

March 2024 Webinar – Enhanced Subscriptions Q & A

Q: What does the bulk edit do? could you have emails from different accounts get notifications if there is an alarm on any address in their neighborhood? (neighborhood watch)

A: Not as related to Enhanced Subscriptions. - this would have to be done through an Action Pattern.

Q: What is the bottom section of the Enhanced Subscription page used for?

A: That's where we selected which trigger it was for the Alarm Screen.

Q: Are these features not accessible without the web client version of Manitou? We only use the desktop version of Manitou. There is no admin tab in the desktop version.

A: No, this is not available in the Legacy/Desktop version.

Q: When is this type of notification sent? Right after the authorities are dispatched or after the alarm is closed?

A: The notification is sent right after the authorities are dispatched.

Q: With the enhanced subscriptions, can we add multiple event codes to a script?

A: No. Because each script is for a single event code, a unique script must be created for each.

Q: Could you go over the procedure if the customer wants notification as a text?

A: Yes. First, you will need to know which mobile provider is used. Next, you will need to look up the appropriate email address from the attached list. Apply an email address that uses the email format to the contact you wish to “text”. The rest of the process is the same.

Q: Does it send as soon as an event is received or does it follow can-cancel or any programming within company-wide action patterns before sending?

A: Enhanced Subscriptions are going to be separate from any other type of programming, therefore the notification will be sent when the signal arrives on the customer account.

Q: Will an event code email still trigger if an account is on test?

A: No. If a signal with an event code trigger comes in while the account is on test, the notification will not be sent.

Q: If an email is sent does it show in the Activity Log of the account?

A: Yes, it shows up as a line item in the activity log.

Q: Enhanced subscriptions are separate from an action pattern. We currently have email notifications set as the first step in many action patterns. Should that step be removed from the action pattern and replaced with this?

A: If your solution is working, and if everyone in your organization understands how it works, I don't think there is a compelling reason to change everything. The best way to find out is to use it on a few customers and see if either the data entry or the Alarm Operations process is any better.

Q: Best practice-wise, should the Enhanced Script option replace post-processing?

A: If you are having success with post-processing, then you can continue using that.

Q: Can this be tied to Action IDs instead of event codes when needed?

A: No. Action IDs are for Action Patterns. We cannot use an Action Pattern as a trigger for Enhanced Subscriptions.

Q: Can this be set up at the dealer level to send the dealer a notification when any of their accounts edits a customer?

A: This would be better done by doing a daily report.

Q: Some of our dealers request a notification once the change has been made so maybe this could be something as a feature?

A: We can put the feature request to our Product team.

Q: Where can we see on the account which event code is set up to email?

A: On the Enhanced Subscription screen, if you are viewing a list of the Enhanced Subscriptions = section on the left. It should show as you scroll through the list.

Q: Can you add a schedule? They only wanted to be emailed during certain times.

A: A schedule cannot be added to the Enhanced Subscriptions. If your notifications require the use of a schedule, an Action Pattern is still the best way to go.

Q: How to set up a report for the dealers on power loss, low battery & late- test individually?

A: Enhanced Subscriptions only work at a Customer level. There is not a way to send notifications based on the Dealer level. It is possible to run scheduled reports for dealers at the Dealer level.

Q: Can any of these be done at a dealer level for the customers globally?

A: No. Manitou can only use Enhanced Subscriptions at the Customer level.

Q: Could the notification be sent from the customer level to the dealer email that is not listed at the customer level?

A: For any notifications, there would need to be a contact at the customer level.

Q: Anyone / even operators can create scripts? It used to be only in the Supervisor Workstation.

A: This can be controlled by permissions.