Agency Details Cards

Upon Clicking **Done**, when creating a new Agency, the Agency is committed to the Manitou database. The Agency Details card then displays with the Agency information.

Details

The Details card within the Agency Details portion of the record, contains the information added from the Add Agency dialog. This includes the ID, Name, Type, Country, Time Zone, and Language.

Contacts (Contact Points)

The Contacts Card allows you to add general contact points in order to dispatch or contact the Agency.

Add Contact Points to an Agency

- Click the Pencil (✏) icon to launch the Contact Point Dialog.

Phone Numbers

1. Click **Add** underneath **Phone Numbers**.
2. Choose the Phone number type.
3. Enter the Phone number
4. If there is an extension, add the extension.
5. You may apply a script to the phone number if utilizing Text To Voice features.
6. There are no General Schedules for "Keyholder Availability" at this time. If necessary, you may return to the number later to add it.
7. If the number should not display to an operator when dialing, select Private. Please note, in order to make a number private, you must have an integrated auto-dialing system.
8. Repeat as required

Email Address(es)

1. Click **Add** underneath Email Address
2. **Select the Type** - This is the Record indicator, Email, Email 2, Email 3, etc. You may add additional Email Types within the Supervisor Workstation Subtypes.

3. **Enter the Email address.**
4. Leave the **Output Device Type to EMAIL**
5. **Service Provider** is tied to the **Output Device Type** and will automatically populate when available.
6. Select the **Default Script** to use if no other Script is defined for an email. Scripts are created within the Supervisor Workstation Script Messages.
7. **Format** is the default format for any attached information. We encourage the consistent use of **PDF** because it is an image of the document instead of an easily editable format.
8. If the email must not display to an operator, select **Private**.
9. Repeat as required.

Web

1. Click **Add** underneath Web.
2. **Select the Type -** like email, this is the index link to the individual line such as Web Address, Web Address 2, etc.
3. Enter the website **URL address** - Be sure to add http or https.

When all items are entered correctly, click **Done**.

Remember to Save (▯) to commit the changes to the database!

Verification and Dispatch Charges Card

The **Verification Question and Answer**, while rarely used, allows operators to further validate persons attempting to contact the monitoring center on behalf of the Agency.

Dispatch Charges are, generally, used when the end customer receives a bill for dispatch instances of the agency. This is most commonly used for Guarding and UL Runner-type agencies.

Adding a Verification Question and Answer and Dispatch Charge

- Click the Pencil (✏) icon to launch the Verification and Charge Dialog.
- Enter the Question and Answer for verification.
- If applicable, enter the Charge code related to Dispatching this Agency.

When all items are entered correctly, click **Done**.

Remember to Save (▯) to commit the changes to the database!