Manage Live Outages – Table of Contents
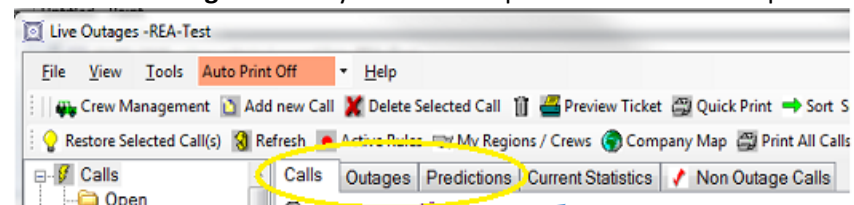
1. Manage Live Outages – Getting Started

1. Log into **PYXIS OMS**® and click the **Manage Live Outages** button.
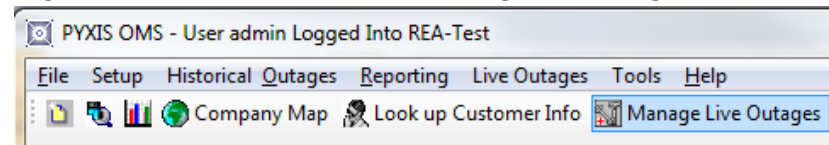
2. In the **Live Outages** screen you will see 5 panel tabs near the top >>

3. When working with Live Outages we will primarily be focused on the first three tabs which will be outlined in the rest of this "Live Outage Management" Reference Guide for PYXIS OMS®.
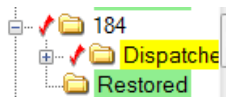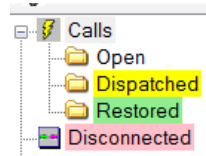
2. View Open Calls

1. Within the | **Calls** | tab view you will see many columns of data within the grid.
    a. The **Source** column displays Local or Call Handling. *Local* usually means the call was entered into PYXIS by a user. *Call Handling* means the call came in from your Call Handling Service through a Multispeak® interface.
    b. The **Entered By** column will display the user who entered the call into the system. *(may need to scroll to view)*
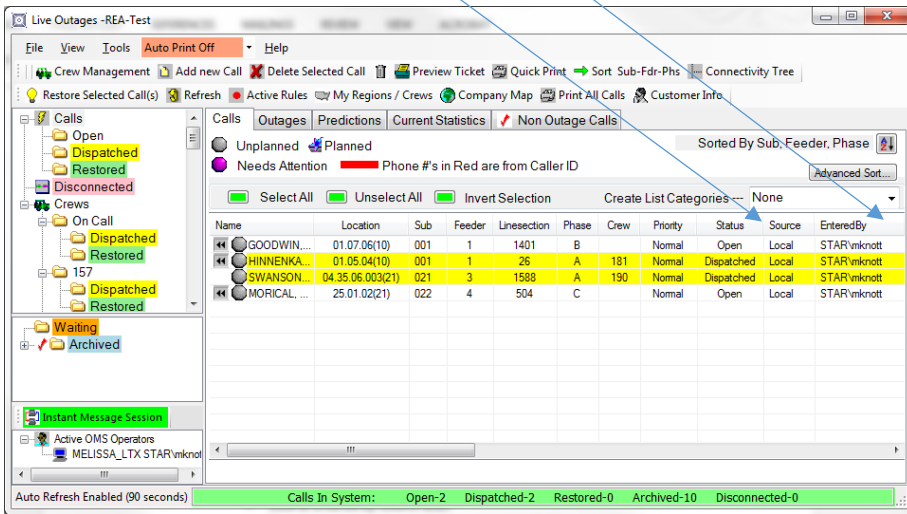
2. Columns can be re-ordered by dragging the column heading and dropping it in a new location within the grid.

