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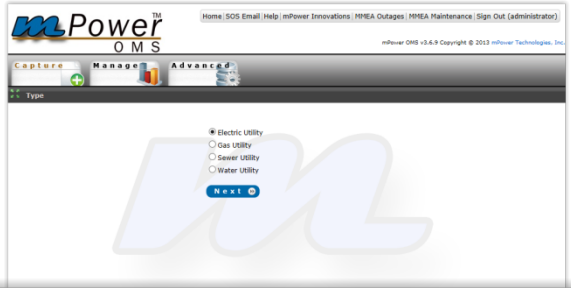
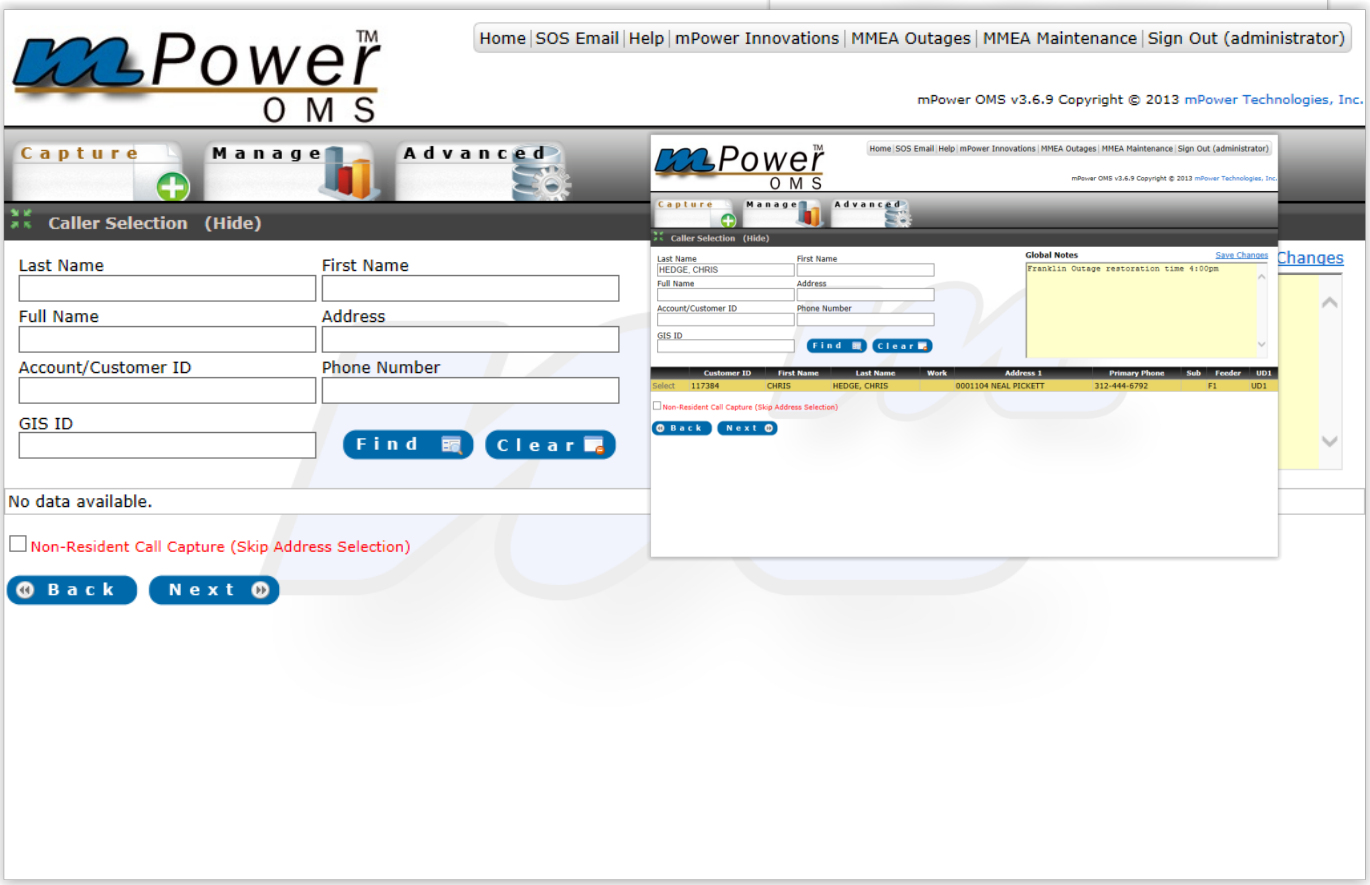
Basic Information

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.

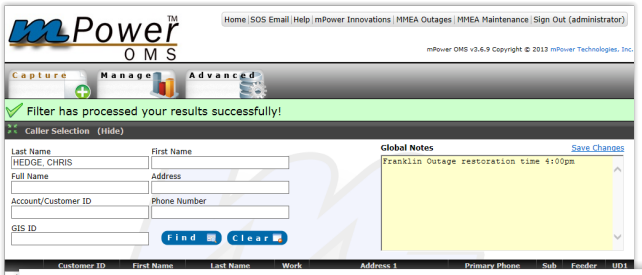
Capture Process

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)

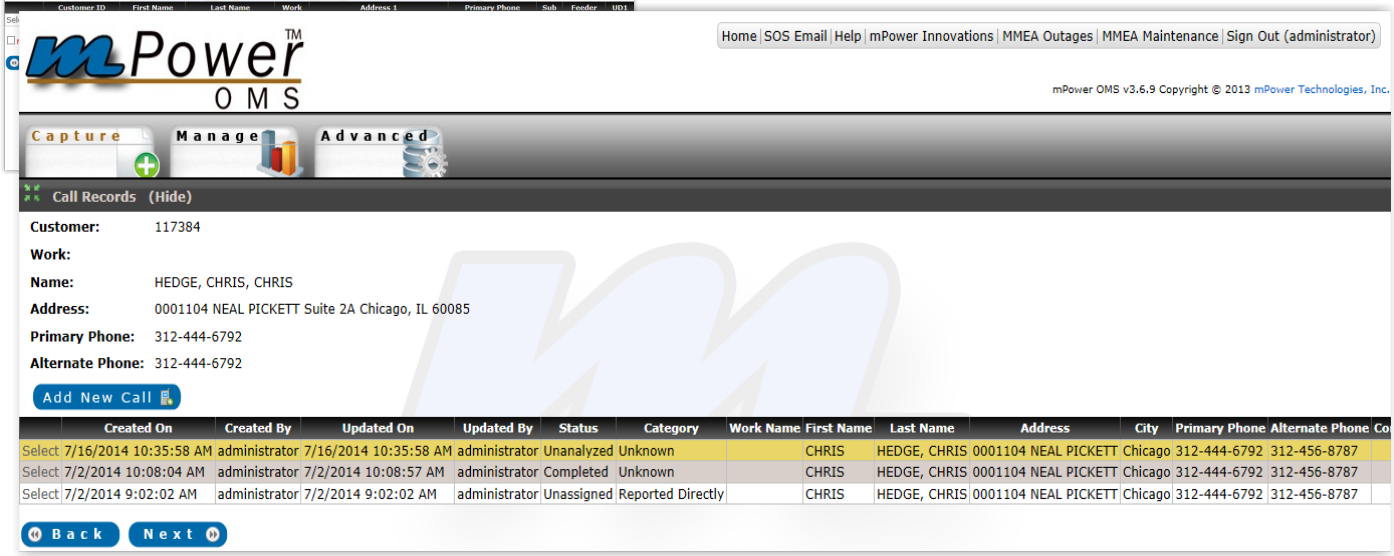




The user can search by any of the following items when recording a call, Last Name, First Name, Full Name, Address, Account/Customer ID, Phone Number, and GIS ID. One thing to be careful about is that if you have something typed in one search box it will search by all the boxes with text in them, so 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)



