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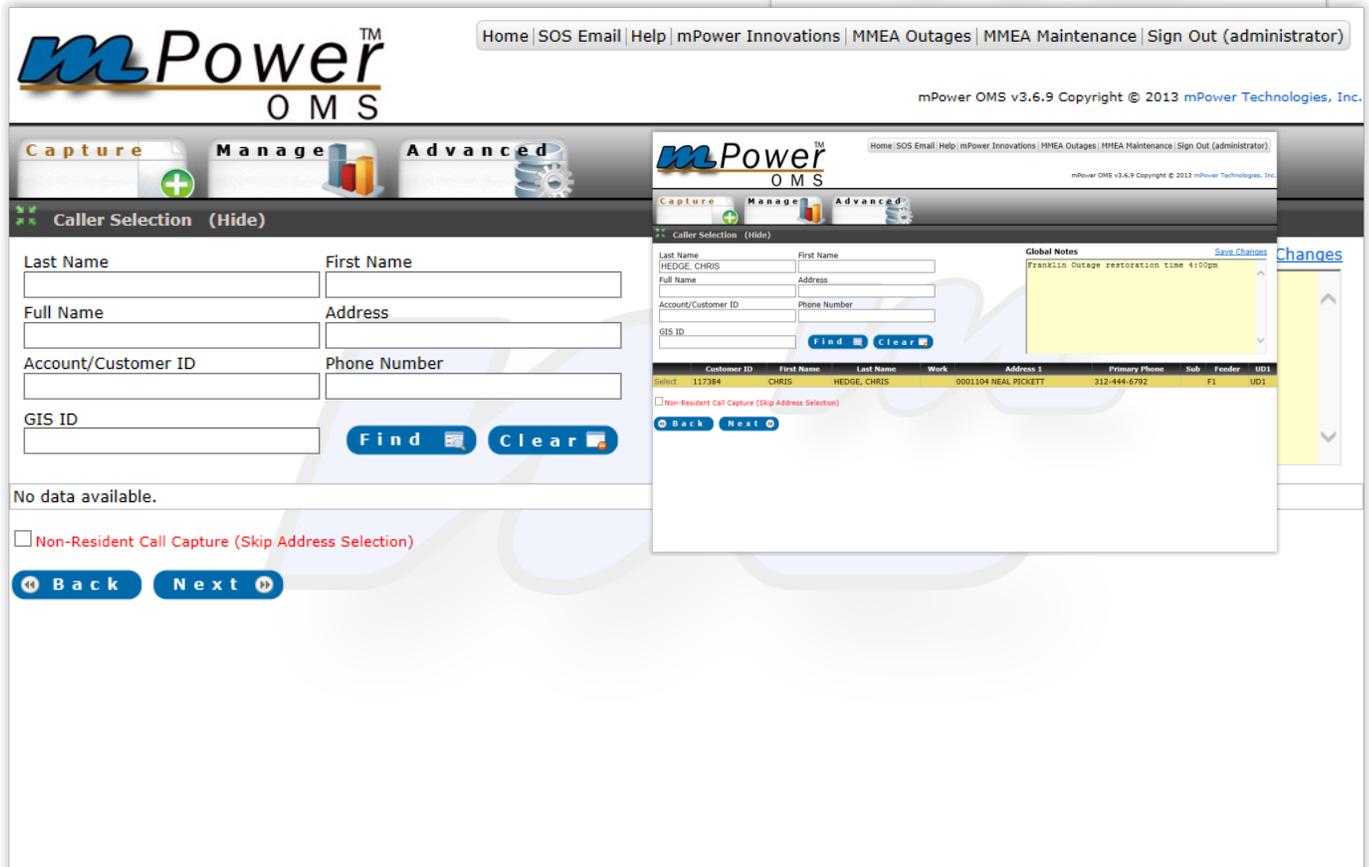
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Basic Information

OMS stands for Outage Management System, and is used mostly by electric companies, but is found useful by all utilities. There are three types of people that are going to use the OMS system, also known as users. There is the capture user which is just a basic user who can take calls, and the capture and manage tabs are both visible to them. The manage tab is not editable for the capture people. They are only allowed to look at the manage tab. This user is usually the people at the front desk doing billing and or answering the phones and are not typically linemen or upper management people. The next type of user is the manage user, which can take calls and manage calls, they can assign crews to calls, and check crews into calls. This is usually the linemen and people going onsite to go to incidents. The last user is the administrator, this is the brain behind the product, these are the people that are going to edit the OMS website and will give people access to certain areas of the site, and they will create and edit user rights. These users are general managers, IT guys, superintendents, or anyone else who will oversee the entire site.

Capture Process

This is the default opening page; it is mainly used by the people that are taking and recording calls, or the capture user. When a company has more than one system it will come up with a page before this one that will ask what kind of system that you are recording calls for. (Right)



The user can search by any of the following items when recording a call, Last Name, First Name, Full Name, Address, Account/Customer ID, Phone Number, and GIS ID. One thing to be careful about is that if you have something typed in one search box it will search by all the boxes with text in them, so make sure to clear each text box before searching. Another thing to keep in mind is when to touch the select button on the side of the customer's name the entire row gets highlighted. In the top right there is something called Global Notes, this is a way to leave comments for anyone looking at the OMS system. Examples of this can be used is if there is a known outage and there are still calls coming in about the outage, someone can write it in the Global Notes saying that there is a known outage and everyone answering can tell the customers calling in that they know there is an outage in their area, without having to record the calls. (Above/ Below)

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

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Filter has processed your results successfully!

