

Manitou 2.x Web client

Creating a Maintenance Issue

This document details the steps for Creating a Maintenance Issue on the Maintenance Issues form. Maintenance Issues may also be created on Customer, Dealer, Authority, Branch, Global Keyholders, and other entity records. When created at these levels, they are believed to pertain specifically to these entities.

There are two standard ways to begin creating a Maintenance Issue: 1. An issue arises during an alarm, most often a bad telephone number, or 2. A customer requests a data change or technical service for their account. This guide covers the latter.

Step 1 - Load the Maintenance Issues form.

Step 2 - Add a Maintenance Issue.

Step 3 - Enter the Maintenance Issue details.

- Select the Entity type. In this scenario we selected a Customer.
- If required, select the person.
- When available, and part of your process, select the technician.
- Select the Service type.
- If available select the Appointment date and time.
- Enter the Description of the Maintenance required.
- Click Done.

Person	Description	Last Action	Technician	On Site	Priority	Appt Date	Service Type
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Maintenance Issues											
Maintenance Issues											
Logged	User ID	Type	ID	Name	Person	Description	Last Action	Technician	On Site	Priority	Service Type
04/20/2017 09:08	0000	Customer	00000001	Manitou Maintenance	Manitou Maintenance	Customer requires service. Panel reads Trouble	04/20/2017 09:08				General Service
04/20/2017 09:08	0000	Customer	00000001	Manitou Maintenance	Manitou Maintenance	Customer requires service. Panel reads Trouble	04/20/2017 09:08				General Service

Logged	Apr 20, 2017 09:08
Person	
Technician	
Last Action	Apr 20, 2017 09:08
Priority	Not Assigned
Service Type	General Service
Description	Customer requires service. Panel reads Trouble

Contact Type	4AS1003	Customer	Priority: Not Assigned
Person	None	Technician	
Logged	04/20/2017 09:08	Last Action	04/20/2017 09:08
Service Type	General Service	Appointment Date	
Description	Customer requires service. Panel reads Trouble		
CANCEL DONE			



Additional Information

- Maintenance Issues can be found individually on the entity records or under the Maintenance Menu in both the Operator and Supervisor Workstations.
- Once changes are made, it is possible to document within the notes section, which enables the update notes and resolve issues buttons and resolve the item from the dialog.
- The Notes section maintains a running long of any updates made and by whom.
- Create Service types within the Supervisor Workstation under the Subtypes form.