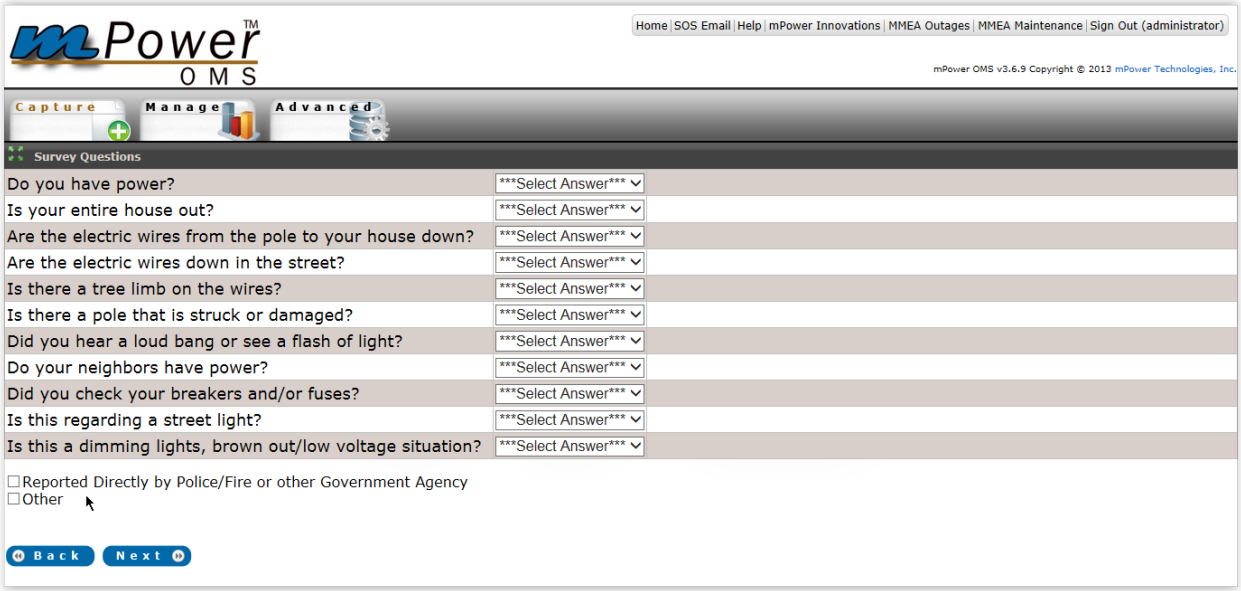
After hitting the next button, it brings up a chart with all the customers open calls and their present information. At this point you can either add an entire new call for the



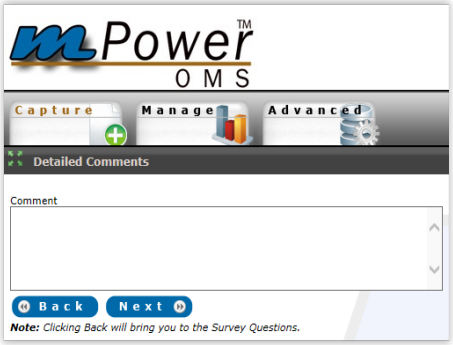
customer or edit the information of a call that was added at an earlier time. If there are no open calls that this customer is dealing with all the user will need to do is add a new call on this tab. (Below)

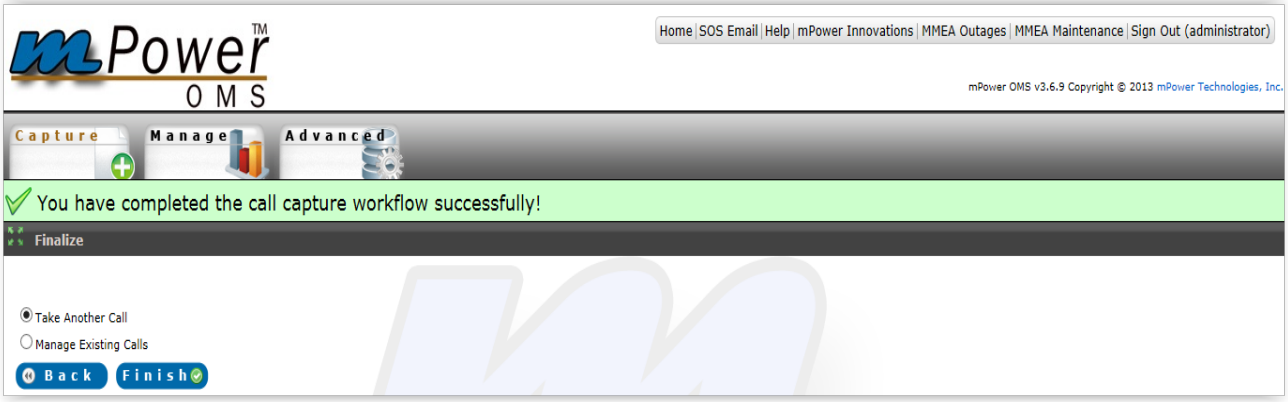
Then it will bring up the customer's contact information, it will allow you to fill out and change the customer's present information. This will only alter the data in the OMS system call not in the billing information database or CIS information, so this means that you will only change the information 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)

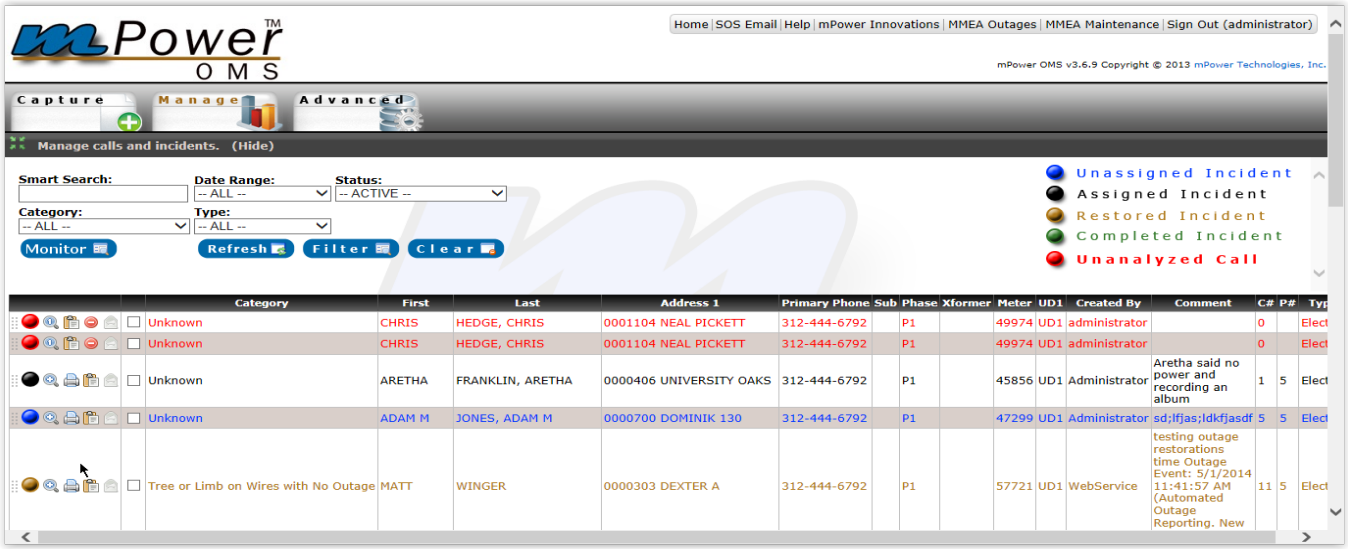


Then you are brought to a comment tab to leave a comment as in a new phone number that the customer has and later we can run a report on it so all the numbers you have entered can be changed. You can also say anything else important about the situation, a report can be run on anything in the comment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



