Entering an Action Pattern - Logic - Contact Verification

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 a 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.
- Operators will document any feedback or overrides, and then close the alarm.

Planning the Action Pattern

Based on the customer/company need the company then plans the action pattern.
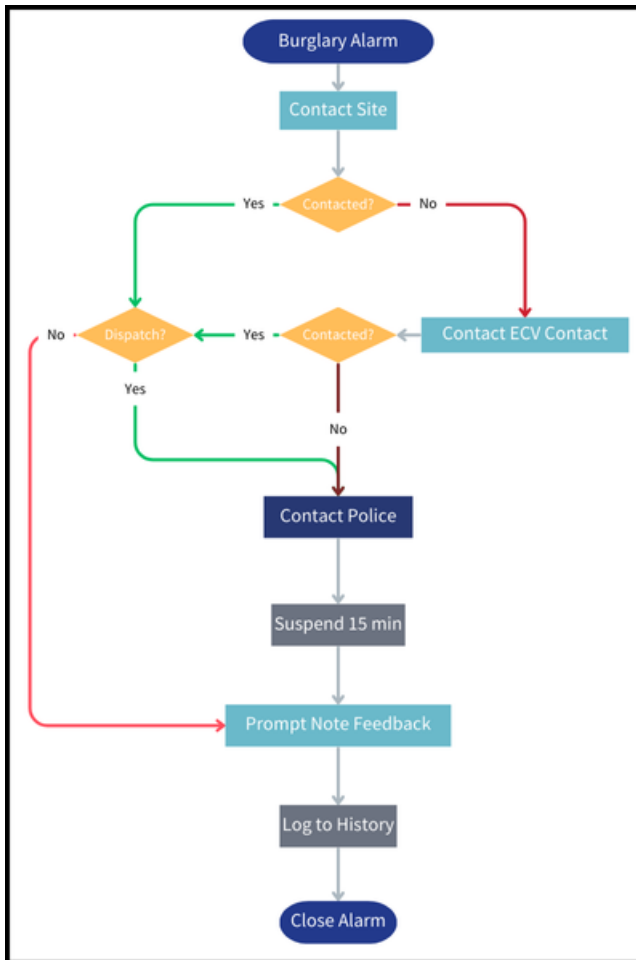
In this scenario, Manitou calculates the Contacted Value and also provides a prompt if the site requires a dispatch.

Creating the Action Pattern

In this example, we create an Action Pattern that makes contact with three contact types, suspends the alarm, then closes the alarm. This action pattern contains only the 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 **Contact Customer at Site** to contact.
5. Select **Logic Handling,** then **IF**.
   1. Select **Alarm State**.
   2. Enter a **Description**, such as "**Contact Site Successful.**"
   3. Select "**Prior Action Completed**". This means that the call prior to the contact was successful.
6. Select Else
   1. Enter a **Description**, such as "**Contact Site Unsuccessful**."
7. Select **END IF**
   1. Enter a **Description**, such as "**Contact Site Logic End**."

8. Select **Entity Handling** section, and select **Contact**.
9. Choose the **Contact ECV Contact** to contact.
10. Within the **first Else Section**, select **Logic Handling** then **IF**.
    1. 1. Select **Alarm State**.
        2. Enter a **Description**, such as "**ECV Contact Successful**."
        3. Select "**Prior Action Completed**". This means that the call prior to the contact was successful.
    2. Select Else
        1. Enter a **Description**, such as "**ECV Contact Unsuccessful**."
    3. Select **END IF**
        1. Enter a **Description**, such as "**ECV Contact Site Logic End**."
11. Within Action Handling section select **Label.**
    1. Describe the Label, such as **DISPATCH**.
    2. Apply.
12. Select **Entity Handling** section, and select **Contact**.
13. Choose the **Authority** and **Type** to contact.
14. Select **Alarm Handling** section, then choose Suspend.
15. Set the **time period** to suspend and the **new priority**.
16. Select the **Action Handling** section and select **Label**.
    1. Describe the Label, such as **DOCUMENT**.
    2. Apply
17. Select the **Data Handling** section, then **Prompt**.
18. Enter a **Text Prompt** asking for additional details, if available.
19. Select **Log Line**.
20. **Enter the details** from the prompt using the variable created in the prompt.
21. Return to **Alarm Handling**, and select **Close**.
    1. If desired, select the default **resolution code**, leave the resolution code blank if the operator should make that selection.
22. Return to the Else sections for Customer and ECV Contacts, select the Action Handling section and select **Jump To**, then pick **DISPATCH**.
23. Return to the IF Sections and after the Prior Action Completed values, select Action Handling section and select Jump To, then pick DOCUMENT.
24. Click **Done**.
25. **Save** (⬚) the Record.

