

# Virtual Operator (AKA Auto Client)

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## Product Catalog Info

### Product Code:

SFT-MAN-VIRTUAL OPERATOR

### Product Description:

This module contains two feature sets:

Virtual Operator Action Patterns Plus - Post Action Pattern Processing provides automation allowing the system to execute specified Action Patterns for alarms, in whole or in part, without operator assistance. System module acts as an operator to truly automate certain activities or the handling of specified events.

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000005SKXUAA4/view>

## Knowledge Base

Troubleshooting Knowledge Base article: (INTERNAL)

<https://securityandalarminternalkb.knowledgeowl.com/help/autoclient>

How To: Virtual Operator Tutorial [https://www.youtube.com/watch?v=QqNGI6\\_EiOU](https://www.youtube.com/watch?v=QqNGI6_EiOU)

Virtual Operator - Troubleshooting Action Patterns.pdf <https://manitou-knowledge-base.knowledgeowl.com/help/manitou-qr-troubleshooting-virtual-operator-action-patterns>

Virtual Operator Action Patterns.pdf <https://manitou-knowledge-base.knowledgeowl.com/help/manitou-how-to-virtual-operator-action-patterns>

Virtual Operator Guide.pdf [Virtual Operator Guide.pdf](#)

## Pre-Requisite Document

n/a

## Supplementary information

### Licensing requirement

Virtual Operator line in the quote, that is actually just a service that gets installed by default by the "Manitou Server Installer", rather than a whole module. Essentially just needs to be licensed for it to be enabled for customers. In this case they are licensed for it and it is added to their MSM config.

### Alternative product name

The product is also called Auto Client

## Effort and Process

### On Prem / Hosted

Part of the core build

## Questions for the Customer

Question 1 - What processes would you like to automate?

Question 2 -Do you have your Standard Operating Procedures (SOPs) documented?

## Training

Yes - This is simply a part of most installations, and we discuss its use during the course of training with the Application Consultant.

VIRTUAL OPERATOR Action Patterns

<https://dyzz9obi78pm5.cloudfront.net/app/image/id/66bfbd0ef64f385df50cf56b/n/manitou-how-to-virtual-operator-guide.pdf>

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