

SWS - Forms in the Maintenance Menu - Script Messages

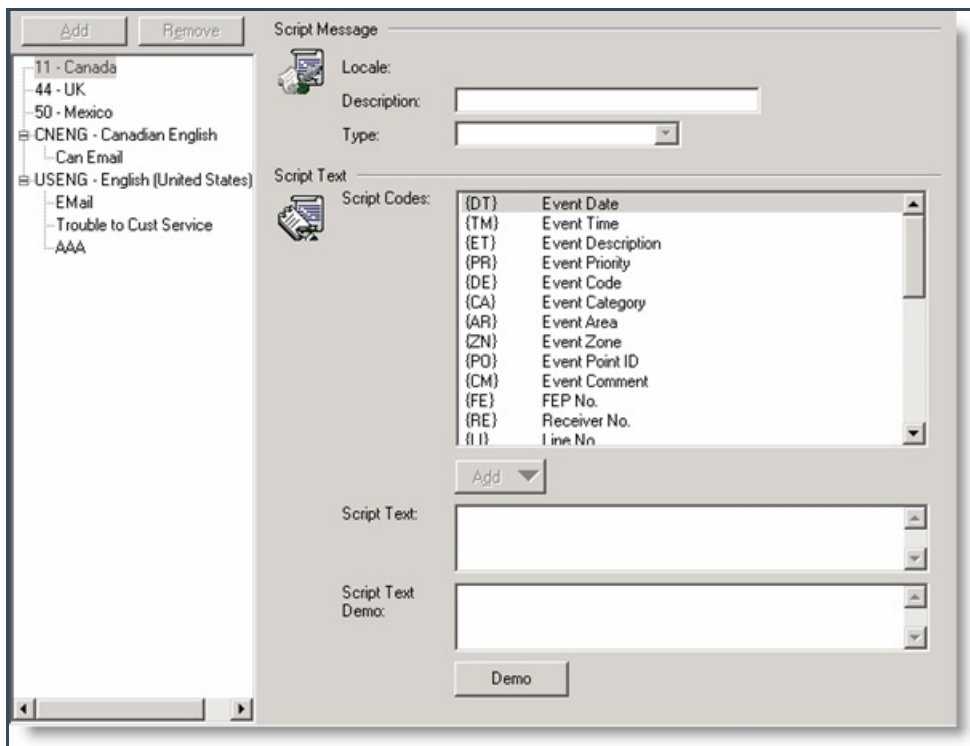
The Script Messages function allows users to create messages that can be saved and sent to Customers via email or fax. Once created, Script Messages are available for use with Action Pattern items.

Manitou can also add current alarm information to Script Messages. In this way, for example, a Manitou user can easily provide a Keyholder with the specific details of an alarm at the time of initial contact.

Adding a New Script Message

1. Navigate to the Maintenance menu and select "Script Messages".

Result: The "Script Message" form displays as shown in the following screenshot:



The screenshot shows the 'Script Message' form. On the left is a tree view with the following structure:

- 11 - Canada
- 44 - UK
- 50 - Mexico
- [-] CNENG - Canadian English
 - Can Email
- [-] USENG - English (United States)
 - EMail
 - Trouble to Cust Service
 - AAA

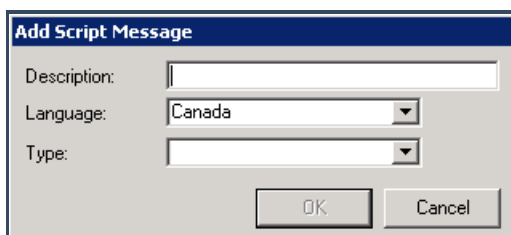
The main form area contains the following fields and controls:

- Script Message** header with 'Add' and 'Remove' buttons.
- Locale:** A dropdown menu.
- Description:** A text input field.
- Type:** A dropdown menu.
- Script Text** section with a 'Script Codes' list box containing:

{DT}	Event Date
{TM}	Event Time
{ET}	Event Description
{PR}	Event Priority
{DE}	Event Code
{CA}	Event Category
{AR}	Event Area
{ZN}	Event Zone
{PO}	Event Point ID
{CM}	Event Comment
{FE}	FEP No.
{RE}	Receiver No.
{L}	Line No.
- An 'Add' button below the list box.
- Script Text:** A text input field.
- Script Text Demo:** A text input field.
- A 'Demo' button at the bottom.

