

02/2011

# mPower OMS

Help Documentation





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# 1. System Requirements

## 1.1. Server

- Supported Operating Systems: Windows Server 2003; Windows Server 2008; Windows Vista; Windows XP
- Processor: 400 MHz Pentium processor or equivalent (Minimum); 1GHz Pentium processor or equivalent (Recommended)
- RAM: 96 MB (Minimum); 256 MB (Recommended)
- Hard Disk: Up to 500 MB of available space may be required
- CD or DVD Drive: Not required
- Display: 800 x 600, 256 colors (Minimum); 1024 x 768 high color, 32-bit (Recommended)
- Microsoft IIS with .NET 3.5 Framework

## 1.2. Client

- Internet Explorer
- Firefox
- Chrome
- Smart Phone w/Web Browser and Internet Access
- JavaScript and Cookies Enabled
- At least 512 MB RAM

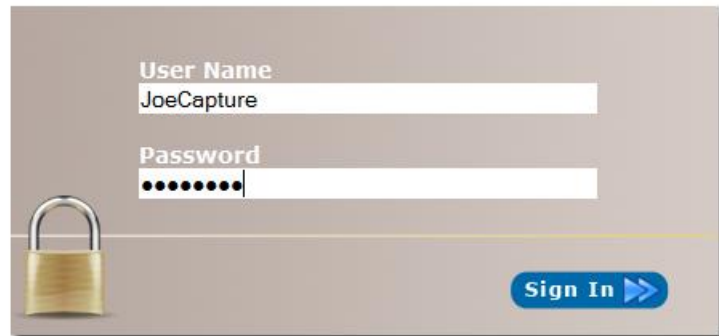


## 2.Site Access

A login form with a light beige background. It contains two input fields: "User Name" and "Password". Below the "Password" field is a yellow padlock icon. At the bottom right, there is a blue button with the text "Sign In" and a right-pointing arrow.

## 2.1. Sign In

Enter your user name and password and click Login button. If you do not have the correct user information an error will appear notifying you that the login was incorrect. The default setup user name is **Administrator**. Refer to your customized implementation notes for secure password.

A screenshot of a sign-in form. The form has a light beige background. At the top left, there is a small icon of a padlock. The form contains two input fields: "User Name" with the text "JoeCapture" entered, and "Password" with ten black dots representing a masked password. Below the input fields is a blue button with the text "Sign In" and a right-pointing arrow. The form is enclosed in a thin grey border.

## 2.2. Sign Out

If you are logged into the system and wish to log out click the **Sign Out** hyperlink at the top right portion of the screen. When you sign out you will be brought back to the Login screen.

[S.O.S.](#) | [Help Documentation](#) | (Administrator) [Sign Out](#)

v1.2.1



## 2.3. Managing Users

If you are logged in as an Administrator level user you can view and edit user accounts. Click the **Advanced** tab to open that section. Refer to the **Advanced > Users** section of this document for more information on managing users.



## 3. Capture



The Capture section allows calls to be added to the system. This can be a manual process or while the call is coming in by the call taker. This section was meant to be fast and easy for quick entry into the system especially during large volumes.



### 3.1. Type

If you only have one type enabled this screen will get by-passed and default that type. If you are managing more than one type follow the steps below.

#### Step 1

Select the type required.

A screenshot of a user interface for selecting a utility type. It features two radio button options: "Electric Utility" (which is selected) and "Gas Utility". To the right of these options is a blue button with the text "Next" and a right-pointing arrow icon.

#### Step 2

Then click **Next** to continue.



### 3.2. Selecting Customer

What street address are you calling from? (Hide Details...)

Last Name	First Name
Work Name	Address
Account/Customer ID	Phone Number

Find Clear

Customer	First Name	Last Name	Work	Address
Select 29028			MEDFORD PUBLIC SCHOOL 3	
Select 40600			ELLINGTON TOWN HALL	130TH AVE 5501
Select 85125			MEDO LUTH CHURCH 2 PARS	RR 2 BOX 53

#### Step 1

Enter the data in the field you wish to search by. Some of the search text boxes will dynamically populate a drop down list to help the user select a record.

Last Name	First Name
smi	
Work	
Account/Customer ID	

SMIDT

**SMISEK**

SMITH

SMITS

If this is regarding a non-resident check the Non-Resident check box and click next.

Non-Resident Call Capture (Skip Address Selection)

#### Step 2

Click **Find** to filter the list using one or all search text boxes. To start over click **Clear** to restore to default and remove all filters.

Find Clear

#### Step 3

When you found your record click **Select** and make sure it highlights as selected.

Select	23103	ALLEN E	SMITH
--------	-------	---------	-------

#### Step 4

Then click **Next** to continue.



### 3.2.1. Global Notes

Global Notes [Save Changes](#) | [Refresh](#)

```
Substation 254A down for repairs affecting  
north zone 55 customers. Last nights flooding  
resulting in many outages near the lake front.|
```

Global notes is a chalk board type message system that all users can access. This area can be used to announce news or current outage progress to capture based users.



### 3.3. Customer Calls

You can add a new call or use an existing call on this screen. You only want to use an existing call if the call is about the same incident. This can happen if someone calls about the same problem more than once. You will see a list of calls in the grid and you can use date and status to narrow down your decision.

