AETHERONE / AETHERDISPATCH

AetherDispatch datasheet

Field work and contractor operations for AMI meter installation and replacement.



Concept illustration; not a customer installation or runtime evidence.

Positioning

AetherDispatch is the AetherONE component for the field side of an AMI (advanced metering infrastructure) utility. In the approved design it owns the meter work order and the workflow around it: intake, planning and assignment of crews and contractors, the field work package and checklist, evidence from site, exceptions, QA, reopening and revisits. The service request comes from AetherCIS, the validated meter installation is committed by AetherMDMS, spatial truth stays with AetherGIS and contractor settlement with AetherRevenue; Dispatch refers to each through versioned contracts. This is utility field work, not grid, SCADA or OMS dispatch. This edition presents the responsibility as a browser evaluation interface with demonstration data (see Availability below).

Intended readers

Field-operations managers, dispatchers, crew leads and technicians, contractor supervisors and field QA reviewers, together with the integration architects who decide where field work belongs in an AMI platform.

Responsibility at a glance

Area	Responsibility in the approved design	What the evaluation edition shows
Intake	Receives work, including a CIS service-request reference, and validates it before it becomes a work order; a work order can also be created by hand	Work intake and validation queue
Meter work orders	A meter installation or replacement job carrying work type, priority, territory, due time, assigned crew and required skills, with references to the service request, the metering point and the site	Work order list and board, Work Order 360, new work order wizard
Planning and assignment	Matches each job to a crew or contractor by required skills, territory and calendar	Planning workspace, plan detail with constraints, appointment and crew calendar, schematic map
Crews, contractors and qualifications	Crews, technicians and vehicles on one board; contractor eligibility and capacity; the skills and certifications that jobs require	Crew board, skill and certification matrix, contractor list and detail

Area	Responsibility in the approved design	What the evaluation edition shows
Materials and tools	A read-only projection of the materials and tools reserved for a job	Reservation projection view
Field work package	Accept, reject or clarify; route; checklist; meter serial matching; site confirmation; photo, reading and seal evidence; no-access, safety and parts exceptions; completion	One field app screen per step
Offline and sync	Keeps work queued on the device distinct from work the server has acknowledged, and shows conflicts	Sync status view with synthetic queued, conflict and acknowledged rows
QA and revisit	QA review, correction requests, reopening, revisit and escalation	QA review queue, reopen and revisit queue, evidence search and detail
Contractor portal	Assignments and capacity, QA corrections, and a read-only view of settlement status	Contractor overview, assignments, QA corrections
Analytics, templates and configuration	Service-level, first-time-fix and contractor views; work-type and checklist templates; territory, policy and optimizer settings	Analytics, template and configuration screens