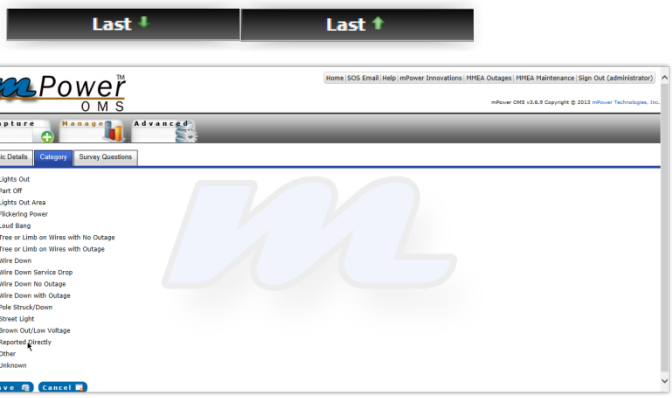


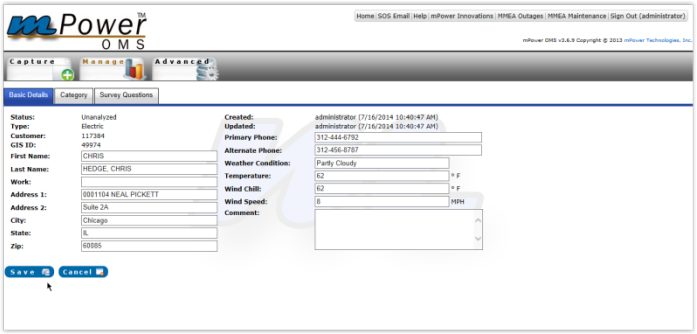
Manage Process

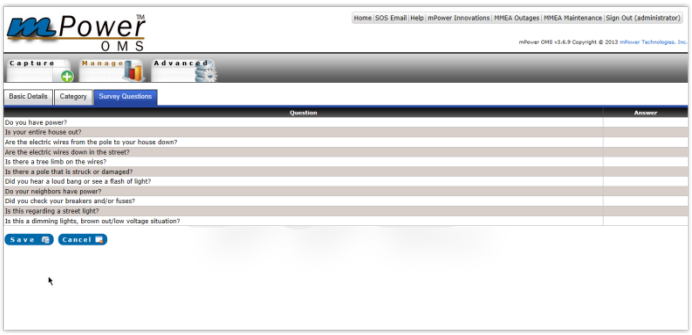


Next is the manage tab which is used for just as it sounds managing the call. This is where the calls can be grouped and called an outage, or just as a single meter failure. The colors all mean different things. Unanalyzed Call – When a call first is captured it will show up in the list as an Unanalyzed 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)

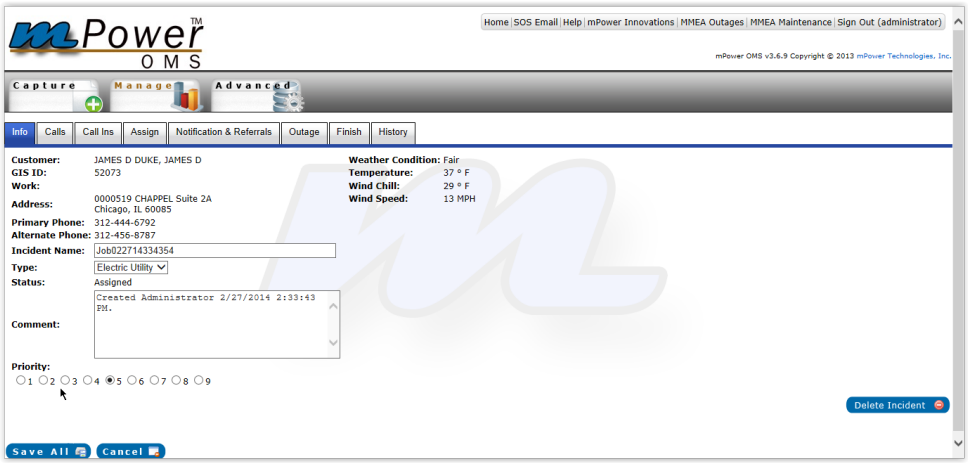
This is in the edit area of the call; the first page is the info tab which just gives the basic information about the customer. This is for an Unanalyzed Call which is a call that is not an incident. This is different from editing an incident, this is how you go back into the call and change all the 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.

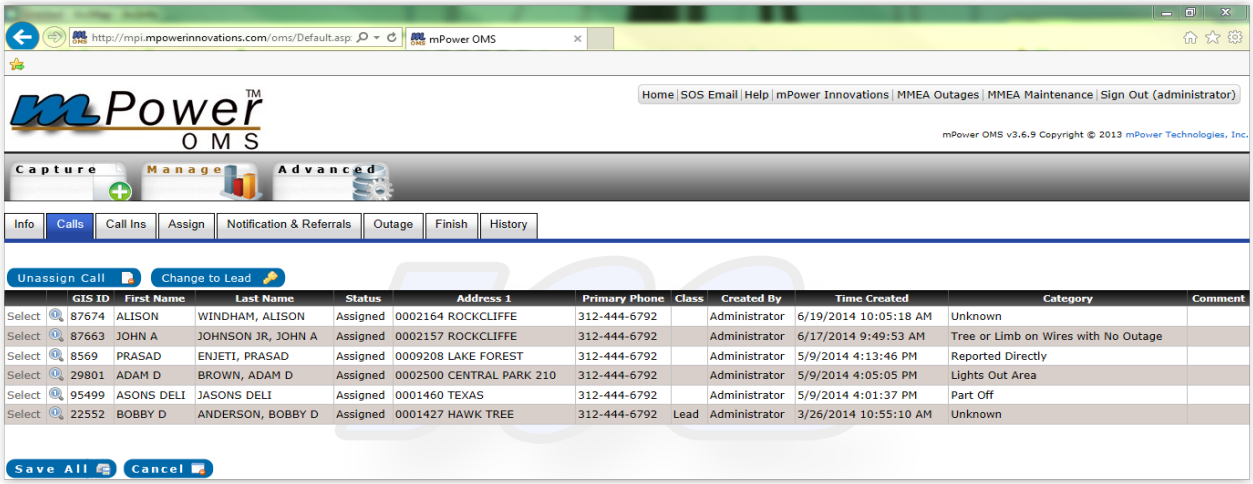






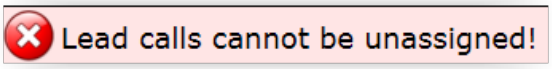
This is where you edit an incident; the difference is you can see in the magnifying glass there is a plus or a 1 which will tell you if you're editing one call or an incident. (Below) The default page is the info tab which will give the information of the primary call of the incident.



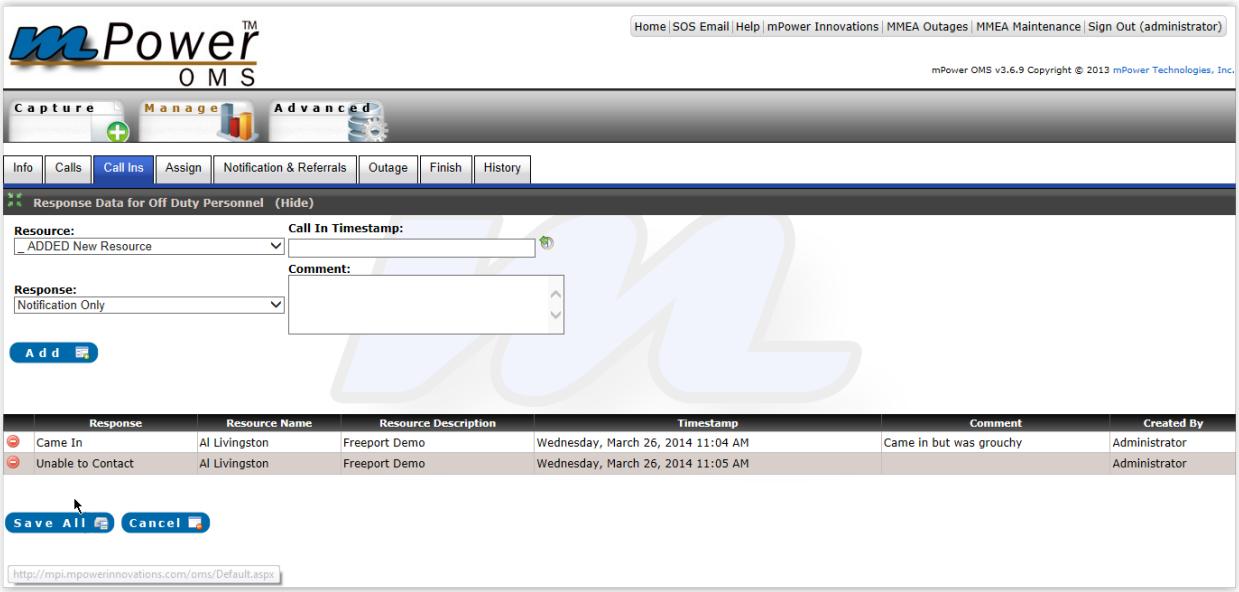


	GIS ID	First Name	Last Name	Status	Address 1	Primary Phone	Class	Created By	Time Created	Category	Comment
Select	87674	ALISON	WINDHAM, ALISON	Assigned	0002164 ROCKCLIFFE	312-444-6792		Administrator	6/19/2014 10:05:18 AM	Unknown	
Select	87663	JOHN A	JOHNSON JR, JOHN A	Assigned	0002157 ROCKCLIFFE	312-444-6792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