Caller Selection (Hide)

Last Name: HEDGE, CHRIS | First Name: | Global Notes: Franklin Outage restoration time 4:00pm | Save Changes

Full Name: | Address: | Phone Number: | Account/Customer ID: | GIS ID: | Find | Clear

| Customer ID | First Name | Last Name | Work | Address 1 | Primary Phone | Sub | Footer | DDI |
|-------------|------------|-----------|------|-----------|---------------|-----|--------|-----|
|-------------|------------|-----------|------|-----------|---------------|-----|--------|-----|

After hitting the next button, it brings up a chart with all the customers open calls and their present information. At this point you can either add an entire new call for the

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

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Call Records (Hide)

Customer: 117384

Work:

Name: HEDGE, CHRIS, CHRIS

Address: 0001104 NEAL PICKETT Suite 2A Chicago, IL 60085

Primary Phone: 312-444-6792

Alternate Phone: 312-444-6792

[Add New Call](#)

| | Created On | Created By | Updated On | Updated By | Status | Category | Work Name | First Name | Last Name | Address | City | Primary Phone | Alternate Phone | Co |
|--------|-----------------------|---------------|-----------------------|---------------|------------|-------------------|-----------|------------|--------------|----------------------|---------|---------------|-----------------|----|
| Select | 7/16/2014 10:35:58 AM | administrator | 7/16/2014 10:35:58 AM | administrator | Unanalyzed | Unknown | | CHRIS | HEDGE, CHRIS | 0001104 NEAL PICKETT | Chicago | 312-444-6792 | 312-456-8787 | |
| Select | 7/2/2014 10:08:04 AM | administrator | 7/2/2014 10:08:57 AM | administrator | Completed | Unknown | | CHRIS | HEDGE, CHRIS | 0001104 NEAL PICKETT | Chicago | 312-444-6792 | 312-456-8787 | |
| Select | 7/2/2014 9:02:02 AM | administrator | 7/2/2014 9:02:02 AM | administrator | Unassigned | Reported Directly | | CHRIS | HEDGE, CHRIS | 0001104 NEAL PICKETT | Chicago | 312-444-6792 | 312-456-8787 | |

[Back](#) [Next](#)

customer or edit the information of a call that was added at an earlier time. If there are no open calls that this customer is dealing with all the user will need to do is add a new call on this tab. (Below)

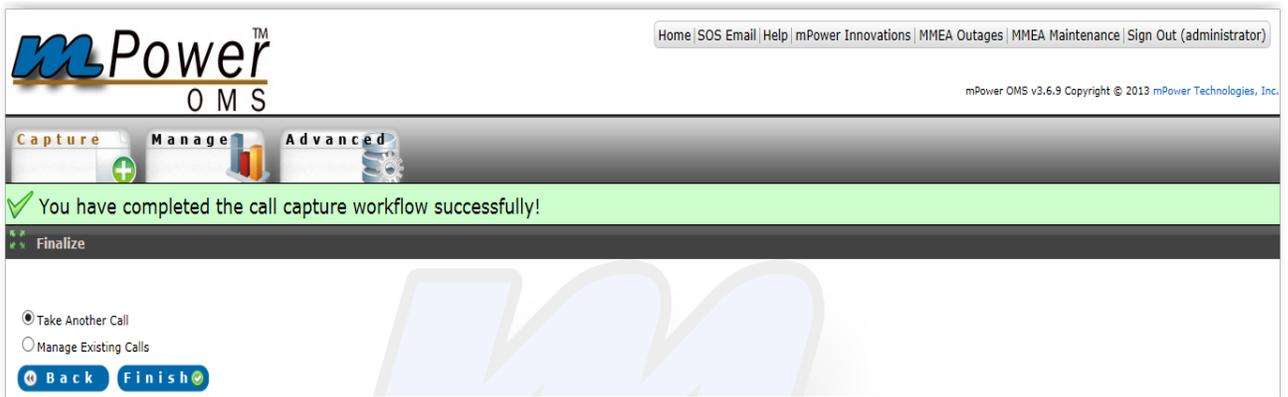
Then it will bring up the customer’s contact information, it will allow you to fill out and change the customer’s present information. This will only alter the data in the OMS system call not in the billing information database or CIS information, so this means that you will only change the information of the call and not of the actual person’s information. You will need to change the information every time because our OMS system is a read only system without having the ability to change the actual data itself. (Right)

This page is where the person taking the call asks the questions above. Not every question has to be filled out, and none of them must be filled out. At the bottom there is a check box that is meant to put a yellow exclamation point next to it because it was reported by a police officer, firefighter or any other form of government agency. This is meant to give priority to this particular call and make it stand out. (Below)

| Survey Questions | |
|--|---------------------|
| Do you have power? | ***Select Answer*** |
| Is your entire house out? | ***Select Answer*** |
| Are the electric wires from the pole to your house down? | ***Select Answer*** |
| Are the electric wires down in the street? | ***Select Answer*** |
| Is there a tree limb on the wires? | ***Select Answer*** |
| Is there a pole that is struck or damaged? | ***Select Answer*** |
| Did you hear a loud bang or see a flash of light? | ***Select Answer*** |
| Do your neighbors have power? | ***Select Answer*** |
| Did you check your breakers and/or fuses? | ***Select Answer*** |
| Is this regarding a street light? | ***Select Answer*** |
| Is this a dimming lights, brown out/low voltage situation? | ***Select Answer*** |

Reported Directly by Police/Fire or other Government Agency
 Other

Then you are brought to a comment tab to leave a comment as in a new phone number that the customer has and later we can run a report on it so all the numbers you have entered can be changed. You can also say anything else important about the situation, a report can be run on anything in the comment section. After that, the call has been finished and you can either take another call or go straight to managing the calls. (Right/ Below)



