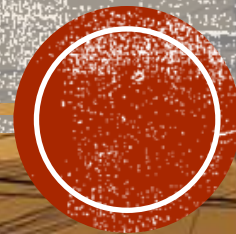


# MISSISSIPPI USER GROUP MEETING

February 13, 2024



# PT+ USAGE

## ***2023 - YTD***

Created: 515

Closed: 220

Tickets w/Steps Completed: 964

## ***2024 - YTD***

Created: 724

Closed: 297

Tickets w/ Steps Completed: 1,145

Total Open Tickets: 26,175

Ready to Close: 3,984 (all steps completed)



# PA (POLE ATTACHMENT) USAGE

## ***2023 - YTD***

Created: 0 (133 total in 2023)

Closed: 0

## ***2024 - YTD***

Created: 19

Closed: 3

Total Open Tickets: 195



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Singing River EPA
- AT&T Southeast
- Entergy
- Coast Electric Power Association
- Pearl River Valley EPA

## Top Updaters (PT)

- AT&T Southeast
- Comcast
- Coast Electric Power Association
- Mississippi Power Company
- Entergy

## Top Owners (PA)

- Entergy (only owner using PA)

Active Users: 281

Active Member Codes: 124



# MEMBER CODES

Member

UPC2

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver
Company	NJUNS Inc.
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](mailto: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 and ticket email are correct.



# TICKET TYPES (YTD)

Ticket Type	Quantity
Transfer	529
Make Ready	105
Pole Replacement	77
Pole Location Elimination	11
Aerial Clearance Review	3
New	1
<b>TOTAL</b>	<b>726</b>

See Ticket Type Definitions document located under Training – Best Practices



## Why are tickets being disputed?

Dispute Reason	Quantity
Other	530
Previous Step Not complete	509
Unable to Locate or Bad Address	407
Member Code Incorrect or Not Attached	162
Add New Step	139
Duplicate ticket or Step	28
Pole Owner Work Not Complete	24
Wrong Pole Owner	9
<b>TOTAL</b>	<b>1,808</b>

## Approximately active Dispute Steps

“Other” may have better choices:

- Can't Locate Pole  
(Use “Unable to Locate or Bad Address”)
- Not on Pole  
(Use “Member Code Incorrect or Not Attached”)
- CATV needs to Transfer First  
(Use “Previous Step Not Complete or Add New Step”)

# SHORT DEMO

## **NJUNS Tips & Tricks**

- Review new Lat/Lon requirement
- Using the Ticket Map feature
- Adding tickets to sets
- Cloning tickets





# QUESTIONS

Any questions for us?



# INFORMATION

Available Training – visit training tab on [www.njuns.com](http://www.njuns.com)

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