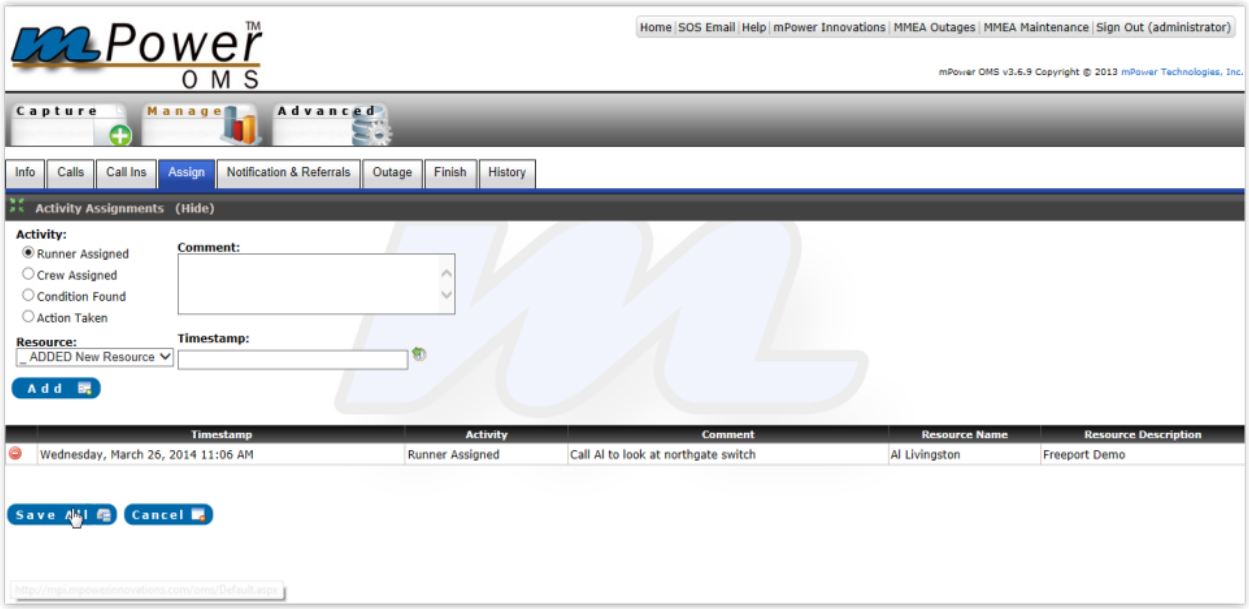


The next tab is the call in's, which is how the user can call in a crew and can show when the person called in the crew member and what their response was. There is an automatic time stamp button that will record the time and date of when the call in was done, when the button is pressed. You can change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

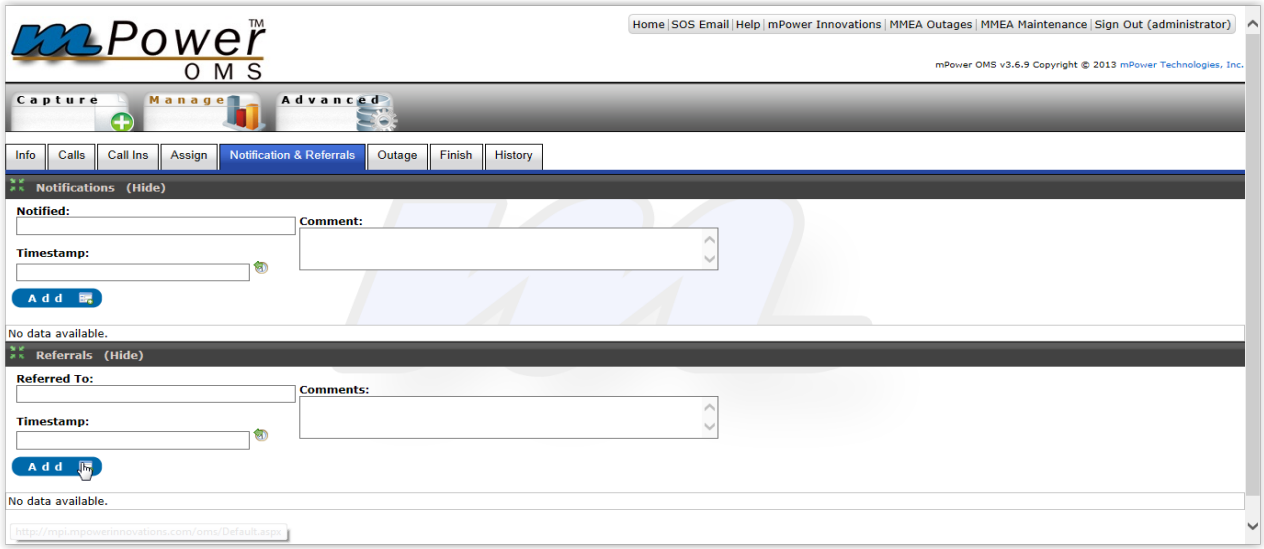


Response	Resource Name	Resource Description	Timestamp	Comment	Created By
Came In	Al Livingston	Freeport Demo	Wednesday, March 26, 2014 11:04 AM	Came in but was grouchy	Administrator
Unable to Contact	Al Livingston	Freeport Demo	Wednesday, March 26, 2014 11:05 AM		Administrator

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)

