

# ALABAMA USER GROUP MEETING

November 5 , 2024



# DIRECTORS

John Stanley - AT&T  
js5773@att.com  
352-213-9204

Jenna Madison - Alabama Power Company  
jmadison@southernco.com  
205-275-4355



# PT+ USAGE

## **2023 - YTD**

Created: 12,606

Closed: 8,357

Tickets w/Steps Completed: 26,496

## **2024 - YTD**

Created: 15,408

Closed: 11,367

Tickets w/ Steps Completed: 20,112

Open Tickets: 93,713 / Draft Tickets: 13,342

Tickets w/Steps Completed: 20,112

Ready to Close: 4,270 (all steps completed)



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Alabama Power Company
- Coosa Valley Electric Cooperative
- AT&T Southeast
- Cullman Electric Cooperative
- Pea River Electric Cooperative

## Top Updaters (PT)

- Alabama Power Company
- AT&T Southeast
- Comcast
- Brightspeed
- Charter Communications

Active Users: 446

Active Member Codes: 243



# MEMBER CODES

Member	
UPC2	
^ Header	
Name	NJUNS, Two
Contact	Linda Brumeloe
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
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 Transfer	12,597
Violation	1,094
Pole Replacement	673
Make Ready	546
Pole Location Elimination	323
New	108
Other	40
Pole Abandonment	10
Aerial Clearance Review	4
<b>TOTAL</b>	<b>15,395</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Other	2,218
Unable to Locate or Bad Address	1,455
Previous Step Not Complete	1,200
Member Code Incorrect or Not Attached	886
Add New Step	242
Duplicate Ticket or Step	173
Legacy Dispute – No Reason	144
Pole Owner Work Not Complete	55
Wrong Pole Owner	44
Work Unnecessary	13
Step Order Incorrect	7
<b>TOTAL</b>	<b>6,437</b>

Approximately **6,437** 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

