

# Entering an Action Pattern - Standard

When creating Action Patterns in Manitou, it is vital to [understanding the process and need](#). Taking the time to prepare saves time in the creation process. This guide steps through the creation of standard [non-logic](#) Action Pattern after the initial [Action Pattern creation](#).

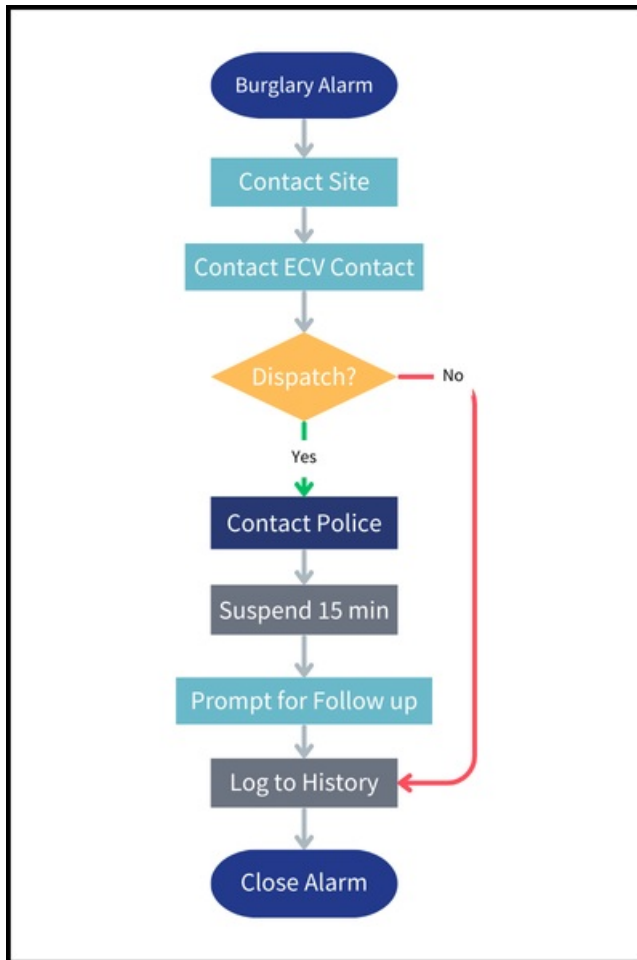
## Operational Need

Based on the company Standard Operating Procedures (SOP), *Burglary Alarms* have the following standard for processing:

- Upon receipt of the Alarm, the Operator must contact the site and then a verification contact person.
- If [unable to reach anyone](#) then the operator would be responsible for dispatching the authority.
- After a dispatch, the operator suspends the alarm for 15 minutes to await any feedback from the responding authority.
- Then the operator closes the alarm.

## Planning the Action Pattern

Based on the customer/company need the company then plans the action pattern.



In this scenario, the end user is leveraging only the content of who to call and the general process. While the flow chart shows a decision point, the decision is made by the operator based on their training.

## Creating the Action Pattern

In this example, we create an Action Pattern that makes contact with three contact types, suspends the alarm, and then closes the alarm. This action pattern contains only the steps required to make the appropriate contacts for the event.

1. Locate the **Action Pattern** within the record.
2. Click the **Pencil** icon (✎) found on the upper-right-hand corner of the page.
3. Select **Entity Handling** section, and select **Contact**.
4. Choose the **persons** or **entities** to contact.
5. **Repeat** as required.
6. Select **Alarm Handling** section, then choose Suspend.
7. Set the **time period** to suspend and the **new priority**.
8. Select the **Data Handling** section, then **Prompt**.
9. Enter a **Text Prompt** asking for additional details, if available.
10. Select **Log Line**.
11. **Enter the details** from the prompt using the variable created in the prompt.
12. Return to **Alarm Handling**, and select **Close**.

13. If desired, select the default **resolution code**, leave the resolution code blank if the operator should make that selection.
14. Click **Done**.
15. **Save** (📁) the Record.

[AP01\\_BasicAPCreation.mp4](#)

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