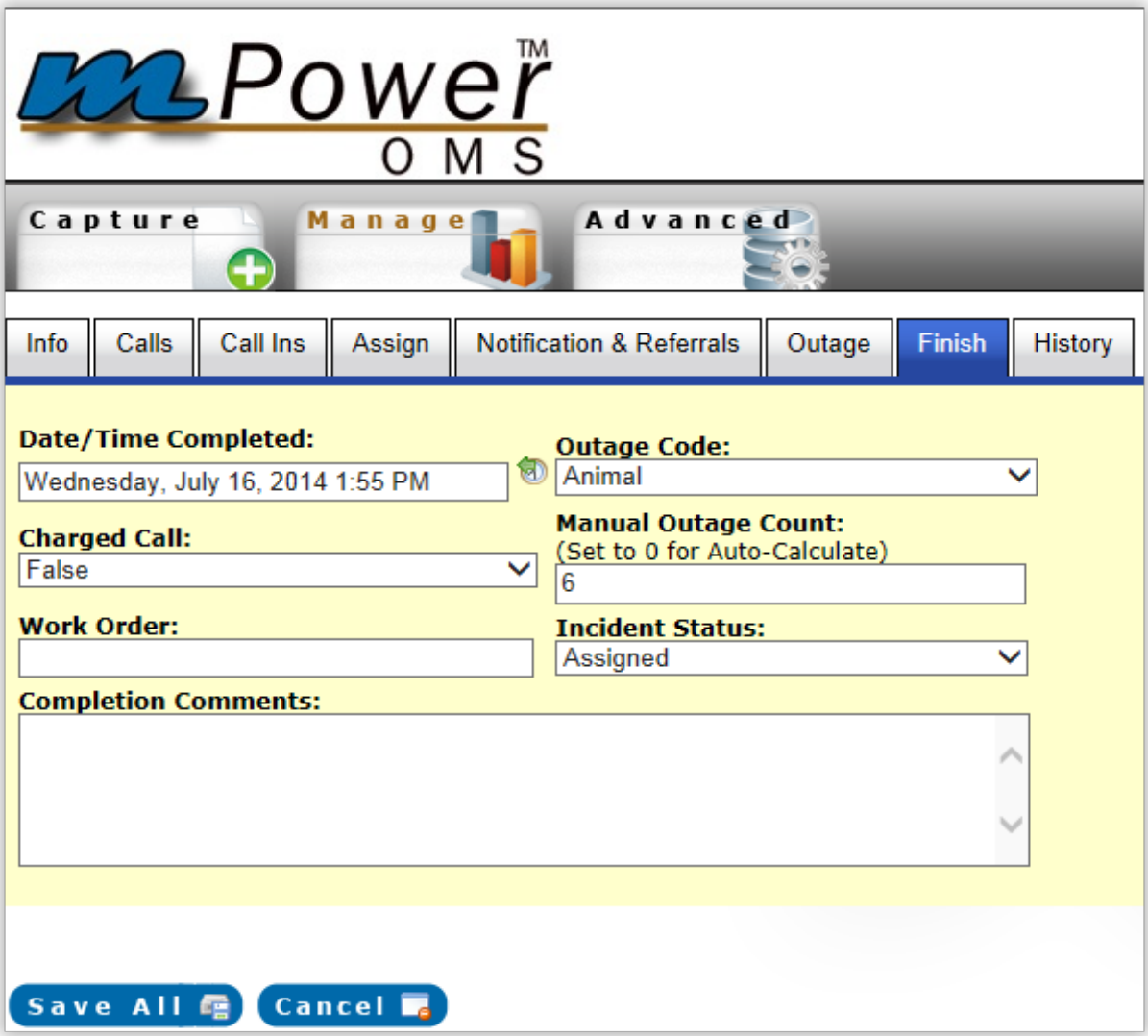


The next tab is the Notification & Referrals tab, which records when the company was notified and or referred a problem to another company. The referral section is usually used more to say a cable wire down turns out to be the reason for the call, they can say when they referred it to the telephone company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

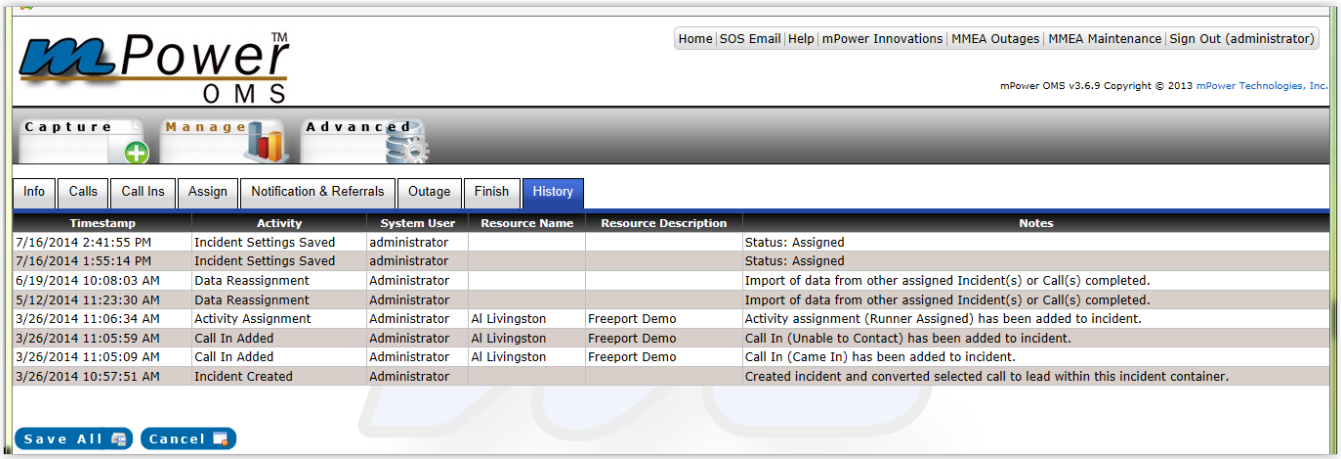


The next tab is the outage tab which is used to record how long the outage was, this is mostly used for all your reliability and to add up the duration of the outage. This is done by simply pressing each time stamp button, the time off section is done automatically by when the call was taken or when 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 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)

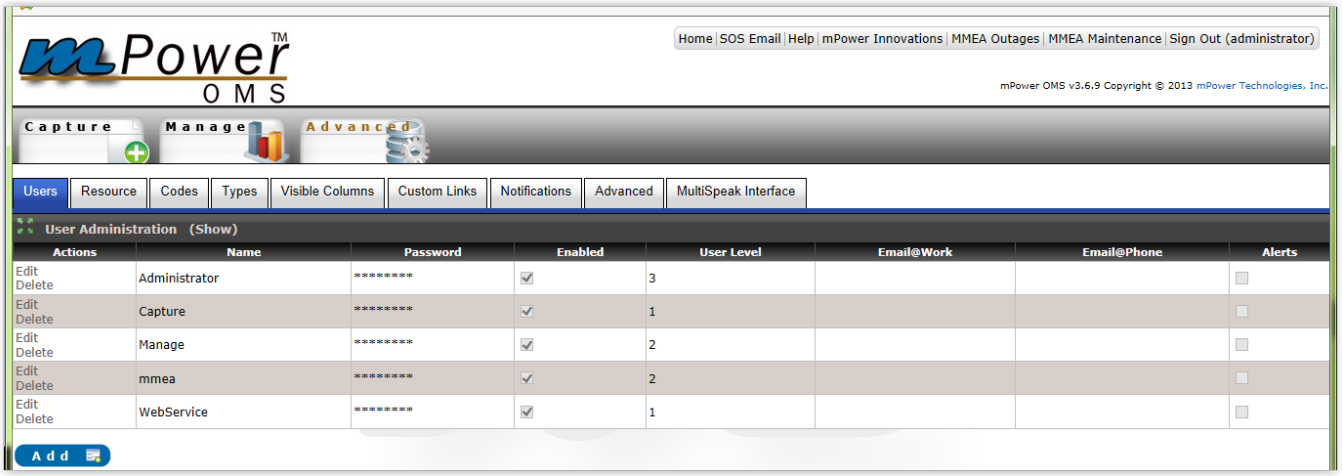


The final tab is the history tab which shows the entire process and how long it took to do the entire thing, it shows it step by step this is not editable. (Below)