#### Adding a New Call

##### **Step 1**

To add a new call click **Add New Call**.

##### **Step 2**

The new call will now appear in the list. Click **Select** to highlight the record.

##### **Step 3**

Then click **Next** to continue.

#### Using an Existing Call

Customers may call in multiple times in regards to the same outage. To prevent multiple identical outage calls from being created, an existing call can be updated instead. A simple way to see if the customer has called in previously on the same outage is to check the date in the Updated On field.

##### **Step 1**

Click on **Select** to highlight the existing call to update.

##### **Step 2**

Then click **Next** to continue.



## 3.4. Contact Information

### Step 1

Update data as required. You can add/edit information to insure quality response contact with the caller for questions and status updates.

First Name	DAVID
Last Name	SMITH
Work Name	
Address 1	100 MAIN ST
Address 2	APT 104
City	WAKEFIELD
State	MA
Zip	01880
Primary Phone	123-123-4433
Alternate Phone	345-345-5566

[« Back](#)   [Next »](#)

### Step 2

Then click **Next** to continue.



### 3.5. Survey Questions

#### Step 1

This is the outage call questionnaire screen. Call takers should ask customer all pertinent questions to gain the most knowledge about the outage that will help with the management of outage calls.

Ask the caller these specific questions.	
Do you have power?	Yes
Is your entire house out?	Yes
Are the electric wires from the pole to your house down?	Unknown
Are the electric wires down in the street?	Unknown
Is there a tree limb on the wires?	Unknown
Is there a pole that is struck or damaged?	Unknown
Did you hear a loud bang or see a flash of light?	No
Do your neighbors have power?	Yes
Did you check your breakers and/or fuses?	Yes
Is this regarding a street light?	No

Call takers can answer these questions that will help manage the calls. The answer options are limited to Yes, No and Unknown.

\*\*\*Select Answer\*\*\*

\*\*\*Select Answer\*\*\*

Yes

No

Unknown

#### Step 2 (not required)

If the call category needs to be set manually you can check as required. Only use these check options if you have to. The questions have logic and will assign a category automatically if possible.

- Reported Directly by Police/Fire or other Government Agency  
 Other

#### Step 3

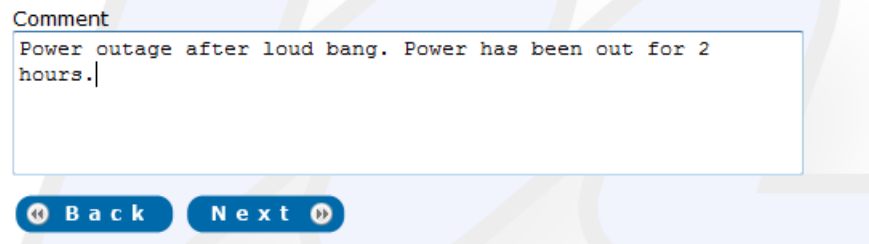
Then click **Next** to continue.



## 3.6. Detailed Comments

### Step 1

Comments are free flowing and should be used to add some brief detail to why this user called.



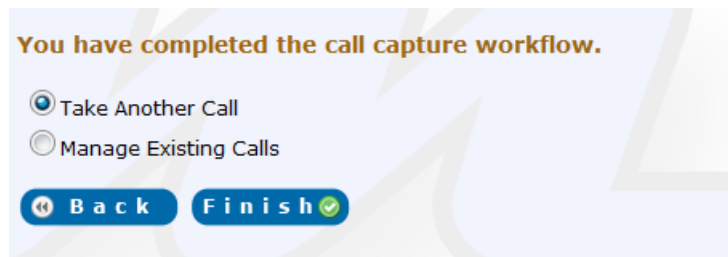
The screenshot shows a user interface for entering a comment. At the top, the word "Comment" is displayed. Below it is a text input area containing the text "Power outage after loud bang. Power has been out for 2 hours." with a cursor at the end of the second line. At the bottom of the input area, there are two blue buttons: "Back" with a left-pointing arrow and "Next" with a right-pointing arrow.

### Step 2

Then click **Next** to continue.



### 3.7. Finishing Call Capture



#### Step 1

If you choose **Take Another Call** you will be brought back to the starting point of the **Capture** section.

If you have Manage security rights the **Manage Existing Calls** option will be available. This will allow you to short cut to the **Manage** section. Keep in mind this is the same as Clicking the **Manage** tab at the top. You will only see this tab if you have security rights for that section.

#### Step 2

You can click **Finish** to complete the call capture.



## 4. Manage



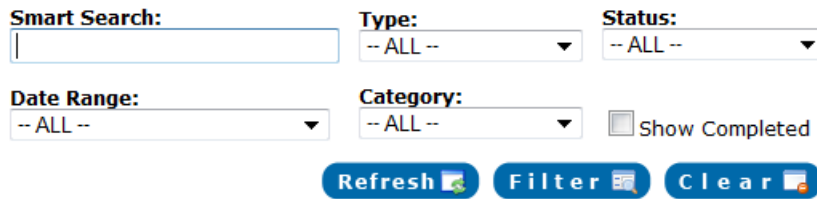
### Manage Status Codes



- **Unanalyzed Call** – When a call first is captured it will show up in the list as an Unanalyzed Call.
- **Unassigned Incident** – When you convert 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 additional work is required which is why this option is available.
- **Completed Incident** – Once the incident is completed this status will be active.



