

Enhanced Notifications - Customer Record Configuration

The Enhanced Notification features allows you to send automatic informational messages to your customers in your Manitou system. These messages are predefined and utilized in Alarm Handling and to send automated documentation of changes and updates to customer records. The following shows the steps for linking created messages to the Customer Enhanced Subscriptions:

Instructions:

1. Navigate to the Enhanced Subscriptions form from within the Customer record.
2. Click Edit.
3. If no users appear, drop down the filter that reads "Show Subscribed Only" and select "Show All."
4. Select the appropriate person* by clicking the Subscribed Check box. Repeat for all users necessary.
5. Select the appropriate destination for the messages.

Subscribed	Edit Bulk	Edit Custom	ID	Owner	Name	Type	E-Mail	Ev Code	Ev Cat	Dispatch	Script	Res Code	Acct Change
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4AS1999	Mountain Shadow Services	Ben Brady	Keyholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4AS	AAAA Security	Patricia Hill	Keyholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4AS	AAAA Security	Maurice Cooper	Keyholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4AS	AAAA Security	Sherri Mack	Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4AS	AAAA Security	Raymond Hunt	Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4AS	AAAA Security	Joe Schmoe	Keyholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bulk Entry Selections

Event Code ☐

Event Cat ☐

Dispatch ☐

Script ☐

Resolution Code ☒

Account Change ☒

CANCEL DONE

6. Tick the boxes for which items the person should receive the notifications.
7. When done, click Done.
8. Save the record.



Additional Notes:

- * In order for the notifications to work, the user must have an external notification pathway such as email or fax.
- Edit Bulk = Changes made to all persons at the same time.
- Edit Custom = Changes made to the individual person.
- The save of the record commits this request to the database. Any time the account experiences any of the set items, the notification automatically sends.