

# MARYLAND USER GROUP MEETING

October 1 , 2024



# PT+ USAGE

## **2023 - YTD**

Created: 2,922

Closed: 2,726

Tickets w/Steps Completed: 3,487

## **2024 - YTD**

Created: 2,629

Closed: 2,782

Tickets w/ Steps Completed: 3,351

Total Open Tickets: 3,865

Draft Tickets: 226

Tickets w/Steps Completed: 3,351

Ready to Close: 1,102 (all steps completed)



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Verizon
- Southern Maryland Electric Cooperative
- Potomac Electric Power Company
- The Hagerstown Light Department

## Top Updaters (PT)

- Verizon
- Southern Maryland Electric Cooperative
- Comcast
- MetroCast Communications
- Potomac Electric Power Company

Active Users: 141

Active Member Codes: 28



# 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 reports - Member Codes By State/Users under Member Codes.
- 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 emails are correct.



# TICKET TYPES (YTD)

Ticket Type	Quantity
Pole Replacement	1,771
Pole Transfer	616
Pole Location Elimination	140
Violation	50
Make Ready	19
New	13
Other	8
Pole Abandonment	1
<b>TOTAL</b>	<b>2,618</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Pole Owner Work Not Complete	13
Unable to Locate or Bad Address	12
Previous Step Not Complete	10
Add New Step	9
Other	6
Member Code Incorrect or Not Attached	3
Step Order Incorrect	2
<b>TOTAL</b>	<b>55</b>

Approximately **55** active Dispute Steps

❖ Why are tickets being disputed?

“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”)



# INFO & ACTION ITEMS

- Visit Training tab on [www.njuns.com](http://www.njuns.com) for available training  
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on [www.njuns.com](http://www.njuns.com) for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media  LinkedIn  
NJUNS, Inc.  X( formerly Twitter)  
@NJUNSINC
- Prepare for future user authentication
- Send all requests to [support@njuns.com](mailto:support@njuns.com) instead of direct emails to Angie, Mandy, Linda



# 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?**

Contact us at [support@njuns.com](mailto:support@njuns.com)

818-485-2765, ext. 1

