

OutageMessenger

With OutageMessenger, text messages and emails can now automatically be created and sent to notify critical personnel that an outage has occurred and is affecting customers. With OutageMessenger, you can customize your notification protocol in many ways, making it easier than ever to send text messages and emails to those who need to be aware of vital information. Texting is a highly visible medium, which allows almost instantaneous dissemination of information. The moment your Milsoft OMS software detects an outage, OutageMessenger can automatically initiate your pre-determined text message or email notifications. So, no matter where your team is, you can feel confident that they have been notified.

Automatic text messaging and email? Doesn't get much easier than that!





OutageMessenger

- OutageMessenger is a Windows service that automatically sends text messages or emails when outages happen.
- OutageMessenger sends change notifications when specified attributes of the outage change.
- OutageMessenger allows the user to specify different content for text messages and emails.
- OutageMessenger gives the user the ability to include any field from the outage table in the message content.
- OutageMessenger detects when an outage is expanding and waits a specified time to determine if an upline device will be predicted open before sending a text message or email.

OutageMessenger allows the user to create distribution lists with criteria from any field in the outage table.

Examples :

1. Notify district managers when an outage affects their district.
2. Notify executives when an outage affects more than 100 customers.
3. Notify key account managers when priority customers are affected.
4. Notify foremen when outages occur in their district.

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