



Standardized Comments

In order to best ensure quality tracking in Alarm Handling and customer edits, Manitou allows you to create Standard comments.

Instructions:

1. Open the Supervisor Workstation.
2. Navigate to the Subtypes form. (Maintenance menu - Setup - Subtypes)
3. Select the Standards comments node.
4. Click Edit then Add.
5. Enter a Description
6. Click OK
7. Enter the details that will log to customer history related to that topic.
8. Click the Save.

Be sure to be

Additional Notes:

- Comment IDs start at 100. If you want to use different numbers, please prepend your titles with the number you desire.

The screenshot shows the Manitou software interface. On the left is a tree view with nodes: Current, Subtypes, Watchdog Messages, and Shortcuts. The 'Subtypes' node is expanded, showing a list of categories like Action Pattern Categories, Address Labels, etc. The 'Standard Comments' category is selected, and a list of comments is shown, including '100 Customer Notified', '101 Updated Account Cust', '102 Testing complete', '103 Testing the system.', '104 Annual Fire Test', and '105 Pre-cancelled'. The '100 Customer Notified' comment is highlighted. On the right, the 'Subtypes' form is open, showing fields for 'Subtype No.' (100), 'Description' (100 Customer Notified), and 'Details' (Made contact with the customer and notified them of the alarm.). The form has 'Add' and 'Remove' buttons at the top.