> **Tip** *Filter the Calls view by using the options in the left window pane. If you click Open, the window grid will show only Open calls, etc.*

*View Calls and Outages assigned to **Crews** by clicking the **Crews** folders in the left window pane with red checkmarks next to their folder.*

2. View Open Calls (…*Continued*)

3. If you make any changes to the order of columns or column width, you can set back to default by clicking on the **View** menu at the top then select **Restore Listview Columns to Default.**
4. Click on any column heading to sort by that heading.
5. Use the **Advanced Sort…** button to create your own combination of columns to sort by.
6. Use the **Create List Categories** dropdown to group all open calls by the category chosen:
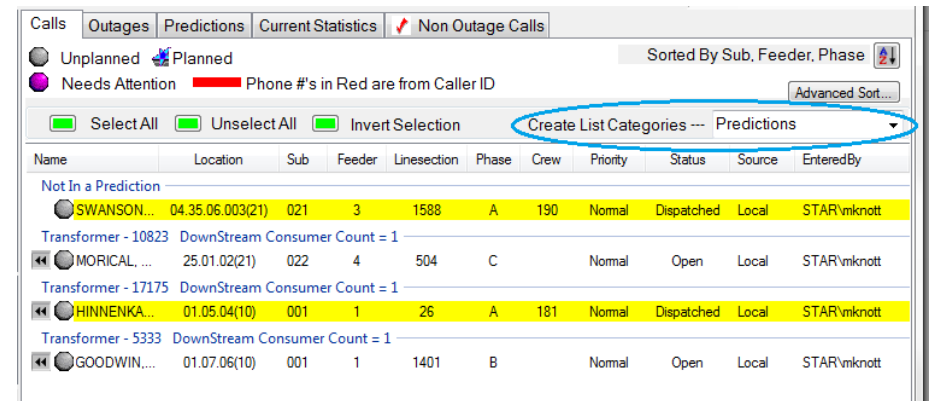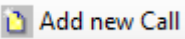

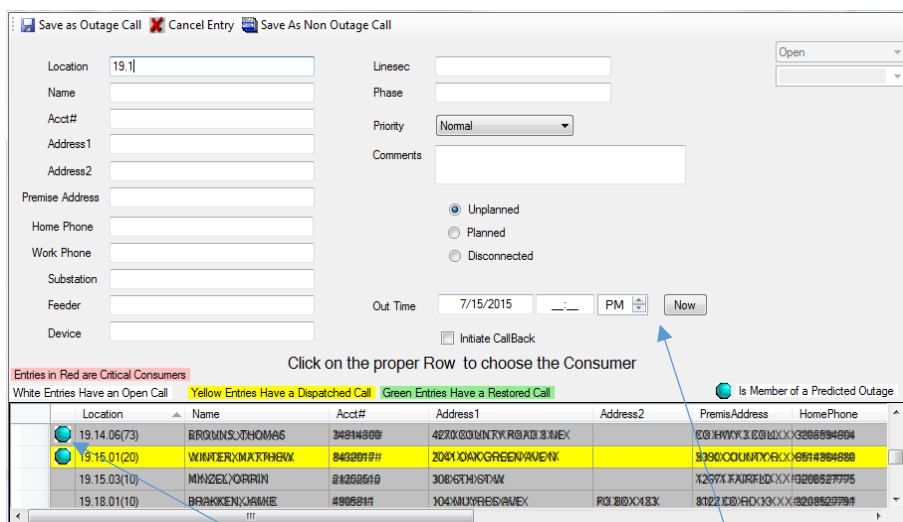Any sorting will be applied within each Category grouping.

7. Right-click individual calls to access additional menu options:
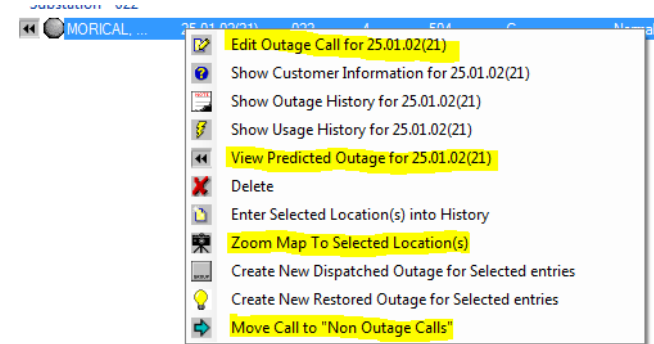
Some of the more useful actions during a large Live Outage are highlighted here.

3. Add New Call

1. In the Live Outages screen, click the [Add new Call] button.
2. Start typing in any of the boxes to lookup a customer.

3. Note the different color coding and definitions.
4. A member that is already part of a predicted or defined outage will appear in the list with a globe icon next to their location.
5. Click on a customer from the lower pane and their information will fill into the rest of the boxes at the top.
6. Use the **Now** button or the text boxes to enter the **Out Time.**
7. Click the **Save as Outage Call** button at the top to save call.