## 4.1. Filtering



The filter gives you the option to narrow down the Manage data results.

**Smart Search** gives you the ability to search many areas of the record in one place.

- Incident ID
- Work Name
- Contact Name
- Address
- Phone
- Comments
- GIS ID Used
- Incident Name
- Work Order Name

**Type** is used to separate call types such as Electric, Gas and Water.

**Status** allows you to search on Incident status.

**Date Range** will help you trim the results to a shorter time frame from today.

**Category** gives you the ability to filter based on Call category such as Other or Reported Directly.

**Show Completed** allows you to show completed Incidents which have the Incident status of Completed. Leaving this unchecked hides all Completed incidents making the screen only show active records.

- **Refresh** Button updates the filter options and resets the view back to default. This is handy in a multi-user environment as calls are being added and the dropdowns will become out of sync based on the initial load. Can be used to refresh view showing changes and/or new records.
- **Filter** Button starts the filter process using all options provided by user.
- **Clear** Button clears the filter and resets view back to default.



## 4.2. Incident Status Icon Tooltip

Incident Information		
<b>Incident Name</b>	Job061612142578	
<b>Time Created</b>	6/16/2010 12:14:25 PM	
<b>Call Count</b>	1	
<b>Type</b>	Electric	
<b>Status</b>	Assigned	
<b>Created By</b>	Administrator	
<b>Weather Condition</b>	Cloudy	
<b>Temperature</b>	67 ° F	
<b>Wind Chill</b>	67 ° F	
<b>Wind Speed</b>	6 MPH	
<b>Comment</b>	Created Administrator 6/16/2010 12:14:25 PM.	
<b>Resources</b>		
Bob	Crew 1	Runner Assigned
Truck 55	Bob, John and April	Crew Assigned
Truck 55	Bob, John and April	Condition Found
Car 4	Adam	Action Taken
Bob	Crew 1	Action Taken


Move mouse pointer over the status icon to activate the tooltip. This only works for Incidents type records. Resource listing helps get a quick look at what resource might be assigned to active incidents in order to aid the planning stages of a new incident.



*The tooltip does not work on red Unanalyzed Calls.*



### 4.3. View Details on Calls or Incidents


This view details icon  gives you the ability to edit calls or incidents depending on the record.

If the record is an Unanalyzed Call you will be sent to the **View or Edit Calls** screen.


 **Unanalyzed Call**

If the the record has been converted into an Incident you will be sent to **View or Edit Incident** screen.

 **Unassigned Incident**

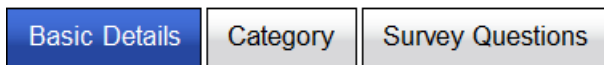
 **Assigned Incident**

 **Restored Incident**

 **Completed Incident**



### 4.3.1. Editing Calls



- **Basic Details** tab allows you to edit the basic call information.

<b>Status:</b>	Open
<b>Type:</b>	Electric
<b>Created:</b>	Administrator (4/19/2010 2:48:38 PM)
<b>Updated:</b>	Administrator (4/19/2010 2:48:38 PM)
<b>Customer ID:</b>	23103
<b>First Name:</b>	<input type="text" value="ALLEN E"/>

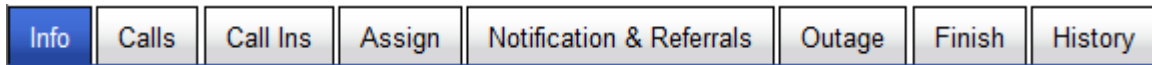
- **Category** tab allows you to change the call category manually.


- Reported Directly
- Other
- Unknown

- **Survey Questions** tab gives you the ability to view the questions and answers gathered during call capture.




### 4.3.2. Editing Incidents



- **Info** tab allows you to edit the descriptive Incident information. You can also delete the Incident using the  button. This will take any calls within the Incident container and set back to Unanalyzed Calls for re-analysis.

<b>Incident Name:</b>	Report Format Test Incident
<b>Type:</b>	Electric
<b>Status:</b>	Restored
<b>Comment:</b>	This job was created by Administrator on Thursday, April 15, 2010 3:00 PM.


- **Calls** tab gives you the ability to view calls within this Incident container. To change lead call or unassign call make sure you **Select** a call first before clicking the action button. You can also switch to the individual Call Edit screen by clicking on the corresponding view details button  in each call record shown.
- **Call Ins** tab tracks resource call in activity.
- **Assign** tab allows you to track and assign resources to the Incident.
- **Notifications & Referrals** is an open area used for tracking Notifications to outside parties as well as Referrals. An example of this would be notified Cable Company as their lines are affected as well.
- **Outage** tab tracks time on and time off count. This area allows you to add outages to keep track of outage times. If you are not able to every call for every outage you can change the manual outage count within the Finish tab using the manual outage count. Many times this area will a single record with the estimate of total outage time in hours. This form helps you calculate the hours into minutes before you add the record for a better understanding.
- **Finish** tab allows you to complete an incident or change completion status data.
  - **Date/Time Completed** shows completed time. This should be set before changing the Incident Status to Completed.

