Enhanced Action Patterns - IF and Select Options

The IF and SELECT commands in the Enhanced Action Patterns contain variables that if the value is true or false operators may be directed down specific paths. This guide describes the variables and their use.

Event Value [At Alarm Time] - checks the selected value at the time the alarm generates.

- **Event Area** - The area attached to the event when passed to the alarm queue.
- **Event Area Description** - The description on the area from within the customer record for the area passed into the system.
- **Event Audible Type** -
- **Event Category** - The category tied to the event code.
- **Event Code** - The actual event code of the alarm/signal.
- **Event Comment** - this relates to the script code {CM}
- **Event Confirm Status -** Flag on the event stating the event is a confirmed alarm.
- **Event Description** - From the Event code. (could be different if typed into the customer record as something other than the Event Code description.
- **Event Device Description** - Such as Camera 1
- **Event Device ID** - Such as CAM1
- **Event FEP No**. - Which Front End Processor processed the event.
- **Event Panel Type** - Control panel tied to the system for that event.
- **Event Panel Type Comment** - The comment linked to the Control Panel tied to the system for that event.
- **Event Panel Type Description -** The descripiton tied to the Control Panel tied to the system for that event.
- **Event Point ID** - See the Point ID/Zone description heirarchy document for what constitutes the Event Point ID.
- **Event Priority -** Priority of the Event.
- **Event Receiver Line Designation - The Receiver Line Prefix of that even, assigned by the signal handler and receiver mapping.**
- **Event Receiver No**. - The Receiver this event passed through to get to Manitou
- **Event Sector** -Sector number presented in the event.
- **Event Sector Description** - Sector descritpion, rare, presented with the event.
- **Event Sensor** - Sensor number presented in the event.
- **Event System Number** - System number assigned to the customer for the event.
- **Event System Type Description** - System description found on the System.
- **Event Time** - Time the event tripped.
- **Event UTC Date Time** - Time the event tripped without any filtering to time zone.
- **Event Date Time** - Time and date the event tripped.
- **Event TX ID** - Transmitter ID for the Transmitter on the customer record.
- **Event TX Type** - Transmitter tType assigned to the Transmitter for the event.
- **Event Zone Description** - Description of the zone such as "door."
- **Event Zone Description (**blank if not found) - When not found or description of the zone such as "door."

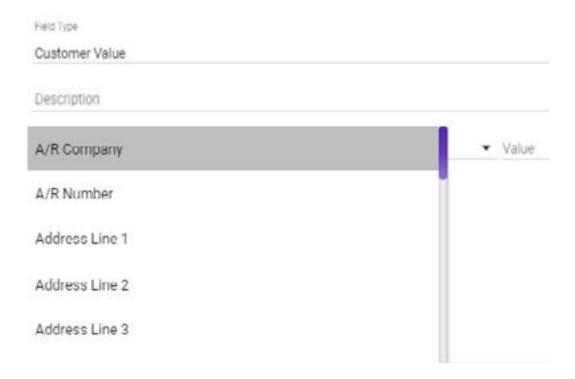Important Information:

- Operators:
  - = - Equal to - <u>must be exact</u>.
  - < - Less than the value.
  - > - Greater than the value.
  - <= - Less than or equal to the value.
  - >= - Greater than or equal to the value.
  - <> - NOT equal to the value.
- Every IF must have an End IF.
  - Use IF when there are two or less choices. Such as Yes/No, True/False, Black/White, etc...
- Every SELECT must have an End SELECT
  - Use select when your options are greater than two. For example:
  - Select Zone
    - Case < 3
      - Do X
    - Case = 4
      - Do Y
    - Case > 4
      - Do Z

Enhanced Action Patterns - IF and Select Options (cont.)

Customer Value [At Alarm Time] - checks the selected value at the time the alarm generates.

- **A/R Company** - Accounting Company. Some sites may have more than one.
- **A/R Number** - Customer's Accounting ID.
- **Address Line 1**
- **Address Line 2**
- **Address Line 3**
- **City/Town**
- **Class Code**
- **Contract ID** - Customer ID
- **Cross Street**
- **Group Code**
- **Name** - Customer Name
- **State** - Region, Province, State where the customer record is located.
- **Subdivision** - where the customer is located. This information is found on the customer details form.
- **Phone No.** - The phone number of the customer site.
- **Customer Type** - Such as Residential or Other (not residential)
- **UL Grade** - Used most often to adjust actions based on the UL Grade on the account.
- **UL Response Time** - More generic if the response times across grades are the same.
- **Post Code** - Also known as Zip code or Postal Code.
- **User Defined fields** - These name from the configuration of the User Defined Fields and will be individually noted.

Enhanced Action Patterns - IF and Select Options (cont.)