Tip *Use the **Save as Non Outage Call** button to save calls that come in from residents reporting a concern or members who have non-emergency issues.*

4. Define New Outage

*You must have at least one Active Call that matches the Location List within the new outage you want to define here.

This feature can be useful during a widespread outage when a known area is out of power and can be defined as an outage before a large number of calls come into PYXIS OMS®.

1. If you do not already have a call in the system within this outage area, first **Add New Call** to create at least one service location outage call to be included within the outage area.
2. In the **Live Outages** screen, click the | **Outages** | tab, then click the **Define New Outage** button.

[Define New Outage]
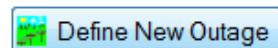
3. You can either **Import an Esri Trace** or **Import From Connectivity Tree** to define your list of Locations for the Outage.
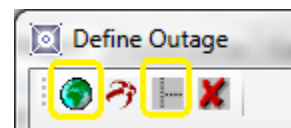
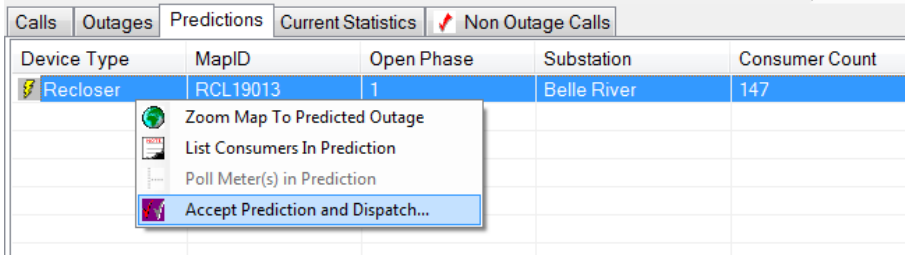   a. **Import Esri Trace** – this option will pull in all locations from your last Esri Map Trace.
   b. **Connectivity Tree*** – this option allows you to select all service locations downstream from a particular device.
4. Type in an **Outage Name.**
5. Assign to a **Crew.**
6. Click **OK** to save and close.

*More details on using the Connectivity Tree can be found in Section 7: "Redefine an Outage – Connectivity Tree".
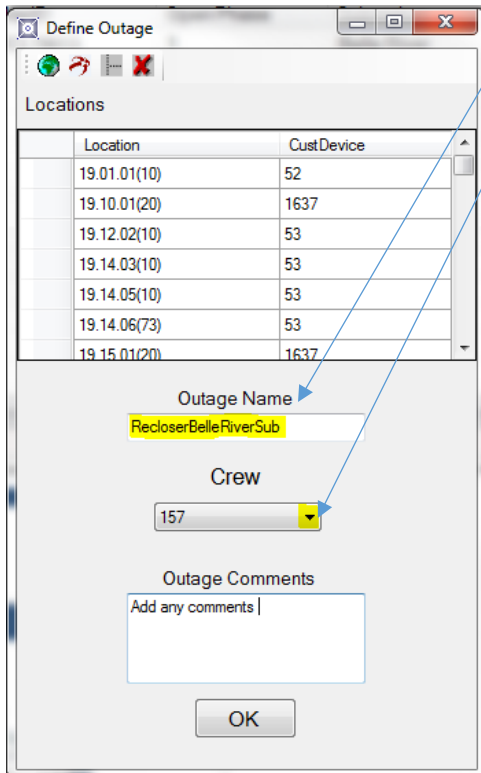
5. Dispatch Outages

1. On the Live Outages screen, click the | **Predictions** | tab.
2. Right-click on a device within a prediction and choose **Accept Prediction and Dispatch…**

Calls	Outages	Predictions	Current Statistics	Non Outage Calls
Device Type	MapID	Open Phase	Substation	Consumer Count
Recloser	RCL19013	1	Belle River	147

- Zoom Map To Predicted Outage
- List Consumers In Prediction
- Poll Meter(s) in Prediction
- Accept Prediction and Dispatch…

In the **Define Outage** window that opens, you will see the list of locations included in this outage, regardless if there are open calls for the location.

Define Outage

Locations

Location	CustDevice
19.01.01(10)	52
19.10.01(20)	1637
19.12.02(10)	53
19.14.03(10)	53
19.14.05(10)	53
19.14.06(73)	53
19.15.01(20)	1637

Outage Name

RecloserBelleRiverSub

Crew

157

Outage Comments

Add any comments

OK

3. Type in an **Outage Name.**

4. Assign to a **Crew.**

5. Add Comments (*optional*).

6. Click **OK** to save.

Tip

Allow ample time for calls to be logged in the system during large storms before accepting and dispatching outages!
*This allows the Prediction Engine to work to its full potential.*
Data on the screens will refresh every 90 seconds by default.