- **Manual Outage Count** allows you to specify affected totals more accurately due to the fact that it is not always possible to have every customer affected entered in as a call.
  - **Outage Code** is an internal method of organization of the data. The codes can be set in the Advanced tab.
  - **Work Order** can be set if you would like to link an internal process record to the Incident system.
- **History** gives you raw feedback on the activity from creation time on the single Incident.

Timestamp	Activity	System User	Resource Name	Resource Description	Notes
4/15/2010 4:42:05 PM	Incident Settings Saved	Administrator			Status: Restored
4/15/2010 4:38:47 PM	Incident Settings Saved	Administrator			Status: Completed
4/15/2010 4:37:40 PM	Incident Settings Saved	Administrator			Status: Completed
4/15/2010 4:36:47 PM	Incident Settings Saved	Administrator			Status: Unassigned
4/15/2010 3:59:35 PM	Incident Settings Saved	Administrator			Status: Completed
4/15/2010 3:59:16 PM	Incident Settings Saved	Administrator			Status: Assigned
4/15/2010 3:59:06 PM	Outage Added	Administrator			Outage has been added to incident.
4/15/2010 3:58:52 PM	Call In Added	Administrator	Bob	Electric Crew 1	Call In (Refused) has been added to incident.
4/15/2010 3:58:42 PM	Call In Added	Administrator	Truck 1	Dan, Al and Bobbi	Call In (Unable to Contact) has been added to incident.
4/15/2010 3:58:34 PM	Call In Added	Administrator	Janet	Electric Crew 2	Call In (Came In) has been added to incident.
4/15/2010 3:58:30 PM	Call In Added	Administrator	Chris Gountanis	Master Programmer	Call In (Came In) has been added to incident.
4/15/2010 3:58:20 PM	Activity Assignment	Administrator	Truck 5	Joe, April and Earl	Activity assignment (Action Taken) has been added to incident.
4/15/2010 3:57:58 PM	Activity Assignment	Administrator	Truck 1	Dan, Al and Bobbi	Activity assignment (Condition Found) has been added to incident.
4/15/2010 3:57:09 PM	Activity Assignment	Administrator	Truck 1	Dan, Al and Bobbi	Activity assignment (Runner Assigned) has been added to incident.
4/15/2010 3:56:51 PM	Notification Added	Administrator			Notification to Time Warner Cable Company has been added to incident.
4/15/2010 3:56:20 PM	Outage Added	Administrator			Outage has been added to incident.
4/15/2010 3:51:22 PM	Incident Settings Saved	Administrator			Status: Completed
4/15/2010 3:22:36 PM	Incident Settings Saved	Administrator			Status: Completed
4/15/2010 3:14:18 PM	Incident Settings Saved	Administrator			Status: Unassigned
4/15/2010 3:00:46 PM	Incident Settings Saved	Administrator			Status: Unassigned
4/15/2010 3:00:06 PM	Incident Created	Administrator			Created incident and converted selected call to lead within this incident container.



#### 4.4. Print Incident Report

You can print a single detailed Incident Report by clicking on the  icon.



## Incident Report

4/23/2010

*Report Format Test Incident*

Created By: Administrator	Condition: Cloudy	Status: Restored
Created: 4/15/10 3:00 pm	Temp: 68	
Completed: 2010-04-15 16:37:00.0000000	Wind Chill: 68	Work Order: WO 234234234234
Category: Wire Down with Outage	Wind Speed: 12	Manual Count:
Outage Code: Interference		

This job was created by Administrator on Thursday, April 15, 2010 3:00 PM.


Lead Information:	Phone 1:	Lead Comment:
-------------------	----------	---------------



*If the record does not have this icon it is not an Incident yet.*



## 4.5. Delete Unanalyzed Call

If you want to clean up some NON-REQUIRED Unanalyzed Calls you can click the  icon. This will completely remove the call from the system.



*If the record does not have this icon it is an Incident and cannot be deleted. Refer to Editing Incidents for more information on deleting an Incident first.*



## 4.6. Turn to Incident

Turn to Incident will allow you to convert single or multiple Unanalyzed Calls into Unassigned Incidents.

### Step 1

Check call(s) to convert. This can be a single selection if the situation requires this. This is also known as “RED to BLUE” which starts the Incident management process.

			<input checked="" type="checkbox"/>	4/23/2010 9:28:35 AM	Unknown
			<input type="checkbox"/>	4/19/2010 2:48:38 PM	Unknown
			<input checked="" type="checkbox"/>	4/19/2010 11:07:03 AM	Other

### Step 2

Click the Turn to Incident button to begin process.

Turn to Incident

### Results

When the process is completed you will get an informative message such as this. If you get an error such as “Nothing Selected” make sure you have checked a call to convert first.

**Converted 2 unanalyzed call(s) into Lead calls of new individual Incident(s).**

			<input type="checkbox"/>	4/23/2010 9:28:35 AM	Unknown
			<input type="checkbox"/>	4/19/2010 2:48:38 PM	Unknown
			<input type="checkbox"/>	4/19/2010 11:07:03 AM	Other



*This can only be used on Unanalyzed Calls. You will get a Nothing Selected error if you try and convert an Incident type record.*

## 4.7. Assign to Incident

[Assign to Incident](#) 

Assign to Incident will allow you to assign Calls and/or realign other Incidents to another Incident container. Realignment might be required if two Incidents were created both holding multiple calls for the same issue.