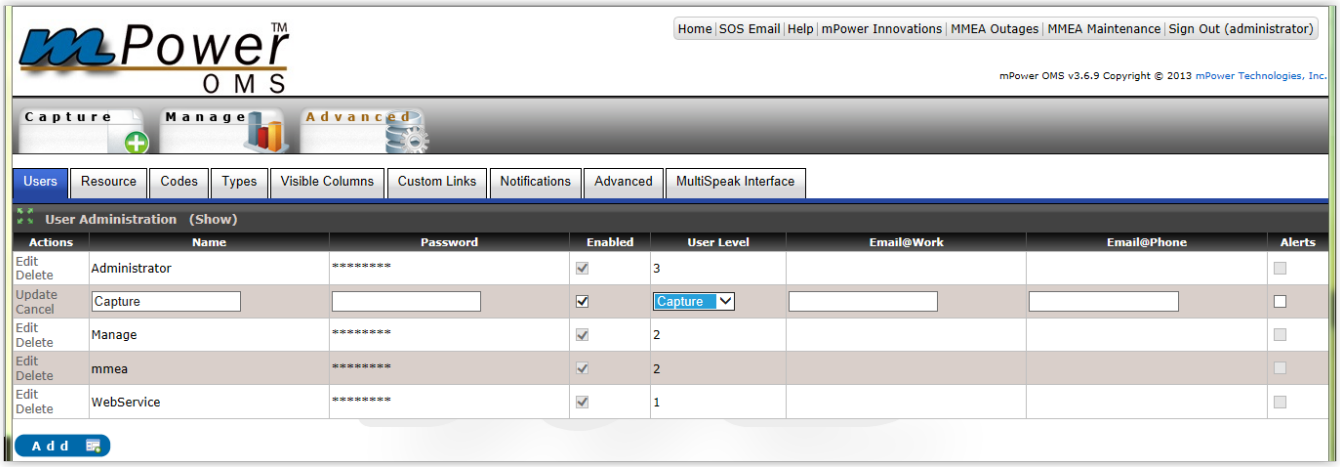


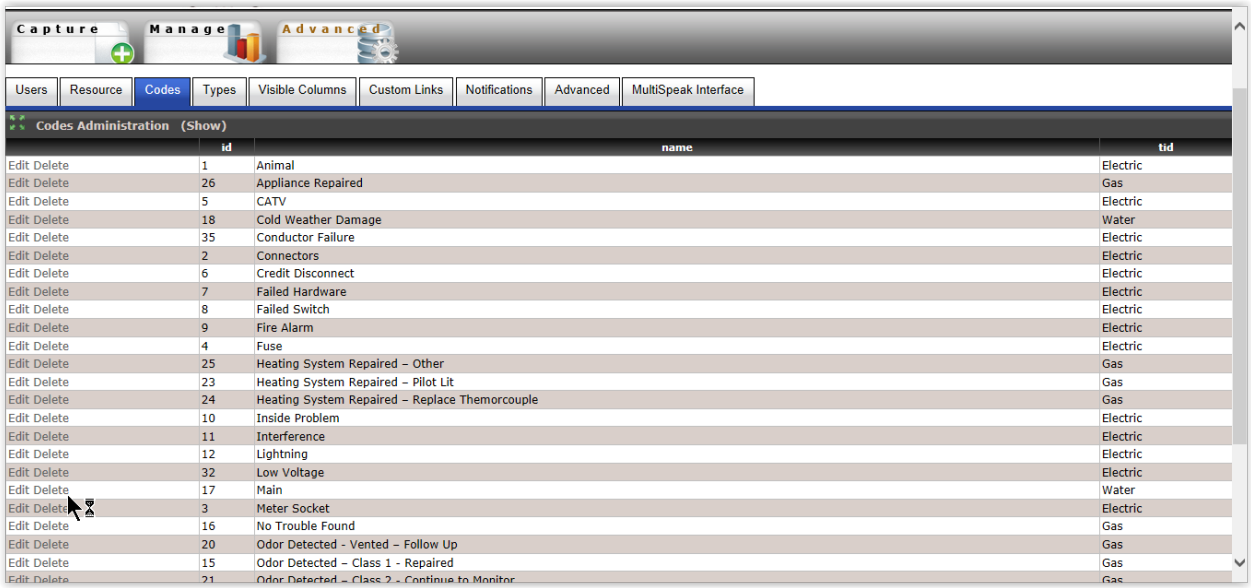
Timestamp	Activity	System User	Resource Name	Resource Description	Notes
7/16/2014 2:41:55 PM	Incident Settings Saved	administrator			Status: Assigned
7/16/2014 1:55:14 PM	Incident Settings Saved	administrator			Status: Assigned
6/19/2014 10:08:03 AM	Data Reassignment	Administrator			Import of data from 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.

Advanced Tab - Administration



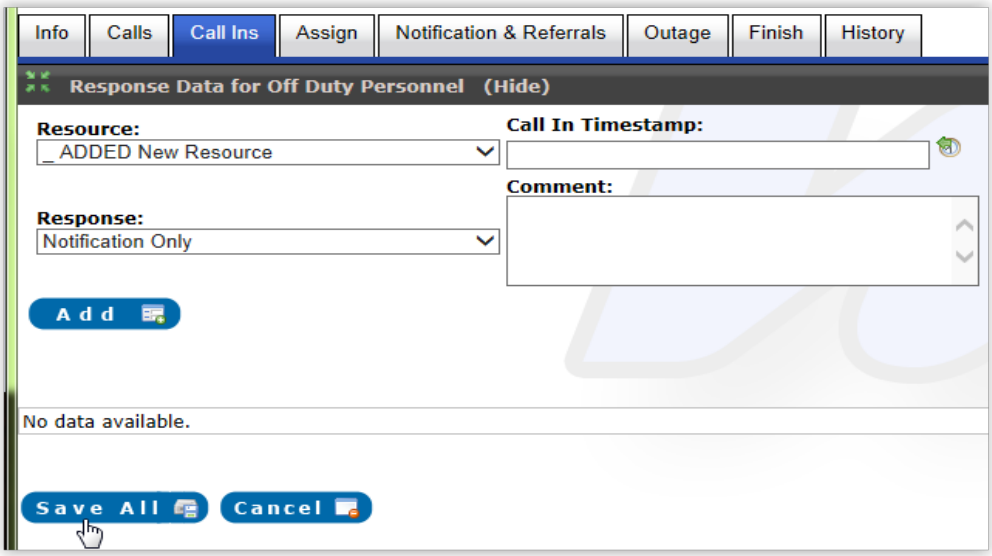
The final main tab is the advanced tab, which is for the administrator; this is not visible by any other user. The first tab is the users, which is how an administrator adds new users and sets the type of user that they are. 3 is an administrator, 2 is a manage user, while 1 is a capture user. There 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)

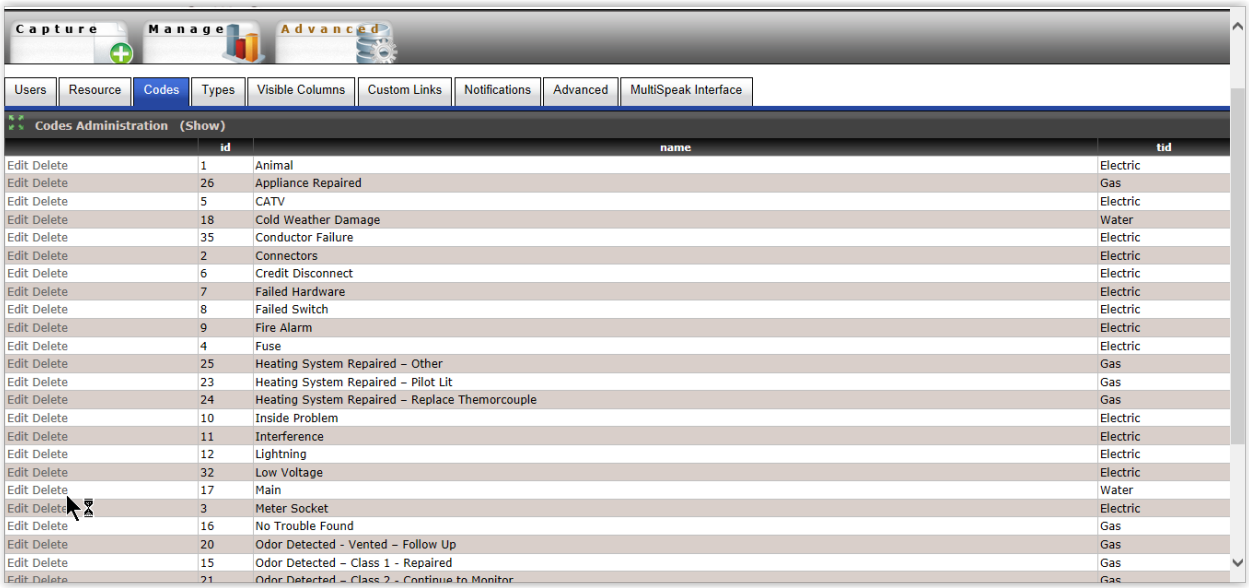




	id	name	tid
Edit Delete	1	Animal	Electric
Edit Delete	26	Appliance Repaired	Gas
Edit Delete	5	CATV	Electric
Edit Delete	18	Cold Weather Damage	Water
Edit Delete	35	Conductor Failure	Electric
Edit Delete	2	Connectors	Electric
Edit Delete	6	Credit Disconnect	Electric
Edit Delete	7	Failed Hardware	Electric
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 Themorcouple	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)