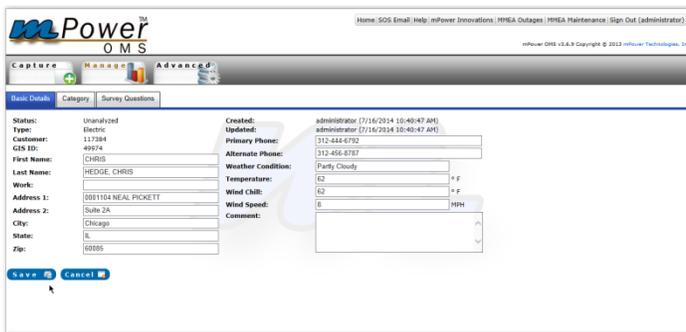
Manage Process

The screenshot displays the 'Manage' tab in the mPower OMS application. At the top, there is a navigation bar with the mPower logo and 'O M S' text. Below this, a search and filter section includes a 'Smart Search' field, 'Date Range' and 'Status' dropdowns, and 'Category' and 'Type' dropdowns. Action buttons for 'Monitor', 'Refresh', 'Filter', and 'Clear' are present. A legend on the right side lists five incident statuses with corresponding colored circles: Unassigned Incident (blue), Assigned Incident (black), Restored Incident (yellow), Completed Incident (green), and Unanalyzed Call (red). The main area contains a table with columns for Category, First, Last, Address 1, Primary Phone, Sub, Phase, Xformer, Meter, UD1, Created By, Comment, C#, P#, and Typ. The table lists several incidents, including those categorized as 'Unknown' and 'Tree or Limb on Wires with No Outage'.

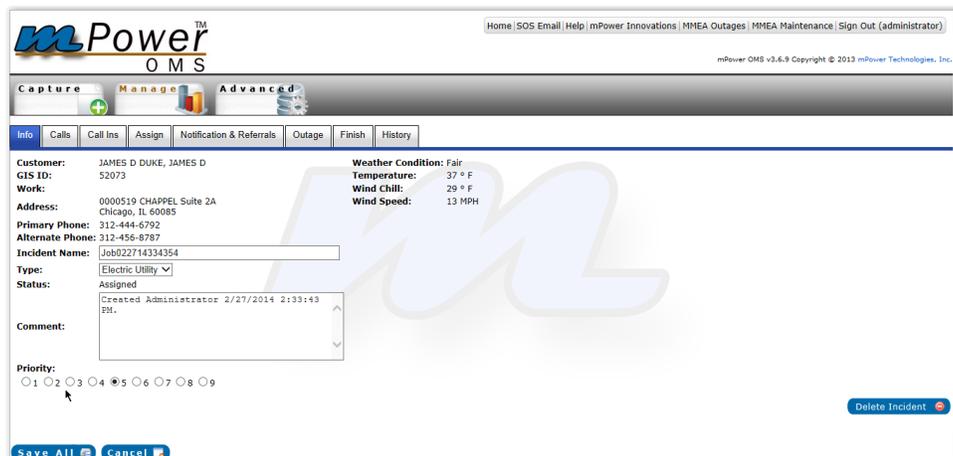
| Category | First | Last | Address 1 | Primary Phone | Sub | Phase | Xformer | Meter | UD1 | Created By | Comment | C# | P# | Typ |
|--------------------------------------|--------|------------------|-------------------------|---------------|-----|-------|---------|-------|-----|---------------|--|----|----|-------|
| Unknown | CHRIS | HEDGE, CHRIS | 0001104 NEAL PICKETT | 312-444-6792 | | P1 | | 49974 | UD1 | administrator | | 0 | | Elect |
| Unknown | CHRIS | HEDGE, CHRIS | 0001104 NEAL PICKETT | 312-444-6792 | | P1 | | 49974 | UD1 | administrator | | 0 | | Elect |
| Unknown | ARETHA | FRANKLIN, ARETHA | 0000406 UNIVERSITY OAKS | 312-444-6792 | | P1 | | 45856 | UD1 | Administrator | Aretha said no power and recording an album | 1 | 5 | Elect |
| Unknown | ADAM M | JONES, ADAM M | 0000700 DOMINIK 130 | 312-444-6792 | | P1 | | 47299 | UD1 | Administrator | sd,lfjas;ldkfjasdf | 5 | 5 | Elect |
| Tree or Limb on Wires with No Outage | MATT | WINGER | 0000303 DEXTER A | 312-444-6792 | | P1 | | 57721 | UD1 | WebService | testing outage restorations time Outage Event: 5/1/2014 11:41:57 AM (Automated Outage Reporting. New | 11 | 5 | Elect |

Next is the manage tab which is used for just as it sounds managing the call. This is where the calls can be grouped and called an outage, or just as a single meter failure. The colors all mean different things. Unanalyzed Call – When a call first is captured it will show up in the list as an Unanalyzed Call, meaning that it hasn’t had a crew or resource assigned to it and hasn’t been called an outage yet. Unassigned Incident – When the user converts an Unanalyzed Call into an Incident this is the default status. Assigned Incident – When the Incident has been assigned a resource this status will be active. Restored Incident – When the incident has been set to restored this will be active status in list. Many times, an incident will go from Assigned to Completed. There is a chance that the power is back, but additional work is required which is why this option is available. Completed Incident – Once the incident is completed this status will be active. The completed incidents are not shown to avoid clutter, but they can be looked up under the status tab. All the blue incidents, or unassigned incidents, are calls that came in by the AMI system directly. This is done by reading the AMI database directly and is updated whenever the AMI updates itself. The four buttons on the side are, from left to right, how to view the details of the call. Next button is a way to print the information of the call out; this is how the user can print the work order for a later date. The next button is only available for Unanalyzed Calls it is where the user can delete the call entirely, when it is and Incident it can no longer be deleted. The last button is the email button to email the call out to whoever you want; it will open your e-mail. The columns that are shown can be added and taken out by the administrator users. The columns can be grouped by whatever the company chooses to group them by, which is done in the advanced tab. The columns can be organized or sorted by any of the headers, by simply double clicking on the header. (Below) They can be categorized ascending or descending. A green arrow comes up next to the column either pointing up for ascending or down for descending. By clicking in the box that is found in the second column you can turn the call into an incident on its own or you can assign it to an existing incident. This is done by the primary call in the in incident. (Above)

This is in the edit area of the call; the first page is the info tab which just gives the basic information about the customer. This is for an Unanalyzed Call which is a call that is not an incident. This is different from editing an incident, this is how you go back into the call and change all the information that was put in during the capture process. This is also the same three screens the user will get when they edit a single call in an incident.