### Step 1

Make sure you have checked the records you would like to add or realign to another Incident before proceeding.

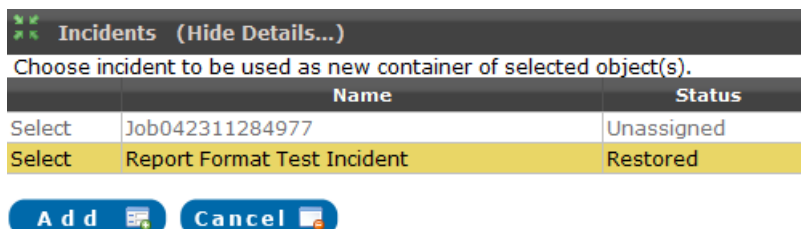


### Step 2

Click **Assign to Incident** to process selection.

### Step 3

The Incident selection screen allows you to choose the new Incident container. Select an item and click **Add**.



### Results

To confirm changes you can view the incident status icon tooltip. Notice the call count total change.

<b>Incident Name</b>	Report Format Test Incident
<b>Time Created</b>	4/15/2010 3:00:05 PM
<b>Call Count</b>	13



*Careful not to accidentally remove an existing Incident by assigning it to another if not intended.*



## 4.8. Export

The ability to Export will solve issues in syncing data back to a CIS system or to any other external data store. Data is exported as a whole. Any data used from this export will need to be tracked by you to avoid duplicates.

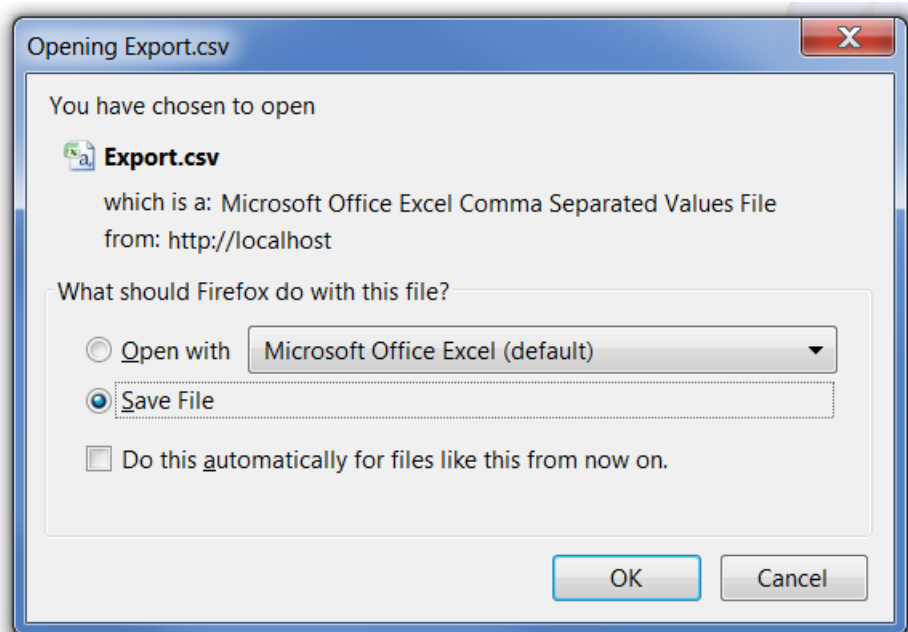
### Step 1

Click the **Export** button on the bottom right corner for the **Manage** section.



### Step 2

Save the **CSV** file to your local machine.



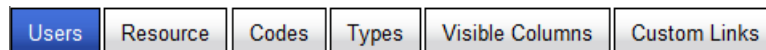
1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ						
id	cid	iid	creat	updat	timec	timeu	statu	categ	class	work	first	last	addr	addr	city	state	zip	phon	phon	com	weat	weat	weat	weat	tid	gisid	subst	phast	trans	mete	const	feed	userd	userdefined2								
29028	b88fd5f6-de4d-4a2c	Administra	Administrator																																		4/14/2010 15:13	#####	Open			
29028	0c8cfb17-41d4-4c0f	Administra	Administrator																																			4/14/2010 15:13	#####	Open		
29028	b88fd5f6-de4d-4a2c	Administra	Administrator																																				4/14/2010 15:13	#####	Open	
29028	b88fd5f6-de4d-4a2c	Administra	Administrator																																					4/14/2010 15:13	#####	Open
29028	b88fd5f6-de4d-4a2c	Administra	Administrator																																					4/14/2010 15:13	#####	Open
29028	b88fd5f6-de4d-4a2c	Administra	Administrator																																					4/14/2010 15:13	#####	Open



## 5. Advanced



The Advanced section gives users the ability to alter system records and settings.



- **Users** tab allows you to add/edit user account type records. Security level for login users' accounts is set here.
- **Resource** tab gives the user the ability to edit resources which are used in dropdowns throughout the OMS system.
- **Codes** tab allows access to an editable list of Outage Codes that are used on the Incident Outage tab dropdown.
- **Types** tab should be setup upon implementation only. Many times only one type is required and specific Type ID (TID) values are required such as Electric, Water or Gas. Do not delete type unless requested by vendor.
- **Visible Columns** tab allows you to edit global settings for the application.
- **Custom Links** tab allows you to add or remove custom hyperlinks from the top-right system menu globally.



