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## **SOSMobile**

# Notification & Warning Features

*SOSMobile* offers so many features that even our clients aren't aware of them all! To help increase awareness, we'll be sending periodic emails centered around a particular topic. This month's issue explains the various notifications and warnings available within *SOSMobile*.

If you'd like to take advantage of any of these features, please contact us. In most cases, they can be implemented with just a switch in the control file settings.



### **Enhance Customer Service and Safety with Notifications to Customers**

*SOSMobile* can send email or text notifications letting your customers know when a service technician is enroute to their location. This feature not only enhances customer service, but promotes safety for both the customer and the tech. An attached photo assures the customer that the tech is legit, and techs feel more comfortable approaching the door knowing there's been advanced notice.

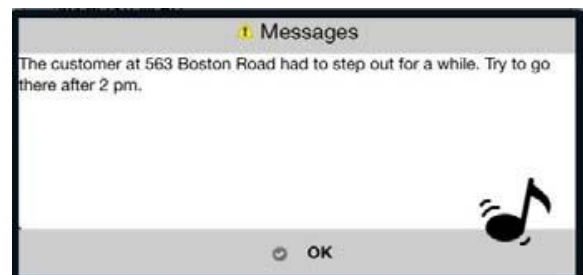
We can easily design the perfect email for your Utility.

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### **Sending Messages to the Field**

Dispatchers or office personnel have the ability to send messages to field personnel. In both the Windows and iOS/Android versions, these messages appear as pop-ups within the mobile app. Windows users can also choose to view their messages at the bottom of their screen.

Different audible alarms can be set to distinguish between priority/non-priority messages.



## Approaching Appointment Warning



Approaching Appointment Warning

Appointment time approaching for order SO-0000000972

Time: 3:00pm  
Type: Reported Issue  
Address: 563 BOSTON RD  
Name: KETELHOHN

If your Utility sets appointment times for certain order types, this feature can help increase on-time performance and customer satisfaction. Once configured, techs receive pop-up alerts with a unique audible alarm at a user-specified number of minutes prior to the set time. If running late, the tech can follow established company protocol - perhaps returning the order to dispatch for reassignment or notifying the customer of the revised arrival time.

Just another way *SOSMobile* can help your Utility provide superior service.



## When a Pop-Up Isn't Enough

In addition to pop-up notifications, email or texts can be sent to alert a tech to a new or changed order.

There may also be times when you want to notify key personnel of changes to an order. Especially true if you don't have dedicated dispatchers. *SOSMobile* can automatically send an email or text to appropriate personnel when designated data elements change on an order.



## About InsightAtlast

*InsightAtlast has helped utilities save money and increase productivity through field force automation since 1999. Our SOSMobile software provides intelligent scheduling, mobile dispatch and real-time updates to and from the field, affordably automating a utility's entire mobile workforce. As integration experts, SOSMobile is designed to capture and update orders and data from multiple sources, including its own database. This gives field personnel access to all needed information, and the office the tools to effectively manage field resources.*

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