

Enhanced Scripts

Enhanced Scripts are created globally then may be applied more specifically based on the needs. In order for any persons or entities to receive any Enhanced subscriptions, Manitou requires the people to **subscribe** to the notification.

Types of Enhanced Notifications

Enhanced Notifications trip automatically based on the value defined.

- **Event Code** - The specific Event code that triggers the notification.
- **Event Category** - The Event Category that triggers the notification.
- **Dispatch** - Triggers based on the dispatch value of an event.
- **User Script** - May be used internally and allow value prompts. This is often used to prompt operators instead of using the Prompt command.
- **Resolution Code** - Notification details about an alarm based on how it was closed.
- **Account Change** - Sends details of changes made to the customer record based on the parameters set.

Adding an Enhanced Notification

The image shows two screenshots from a software interface. The top screenshot is a dialog box titled "New Enhanced Script" with two radio button options: "Create new Enhanced Script" (selected) and "Copy from Existing Enhanced Script". At the bottom are "CANCEL" and "DONE" buttons. The bottom screenshot is the "Enhanced Script" configuration form. It has a blue header bar with the title "Enhanced Script-". Below the header is a list of fields: "Event Code", "Event Category", "User Script", "Resolution Code", and "Account Change". The "Event Code" field is highlighted with a grey background. Below these fields is a table with two columns: the first column contains codes in parentheses (e.g., (DU), (ET), (PR), (DE), (CA)), and the second column contains their corresponding labels (e.g., Event UTC Date/Time, Event Description, Event Priority, Event Code, Event Category). Below the table is an "ADD" button. At the bottom of the form is an "Email Format" field with a red error message "This field is required." and "CANCEL" and "DONE" buttons at the bottom right.

1. Navigate to the Enhanced Subscriptions by clicking the **hamburger** (\equiv) icon, selecting the **Admin** option, then **Enhanced Notifications**.

2. Click the Plus sign (+).
3. Select the **Type**.
4. Enter the **Description**.
5. **Set the values** as needed.
6. **Build the Script** using the Script codes.
7. **Verify** it is correct.
8. Click **Done**.
9. **Repeat** as Required.
10. **Save** (+) the record.

Enhanced Script- What to Say Example

Script Type: User Script Name: What to Say Example Internal Use

Q

Code	Description
{C}	Customer Account Number
{GC}	Customer Group Code
{CC}	Customer Class Code
{UL}	Customer UL Grade
{RT}	Customer UL Response Time
{AN}	Alarm Company Name
{RN}	Callback Telephone Number
{DI}	Dealer ID

ADD

Email Format
Internal Use - Hello(NA),
This is(DI) calling to inform you of the(ET) which occurred on:(DN) at:(TM) for account:(YD)
Please call us back at:(RN)

CANCEL NEXT DONE

Enhanced Script- What to Say Example

Indent	Type	Script	Variable	Required	Default
0	Operator N...	Enter Operator ID			

ADD

CANCEL PREVIOUS DONE

Editing or Removing Enhanced Notifications

1. **Locate the Script** to Edit or Remove.
2. To **Remove**, click the trash (+) icon.
3. To **Edit**, click the Pencil (P) icon.
4. **Save** (+) the record.
5. Click **Done**.
6. **Save** (+) the record.