6. Dispatch Outages – Helpful Hints

✦ The more open calls the better in order to get the most accurate predictions. *Patience is key during a large storm.*

✦ New calls that are logged and part of an already defined and dispatched outage will automatically appear as a dispatched call.

✦ As additional members call who may be *related* to an already defined Prediction, a new prediction may be defined – Accept the new prediction as a defined outage, the members who are part of the previously defined outage will now be part of this larger prediction and dispatched accordingly.

7. Redefine an Outage – Connectivity Tree

1. Double-click an Outage within the | **Outages** | tab.
2. In the Define Locations tab in the lower panel, click the "**Import From Connectivity Tree**" button.
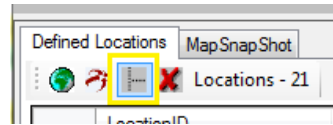
3. Drill in through the Tree to locate a device that is known to be the cause of the outage. Click on the device to select all locations under the tree for that device and add them to the outage.
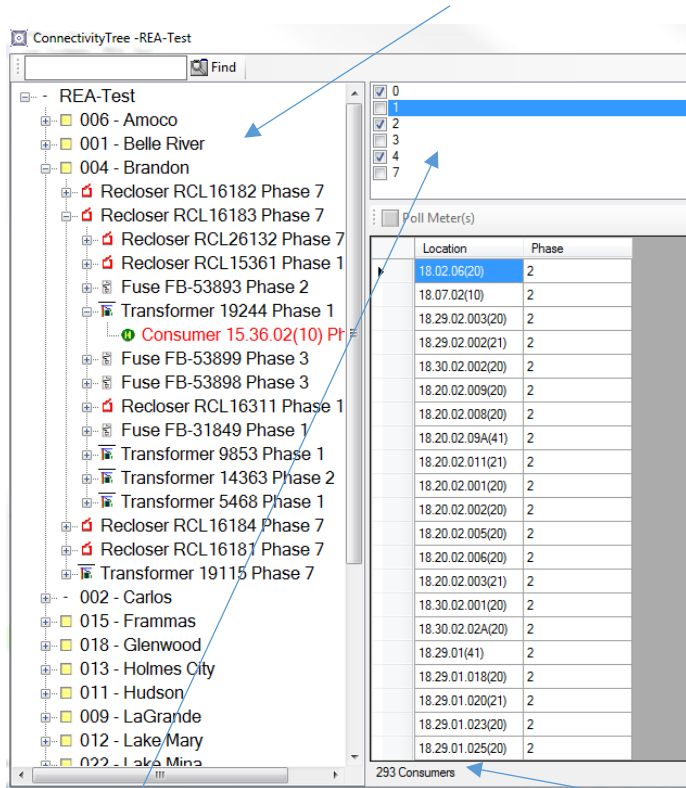

Deselect Phases to remove locations for that Phase from your Consumer list for this defined outage.

4. After clicking the device(s) to include, close the window.
5. Assign to a **Crew** and click **OK** to save the newly redefined Outage.

