



DICE Products & Technical Documentation

App Service Action By Type

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Table of Contents

Table of Contents	3
App Service Action By Type	4
Add	4

App Service Action By Type

The **App Service Action by Type** sub-tab is where users assign information to display when specific alarm types drop to operators' screens (Figure 1). Users can assign URLs or files to alarm types using this tab's available options. When the alarm drops to an operator's screen, the applicable URL or file will automatically display.

Type	Web/File	URL/Full File to Execute	File Path
LOWBAT	W	http://staging.ci.matrixmcloud.com/matrix/?page=caller_asst	

+ Add Edit Delete Reload

Page 1 of 1 10 View 1 - 1 of 1

(Figure 1)

Users can interact with the App Service Action by Type table via the available toolbar options. These options are defined below.

Option Function

Add	Allows users to create a new service action for an alarm type. More information on adding service actions can be found below.
Edit	Allows users to update existing service actions.
Delete	Removes the selected service action.
Reload	Refreshes the table to display up-to-date information.

Add

Selecting Add from the toolbar will display the **Add App Service Action by Type** dialog box (Figure 2).

Add App Service Action By Type

Type: *LTC* - LATE TO CLOSE

Web/File: Web

URL/Full File to Execute:

File Path:

Cancel Submit

(Figure 2)

Perform the following steps to create a new service action.

1. Select the desired alarm type from the **Type** dropdown.
 - When operators being handling alarms of the selected type on this subscriber, the assigned information will display.
 - **Please Note:** once an alarm type is assigned, it *cannot* be edited after saving the service action.
2. Select what type of information will be assigned from the **Web/File** dropdown.
 - **Web:** A URL will be defined. When the alarm type is delivered to an operator, the assigned URL will display in an alternate browser tab.
 - **File:** A document will be defined. When the alarm type is delivered to an operator, the assigned file will open.
3. Input the proper URL or file path into the **URL/Full File to Execute** field.
 - **Please Note:** If a file is being defined, users *must* input the path the computer will take to reach the file. For Example: `/Users/katenicefield/Documents/DICE_SMTPinfo.pdf`. If the file does not exist within the defined path on the operator's computer/storage network, it will not display.
4. Select **Submit** to complete creating the service action.

Repeat the above steps as necessary to create additional service actions.