

OMMO Analytics

SOP - Notifications and Alerts

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

Owner	OMMO Group Company
Product	OMMO Analytics
Version	1.0
Status	Active operating draft

Purpose

Operate alerts for stock, source health, campaign performance, support pressure, and system issues.

Scope

Applies to client-facing notifications and admin-only operational logs.

Roles

- Product owner: defines alert rules.
- Admin operator: reviews alerts.
- Support owner: escalates issues.

Required inputs

- Alert type.
- Threshold.
- Affected tenant/source.
- Client-facing message.
- Admin-only details.

Procedure

- Create or review alert rules.
- Send client-facing messages in simple business language.
- Keep technical errors admin-only.
- Escalate urgent stock, sync, or access issues.

- Close alerts after resolution.

Quality checks

- No raw stack traces shown to clients.
- Maintenance wording is used for client-facing connector issues.
- Important stock and sync alerts are not buried in settings.
- Closed alerts retain audit history.

Records to maintain

- Alert log.
- Resolution note.
- Escalation owner.
- Client communication if sent.