Personnel Notification

Milsoft Personnel Notification is a configurable communications solution for contacting select employees based on variety of trigger events or scenarios as required by you, our customer. Milsoft Personnel Notification deploys email, and/or text[1], and/or voice calls[2] to complete the Notification process.

Key Functions

- Multiple phone numbers and email addresses
- Automatic retries
- Call2 one employee at a time until someone "acknowledges"
   – If no one "acknowledges" (by pressing 1), the list can be reactivated or activate another group
- Monitoring and reporting tools
- Dynamic and interactive content

Personnel Notification of OMS related events

- Key Account involved in Outage
- Verified Outage (with status changes)
- Outage affecting more than 100 customers (with status changes)
- Estimated Time of Restoration has expired
- Outage lasting longer than one hour
- Outage Reported (OMS) (each consumer level outage ticket created)
- All above events can be made available by district

Requirements
Milsoft DisSPatch OMS 8.6.4 or higher
[1]Text Power
[2]Milsoft IVR 7.39 or higher with Customer Notification

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