

# Action Patterns Basics

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## Choosing Action Patterns over Call Lists

Why would a company choose to use Action Patterns as opposed to Call Lists? Action Patterns not only tell an operator who to call and in what order but also how to handle an alarm. This reduces training costs and ensures consistent alarm handling. So, what makes a quality Action Pattern? Action Patterns provide operators with clear and concise information about handling the alarm. Here is an example of a simple action pattern:

CONTACT CUSTOMER

CONTACT CUSTOMER KEYHOLDERS

CONTACT POLICE

SUSPEND ALARM 15 MINUTES CLOSE ALARM

This action pattern is a who to call and in what order... so, why is this better than a call list?

First, it allows Manitou to automatically produce the list of who to call through the Contact List, such as the Contact Customer Keyholders. This reduces the data entry time building call lists when the same people are called on each alarm. Data entry doesn't have to touch the call list form for many accounts. That time saved can be used to improve data validation, service offerings, or customer service.

Second, the action pattern leaves no guesswork for a new operator. A new operator needs only to follow the action pattern. They know that they contact the customer, then keyholders and police (when applicable) then put the alarm on hold for 15 minutes and if no other action is required, they may close the alarm. This reduces the training time necessary for new operators to begin handling alarms.

Sites integrated with one of the many video vendors Manitou supports can build more advanced action patterns to ensure operators view related videos as a part of their alarm handling process. An action pattern of this style may look something like:

SHOW NOTES SITE DESCRIPTION

SHOW CAMERA 1

CONTACT CUSTOMER

CONTACT POLICE

SUSPEND ALARM 15 MINUTES

SHOW CAMERA 1

CLOSE ALARM

Once again, this Action Pattern leaves little doubt in an operator's mind about what they need to do in the event of this sort of alarm.

Third-party central stations can offer your dealers enhanced notification options by building Action Patterns with an alarm report tied to the completion of an alarm. This report details the alarm, steps taken, and who was contacted when. This can be easily added to a simple action pattern by adding: SEND ALARM REPORT TO DEALER.

Additional Notes - Before creating new action patterns, take the time to prepare and understand the true Standard Operating Procedures and customer needs.

Using Action Patterns, through Manitou's Auto-client, can take the busy work out of an operator's day handling the items that do not require a person to speak to another or view a camera or packet video details. Automatic Actions can be used at the beginning, in the middle, or at the end of an alarm. Here are a few examples of Action Patterns where the Auto-client can aid the process:

#### Automatic Handling of Alarms

This sort of action pattern the Manitou Auto-client could pick up, handle and then close without an operator having to touch it. This is used often for trouble, power failures, supervisory signals, or low batteries. Many use this sort of Action Pattern in conjunction with the CanCancel programming command so that this action only occurs if something has not been restored in the prescribed period of time.

#### Instant notification

CONTACT CUSTOMER EMAIL [GROUP@COMPANY.COM](mailto:GROUP@COMPANY.COM) USING SCRIPT ALARM

SUSPEND ALARM 5 MINUTES

CONTACT CUSTOMER

CONTACT KEYHOLDERS

CONTACT POLICE/FIRE/MEDICAL

CLOSE ALARM WITH RESOLUTION CODE CO

This Action Pattern is utilized when a group of people are contacted up the receipt of an alarm. In this example the [group@company.com](mailto:group@company.com) would be a group mail address where the script would be "blasted" to the emails on that recipient list.

#### Automatic delay

SUSPEND ALARM 10 MINUTES

CONTACT CUSTOMER CALL LIST KEYHOLDERS

CONTACT CUSTOMER EMAIL USING SCRIPT ALARM

SHOW CUSTOMER COMMENT SITE NOTE

CONTACT GUARDING AGENCY

SUSPEND 15 MINUTES

SEND ALARM REPORT TO DEALER

CLOSE ALARM

This example allows for the Auto-client to immediately suspend the alarm and then would either present the alarm to an operator with the contact keyholders as the next pending action or when the call list contains all contacts with email to the customer. Once these items are completed, the alarm would be presented to the operator where the show command would be ready for the operator to press 'D' for 'do'. After the operator completes contact with the guarding agency they may then defer the alarm back to the Auto-client to suspend, send the alarm report, and close the alarm.

Often central stations are concerned that operators will not know about new activity on an alarm. This is not the case. If the same alarm trips and hits Manitou while the suspension is active Manitou drops that alarm off the suspension and presents it back to the next available or tracked operator.

The use of Action Patterns within Manitou can offer your customer base enhanced service. Additionally, your operators can be more

effective in their daily work, by relieving them from handling a great number of nuisance alarms, thereby allowing them to be best prepared for the true life/safety events.

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