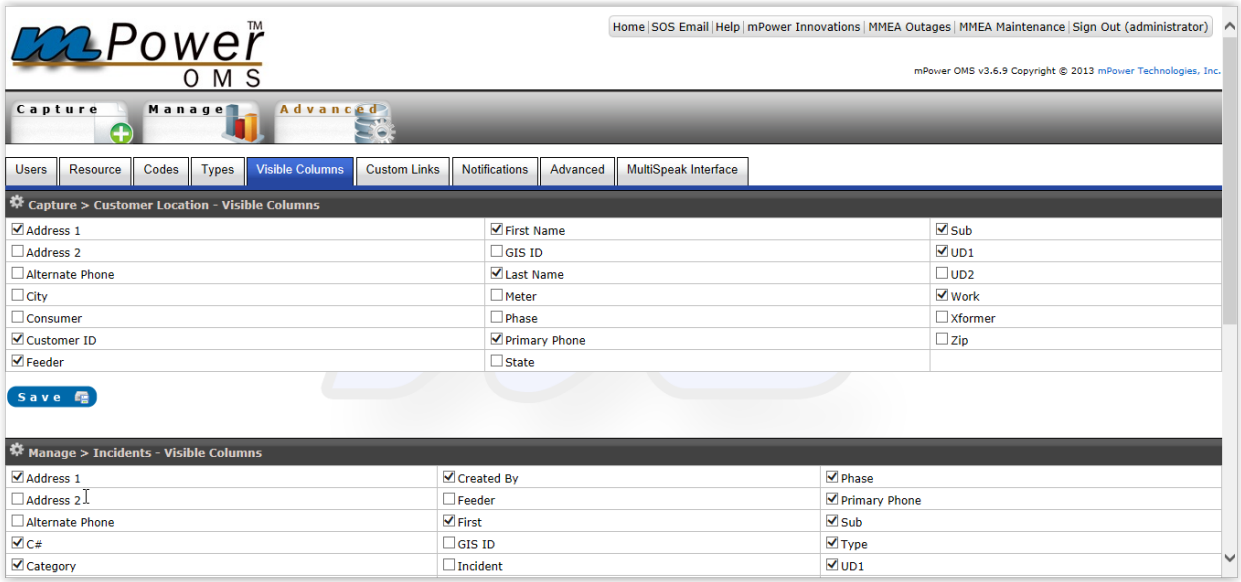
	id	name	tid
Edit Delete	1	Animal	Electric
Edit Delete	26	Appliance Repaired	Gas
Edit Delete	5	CATV	Electric
Edit Delete	18	Cold Weather Damage	Water
Edit Delete	35	Conductor Failure	Electric
Edit Delete	2	Connectors	Electric
Edit Delete	6	Credit Disconnect	Electric
Edit Delete	7	Failed Hardware	Electric
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 Themorcouple	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)

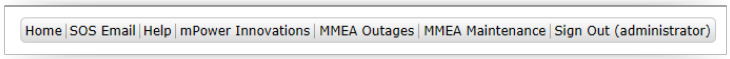
The next tab is the types tab, which can be used for determining the utility. This is where a customer can be used to add or take away types of utilities. (Below)

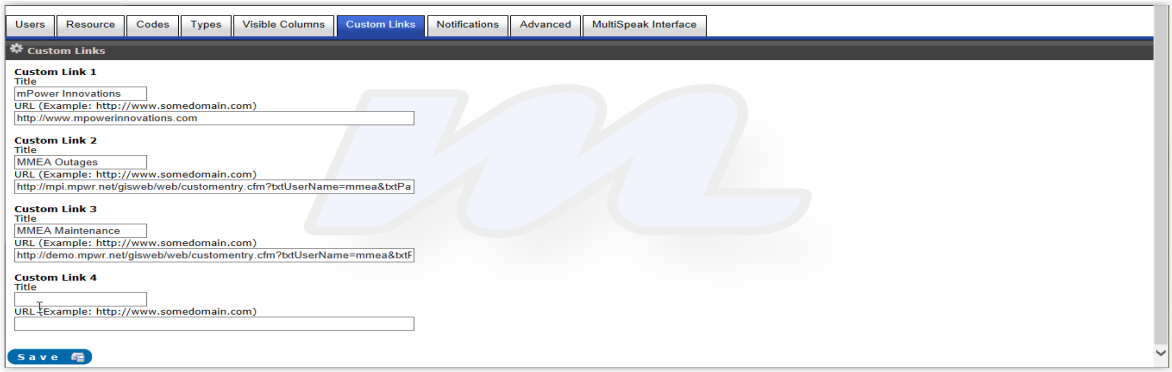
Edit	Delete	id	name	tid	enabled	codes
Edit	Delete	5	Electric Utility	Electric	✓	ELEC-UNKNOWN,ELEC-TREE ON LINE,ELEC-WIRES DOWN,ELEC-BROKEN POLE,ELEC-OTHER
Edit	Delete	2	Gas Utility	Gas	✓	GAS-XFER
Edit	Delete	10	Sewer Utility	Sewer	✓	SEWER-STOP,SEWER-LEAK,SEWER-OTHER
Edit	Delete	11	Water Utility	Water	✓	WATER-QUALITY,WATER-OTHER

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)



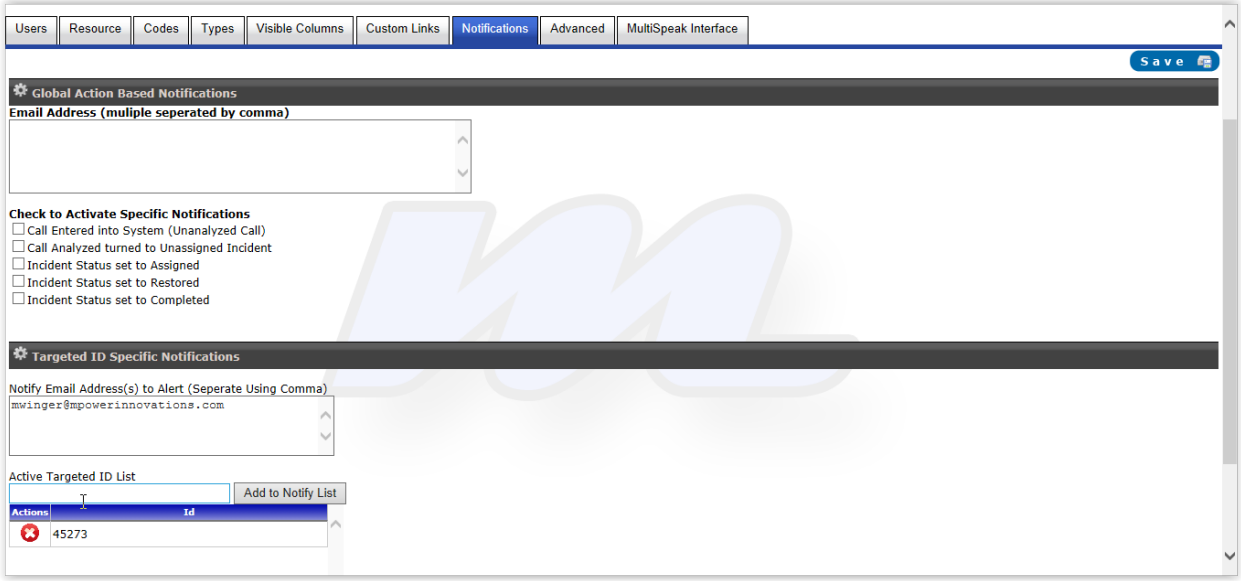
The custom links tab is used to set up the tabs that will come up on the top of the OMS webpage. This is so any user can click the button with the title on it and it will direct them to the URL used. (Below(top)) All the user will need to do is type in the title that is wanted to appear on the top of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



