

IOWA USER GROUP MEETING

February 4, 2025



PT+ USAGE

	2023	2024	
Tickets Created:	82	69	-16%
Tickets Closed:	453	558	23%
Tickets w/Steps Completed:	863	9,307	

Total Open Tickets: 9,840

Draft Tickets: 2

Ready to Close: 32 (all steps completed)



TOP 5 USERS (YTD)

Top Creators

- Alliant – Interstate Power & Light

Top Updaters

- Mediacom Communications
- CenturyLink
- Windstream Communications
- ISG
- Unite Private Networks LLC

Active Users: 47

Active Member Codes: 38



MEMBER CODES

Member

UPC2

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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 (2024)

Ticket Type	Quantity
Pole Transfer	62
Violation	5
Pole Location Elimination	2
TOTAL	69

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Approximately **14** active Dispute Steps



Dispute Reason	Quantity
Other	9
Pole Owner Work Not Complete	3
Member Code Incorrect or Not Attached	2
TOTAL	14

“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 for available training
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on 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



SHORT DEMO

NJUNS Tips & Tricks

- Utilizing the PT+ Detail Report
- Review uses for Import Tool



QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

