

Manitou 2.x Web client

Enhanced Action Patterns

Enhanced Action Patterns adds a greater level of intelligence, and functionality, previously and incorporates the Workflows feature, with more logic and the ability to query items for dynamic decision-making ability. This document details the new Enhanced feature sets and their purpose.

Action Handling

Action Handling has three new items available for Enhanced Action Patterns:

Wait (New Command to Manitou 2.x Web client, previously a feature in Workflows)

Delays action on an event for a period of seconds to await a response.

Label (New Command to Manitou 2.x Web client)

Creates a reference location to be called later.

Jump To (New Command to Manitou 2.x Web client)

The Jump To command goes to a Label point either forward or backward in the Action Pattern.

Data Handling

Launch (New Command to Manitou 2.x Web client)

Data Handling has a new feature within the Manitou 2.x Web client called Launch. Launch allows the ability to launch several things:

- External Applications - Configured within the Supervisor Workstation some examples may be:
 - Accounting package
 - Service application
 - Word Processing or Forms
 - CRM system
 - Other Manitou Applications like the SnapReporter
- URL - such as a web form to complete for a service request.
- Validate Password - to force this action.
- Customer Search - prompts the operator to validate the customer's password. This takes away the guess work from the operator and ensures operators follow the prescribed process.

Show (Is carried over from the previous version of Manitou)

All the same commands are available and their functionality remains the same. The Show Script command is now more visible and available to read while speaking with the customer, or other entity.

Prompt (New Command to Manitou 2.x Web client)

Allows operators to ask questions and record the answers.

Set (New Command to Manitou 2.x Web client)

The new Set command allows the ability to 'set' a value to a variable for comparisons that can be then tested to be greater, less than, or equal to a value.

Log Line (Changed in Manitou 2.x Web client)



Important Information:

- Please note that all legacy Manitou customers are given access to Enhanced Action Patterns.
- Any Action Patterns using SQL queries must be constructed by a person knowledgeable in both SQL queries and Manitou table schema.
- To see the listing of the new script messages, they are found in the Script Messages Quick Reference Guide.

Enhanced Action Patterns (cont.)

Log Line received an update in Manitou 2.x Web client. Now the Variables can be inserted into the Manitou 2.x Web client activity Log at one time by using the Log Line Action. It is important to add this any time you would like data collected inserted into the Manitou history,

Remark (Functionality remains the same in Manitou 2.x Web client)

As before, a Remark does NOT show in the Action Pattern that presents to an operator. This is a reference for when changes are made to the action pattern to note what and why this action pattern is written the way it is.

External Handling

Send (No changes to Manitou 2.x Web client)

This command relates to the Reverse Commands used to communicate with systems that can receive commands through Manitou. Each system that can receive these commands are configured individually and are enabled when licensed and configured.

Connect (No changes to Manitou 2.x Web client)

This command Connects to cameras and other devices based on device and zone triggered and is based on configuration and licensing.

Logic Handling

If (New Command to Manitou 2.x Web client)

There are several conditional statements added to Manitou 2.x Web client the first being the IF statement. The 1.61 version added a very rudimentary level of this with the INCLUDE command where IF a value were True or False an Action Pattern would be included inside another. Manitou 2.x Web client adds true Logic to Action Patterns by adding IF/Else/End IF and other conditional statements. IF starts the conditional statements looking for a true value.

Else (New Command to Manitou 2.x Web client)

The next logic element, for conditional statements, added to Manitou 2.x Web client is the Else statement for when the If statement is NOT true.

End If (New Command to Manitou 2.x Web client)

The End IF statement is required for the conditional statement to know it reached the end of the logic.

Select (New Command to Manitou 2.x Web client)

The SET command uses the Select to query the Manitou database, using SQL statements, including the activity logs, to test for specific values, or counts, for true, or false, statements, to make decisions.

Case (New Command to Manitou 2.x Web client)

The Case option tests the SELECT query for specific results.

Otherwise (New Command to Manitou 2.x Web client)

The Otherwise statement is used in the case statements for items that do not fall within the case. (When all else fails.)

End Select (New Command to Manitou 2.x Web client)

The End Select statement tells the system that the system is done with the select query.