

ILLINOIS USER GROUP MEETING

September 3 , 2024



Board of Directors

James Darr – AT&T
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Kristi Archer – Ameren
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PT+ USAGE

2023 - YTD

Created: 1,494

Closed: 1,081

Tickets w/Steps Completed: 3,032

2024 - YTD

Created: 1,495

Closed: 1,850

Tickets w/ Steps Completed: 4,098

Total Open Tickets: 36,604

Draft Tickets: 308

Tickets w/Steps Completed: 4,098

Ready to Close: 2,217 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- AT&T Midwest
- Frontier Communications
- Brightspeed

Top Updaters (PT)

- Ameren
- AT&T Midwest
- Frontier Communications
- Mediacom Communications
- Comcast

Active Users: 228

Active Member Codes: 220



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 emailS are correct.



TICKET TYPES (YTD)

Ticket Type	Quantity
Pole Transfer	608
Pole Replacement	440
New	397
Violation	36
Make Ready	10
Common Crew	4
TOTAL	1,495

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Dispute Reason	Quantity
Member Code Incorrect or Not Attached	138
Unable to Locate or Bad Address	119
Other	51
Wrong Pole Owner	15
Previous Step Not Complete	9
Pole Owner Work Not Complete	7
Duplicate Ticket or Step	6
TOTAL	345

Approximately **345** 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”)



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
- Follow us on LinkedIn and X



LinkedIn
NJUNS, Inc.



X(formerly Twitter)
@NJUNSINC



ACTION ITEMS

- Review Member Codes, Contacts and Ticket Email Recipients
- Notify us via email at support@njuns.com if there are updates
- Close Tickets that are Ready to Close (have all steps completed)
- Visit our website for training opportunities
- Follow us on social media
- Watch for and subscribe to our upcoming newsletter
- Prepare for future user authentication



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?

