


# OpenPoint OMS

Empower customer service with fully integrated outage management software




**Call center** Enhance customer service with streamlined call center tools.

- Access cloud-based call center software from anywhere
- Quickly log incoming outage calls in one unified system
- Limit keystrokes with searchable, integrated customer database and predictive forms
- Enhance communications with operations personnel during outage events and allow remote access to outage reports
- Work with third-party call center resources




**Public outage map** Reduce customer calls and increase customer satisfaction.

- Provide a publicly accessible map online with active outage information
- Allow customers to self-report outages through the online map and/or other integrated reporting tools
- Display the cause, expected duration and other information about active outages through an online map




**Connectivity and tracing** Visually manage the flow of electricity or water throughout your system.

- Automate connectivity setup with customizable rules
- Make manual connections for specialized scenarios
- Trace up, trace down, trace outage to common point, trace along specific phase
- See visual indication of flow
- Use color coding for phase representation




**Management** Proactively manage real-time and planned outage events.

- Perform predictive analysis of impacted customers using various tools
- Setup planned outages using mapping tools and efficiently notify customers
- Get detailed control of outage specifics for precision reporting
- Automatically produce year-end reports such as SAIDI, SAIFI, CAIDI, etc.



**Notifications** Keep staff and customers updated with automated outage notifications.

- Automatically notify staff of outages-using a customizable rules engine
- Keep staff informed with internal broadcast communications using text messaging
- Save time and improve ability to communicate with customers by sending email or text messages in bulk
- Integrate notifications from external system such as AMI, MDM and SCADA



**Customer data** Provide information and insight using your system map as a visual, interactive tool.

- Integrate customer and meter data from your billing system
- Zoom to customer on map by querying on name, address, meter number, etc.
- Quickly lookup and export customer and meter information in a particular geographic area

**OpenPoint**

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