

## Action Pattern Commands

Action Patterns provide alarm handling operators the detail and steps they need to properly manage alarms. Action Patterns are step-by-step instructions as opposed to who to call.

There are many commands available to create Action Patterns. This document covers what Commands are available and what they mean.

### Contact

The Contact Command allows for the selection of all entity types and entities themselves for contact during alarms. These contacts can be general, or specific. For example:

- CONTACT CUSTOMER means Contact the Customer at any site specific contact point. Meaning, all available phone, fax, pager and email addresses are presented to the operator handling the alarm.
- CONTACT CUSTOMER AT SITE means that the operator will be forced to attempt to reach the customer at the primary Site telephone number.
- CONTACT CUSTOMER KEYHOLDER AT EMAIL USING SCRIPT "Email" means that the system will look at the Contact list within the Customer Record, locate all those of the person type "Keyholder" and locate their email addresses and send an Email notification to them.

### Remark

Remarks are like remarks when writing code. They are about the action pattern, such as a date it was updated or changed or a note about why the action pattern is written as it is. This does NOT show up within the alarm.

### Log Line

A Log line presents a notification to the operator while handling an alarm where data may be entered or simply logged to the activity during the alarm. For example:

LOG: ENTER TECH NUMBER  
LOG: ENTER BADGE NUMBER  
LOG: THIS CONFIRMS THE ALARM WAS DISPATCHED



### Additional Notes:

You may refer to the Include Commands, Workflow, and Escalate Commands specific documents for further details.

## Action Pattern Commands (cont.)

### Show

The Show command allows for the forced display of specific items. For example:

- SHOW EVENT CATEGORY means it will force the display of the Help listed on the Event Category. (This information is housed within the Supervisor Workstation)
- SHOW EVENT CODE means it will force display the Help listed on the Event Code. (This information is housed within the Supervisor Workstation on each Event Code)
- SHOW EVENT PROGRAMMING means it will force display the Instructions tied to the Event Actions Programming.
- SHOW PLANS will force the operator to the Plans tab of the Alarm handling form.
- SHOW COMMENTS will force the operator to the Comments tab of the Alarm handling form.
- SHOW SCHEDULE will force the operator to the Schedule tab of the Alarm handling form.
- SHOW SCRIPT will display a specific Script Message to the operator. This is often added before or immediately following a contact action.
- SHOW TRANSMITTER NOTES will force display the notes tied to the customer's transmitter.
- SHOW TRANSMITTER PROGRAMMING will force display the Instructions tied to the Event Actions Programming on the Transmitter Types programming form.
- SHOW URL – directs the operator to a specific web address that is “wrapped” inside Manitou to prevent erroneous navigation around the WWW.

### Attention

An Attention line displays and logs specific details that need to be attended for that alarm. For example:

- ATTENTION: AT LEAST ONE CONTACT MUST BE CONTACTED ON THIS ACCOUNT

### Suspend

The Suspend Action Pattern feature allows for the addition of a line that directs operators to place the event On Hold for a period of time.

#### Suspend Until

Suspend Until allows for the addition of an action pattern line that will suspend the alarm until a specific time based on some standard rules. For example: If a customer or dealer doesn't want troubles called unless it is between the hours of 8 AM and 9 PM, the Suspend Until can check the time and place the event On Hold automatically for specific days and times until the hour is between 8 AM and 9 PM.

- SUSPEND UNTIL 08:00 (START: 21:00; DAYS: MON, TUE, WED, THU, FRI)

### Send

The Send command works with our Reverse commands to send items out through Manitou to external pieces of technology. This may be to unlock a door if integrated with a Access Control System, or it could be to send a notification to an external piece of software built through the SDK.

## Action Pattern Commands

### Connect

The Connect command allows for the connection to specific devices such as video cameras and DVRs.

### Close

The Close command tells the operator and/or the virtual operator (auto-client) this is the end of the action pattern.

### Include

This allows the inclusion of specific action pattern details into an existing action pattern. This has several parameters that determine if these extra actions are valid at the time of the alarm.

### Workflow

This incorporates specific Workflow features into an action pattern.

### Escalate

This option enables the ability to launch a new alarm, and even close the existing alarm, based on collected information, to a new event. This new event can be of higher or lower priority.