8. Redefine an Outage – Esri Map Trace

1. Double-click an Outage within the | **Outages** | tab.
2. In the Define Locations tab in the lower panel, click the "**Import Esri Trace**" button.
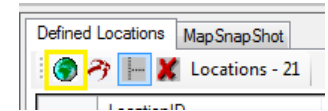
3. This will bring in all customers from your latest Esri Map Trace.
4. If you should need to remove a location from the list so it is not included in the Outage,
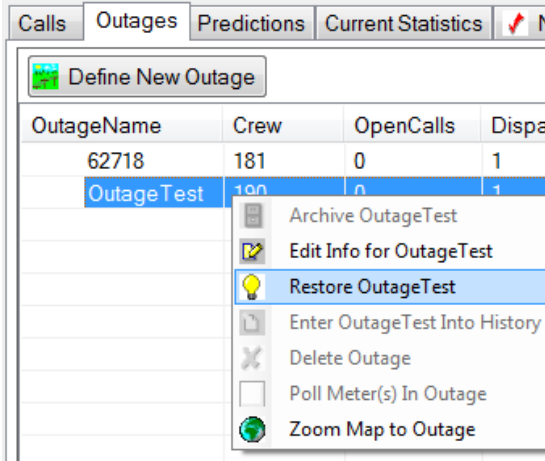   o Click in the gray box to the left of the row to remove.
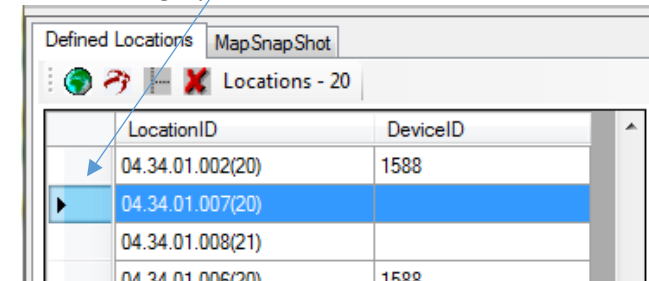
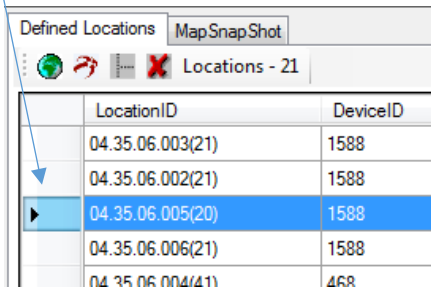   o Press the **Delete key** on your keyboard.

5. Save & Close to accept the list of locations.

9. Restore an Outage

1. RIGHT-click an Outage within the | **Outages** | tab.
2. Choose the **Restore** option from the menu.

3. Fill in the **End Time**, **Cause** and **Equipment Code** (*if known*).
4. If you need to remove a location from the Outage *(perhaps for any location(s) not yet restored as part of this Outage)*:
   - Click in the gray box to the left of the location row.
   - Press the **Delete key** on your keyboard.

5. Click the **Save and Close** button.
6. The Outage and the Calls pertaining to the outage will be highlighted green to indicate they have been Restored.

10. Print Outage Ticket

1. In the | **Calls** | tab, sort and categorize the calls using the sorting options and the Create List Categories dropdown to locate the outage calls you wish to print on a Ticket.
2. **Click** an outage call to select it. Select multiple calls by holding down your **Ctrl key** while you click on the outage calls you want to print on this particular Outage Ticket report.
3. After your Outage Calls are selected, click the **Preview Ticket** button
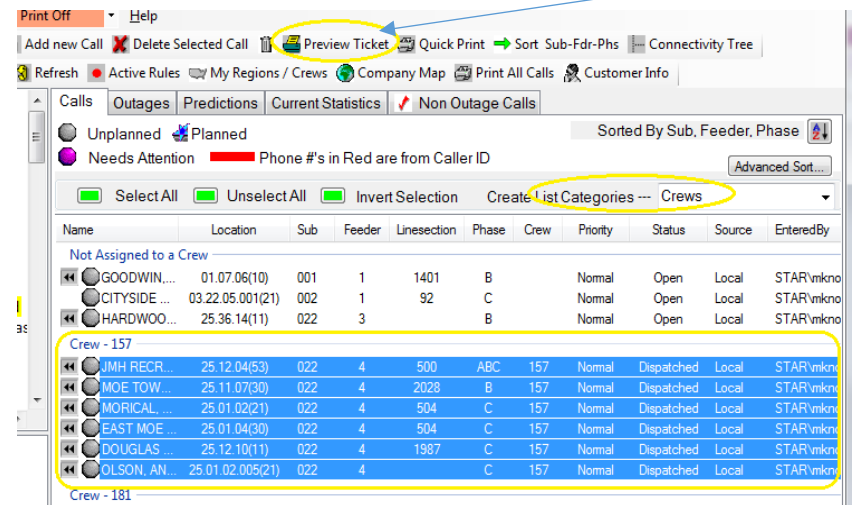
4. An **Outage Ticket** report will open in a new window.
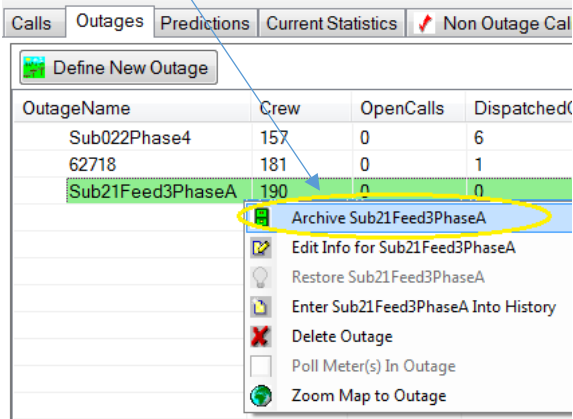5. Click the **printer button** at the top of the report.
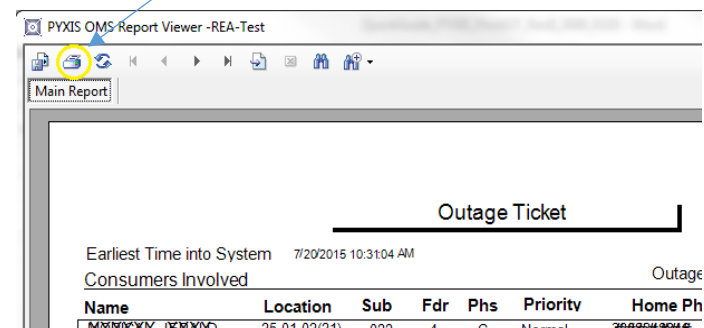
11. Archive an Outage