This is where you edit an incident; the difference is you can see in the magnifying glass there is a plus or a 1 which will tell you if you're editing one call or an incident. (Below) The default page is the info tab which will give the information of the primary call of the incident.



| GIS ID | First Name | Last Name | Status | Address 1 | Primary Phone | Class | Created By | Time Created | Category | Comment |
|--------|------------|--------------------|----------|--------------------------|---------------|---------------|---------------|-----------------------|--------------------------------------|---------|
| 87674 | ALISON | WINDHAM, ALISON | Assigned | 0002164 ROCKCLIFFE | 312-444-6792 | Administrator | Administrator | 6/19/2014 10:05:18 AM | Unknown | |
| 87663 | JOHN A | JOHNSON JR, JOHN A | Assigned | 0002157 ROCKCLIFFE | 312-444-6792 | Administrator | Administrator | 6/17/2014 9:49:53 AM | Tree or Limb on Wires with No Outage | |
| 8569 | PRASAD | ENJETI, PRASAD | Assigned | 0009208 LAKE FOREST | 312-444-6792 | Administrator | Administrator | 5/9/2014 4:13:46 PM | Reported Directly | |
| 29801 | ADAM D | BROWN, ADAM D | Assigned | 0002500 CENTRAL PARK 210 | 312-444-6792 | Administrator | Administrator | 5/9/2014 4:05:05 PM | Lights Out Area | |
| 95499 | ASONS DELI | JASONS DELI | Assigned | 0001460 TEXAS | 312-444-6792 | Administrator | Administrator | 5/9/2014 4:01:37 PM | Part Off | |
| 22552 | BOBBY D | ANDERSON, BOBBY D | Assigned | 0001427 HAWK TREE | 312-444-6792 | Lead | Administrator | 3/26/2014 10:55:10 AM | Unknown | |

The next tab is the Calls tab which is where you can see how many calls are part of the selected outage. Here you can change the lead which means you can change the call that will show up on the manage page, this is useful because the lead is usually set as the call that is closest to where the outage actually occurred. (Above) You can also unassign calls or outages from this incident. Lead calls cannot be unassigned from the incident, the user will need to make another call the lead and then assign that call or outage from the incident. (Below)

Lead calls cannot be unassigned!

The next tab is the call in's, which is how the user can call in a crew and can show when the person called in the crew member and what their response was. There is an automatic time stamp button that will record the time and date of when the call in was done, when the button is pressed. You can change the date and time by just clicking in the timestamp box. (Below)

| Response | Resource Name | Resource Description | Timestamp | Comment | Created By |
|-------------------|---------------|----------------------|------------------------------------|-------------------------|---------------|
| Came In | Al Livingston | Freeport Demo | Wednesday, March 26, 2014 11:04 AM | Came in but was grouchy | Administrator |
| Unable to Contact | Al Livingston | Freeport Demo | Wednesday, March 26, 2014 11:05 AM | | Administrator |

The next tab is the assign tab which is where you assign a crew to the incident. You can choose the crew, and the activity and this tab also has the timestamp. You can assign as many people to the incident as one would like. A runner/ birddog, crew can be assigned. Also, any activity that is assigned can be removed that was added by hitting the red minus sign. The condition and action fields are import because a crew can say the condition of the incident and at what time that it happened. (Below)

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

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Capture Manage Advanced

Info Calls Call Ins Assign Notification & Referrals Outage Finish History

Activity Assignments (Hide)

Activity:

Runner Assigned Crew Assigned Condition Found Action Taken

Comment:

Resource: ADDED New Resource

Timestamp:

Add

| Timestamp | Activity | Comment | Resource Name | Resource Description |
|------------------------------------|-----------------|-------------------------------------|---------------|----------------------|
| Wednesday, March 26, 2014 11:06 AM | Runner Assigned | Call AI to look at northgate switch | AI Livingston | Freeport Demo |

Save Cancel

http://msi.mpowerinnovations.com/oms/Default.aspx

The next tab is the Notification & Referrals tab, which records when the company was notified and or referred a problem to another company. The referral section is usually used more to say a cable wire down turns out to be the reason for the call, they can say when they referred it to the telephone company or any other company. (Below)

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

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Capture Manage Advanced

Info Calls Call Ins Assign Notification & Referrals Outage Finish History

Notifications (Hide)

Notified:

Comment:

Timestamp:

Add

No data available.

Referrals (Hide)

Referred To:

Comments:

Timestamp:

Add

No data available.

http://msi.mpowerinnovations.com/oms/Default.aspx

The next tab is the outage tab which is used to record how long the outage was, this is mostly used for all your reliability and to add up the duration of the outage. This is done by simply pressing each time stamp button, the time off section is done automatically by when the call was taken or when the AMI recorded it out. This tab does not add up all the meters that were out, the total minutes are just for a single meter. (Below)

The screenshot shows the mPower OMS interface. At the top is the logo 'mPower OMS'. Below it are three main sections: 'Capture' with a plus icon, 'Manage' with a bar chart icon, and 'Advanced' with a gear icon. A navigation bar contains tabs for 'Info', 'Calls', 'Call Ins', 'Assign', 'Notification & Referrals', 'Outage' (which is selected and highlighted in blue), 'Finish', and 'History'. Below the navigation bar is a section titled 'Outage Information (Hide)'. This section contains two columns of input fields. The left column has 'Time Off:' with a text box containing 'Wednesday, March 26, 2014 10:55 AM', 'Outage Hours (Ex: 5 or 8.75):' with a text box containing '2691.33', and a red label 'Total Minutes: 161480'. Below these are 'Add' and 'Clear' buttons. The right column has 'Time On:' with a text box containing 'Wednesday, July 16, 2014 2:15 PM' and a 'Comment:' text area with up and down arrow icons. At the bottom of the form, there are 'Save All' and 'Cancel' buttons. A message 'No data available.' is displayed in the center of the form area.

