

# ARKANSAS USER GROUP MEETING

November 19 , 2024



# DIRECTORS

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# PT+ USAGE

## **2023 - YTD**

Created: 1,419

Closed: 1,022

Tickets w/Steps Completed: 2,822

## **2024 - YTD**

Created: 2,404

Closed: 781

Tickets w/ Steps Completed: 3,076

Open Tickets: 13,554 / Draft Tickets: 948

Tickets w/Steps Completed: 3,076

Ready to Close: 507 (all steps completed)



# PA USAGE

## **2023 - YTD**

Created: 624  
Closed: 58

## **2024 - YTD**

Created: 1,193  
Closed: 333

Open Tickets: 1,630 / Draft Tickets: 52



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative
- Entergy
- North Little Rock Electric Co. (53)
- Bentonville Municipal Electric (9)

## Top Updaters (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative
- OzarksGo
- Cox Communications
- Windstream Communications

## Top Owners (PA)

- Entergy (1,182)
- Arkansas Valley Electric (15)

Active Users: 194

Active Member Codes: 180



# MEMBER CODES

Member	
UPC2	
^ Header	
Name	NJUNS, Two
Contact	Linda Brumbeloe <input type="text"/>
Company	NJUNS Inc. <input type="text"/>
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	1,413
Pole Attachment	1,193
Pole Replacement	408
New	399
Pole Abandonment	124
Other	32
Pole Location Elimination	15
Violation	8
Overlash	4
<b>TOTAL</b>	<b>3,596</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Member Code Incorrect or Not Attached	53
Wrong Pole Owner	11
Work Unnecessary	9
Other	9
Unable to Locate or Bad Address	8
Previous Step Not Complete	5
Pole Owner Work Not Complete	5
Duplicate Ticket or Step	1
<b>TOTAL</b>	<b>101</b>

Approximately **101** 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 requests for assistance to [support@njuns.com](mailto:support@njuns.com)



# 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

