Customer Wizard - Contact Points (Step 3)

The Contact Points page is for Premises Contact Points.
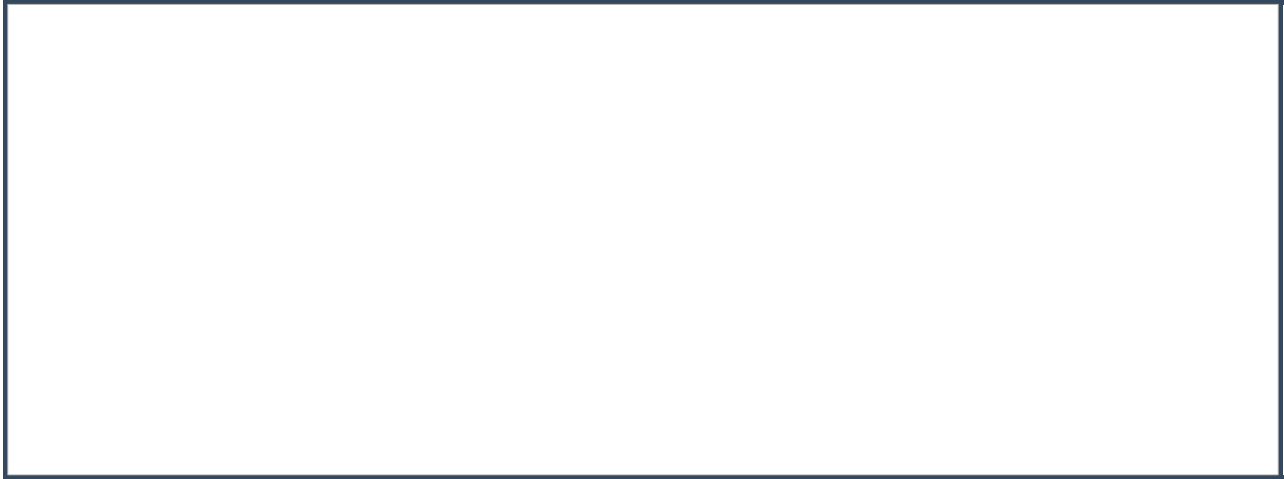
Details on each section can be found below.

Phone Numbers

Email

Web

Phone Numbers

Type

- These are different contact point types. The default for the first blank on this field is Site, which cannot be changed. If you wish to choose a Type other than Site, please click the X on the right side, then click ADD, then select which Type you would like.

Phone Number

- The Phone Number associated with this contact point.

Extension

- If there is an extension to reach the person at the phone number, it may be typed here.

Script

- Script is rarely used in this situation. It is used when faxing notifications, but since faxing has been supplanted by email in recent years, fewer and fewer Monitoring Centers are filling this field in.

Schedule

- If this phone number is only available during specific times of day or days of week, a schedule may be added. The operator, if they attempted to contact a contact point that had a schedule, and if they attempted outside of the schedule times, the contact point will show as unavailable.

Private

- The Private checkbox, if marked, will not display the phone number to the operator.

Email Address (fields only available if ADD is clicked)

A quick note before going through the fields here. In most cases, premises locations will not have an email address associated with them. Don't enter personal emails on this page.

Type

- Much like phone numbers, you may have multiple labels to choose from. By default, E-Mail, E-mail 2, and E- Mail 3 are the only choices here. These selections may be edited in the Supervisor Workstation

Email Address

- This is where you will type the email address, if any, for this location

Output Device Type

- Should always be EMAIL

Service Provider

- Should always be left alone

Script

- You may select a script here if you wish to use Contact Point Default later in Action Patterns

Format

- This field chooses the default format if reports are emailed to this customer with this email address. The default is PDF since PDF documents are uneditable by the public. The other choice here is RTF (Rich Text Format), which is the format used by Wordpad.

Private

- As above with Phone Numbers, this is intended to mark that this address should not be shown to the operator.

Web (only available if ADD is clicked)

This section is intended to allow Web Address URLs to be listed.

Another thing to point out is that this field is NOT required to be formatted as a web address. This means if you want to simply put another piece of information here, it will be later visible on the Customer Details page, which is generally the first page you see when viewing a customer.

Type

- This allows you to choose the default label of Web Address, or any other Web Address-type contact labels you may have entered in the Supervisor Workstation.

Web Address

- This is where you may type either the URL for the web address or the extra info mentioned above.