Archiving Restored Outages helps to remove unnecessary clutter from the live outage screens which can be helpful during a large live outage.

1. **Right-click** on a restored Outage within the | **Outages** | tab. *(Restored Outages are highlighted green)*
2. Select the **Archive** option from the menu.

3. You will get a popup message asking if you are sure you want to Archive the Outage. Click the **Yes** button.
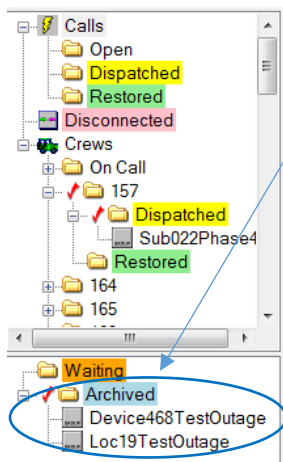
4. The Outage is moved to the **Archived** folder in the left window pane.

Tip

- You can right-click any Archived outage and Edit any of the information for the Outage.
- You can still redefine an Archived outage, adding or removing service locations.
- Archived outages can be entered into History at any time.
- Archived outages can be deleted.

12. Enter an Outage into History

*Moving a Restored Outage into History allows you to delete the Outage from Live Outage Management keeping your **live** outage calls clear of clutter.*

1. **Right-click** on a Restored Outage either from the | **Outages** | tab or from the **Archived** folder.
2. Choose the menu option to **Enter Outage into History.**
3. Modify any of the data fields in the **Historical Outage** screen.
4. You can still redefine the outage using the buttons in the toolbar.
5. If you see a consumer location highlighted in **pink**, that location can be deleted by clicking in the gray box to the left of the row and then pressing the **Delete key** on your keyboard.
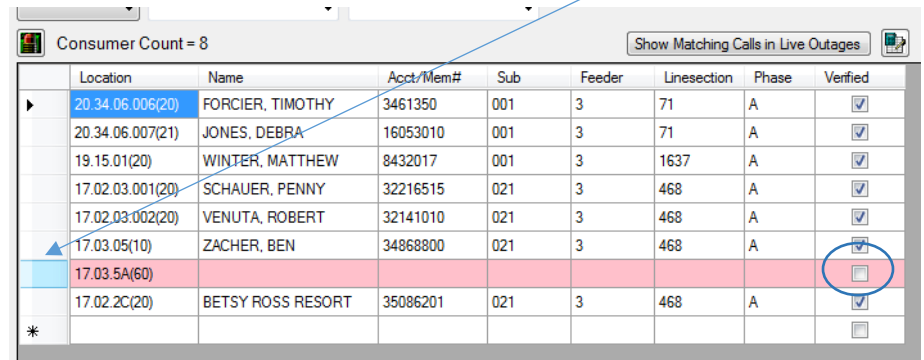
These pink highlighted locations are not verified. They still exist in your Esri map but are no longer in the OMS database. Deleting them from the locations list will keep your outage statistic reports more accurate.

6. Click the **Save** button to save changes at any time.
7. When finished, click **File – Exit** to close.
8. Right-click the Outage and choose **Delete Outage** to remove from Live Outage Management. Associated Calls will be removed as well.

Tip

Historical Outages can still be modified from the main menu on the main PYXIS OMS® screen. Search in **Past** outages.