The next tab is the finish tab to show when the entire process was complete by pressing the time completed timestamp. There is also a way to record if the call will be charged or not. There is also a type in box for the work order. The user can also change the incident status to Assigned, Unassigned, Restored, and Completed. An outage code can also be added now, meaning what the cause of the incident was. The manual outage count is the amount of people that are truly out of power. This is going to be used for a reliability number at the end of the year. The manual outage count number needs to be typed in; the OMS does not know how many people are truly out. (Below)

mPower
O M S

Capture Manage Advanced

Info Calls Call Ins Assign Notification & Referrals Outage **Finish** History

Date/Time Completed:
Wednesday, July 16, 2014 1:55 PM

Outage Code:
Animal

Charged Call:
False

Manual Outage Count:
(Set to 0 for Auto-Calculate)
6

Work Order:

Incident Status:
Assigned

Completion Comments:

Save All Cancel

The final tab is the history tab which shows the entire process and how long it took to do the entire thing, it shows it step by step this is not editable. (Below)

The screenshot shows the mPower OMS interface with the 'History' tab selected. The table below lists the following activities:

| Timestamp | Activity | System User | Resource Name | Resource Description | Notes |
|-----------------------|-------------------------|---------------|---------------|----------------------|--|
| 7/16/2014 2:41:55 PM | Incident Settings Saved | administrator | | | Status: Assigned |
| 7/16/2014 1:55:14 PM | Incident Settings Saved | administrator | | | Status: Assigned |
| 6/19/2014 10:08:03 AM | Data Reassignment | Administrator | | | Import of data from other assigned Incident(s) or Call(s) completed. |
| 5/12/2014 11:23:30 AM | Data Reassignment | Administrator | | | Import of data from other assigned Incident(s) or Call(s) completed. |
| 3/26/2014 11:06:34 AM | Activity Assignment | Administrator | Al Livingston | Freeport Demo | Activity assignment (Runner Assigned) has been added to incident. |
| 3/26/2014 11:05:59 AM | Call In Added | Administrator | Al Livingston | Freeport Demo | Call In (Unable to Contact) has been added to incident. |
| 3/26/2014 11:05:09 AM | Call In Added | Administrator | Al Livingston | Freeport Demo | Call In (Came In) has been added to incident. |
| 3/26/2014 10:57:51 AM | Incident Created | Administrator | | | Created incident and converted selected call to lead within this incident container. |

At the bottom of the window, there are 'Save All' and 'Cancel' buttons.

Advanced Tab - Administration

The screenshot shows the mPower OMS User Administration interface. At the top, there is a navigation bar with links: Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator). The mPower OMS logo is on the left, and the version information 'mPower OMS v3.6.9 Copyright © 2013 mPower Technologies, Inc.' is on the right. Below the logo, there are three tabs: Capture, Manage, and Advanced. The 'Advanced' tab is selected. A secondary navigation bar contains: Users | Resource | Codes | Types | Visible Columns | Custom Links | Notifications | Advanced | MultiSpeak Interface. The main content area is titled 'User Administration (Show)' and contains a table with the following data:

| Actions | Name | Password | Enabled | User Level | Email@Work | Email@Phone | Alerts |
|----------------|---------------|----------|-------------------------------------|------------|------------|-------------|--------------------------|
| Edit Delete | Administrator | ***** | <input checked="" type="checkbox"/> | 3 | | | <input type="checkbox"/> |
| Edit Delete | Capture | ***** | <input checked="" type="checkbox"/> | 1 | | | <input type="checkbox"/> |
| Edit Delete | Manage | ***** | <input checked="" type="checkbox"/> | 2 | | | <input type="checkbox"/> |
| Edit Delete | mmea | ***** | <input checked="" type="checkbox"/> | 2 | | | <input type="checkbox"/> |
| Edit Delete | WebService | ***** | <input checked="" type="checkbox"/> | 1 | | | <input type="checkbox"/> |

At the bottom left of the table area, there is an 'Add' button with a plus icon.

The final main tab is the advanced tab, which is for the administrator; this is not visible by any other user. The first tab is the users, which is how an administrator adds new users and sets the type of user that they are. 3 is an administrator, 2 is a manage user, while 1 is a capture user. There is no limit to the number of users that a company can have. (Above) To edit an existing user all the user needs to do it tab the edit button and change the credentials. (Below)

This screenshot is identical to the one above, but the 'Capture' user row is highlighted in a darker shade, indicating it is selected for editing. The 'Actions' column for this row now includes 'Update' and 'Cancel' in addition to 'Edit' and 'Delete'. The 'User Level' column for the 'Capture' user has a dropdown menu showing 'Capture' selected. The 'Password' column for the 'Capture' user is now an empty text input field. The 'Email@Work' and 'Email@Phone' columns for the 'Capture' user are also empty text input fields. The 'Alerts' column for the 'Capture' user has an unchecked checkbox. The 'Add' button remains at the bottom left.