2. Click "Edit" then click "Add".

Result: The "Add Script Message" window displays as shown in the following screenshot:



The screenshot shows the 'Add Script Message' dialog box with the following fields and controls:

- Add Script Message** title bar.
- Description:** A text input field.
- Language:** A dropdown menu with 'Canada' selected.
- Type:** A dropdown menu.
- OK** and **Cancel** buttons at the bottom.

3. Enter a description for your new Script Message into the "Description:" field.
4. Select the language for your new Script Message from the "Language:" dropdown menu.
5. Select a delivery method for your new Script Message from the "Type:" dropdown menu and click "OK".

Result: Your new Script Message now displays on the Navigation Tree, and as the currently selected message on the "Script Message" form.

Note: If you are unsure about how your new message will be sent to the customer, select "Generic".

7. Enter text for your new Script Message into the "Script Text:" field.

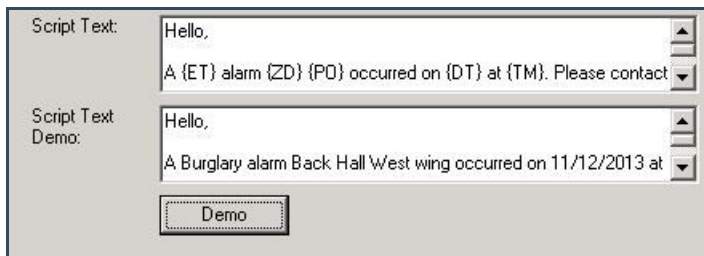
Note: Script Codes are insertable fields that symbolize a specific alarm detail. When you insert a Script Code into your message, you are telling Manitou to include the specific alarm detail symbolized by the code into the message. For example, the Script Code "{AC}" symbolizes Customer City/Town. If a specific Customer lives in Seattle, and a Manitou user inserts the "{AC}" Script Code into an email message regarding an alarm at the Customer's residence, Manitou sends the email with "Seattle" in place of the inserted "{AC}" Script Code.

8. If you want to insert a Script Code into your new Script Message, select the Script Code and click "Add".

Result: The system inserts the Script Code you selected into the "Script Text:" window.

9. When you finish entering text and adding Script Codes into the "Script Text:" window, click "Demo".

Result: The system displays your new Script Message with any inserted Script Codes translated according to the specific recipient's account details as shown in the following screenshot:



