

NEW HAMPSHIRE USER GROUP MEETING

April 9, 2024



PT+ USAGE

2023 - YTD

Created:	1,385
Closed:	756
Tickets w/Steps Completed:	1,669

2024 - YTD

Created:	1,847
Closed:	671
Tickets w/ Steps Completed:	3,467

Total Open Tickets: 36,167

Ready to Close: 1,913 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Public Service of New Hampshire
- NH Electric Cooperative
- Consolidated Communications
- Wolfeboro Municipal Electric Co.
- Liberty Utilities

Top Updaters (PT)

- Consolidated Communications
- Public Service of New Hampshire
- Comcast
- NH Electric Cooperative
- MetroCast Communications

Active Users: 132

Active Member Codes: 108



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	1,117
Make Ready	429
Pole Replacement	216
New	62
Pole Location Elimination	19
TOTAL	1,843

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Previous Step Not Complete	169
Other	152
Member Code Incorrect or Not Attached	142
Unable to Locate or Bad Address	81
Pole Owner Work Not Complete	14
Duplicate Ticket or Step	11
Wrong Pole Owner	10
Add New Step	1
Legacy Dispute – No Reason	1
TOTAL	581

Approximately **581** 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
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