## 5.1. Users

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

To add new users click the **Add** button. Find the new user and click **Edit**. You can now change the user name, password and account security levels. You can also enable or disable users.

**Enabled** – User account status. If this is set to disabled the user will not be able to log in to the system.

- 1: Enabled
- 0: Disabled

**Security Level** – Levels of security rights defining what the user is authorized to see and do with the system.

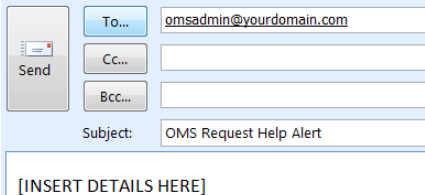
- 1: Capture Only
- 2: Capture and Manage
- 3: Capture, Manage and Advanced (**Administrator**)

**Email Work** – Email address that can be used to send alerts.

**Email Phone** – Email address that can be used to send text message directly to mobile device.

**Alerts** – If alert is enabled for a specific user they will get included on the S.O.S. email. The S.O.S. link opens a new email using your default email client with pre-populated email addresses based on this setting.

- 1: Enabled
- 0: Disabled



Send

To... omsadmin@yourdomain.com

CC...

Bcc...

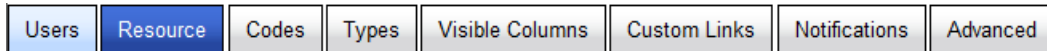
Subject: OMS Request Help Alert

[INSERT DETAILS HERE]

When you are finished editing click **Update**.



## 5.2. Resource



To add new resources click the **Add** button. Find the new resource and click **Edit**. You can now change the name and description. You can also enable or disable resource.

Enabled

- 1: Enabled
- 2: Disabled

When you are finished editing click **Update**.



### 5.3. Codes

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

To add new codes click the **Add** button. Find the new code and click **Edit**. You can now change the name and description. You can also delete codes completely by clicking **Delete** on that specific record.

#### Supported Type ID (TID)

- Electric
- Gas
- Water

When you are finished editing click **Update**.



## 5.4. Types

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

To add new Types click the **Add** button. Find the new type and click **Edit**. You can now change the name. You can also delete types completely by clicking **Delete** on that specific record. This area should be setup during implementation. Do not delete records unless you know what you are doing.

### Enabled

- 1: Enabled
- 2: Disabled

If only one type is enabled the capture section will skip the type selection screen all together.

### Supported Type ID (TID)

- Electric
- Gas
- Water

When you are finished editing click **Update**.




## 5.5. Visible Columns

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

**Manage Visible Columns** allows you to customize what record columns are visible on the main data grid sections. Check the fields you would like to see when managing and click **Save**.

Manage Visible Columns		
<input checked="" type="checkbox"/> Address 1	<input checked="" type="checkbox"/> Feeder	<input checked="" type="checkbox"/> Phase
<input type="checkbox"/> Address 2	<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> Primary Phone
<input type="checkbox"/> Alternate Phone	<input checked="" type="checkbox"/> GIS ID	<input checked="" type="checkbox"/> Substation
<input checked="" type="checkbox"/> Category	<input checked="" type="checkbox"/> Incident Name	<input checked="" type="checkbox"/> Transformer
<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/> Last Name	<input checked="" type="checkbox"/> UD1
<input checked="" type="checkbox"/> Comment	<input checked="" type="checkbox"/> Manual Count	<input type="checkbox"/> UD2
<input type="checkbox"/> Consumer	<input checked="" type="checkbox"/> Meter	<input checked="" type="checkbox"/> Work
<input checked="" type="checkbox"/> Created		

**Save** 



## 5.6. Custom Links

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

Home | S.O.S. | Help | Google | MSN | Web Mail | Contact Admin | Sign Out (a)

To add a custom link fill in the title and the URL for that corresponding link number and click **Save**. You need to include the full URL including `http://` with any web address and mail: if you are linking to an email client. If you would like to remove link clear the data from those fields and click **Save**.

### Custom Link 1

Title

URL (Example: `http://www.somedomain.com`)

### Custom Link 2

Title

URL (Example: `http://www.somedomain.com`)

### Custom Link 3

Title

URL (Example: `http://www.somedomain.com`)

### Custom Link 4

Title

URL (Example: `http://www.somedomain.com`)

**Save** 

When you are finished making any changes to custom links click **Save**.



## 5.7. Notifications

Users	Resource	Codes	Types	Visible Columns	Custom Links	Notifications	Advanced
-------	----------	-------	-------	-----------------	--------------	---------------	----------

**Email Address** – With this setting the administrator can define the email address or addresses that will receive these notifications. Multiple email addresses can be used separating each with a comma. Example: john@somedomain.com, sally@domainsome.com.

**Call Entered into System (Unanalyzed Call)** – If this notification is checked the recipients will receive an email when a call is added using the capture section.

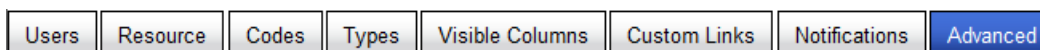
**Call Analyzed turned to Unassigned Incident** – If this notification is checked the recipients will receive an email when an unanalyzed call gets converted into an incident. This action converts an **Unanalyzed Call** into an **Unassigned** call by default.