| | id | name | tid |
|-------------|----|--|----------|
| Edit Delete | 1 | Animal | Electric |
| Edit Delete | 26 | Appliance Repaired | Gas |
| Edit Delete | 5 | CATV | Electric |
| Edit Delete | 18 | Cold Weather Damage | Water |
| Edit Delete | 35 | Conductor Failure | Electric |
| Edit Delete | 2 | Connectors | Electric |
| Edit Delete | 6 | Credit Disconnect | Electric |
| Edit Delete | 7 | Failed Hardware | Electric |
| Edit Delete | 8 | Failed Switch | Electric |
| Edit Delete | 9 | Fire Alarm | Electric |
| Edit Delete | 4 | Fuse | Electric |
| Edit Delete | 25 | Heating System Repaired - Other | Gas |
| Edit Delete | 23 | Heating System Repaired - Pilot Lit | Gas |
| Edit Delete | 24 | Heating System Repaired - Replace Thermocouple | Gas |
| Edit Delete | 10 | Inside Problem | Electric |
| Edit Delete | 11 | Interference | Electric |
| Edit Delete | 12 | Lightning | Electric |
| Edit Delete | 32 | Low Voltage | Electric |
| Edit Delete | 17 | Main | Water |
| Edit Delete | 3 | Meter Socket | Electric |
| Edit Delete | 16 | No Trouble Found | Gas |
| Edit Delete | 20 | Odor Detected - Vented - Follow Up | Gas |
| Edit Delete | 15 | Odor Detected - Class 1 - Repaired | Gas |
| Edit Delete | 21 | Odor Detected - Class 2 - Continue to Monitor | Gas |

The next tab is the resource tab which is where the resources list will drop down. This is in alphabetical order not in id order, so the user will need to keep that in mind when adding in new resources. The top resource is what is going to be the visual when looking at it in the Call Ins; it is going to be the default. To avoid something different coming up as a default we recommend putting an underscore () in front of the most important resources so there will be minimal scrolling to find more used resources. (Above) This goes back the Call Ins tab back in the Manage main tab and the Assign tab. (Below)

Info | Calls | **Call Ins** | Assign | Notification & Referrals | Outage | Finish | History

Response Data for Off Duty Personnel (Hide)

Resource:

Call In Timestamp:

Response:

Comment:

Add

No data available.

Save All **Cancel**

| Codes Administration (Show) | | | |
|-----------------------------|----|--|----------|
| | id | name | tid |
| Edit Delete | 1 | Animal | Electric |
| Edit Delete | 26 | Appliance Repaired | Gas |
| Edit Delete | 5 | CATV | Electric |
| Edit Delete | 18 | Cold Weather Damage | Water |
| Edit Delete | 35 | Conductor Failure | Electric |
| Edit Delete | 2 | Connectors | Electric |
| Edit Delete | 6 | Credit Disconnect | Electric |
| Edit Delete | 7 | Failed Hardware | Electric |
| Edit Delete | 8 | Failed Switch | Electric |
| Edit Delete | 9 | Fire Alarm | Electric |
| Edit Delete | 4 | Fuse | Electric |
| Edit Delete | 25 | Heating System Repaired - Other | Gas |
| Edit Delete | 23 | Heating System Repaired - Pilot Lit | Gas |
| Edit Delete | 24 | Heating System Repaired - Replace Thermocouple | Gas |
| Edit Delete | 10 | Inside Problem | Electric |
| Edit Delete | 11 | Interference | Electric |
| Edit Delete | 12 | Lightning | Electric |
| Edit Delete | 32 | Low Voltage | Electric |
| Edit Delete | 17 | Main | Water |
| Edit Delete | 3 | Meter Socket | Electric |
| Edit Delete | 16 | No Trouble Found | Gas |
| Edit Delete | 20 | Odor Detected - Vented - Follow Up | Gas |
| Edit Delete | 15 | Odor Detected - Class 1 - Repaired | Gas |
| Edit Delete | 21 | Odor Detected - Class 2 - Continue to Monitor | Gas |

The next tab is the codes tab which is used for editing and adding items to the code drop down bar. Again, this is alphabetical order not in id order. To avoid something different coming up as a default we recommend putting an underscore (_) in front of the most important resources so there will be minimal scrolling to find more used resources. This goes back to the finish tab in the outage code. (Above)

The next tab is the types tab, which can be used for determining the utility. This is where a customer can be used to add or take away types of utilities. (Below)

| Type Administration (Show) | | | | | |
|----------------------------|----|------------------|----------|-------------------------------------|--|
| Edit Delete | id | name | tid | enabled | codes |
| Edit Delete | 5 | Electric Utility | Electric | <input checked="" type="checkbox"/> | ELEC-UNKNOWN,ELEC-TREE ON LINE,ELEC-WIRES DOWN,ELEC-BROKEN POLE,ELEC-OTHER |
| Edit Delete | 2 | Gas Utility | Gas | <input checked="" type="checkbox"/> | GAS-XFER |
| Edit Delete | 10 | Sewer Utility | Sewer | <input checked="" type="checkbox"/> | SEWER-STOP,SEWER-LEAK,SEWER-OTHER |
| Edit Delete | 11 | Water Utility | Water | <input checked="" type="checkbox"/> | WATER-QUALITY,WATER-OTHER |

[Add](#)

The visible columns tab is used to show which columns are visible on each of the main tabs. This is useful because if the capture people want to see something about the customer that the managing user doesn't want to see this is where you would change that. This will directly affect capture and managing default pages. To make a column visible the user will need to simply check the box next to the column name. They are separated by user. (Below)

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

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Capture Manage Advanced

Users Resource Codes Types Visible Columns Custom Links Notifications Advanced MultiSpeak Interface

Capture > Customer Location - Visible Columns

| | | |
|---|---|--|
| <input checked="" type="checkbox"/> Address 1 | <input checked="" type="checkbox"/> First Name | <input checked="" type="checkbox"/> Sub |
| <input type="checkbox"/> Address 2 | <input type="checkbox"/> GIS ID | <input checked="" type="checkbox"/> UD1 |
| <input type="checkbox"/> Alternate Phone | <input checked="" type="checkbox"/> Last Name | <input type="checkbox"/> UD2 |
| <input type="checkbox"/> City | <input type="checkbox"/> Meter | <input checked="" type="checkbox"/> Work |
| <input type="checkbox"/> Consumer | <input type="checkbox"/> Phase | <input type="checkbox"/> Xformer |
| <input checked="" type="checkbox"/> Customer ID | <input checked="" type="checkbox"/> Primary Phone | <input type="checkbox"/> Zip |
| <input checked="" type="checkbox"/> Feeder | <input type="checkbox"/> State | |