Workflow and ownership

1 One work order: job, assignee, due time and the CIS and MDMS references it carries

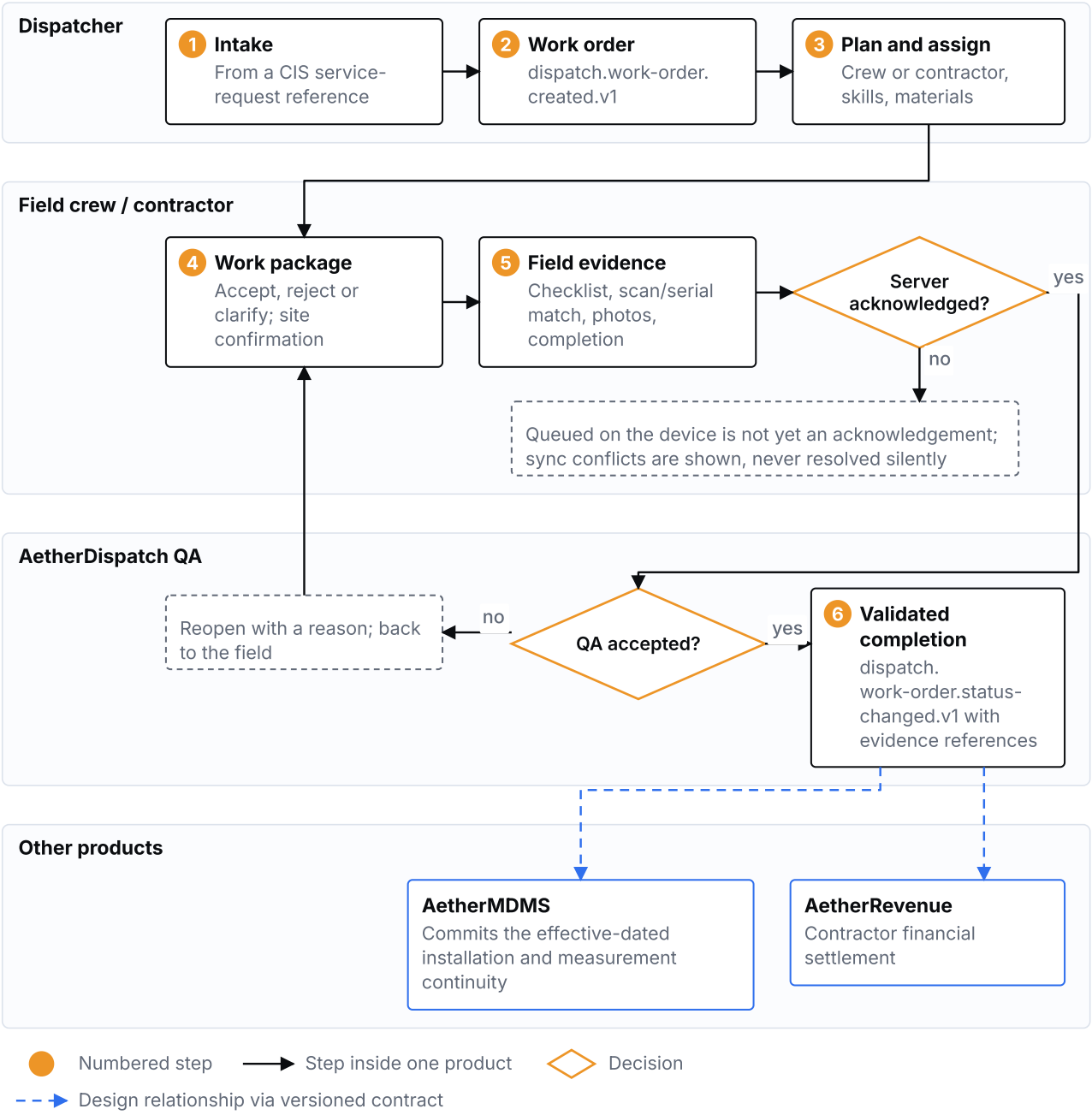
Work order	WO-2026-0842
Title	Single-phase meter installation, new connection
Type	METER_INSTALL
Status	ASSIGNED
Priority	P2
Territory	TER-NORTH
Assignee	CREW-A1
SLA due	2026-09-03T15:00:00Z
CIS service request (reference)	SR-2026-11407
MDMS metering point (reference)	MP-100200
Site (schematic)	12-4 Hwarang-ro, Seo-gu (schematic)
Skills required	SKILL-MI, SKILL-SAFE-LV
First-time fix	OPEN

PRODUCT SCREEN · DEMONSTRATION DATA A work order in the evaluation interface, shown with demonstration data: the job, status, priority, territory, crew and due time, the CIS service request and MDMS metering point it references, a schematic site and the required skills.

AetherDispatch: one field job, from request to validated completion

DESIGN WORKFLOW

Utility field work and contractor operations; not SCADA, OMS or grid dispatch.



DESIGN WORKFLOW Design workflow of one field job. The dashed lines are design relationships through versioned contracts, not running integrations.

Integration and private writers

Every AetherONE product keeps its own private database and writer. AetherDispatch neither reads nor writes another product's private store; it works from versioned contracts and read-only projections.

Product	Owns	What Dispatch holds
AetherCIS	Service-request identity and lifecycle	A reference to the service request

Product	Owns	What Dispatch holds
AetherMDMS	The validated, effective-dated metering installation and measurement continuity	A versioned correlation of completed work; Dispatch never rewrites MDMS history
AetherGIS	Address, coordinates, service areas and spatial network truth	Schematic map projections only
AetherRevenue	Financial settlement	A read-only settlement reference in the contractor portal

A CIS service point and an MDMS metering point are different objects. A work order can refer to both without merging them or moving either product's writer authority.

Two event schemas at version 1.0.0, dispatch.work-order.created.v1 and dispatch.work-order.status-changed.v1, set out what Dispatch is designed to exchange. The creation event carries the request correlation, work type, priority, service-point identity, optional metering-point, device and site references, timing, required skills and materials, and template version. The status event carries the from and to states, the actor, the reason, evidence references and pending acknowledgements. These are design contracts. They are not a deployed interface or a transition engine, and this edition neither produces nor receives either event.

Availability and evaluation conditions

The responsibilities above are the approved product design. What is available today is a browser evaluation interface with three working surfaces (a dispatcher workspace, a field app and a contractor portal) running on deterministic demonstration data. By default it opens without records and explains that no live service is connected; demonstration data appears only when demonstration mode is chosen. Action controls describe what they would do and which integration they would need, and none of them runs a job.

Optimizer runs, scanner, camera and NFC access, positioning, signature capture, persistent offline storage, resumable upload and contractor payment are not established by this edition. The map is schematic, and the acknowledgements and percentages on screen are synthetic. A working deployment would also need a Dispatch backend, authentication and authorization, a private store, field software on the device and approved contracts with CIS, MDMS, GIS and Revenue. Document edition 2026.10 is not a product release. No certification, protocol or device support, capacity, service level or customer outcome is claimed.