

CDG Introduces Automated Outage Tool for Elements OSS/BSS Platform

CDG announces Automated Outage Tool for the Elements OSS/BSS platform, designed to help broadband providers automatically detect, manage, and resolve outages.

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Mike Chalk

Data Group (CDG) is pleased to announce the availability of its new Automated Outage Tool for the Elements OSS/BSS platform, a powerful solution designed to help broadband service providers automatically detect, manage, and resolve network outages while improving both operational efficiency and the subscriber experience.

Leveraging real-time service provisioning intelligence, the Automated Outage Tool automates nearly every stage of the outage lifecycle. The solution enables providers to move from reactive outage management to proactive service assurance through a closed-loop workflow that

automates outage detection, subscriber impact analysis, customer communications, recovery verification, and incident closure.

"As broadband networks continue to grow in scale and complexity, service providers need more than visibility into network events. They need the ability to take immediate, intelligent action," said Mike Chalk, Vice President of Product Development at CDG. "The Automated Outage Tool extends network intelligence beyond monitoring by automating operational workflows from detection through resolution. The result is faster response times, reduced support workloads, and a significantly improved customer experience."

Using service provisioning webhooks and network intelligence, the platform automatically identifies affected ONTs, groups impacted subscribers into outage events, creates and updates trouble tickets, delivers proactive customer notifications, verifies service restoration, and closes incidents once service has been restored. The solution also provides configurable notification preferences, quiet-hour controls, and operational dashboards with map-based outage visibility.

A key differentiator of the solution is its configurable rules engine, which allows providers to customize outage qualification criteria, subscriber grouping logic, notification thresholds,

suppression rules, recovery verification methods, and closure workflows based on their unique operational requirements.

The Automated Outage Tool supports a variety of network alarm types, including ONT Missing, ONT-Dying-Gasp, Loss of PON, and Card Departed events. By combining real-time network intelligence with automation, analytics, customer engagement, and AI-enabled workflows, the platform delivers a scalable and repeatable framework that can be adopted by service providers of all sizes.

The introduction of the Automated Outage Tool further reinforces CDG's commitment to helping broadband providers drive operational excellence, improve service reliability, and deliver exceptional subscriber experiences through intelligent automation.

[About CDG](#)

CDG provides a cloud-based, SaaS-delivered OSS/BSS platform for voice, video, data, circuit, and interconnect services for retail and wholesale broadband service providers and carriers. We deliver value to our clients through our open architecture, operator-driven solutions that empower them to create the optimal service ecosystem for growing their customer base, improving their BI, and developing the latest AI/ML and automation technologies to increase their operational efficiencies and capabilities.

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