Customer Outage Alerts

During outages, nothing is more effective at keeping customer calm than information. When the lights go out, customers just want to know that your utility is aware of the problem(s) and doing everything possible to restore power. With Customer Outage Alerts, you can get the communications tasks done!

Milsoft Customer Outage Alerts provides your utility with the means of communicating to customers via email, texting[1] and voice notifications[2] based on parameters established by your utility. Notifications can be configured to send automatically or manually sent based on outage criteria from Milsoft OMS System (DisSPatch.)

- Provide customers with current outage information including:
  - Known outage areas
  - Current restoration efforts
- Notify customers with updates or information regarding their services

You've got better things to do with your time during outages. Call or email us now to learn more about Customer Outage Alerts.

Requirements

1 Texting capabilities require a 3rd party gateway provider to ensure compliance with all FCC, FTC, CTIA and MMA regulations. Milsoft can help with selecting a provider with proven integrations to Milsoft software.

2 Voice notifications require Milsoft IVR 7.39

Milsoft DisSPatch OMS 8.6.4 or higher

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