

NJUNS Updates – June 2025

- [New Print ticket icons](#)
- [Ticket Histories](#)
- [Edit User Profile](#)
- [New Email Notification Format for Comments](#)

Print a simple ticket quickly using the new Print Icon.

Save and close Save Cancel Close Ticket Cancel Ticket History Reports Actions Print Ticket Ticket Map Add Poles

Ticket - PR4423707 - Pole Replacement (PR) - PR:PT-NY

Ticket #	<input type="text" value="4423707"/>	Creator	<input type="text" value="UPC"/>	NTG Member	<input type="text" value="UPC"/>	Priority	<input type="text" value="1"/>
Status	<input type="text" value="Open"/>	Owner	<input type="text" value="UPC"/>	Start Date	<input type="text" value="06-15-2025"/>	Pole/Asset #	<input type="text" value="146"/>

Details Poles/Assets Associations Parties

^ Details	^ Asset 1	^ Dynamic Attributes
Work Requested Date <input type="text" value="-- --"/> State <input type="text" value="New York"/> County <input type="text" value="Queens"/> Place <input type="text" value="Queens (Borough)"/> Contact Name <input type="text" value="Angie Weaver"/> Contact Phone <input type="text" value="770/861-5464"/> Contact Email <input type="text" value="aweaver@njuns.com"/> Reference Id <input type="text"/>	House number <input type="text" value="NA"/> Street1 <input type="text" value="FLUSHING"/> Cross street <input type="text" value="ONDERDONK"/> Latitude <input type="text" value="40.710789"/> Longitude <input type="text" value="-73.920494"/> Zip code <input type="text"/> Private property <input type="checkbox"/> Pre existing <input type="checkbox"/>	Billable Job <input type="checkbox"/> Municipality <input type="text"/> Elco Job Number <input type="text" value="elco1"/> Telco Job Number <input type="text"/> Joint Use Company Job ID <input type="text"/> Permits <input type="text"/> Elco JPP JUA EON Number <input type="text"/> Telco JPP JUA EON Number <input type="text"/>

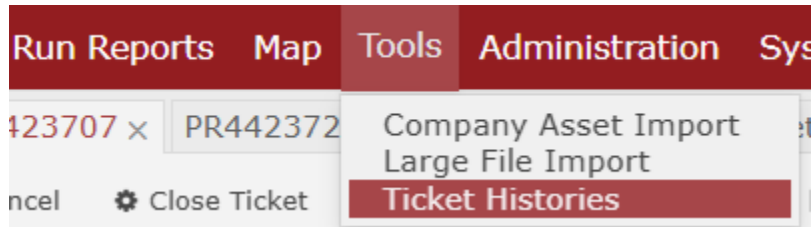
^ Filter: Folder NTG Tickets

Add search condition

Create Edit Excel Print Report Actions Import Add to

Ticket Number	Ticket Id	Created On	Status	Creator	Owner	NTG	Ticket Ty
4423709	PR4423709	06-17-2025 15:00	Open	UPC	UPC	UPC	Pole Rep
4423707	PR4423707	06-14-2025 09:06	Open	UPC	UPC	UPC	Pole Rep
4423706	AB4423706	06-14-2025 08:08	Open	BSTADM	UPC6	UPC6	Pole Aba
4423335	PT4423335	02-27-2025 12:34	Open	CPUVAN	CPUVAN	UPC7	Pole Trai
4423316	PT4423316	02-20-2025 13:22	Open	CPUVAN	CPUVAN	UPC7	Pole Trai

View ticket history using the new Ticket Histories feature under Tools



Filter: Ticket Search

Ticket ID: 4413632 Change Type: =

Search: Add search condition

Refresh Excel Add to set

When	User	Change Type	Ticket	assetId	category	closedDate	contactEmail	contactName	contactPhone
12-13-2023 05:54	Angie Weaver [aweaver@njuns.com]	Modify	NEW4413632						
12-13-2023 05:54	Angie Weaver [aweaver@njuns.com]	Create	NEW4413632	[null] -> [222]	[null] -> [PT-Default]	[null] -> []	[null] -> [aweaver@njuns.com]	[null] -> [Angie Weaver]	[null] -> [770/86]

[null] means the field was blank and -> points to what changed

	referenceId	remarks	startDate	state
/O]	[null] -> []	[null] -> []	[null] -> [2023-12-14]	[null]
		[] -> [testing ticket history]		

Edit and view user profile by clicking the person icon in the top right corner.



Login	angieattsw@njuns.com	Position	
First Name	Angie	Time Zone	
Last Name	Weaver	State	
Name	Angie Weaver	Home phone	
Email	aweaver@njuns.com		
Phone	770-861/5464		
Address line1	123 Testing St		
Address line2			
City	Douglasville		
Zip code	30135		

All Comments displayed in Comment Email Notifications

All Comments on the ticket will now show in Comment Emails allowing the entire conversation to be seen in the notification without having to pull up the ticket.

donotreply@njuns.com

to me ▾

Wall Entries:

[acweaver@njuns.com - Wed Jun 25 16:57:01 EDT 2025]

Comment: I see that comment was added to the wall

...

[acweaver@njuns.com - Wed Jun 25 16:56:45 EDT 2025]

Comment: What about the last comment added to the wall?

[acweaver@njuns.com - Wed Jun 25 16:56:33 EDT 2025]

Comment: This is a comment added to the wall.

[acweaver@njuns.com - Sun Jun 22 18:35:16 EDT 2025]