**Incident Status set to Assigned** – If this notification is checked the recipients will receive an email when an incident status gets changed to **Assigned**.

**Incident Status set to Restored** – If this notification is checked the recipients will receive an email when an incident status gets changed to **Restored**.

**Incident Status set to Completed** – If this notification is checked the recipients will receive an email when an incident status gets changed to **Completed**.

## 5.8. Advanced



### 5.8.1. SMTP Email Server

#### SMTP Email Server

**SMTP Mail Server Address** – Allows you set the SMTP server location. You can use a domain name or an IP address. Example: mail.yourdomain.com which would translate to an IP that the OMS web server can communicate with.

**From Email Address** – Allows you to specify what email address is used when sending the notice emails. It would be recommended to be an OMS administrator, distribution list or a no-reply type of email address.

**Mail Server SMTP Port** – Sets the port of the SMTP server. The default is 25.

**Mail Server SMTP User** – Specifies the user name while authenticating in order to send an email through specified server.

**Mail Server SMTP Password** – Specifies the password while authenticating in order to send an email through specified server.

### 5.8.2. Settings

#### Settings

**Manage Screen Icon Hover-Over Tooltip Pop-Ups** – This option is a master setting which allows you to enable (checked) or disable (unchecked) the Manage screen pop-up type tool tips when hovering over the status icons to the left of each record.

**Manage Records Page Size** – This setting allows you to control the amount of records to be initially shown on each page on the main Manage screen. A higher number will show more records most likely causing users to scroll down the page to see all records and action buttons at bottom.

### 5.8.3. Custom Logo

#### Custom Logo

Setting a custom logo for the whole system is easy. Just browse to an image file and click save. You may need to Sign Out and Sign In before you see the changes. A browser refresh can also achieve this and by required depending on your browser cache settings.



*Logo size for best results should be 360px Width x 78px Height.*



## 6. Setup

```
public class CSVExporter
{
    public static void WriteToCSV(DataSet Data2Export)
    {
        StringBuilder CSVStringBuilder = new StringBuilder();
        string columnnames = "";
        string rowdata = "";
        string attachment = "attachment; filename=Export.csv";

        //start response
        HttpContext.Current.Response.Clear();
        HttpContext.Current.Response.ClearHeaders();
        HttpContext.Current.Response.ClearContent();
        HttpContext.Current.Response.AddHeader("content-disposition", attachment);
        HttpContext.Current.Response.ContentType = "text/csv";
        HttpContext.Current.Response.AddHeader("Pragma", "public");
    }
}
```



*This section is intended for implementation technicians and onsite system engineers only.*



## 6.1. MP\_LOCATION

OMS requires these fields need to be mapped or alias="" and the query/view needs to be saved as mp\_location to fulfill the data requirements.

*cid, work, first, last, address1, address2, city, state, zip, phone1, phone2, gisid, substation, phase, transformer, meter, consumer, feeder, userdefined1, userdefined2*

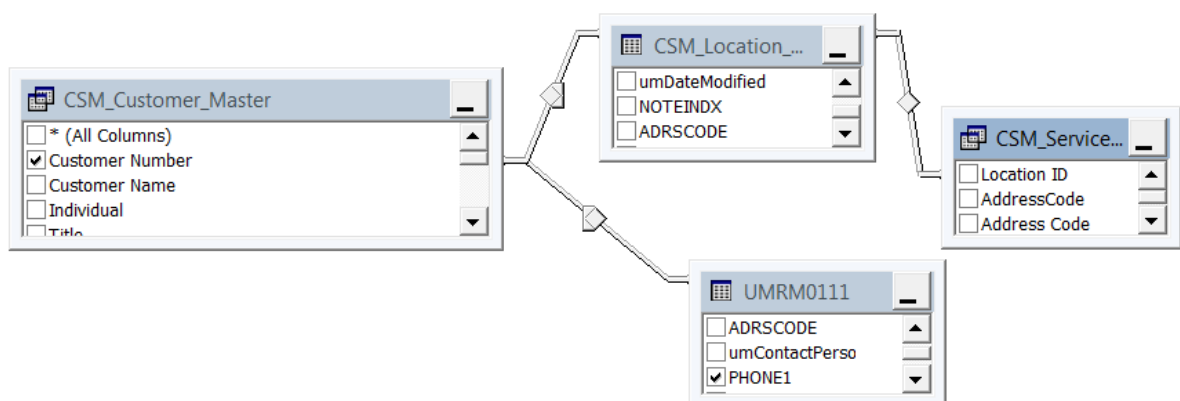
**CID** field is used to store a customer identity number or string value.

**GISID** field is used as the identifier which will be used for map object linking such as METER, CONSUMER or SERVICELOCATION. This data is also known as a mapping DataLINK for GIS Engineers. This gives you the ability to link a call to an object on the map e.g. ZoomTo on map.

**USERDEFINED** fields are customizable based on individual needs. This can be used to map and store extra data to the call records as they are captured.

