Manitou

Creating a Virtual Operator Action Pattern

Steps to Create a Virtual Operator Action Pattern:

1. Create a Script message to use.
2. Build an action pattern, including a contact to an email, sms, fax, OpenVoice Outbound, and the like to use.
3. Link the action pattern to the Event or Events.
4. Test your solution.

Steps to Create a Script Message:

1. Log into the Supervisor Workstation.
2. Navitgate to the Script Messages form. (Maintenance Menu - Script Messages)
3. Edit the form.
4. Create a Script Message using the Script Messages needed to dynamically fill the pertinent data at the time of the event.
5. Click Demo to review the script with default data and review for clarity.
6. Save the Record

Steps to Build an Action Pattern:

1. Log into the Operator Workstation.
2. Navigate to the Customer, Dealer, or Monitoring Company record.
3. Select Action Patterns on the Jump To menu.
4. Click Edit
5. Add a New Action Pattern, or edit an existing one.
6. Select the Contact type and click Add Command.
7. Select the type of destination and the Script to use for the notification.
8. If you want this to go out before presenting to an operator, or not to present to an operator at all, be sure the action is at the top of the action pattern list. (Use the up down arrows to move the actions.)
9. Be sure to add a Close command to allow the Virtual Operator to close the alarm when all actions are completed when applicable.
10. Save the Record.

Steps to Tie an Action Pattern to an Event:

1. Log into the Supervisor Workstation to tie an Action Pattern to an Event Code or log into the Operator Workstation to tie the Action Pattern to a Customer, Dealer, or Transmitter Type programming.
2. Navigate to the record you need and to the Programming portion of the record.
3. Click Edit.
4. Within the Event Actions Programming section enter the Event Code to which you are tying this new Action Pattern, then tab over to the Actions column. (If this is tied to a specific area or zone, enter those in as you tab.)
5. Select the new Action Pattern.
6. Save the Record.

Test your solution!

Additional Notes:

It is VERY important to plan your Virtual Operator (AutoClient) Action Patterns carefully. Be sure to fully understand the customer need you are attempting to solve. Confirm that the solution is managed best in this manner.

If possible, use already created script messages to speed the implementation process.

Always remember to Test!

Troubleshooting:

Issue: The Virtrual Operator did not pick up the correct action pattern.

Solution 1: Look for other more specific events on the Customer, Dealer, or Transmitter Type.

Solution 2: The Event code is incorrect. Check to see that the signal delivered is the signal tied to the Action Pattern.

Issue: The Email didn't go to the expected address.

Solution: Look for errors in the Activity log. If the Publisher received the acknowledgement from the SMTP server, customers will need to look at their spam or trash folders.