Save

Manage > Incidents - Visible Columns

| | | |
|---|--|---|
| <input checked="" type="checkbox"/> Address 1 | <input checked="" type="checkbox"/> Created By | <input checked="" type="checkbox"/> Phase |
| <input type="checkbox"/> Address 2 | <input type="checkbox"/> Feeder | <input checked="" type="checkbox"/> Primary Phone |
| <input type="checkbox"/> Alternate Phone | <input checked="" type="checkbox"/> First | <input checked="" type="checkbox"/> Sub |
| <input checked="" type="checkbox"/> C# | <input type="checkbox"/> GIS ID | <input checked="" type="checkbox"/> Type |
| <input checked="" type="checkbox"/> Category | <input type="checkbox"/> Incident | <input checked="" type="checkbox"/> UD1 |

The custom links tab is used to set up the tabs that will come up on the top of the OMS webpage. This is so any user can click the button with the title on it and it will direct them to the URL used. (Below(top)) All the user will need to do is type in the title that is wanted to appear on the top of the screen and copy the URL of that link. (Below (bottom))

Home | SOS Email | Help | mPower Innovations | MMEA Outages | MMEA Maintenance | Sign Out (administrator)

Users Resource Codes Types Visible Columns Custom Links Notifications Advanced MultiSpeak Interface

Custom Links

Custom Link 1
Title: mPower Innovations
URL (Example: http://www.somedomain.com): http://www.mpowerinnovations.com

Custom Link 2
Title: MMEA Outages
URL (Example: http://www.somedomain.com): http://mpi.mpower.net/gisweb/web/customentry.cfm?txtUserName=mmea&txtPa

Custom Link 3
Title: MMEA Maintenance
URL (Example: http://www.somedomain.com): http://demo.mpower.net/gisweb/web/customentry.cfm?txtUserName=mmea&txtf

Custom Link 4
Title:
URL (Example: http://www.somedomain.com):

Save

The notifications tab is used for when the company wants to be notified via e-mail when certain

things happen. The global Action Based Notifications section is used for whenever any of the following items happen to the system. Call Entered into System (Unanalyzed Call), Call Analyzed turned to Unassigned Incident, Incident Status set to Assigned, Incident Status set to Restored, or Incident Status set to Completed. While the Targeted ID Specific Notifications is used when an entered meter is out the entered e-mails will be notified. (Below)

Users Resource Codes Types Visible Columns Custom Links **Notifications** Advanced MultiSpeak Interface Save

Global Action Based Notifications

Email Address (multiple separated by comma)

Check to Activate Specific Notifications

- Call Entered into System (Unanalyzed Call)
- Call Analyzed turned to Unassigned Incident
- Incident Status set to Assigned
- Incident Status set to Restored
- Incident Status set to Completed

Targeted ID Specific Notifications

Notify Email Address(s) to Alert (Seperate Using Comma)

mwingez@powerinnovations.com

Active Targeted ID List

Add to Notify List

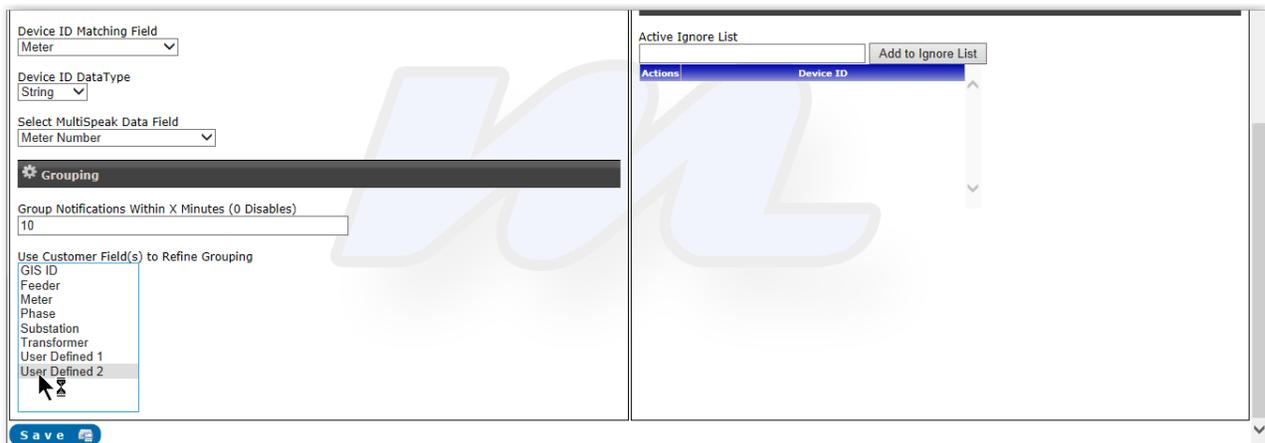
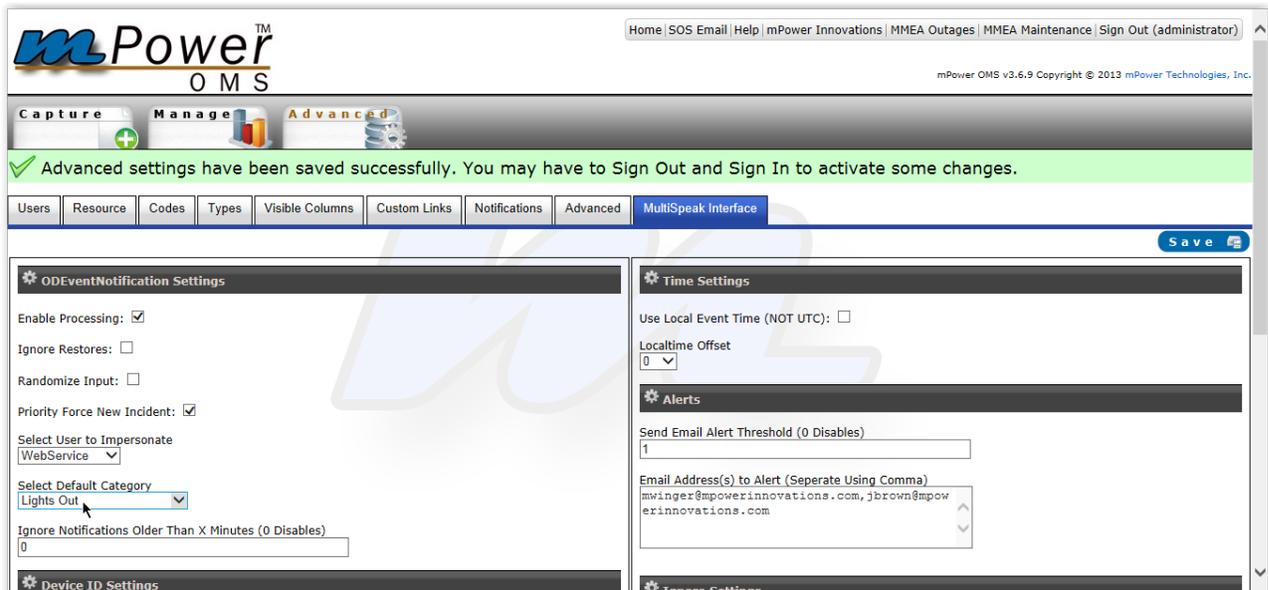
| Actions | Id |
|---------|-------|
| | 45273 |

