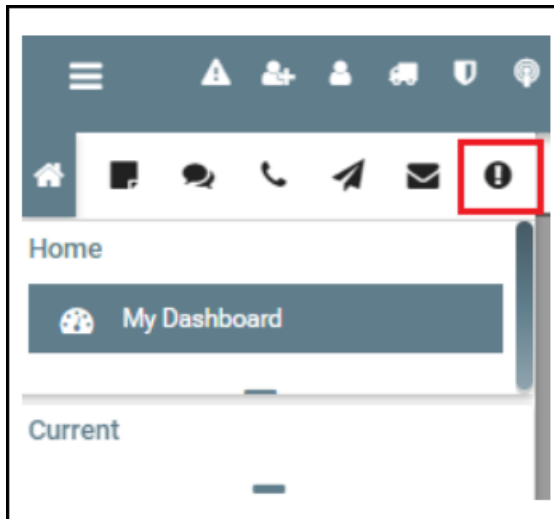


Manitou Web Client 2.X+ Notifications

08/14/2024 6:05 pm EDT

New Notifications icon in the Navigation bar



Overview

Created a centralized location for an Operator to view, acknowledge, and delete notifications indicated for the following Supervisor Workstation>Options>System when set to true.

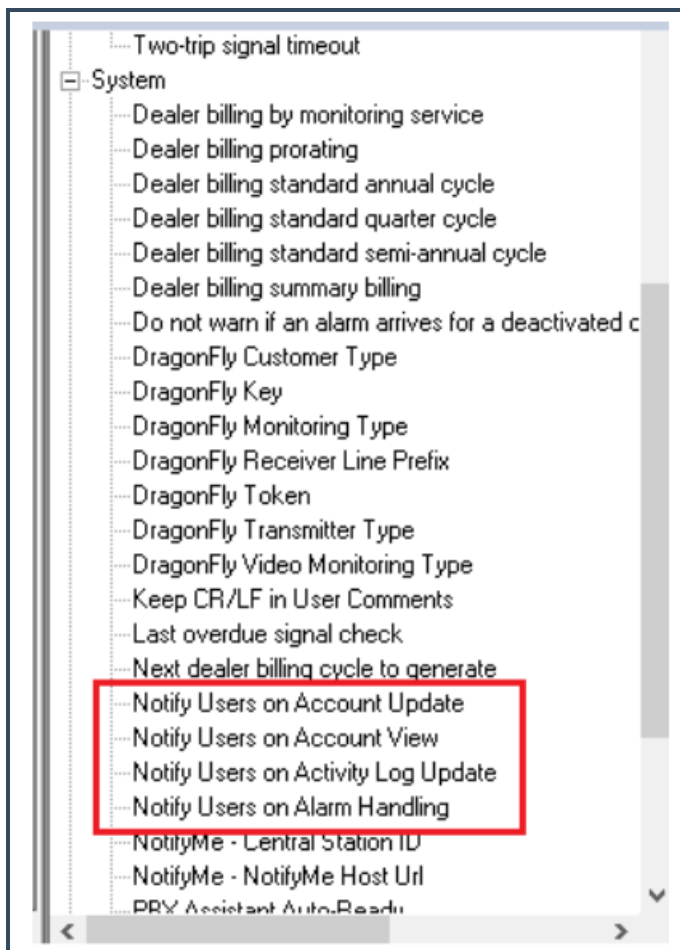
- Notify Users on Account Update
- Notify Users on Account View
- Notify Users on Activity Log Update
- Notify Users on Alarm Handling

Prerequisites/Dependencies

There are no prerequisites or dependencies.

User Rights/Roles

There are no specific permissions set for these options. The ability to have the notifications present to an Operator is based solely if the above options are set to true in the Supervisor Workstation>Options>System



If none of these options are set to true, the Operator will not see the Notification icon in the Navigation bar. The only notifications that will be presented are only those that are set to true.

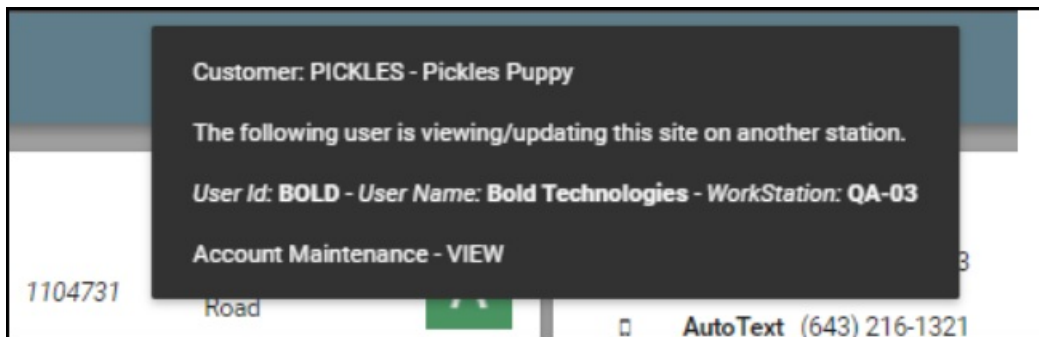
Database

Notifications are not stored in the database.