Status Flag [At Alarm Time]

- **Site On Test -** the customer site is CURRENTLY On Test.
- **Site Test Expired** - The customer site On Test record expired. This means it "softly" returned to service and no technician or staff member took off the On Test entry. The timeout for "expired" is set within the Supervisor Workstation under Options.
- **Related Site On Test** - If there are sites related through Main/Sub or Master/Related to Master that are CURRENTLY On Test.
- **Related Site On Test Expired** - If the related On Test site had an expired On Test record.
- **Disaster Mode** - If the account falls within the Disaster area created through Disaster Mode.
- **Caller ID Mismatch** - If the Caller ID on the event doesn't match the Caller ID in Caller ID 1 or 2 in the customer Transmitter record.
- **Binary Data Available** - If there is a binary attachment such as a video or audio clip.
- **Verify Open/Close User** - If the account has this service then you can add logic based on this status.
- **Orphaned -** The event did not find a customer record "home."
- **Backdated Event** - The event was backdated either through Manual Signal or Receiver.
- **Ticket Printer Event** - This is used when the Ticket Printer was deployed in an emergency and the team is importing the activity.
- **Zones Must be Restored** - If there is a Restore Required and the Zones must be restored to close the initial alarm this will trigger a flag that can be checked.
- **Access Control Event** - An event that is tripped through access control.
- **Location Signal -** The event has GPS tied to the event.
- **Restore Zone Only** - Same functionaliyt as the Zones Must be Restored.   Just for a single zone.
- **Area Open** - If the Area of the event is currently Disarmed.
- **Area Closed** - If the Area of the event is crrently Armed.
- **Customer is Residential** - Like customer type but looking specifically at Residential.
- **Silent Alarm** - If the event is triggered silently. (PA2 would be an example of this.)
- **Critical First Contact** - When the tick box on the main action pattern is enabled for Critical First Action you can behave differently based on this.

Enhanced Action Patterns - IF and Select Options (cont.)

Signal Qualifier [At Alarm Time]

- **Forced Alarm** - This event was forced to be an alarm when its regular state is not an alarm (signal). These are most often forced through Caller ID Mismatching or Programming Commands.
- **Forced Signal -** The event was forced to be a signal when its regular state is to be an alarm. These are most often forced through Programming Commands such as CanCancel.
- **Verified Alarm** - This event is considered "confirmed" either through signaling or manual operator selection.
- **On Test** - If the event is On Test.
- **Duplicate Signal** - If the event is a duplicate of another, meaning... it is the exact same event, area, zone, from the same transmitter.
- **Customer Inactive** - If the account is inactive but the event came to screen, you can change how it behaves, and even generate notifications if needed. Events that will trip to an operator even on an Inactive customer are runaway warnings.
- **Manual Signal** - If the event is manually generated, you can change how the actions present to operators.
- **Backdated Event -** Just like in the Status Flag, this is an event backdated by either manual signaling, through importing data from Ticket Printer, or from the receiver.
- **Fire Test Signal** - Event with the attribute that identifies the event as a Fire Test signal.
- **Open Close Event** - The event is of the type of Open or Close.
- **Exception Event -** The event has the Customer Attribute of Exception
- **Orphaned** - Like in the Status Flag section, this is an event that cannot find an account where it should land.
- **Aborted Event** - The event is canceled by another event.
- **Duplicate Event** - Like in the Status Flag, the event is the same event, area, zone, and transmitter.
- **Ticket Printer Event -** This is coming from an import of Ticket Printer events.
- **Disaster Mode Event** - This event is on an account that resides within a Disaster area defined by the creation of a Disaster Event in the system.
- **Access Control Event -** This event has a attribute that triggers it as an Access control related event.
- **Location Event** - This event has GPS.
- **Dealer Inactive -** The Dealer's account is inactive. Therefore the behavior should be managed differently.
- **Time Based Billing -** This event is tied to an attribute that would trigger Time based billing.
- **Checkin Event** - This satisfies the periodic check-in required by apps like Bold ProtectMe.
- **Audio Capable** - The event has audio attached.
- **Escalated Event** - This event is a result of an Escalation command.
- **Threat Change Event** - This ties to the threat levels.
- **URL Event** - The event has a URL attached.

General Schedule [At Alarm Time] - This allows you to select an Action Pattern General Schedule to use for alarm processing differences based on the day of the week and time of the day.

Variable [Live] - This allows the ability to check nearly anything on a prompt, on the customer, event, or activity, to determine the appropriate actions.

Enhanced Action Patterns - IF and Select Options (cont.)

Alarm State [Live] - This looks at the live behavior of the account or activity.

- **Police Notified** - Checks to see if there was a successful contact and dispatch of the alarm.
- **Fire Notified** - Like Police, this checks to see if there was a successful contact and dispatch of the alarm to the Fire Authority.
- **Cancelled** - This checkes to see if the event was canceled by an appropriate event such as an open, or alarm cancel.
- **Call Available** - This integrates with PBX to check the availability status of an incoming call.
- **Confirmed** - This checks, live, if the operator or additional signaling confirms the alarm.
- **Audio Capable** - Checks to see if there is audio attached to the event.
- **Vidoe Capable** - Checks to see if there is video attached to the event.
- **Restores** - This REQUIRES Restore Required enabled on the event, transmitter programming, or customer programming.
- **Prior Action Completed** - This looks for successful completion of calls made to customers and contacts.