The advanced tool is where you can change certain setting in the OMS. In the SMTP Email Server section, the user can set the e-mail address that the e-mails coming from the OMS server. In the settings section you can turn the tooltips on or off, tooltips are the little description that comes up over each icon when it is hovered over. The Manage Records page size will give a limit to how many calls and incidents will appear on the manage default page. The Call Capture Express Mode is, when it's turned on, will allow the capture users to take calls extremely fast. And the Custom Logo section is where a company can put their logo in the upper left of each page. (Below)

The screenshot shows the 'Advanced' settings page for the SMTP Email Server. At the top, there is a navigation bar with 'Capture', 'Manage', and 'Advanced' tabs. Below this is a menu with options: 'Users', 'Resource', 'Codes', 'Types', 'Visible Columns', 'Custom Links', 'Notifications', 'Advanced' (selected), and 'MultiSpeak Interface'. The main content area is titled 'SMTP Email Server' and contains several input fields: 'SMTP Mail Server Address (Ex: mail.domain.com)' with 'localhost' entered, 'From Email Address' with 'no-reply@mpowerinnovations.net', 'Mail Server SMTP Port (Ex: 25)' with '25', and 'Mail Server SMTP User (Ex: someone@domain.com)' and 'Mail Server SMTP Password' (both empty). A 'Save' button is located below the fields. Below the SMTP section is a 'Settings' section with three options: 'Manage Screen Icon Hover-Over Tooltip Pop-Ups: ', 'Manage Records Page Size: 25' (with a dropdown arrow), and 'Enable Call Capture Express Mode: '. A 'Save' button is also present at the bottom of the settings section.

The screenshot shows the 'Custom Logo' section of the settings page. It features a 'Save' button at the top left. Below it, a message reads: 'If you would like to change the system logo browse and select a .JPG file and click save. For best results make sure your image is 360(w) x 78(h) pixels in size.' A 'Browse...' button is provided for file selection. Below the message, the current system logo is displayed, which is the 'mPower OMS' logo. A 'Save' button is located at the bottom left of the section.

The final tab is the MultiSpeak interface which is where all the MultiSpeak options are set. The OD Event Notification Settings you can enable processes, ignore restores, and randomize inputs. They all do exactly what they sound like. There is also the Priority Force New Incident which is giving priority to the new incidents. The Select User to Impersonate allows the administrator to log on as a certain user and see what they see. The Select Default Category allows the user to pick what the default event will be. The Ignore Notifications Older than X Minutes (0 Disables), this allows the user to ignore notifications that are older than the time put in. The Time Settings allows there to be an offset in the OMS. The Alerts section allows alerts to be sent to the e-mails entered. The Device ID Settings section allows the user to match up the ID with the corresponding field. The Ignore Setting section is where a meter can be ignored so it will no longer be notified that it is going out. The Grouping section allows the user to set up what the groups that will automatically be grouped by. Outages can be grouped by whatever the company pleases. (Below)



Express Mode

The express mode will only bring up two screens when capturing calls, the Caller Selection page (Right) and the Detailed Comments page (Left). After the comments page it will then bring the user right back to the Caller Selection page. If the user wants to they can always press the back button and they can ask the customer, the questions. This is mainly used for times of major outages when calls are coming in very quickly and they need to record calls very quick.

The screenshot shows the 'Detailed Comments' page in the mPower OMS interface. At the top, there is a navigation bar with 'Capture', 'Manage', and 'Advanced' options. Below this, the page title is 'Detailed Comments'. A large text area labeled 'Comment' is provided for input. At the bottom, there are 'Back' and 'Next' buttons. A note at the bottom states: 'Note: Clicking Back will bring you to the Survey Questions.'

The screenshot shows the 'Caller Selection' page in the mPower OMS interface. The page has a header with the mPower OMS logo and navigation links. Below the header, there are tabs for 'Capture', 'Manage', and 'Advanced'. The main content area is titled 'Caller Selection (Hide)'. It contains several input fields: 'Last Name', 'First Name', 'Full Name', 'Address', 'Account/Customer ID', 'Phone Number', and 'GIS ID'. There are 'Find' and 'Clear' buttons. To the right, there is a 'Global Notes' section with a text area containing 'Franklin Outage restoration time 4:00pm' and a 'Save Changes' link. Below the input fields, there is a 'No data available.' message and a checkbox for 'Non-Resident Call Capture (Skip Address Selection)'. At the bottom, there are 'Back' and 'Next' buttons.