Transaction Types

- Changed account notification messages so that instead of displaying as a blocking popup, they have their own notification section in the comm center.
- Account notifications that will show here are SWS->Options->System->Notify Users on Account Update, Notify Users on Account View, Notify Users on Activity Log Update, and Notify Users on Alarm Handling. If any of these are turned on, a new ! icon will display in the comm center. It will show any notifications in the order in which they were received.
- Users can mark the notifications as read or not read. Unread notifications will have a blue bar on the left side of the notification. If you click on that bar it will mark the notification as read and you will be able to delete the notification. Clicking on the bar again will mark it as unread.
- Notifications start off compressed. You can click on the notification to expand it. If you click on an expanded notification it will go back to compressed.

- You can delete notifications that are marked as read. There is a button that will mark all notifications as read. There is a button that will delete all read notifications.
- When closing or deleting a customer or closing an alarm, if there are unread notifications, then the user will be displayed a window that tells them that there are unread notifications for the account. The user can then cancel the current action, view the notifications or continue with the action. If the user cancels then whatever the user is trying to close will not be closed, view will switch the comm center to the navigation pane, continue will continue with the action, and delete any notifications for the account (read and unread).
- When notifications are received a non-blocking toast message will display the notification and the notification will be entered into the notification pane in the comm center. You may not get a one-to-one toast message for each notification. For example, if you get a notification, it will display a toast message, if another notification comes in while that toast notification is still displayed then you may not see the second toast but it will be in the navigation pane in the comm center.

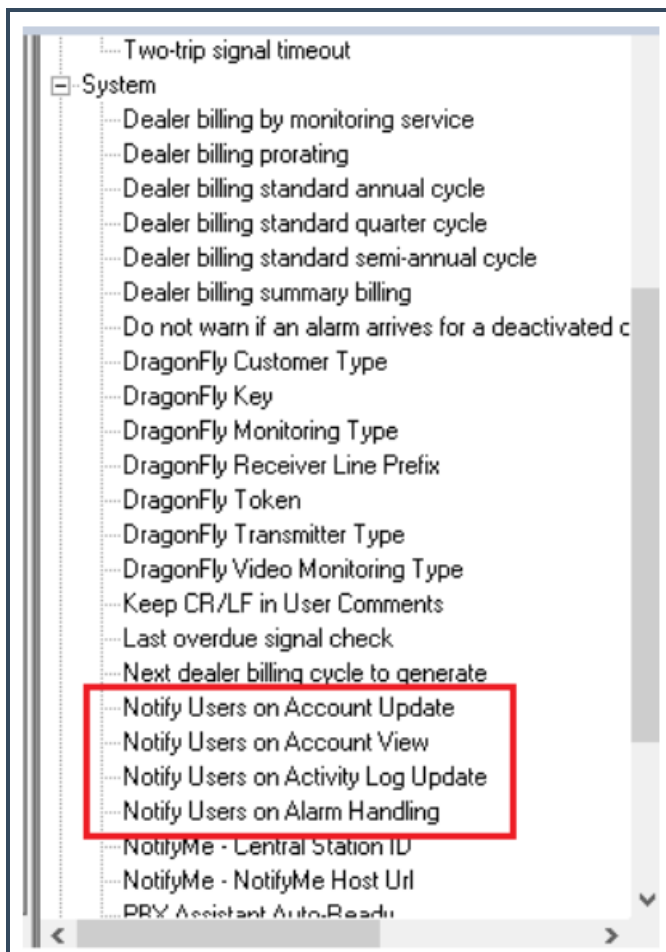


- Only one notification type will show for each user and workstationID to prevent unnecessary repeated notifications. If the user receiving notifications receives a View notification from another user at another workstation, they will not get multiple of the same notification if the other user exits the customer record and reopens it. If the user receiving notifications marks the notification as read, and the other user closes and reopens the customer, the notification for the initial user will change back to being unread, a new toast will be seen, and the notification icon will flash red that a new notification has been received.

Troubleshooting

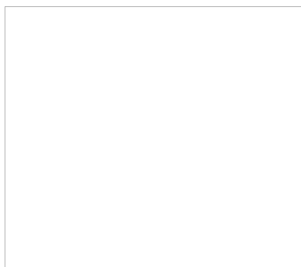
New Notifications are not being presented to the operator -

- Verify the options in Supervisor Workstation>Options>System is set to true



System Critical Notifications

If all the options to display Notifications in the Supervisor Workstation are not enabled the Manitou Web Client will still show system critical messages and show the Notification icon which will need to be acknowledged by the Operator.



The icon will not show unless a critical notification is received. The Notification icon will flash red until the message is acknowledged. After the message has been read the icon will no longer flash, but will remain in the navigation bar until the Operator logs out and logs back in.

These are the system notifications that will cause the Notification icon to appear:

- Maintenance announced.

- Station needs to be restarted.
 - Call quality changed.
 - Maintenance started.
 - Switch to the backup host.
 - Switch back to the primary host.
 - Maintenance completed.
 - Communication to VCC server was lost.
 - Server cannot receive events.
 - Duplicate WebSocket connection.
-