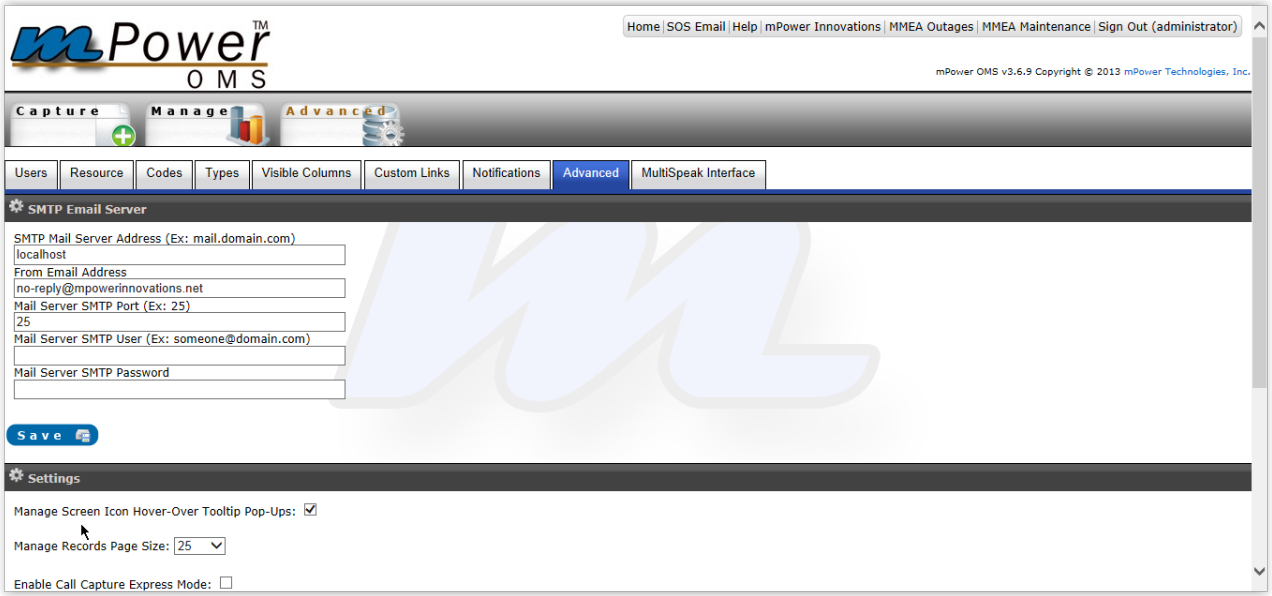


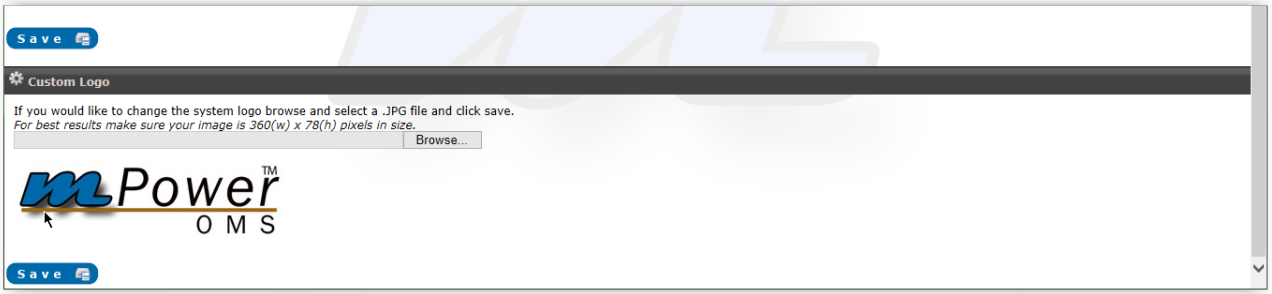
The notifications tab is used for when the company wants to be notified via e-mail when certain

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)

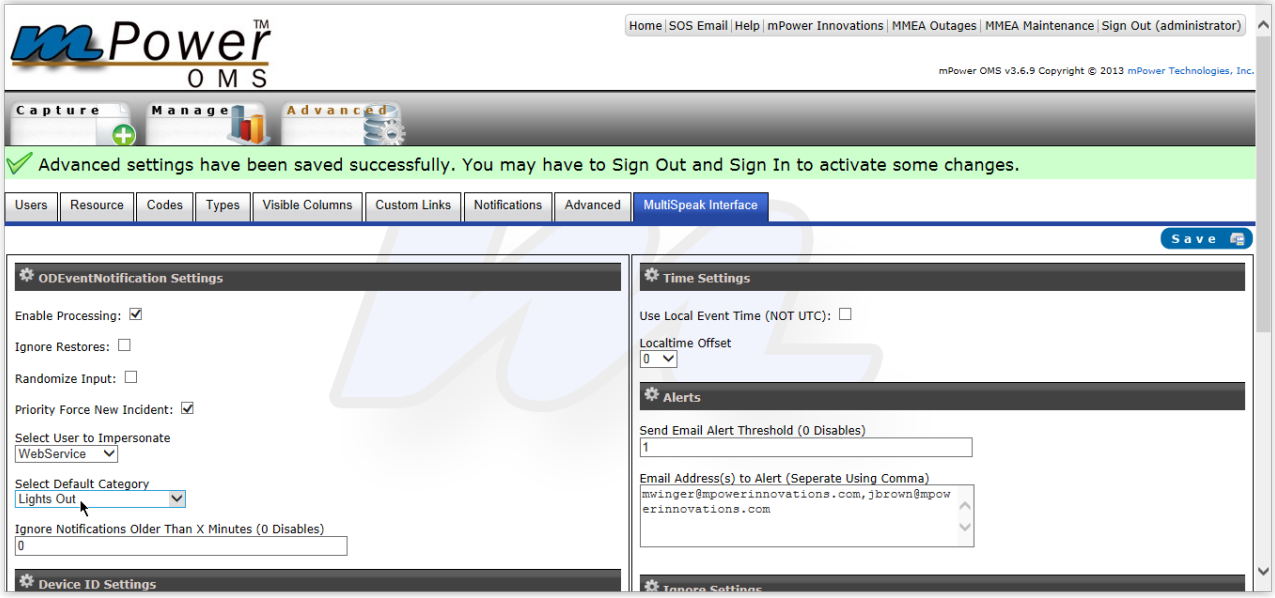


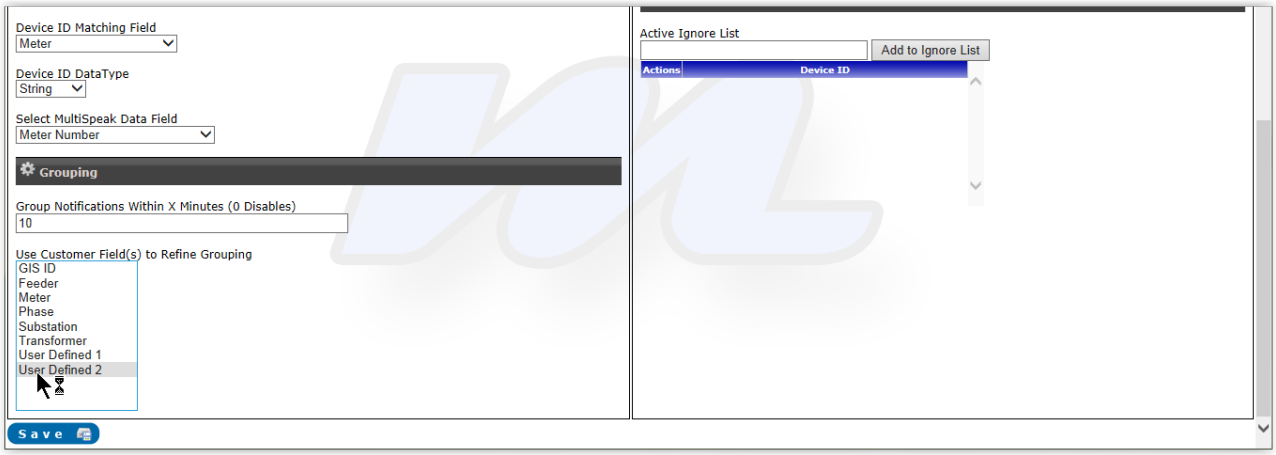
The advanced tool is where you can change certain setting in the OMS. In the SMTP Email Server section, the user can set the e-mail address that the e-mails coming from the OMS server. In the settings section you can turn the tooltips on or off, tooltips are the little description that comes up over 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 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.