

Configuration Guide: Outage-Event Text Alerts (Staging)

About This Guide

This guide explains how to configure a simulated connection between a staging Outage Management System (OMS) and a messaging gateway. The configuration sends test outage-status alerts to a designated test recipient so that the integration can be validated before any production review.

Audience and Prerequisites

Audience: Associate Systems Analysts and IT Support Specialists

Before you begin, confirm that you have:

1. Administrator access to the staging OMS environment.
2. A team-approved messaging-gateway webhook URL for testing.
3. A secure authorization token issued for the staging environment.
4. A designated test recipient or test messaging stream.

Configuration Procedure

Step 1: Copy the staging webhook URL

1. Sign in to the cloud communications dashboard.
2. Locate the active test messaging stream.
3. Copy its webhook URL.
4. Keep the dashboard open so you can review test-event logs later.

Step 2: Access the OMS integration settings

1. Sign in to the staging OMS dashboard.
2. In the left navigation pane, select **System Settings** → **Integrations** → **Dispatch Rules**.
3. Select **Add Automated Event Hook**.

Step 3: Enter the connection details

Complete the configuration fields:

- **Name:** OMS-SMS-OUTAGE-ALERTS-TEST
- **Target URL:** Paste the staging webhook URL from Step 1.
- **Content-Type:** Select application/json.
- **Secret Token:** Paste the staging authorization token.

The messaging gateway uses this staging token to authenticate requests from the approved OMS integration.

Security: Do not copy the token into tickets, documentation, source-control repositories, chat messages, or unprotected logs.

[Staging OMS] —(Authenticated JSON)—> [Test Messaging Gateway] —> [Test Recipient]

Step 4: Select test event triggers

Select only the following events:

- GRID_FAULT_CRITICAL — Simulates an outage-detection event.
- CREW_DISPATCHED — Simulates a field-response update.
- REPAIR_COMPLETE — Simulates a restoration update.

Limiting the rule to these events makes it easier to validate the intended alert sequence and avoid unnecessary test traffic.

Step 5: Save and test the rule

1. Select **Save Test Rule** or **Enable in Staging**.
2. Select **Trigger Simulation Test Alert**.

3. Return to the messaging dashboard.
4. Confirm that a new test log entry was received.
5. For this staging example, verify that the JSON payload contains the expected `event_type`, `timestamp`, and `recipient_id` values.

Troubleshooting

Issue	Meaning	Resolution
401 Unauthorized	Authentication credentials are missing, expired, invalid, or incorrectly formatted.	Verify that the current staging token is present and correctly formatted. Replace an expired or invalid token through the approved team process, save the rule, and rerun the simulation.
403 Forbidden	The gateway recognized the credentials but refused the request because the integration lacks permission or violates an access policy.	Confirm that the staging integration is authorized for the endpoint. Verify its assigned role and endpoint permissions, then review any applicable gateway access policies before testing again.
400 Bad Request	The JSON is malformed, the payload uses an unsupported schema, or a required field is missing.	Verify that Content-Type is application/json. Validate the payload against the staging schema and confirm that all required event fields and accepted values are present.
504 Gateway Timeout	An intermediary gateway did not receive a timely response from the receiving service.	Review the service and gateway logs for the source of the delay. If the integration uses asynchronous processing, confirm that the receiver durably accepts or queues the event before returning a successful 2xx response. Otherwise, identify why the upstream response exceeded the gateway timeout.
No test event received	The event was not delivered to, or recorded by, the messaging gateway.	Verify the webhook URL, confirm that the rule is enabled in staging, and ensure that the three required test events are selected. Review the OMS and gateway logs for failed-delivery details.

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