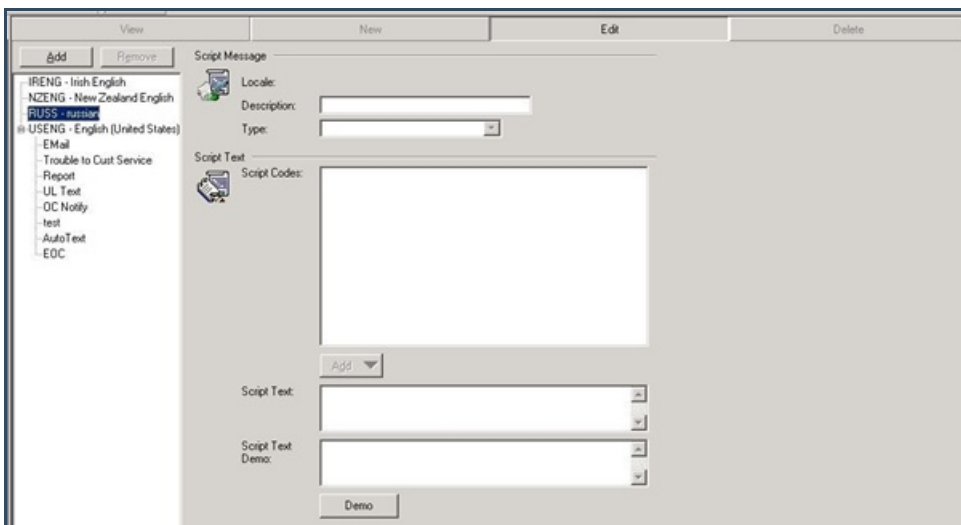
The screenshot shows a software interface with two text input fields and a button. The top field is labeled 'Script Text:' and contains the text 'Hello,' followed by a dropdown menu showing 'A {ET} alarm {ZD} {PD} occurred on {DT} at {TM}. Please contact'. The bottom field is labeled 'Script Text Demo:' and contains the text 'Hello,' followed by a dropdown menu showing 'A Burglary alarm Back Hall West wing occurred on 11/12/2013 at'. Below the second field is a button labeled 'Demo'.

10. Click "Save".

Using an Existing Script Message

1. Navigate to the Maintenance menu and select "Script Messages".

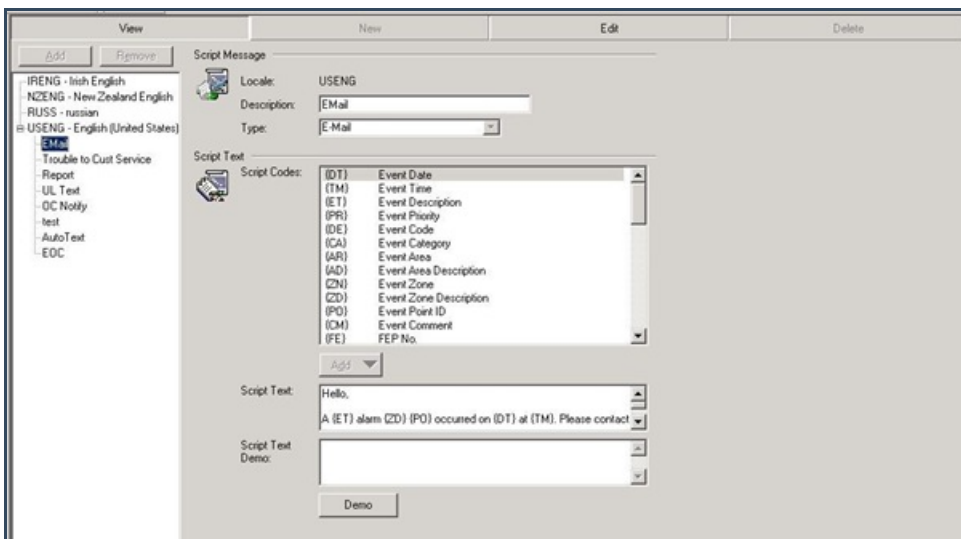
Result: The "Script Message" form displays as shown in the following screenshot:



Note: Script Messages are organized according to Locale.

2. Select the existing Script Message you want from the Navigation Tree.

Result: The message text displays in the "Script Text" area of the window, and a list of codes displays in the "Script Codes:" area of the window as shown in the following screenshot:



1. Click "Demo".

Result: The "Script Text Demo:" field displays with the Script Codes fields completed for a hypothetical recipient. When you send a Script Message to a real recipient, Manitou uses its database to replace the Script Code fields with the recipient's relevant information.

Script Text:	Hello, A {ET} alarm {ZD} {PD} occurred on {DT} at {TM}. Please contact
Script Text Demo:	Hello, A Burglary alarm Back Hall West wing occurred on 11/12/2013 at
<input type="button" value="Demo"/>	