Example Query/View SQL Statement:

```
SELECT CIS.ACCOUNT AS CID, CIS.ADDRESS AS ADDRESS1, '' AS ADDRESS2, CIS.WORK, CIS.FIRST,
CIS.LAST, CIS.ZIPCODE AS ZIP, CIS.PHONE1 AS PHONE1, CIS.PHONE2 AS PHONE2, '' AS CITY, 'MN' AS
STATE, CIS.LOCATION AS GISID, CIS.SUB AS SUBSTATION, CIS.PHASE AS PHASE, CIS.TRF_NO AS
TRANSFORMER, CIS.METER_NO AS METER, '' AS CONSUMER, CIS.FEEDER AS FEEDER, CIS.VOLTAGE AS
USERDEFINED1, '' AS USERDEFINED2 FROM CIS;
```



EXAMPLE OF RELATIONSHIPS



## 6.2. ASP.NET Web.Config File

DataConnectionString is the system connection and must be pointing to the SQLite system database location within the web application's App\_Data directory.

CustomerConnectionString must be customized to point at the client's database that contains the **mp\_location** query or view.

```
...
<connectionStrings>
  <remove name="LocalSqlServer" />

  <add name="dataConnectionString"
    connectionString="data source=C:\inetpub\wwwroot\OMS\App_Data\data.sqlite"
    providerName="System.Data.SQLite" />

  <add name="CustomerConnectionString"
    connectionString="Provider=Microsoft.Jet.OLEDB.4.0; Data Source=C:\data.mdb;"
    providerName="System.Data.OleDb" />
</connectionStrings>

```

...

### SQL Server Examples (Driver Included)

```
<add name="CustomerConnectionString"
  connectionString="Server=MyServer;Database=MyDb;Trusted_Connection=Yes;"
  providerName="System.Data.SqlClient"/>

<add name="CustomerConnectionString"
  connectionString="Data Source=svr\ins;Initial Catalog=db;User Id=un;Password=pw;"
  providerName="System.Data.SqlClient"/>

```

### SQLite Database Example (Driver Included)

```
<add name="CustomerConnectionString"
  connectionString="data source=C:\data\sqlitedb.db"
  providerName="System.Data.SQLite" />

```

### Access Database Example (Driver Included)

```
<add name="CustomerConnectionString"
  connectionString="Provider=Microsoft.Jet.OLEDB.4.0; Data Source=C:\data.mdb;"
  providerName="System.Data.OleDb" />

```

### MySQL Example ([Download Connector/Net](#))

```
<add name="CustomerConnectionString"
  connectionString="Server=localhost;Database=wmgld;Uid=webuser;Pwd=;"
  providerName="MySql.Data.MySqlClient" />

```



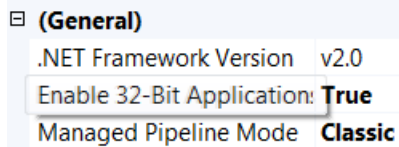
More connection string examples can be found at <http://www.connectionstrings.com>.



## 6.3. Manual Microsoft IIS Setup

### Internet Information Services (IIS) Manager

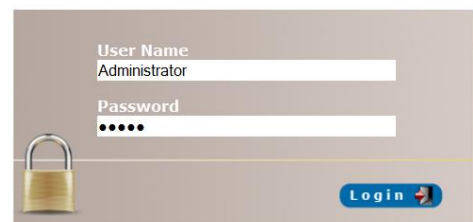
- Create Application Pool named OMS. Set Managed Pipeline Mode to Classic. If this is a 64bit machine make sure you allow 32bit applications to run under advanced settings.



- Create a web application named OMS that uses the application pool named OMS under the website of your choice or recommended Default Web Site.

### Default Web Site

- If you are on the server you can test the application with <http://localhost/OMS/Default.aspx>.
- The default install user name is Administrator.



## 7.Import Web Service

Import web service gives the ability to send call data to the OMS system from an external site. An example would be, a call center taking calls after hours. Each call is taken off-site at the call center. The call center implements functionality that posts an XML string to the OMS server during completion of each received call. Overall this limits the need to import data manually from a remote source as well as keeps the data live between the two sources.

The remote system fires off an HTTP web form to the URL. The form can be filled manually or by using server-side and/or client side technologies. The remote web service validates the user and inserts the call record real-time.

### Example

```
<form id="frmConnect" action="http://yourserver.com/oms/External.aspx/ImportCall" method="post">
  <textarea id="xmldata" name="xmldata" rows="30" cols="75">
    <call>
      <username>CallCenter2</username>
      <password>password12345</password>
      <cid>116212</cid>
      <work>Acme Inc.</work>
      <first>Jordan</first>
      <last>Ewing</last>
      <address1>123 Main Street</address1>
      <address2>Suite 2A</address2>
      <city>Appleton</city>
      <state>WI</state>
      <zip>60085</zip>
      <phone1>123-123-1234</phone1>
      <phone2>234-234-2345</phone2>
      <comment>IMPORT TEST REMOVE OK</comment>
      <tid>Electric</tid>
      <gjid>28728</gjid>
      <substation></substation>
      <phase></phase>
      <transformer></transformer>
      <meter></meter>
      <consumer>28728</consumer>
      <feeder></feeder>
      <userdefined1></userdefined1>
      <userdefined2></userdefined2>
    </call>
  </textarea>
</form>
```

