Completed: 131,255

Total Open Tickets: 345,223
Ready to Close: 8,164 (all steps completed)

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

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 Types	Count 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?

Dispute Reason	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
Unable to Locate or Bad Address	438
Duplicate Ticket or Step	203
Wrong Pole Owner	50
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?



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



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