

NEW MEXICO USER GROUP MEETING

April 16, 2024



Board of Directors

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PT+ USAGE

2023 - YTD

Created:	446
Closed:	531
Tickets w/Steps Completed:	728

2024 - YTD

Created:	444
Closed:	299
Tickets w/ Steps Completed:	480

Total Open Tickets: 4,061
Ready to Close: 360 (all steps completed)



PA (POLE ATTACHMENT) USAGE

2023 - YTD

Created: 47
Closed: 22

2024 - YTD

Created: 15
Closed: 13

Total Open Tickets: 2,324



TOP USERS (YTD)

Top Creators (PT)

- Public Services of New Mexico
- Verizon Wireless
- Windstream Communications

Top Updaters (PT)

- Comcast
- Lumen Technologies (CenturyLink)
- Unite Private Networks LLC
- TDS
- Public Services of New Mexico

Top Owners (PA)

- Lumen Technologies (CenturyLink)
- Public Services of New Mexico
- Jemez Mountains Electric Cooperative

Active Users: 70

Active Member Codes: 121



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.
- 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	379
New	44
Pole Location Elimination	15
Pole Attachment	15
Other	4
Overlash	2
TOTAL	459

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Other	32
Pole Owner Work Not Complete	13
Member Code Incorrect or Not Attached	12
Previous Step Not Complete	11
Unable to Locate or Bad Address	4
Legacy Dispute – No Reason	3
Duplicate Ticket or Step	3
Wrong Pole Owner	1
Work Unnecessary	1
TOTAL	80

Approximately **80** 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/Long 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

- Training Calendar, User Guide, Training Videos, Best Practices
- Pay attention to System Alerts
- Visit News on our website for updates
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