B1A - Burg with Contacted Logic

1.   **CONTACT** CUSTOMER AT SITE
2.   — IF **PRIOR ACTION COMPLETED**
3.   **PROMPT** : DOES THE CUSTOMER REQUIRE DISPATCH? -> **@DISP** (PICK LIST)
4.   LOG: **CUSTOMER RESPONDED @DISP FOR POLICE RESPONSE.**
5.   —   IF **@DISP** = **YES**
6.   **JUMP** TO: **DISPATCH**
7.   —   ELSE
8.   **JUMP** TO: **DOCUMENT**
9.   END IF
10. — ELSE
11.   **CONTACT** CUSTOMER ECV
12. —   IF **PRIOR ACTION COMPLETED**
13.   **PROMPT** : DOES THE ECV CONTACT REQUEST A DISPATCH? -> **@ECVDISP** (PICK LIST)
14.   LOG: **ECV CONTACT RESPONDED @ECVDISP FOR POLICE DISPATCH.**
15. —   IF **@ECVDISP** = **YES**
16.   **JUMP** TO: **DISPATCH**
17. —   ELSE
18.   **JUMP** TO: **DOCUMENT**
19.   END IF
20. —   ELSE
21.   **JUMP** TO: **DISPATCH**
22.   END IF
23.   END IF
24.   **LABEL:** **DISPATCH**
25.   **CONTACT** POLICE
26.   **SUSPEND** 15 **MINUTES** WITH **PRIORITY** CHANGED TO **44**
27.   **LABEL:** **DOCUMENT**
28.   **PROMPT** : IF AVAILABLE, NOTE ANY ADDITIONAL INFORMATION ABOUT THIS ALARM. IF NONE, ENTER "N/A" -> **@FOLLOWUP** (TEXT)
29.   LOG: **OPERATOR NOTED THE FOLLOWING ADDITIONAL INFORMATION REGARDING THIS ALARM: @FOLLOWUP**
30.   **CLOSE** ALARM

The labels entered in the Action Pattern description fields display within the alarm, to operators, and when selecting Masked in the record.

B1A - Burg with Contacted Logic

1.   **CONTACT** CUSTOMER AT SITE

2.   — Site Contact Success Logic

3.   **PROMPT** : DOES THE CUSTOMER REQUIRE DISPATCH? -> **@DISP** (PICK LIST)

4.   LOG: **CUSTOMER RESPONDED @DISP FOR POLICE RESPONSE.**

5.   — Dispatch Yes

6.   **JUMP** TO: **DISPATCH**

7.   — Dispatch No

8.   **JUMP** TO: **DOCUMENT**

9.   Dispatch Logic End

10. — Site Contact Else - Unsuccessful

11.   **CONTACT** CUSTOMER ECV

12. — ECV Contact

13.   **PROMPT** : DOES THE ECV CONTACT REQUEST A DISPATCH? -> **@ECVDISP** (PICK LIST)

14.   LOG: **ECV CONTACT RESPONDED @ECVDISP FOR POLICE DISPATCH.**

15. — ECV Requests Dispatch

16. —   **JUMP** TO: **DISPATCH**

17. — ECV No Dispatch

18.   **JUMP** TO: **DOCUMENT**

19.   ECV Dispatch Logic End

20. — ECV Not Contacted

21.   **JUMP** TO: **DISPATCH**

22.   ECV Logic End

23.   Close Site Contact Success Fail Logic

24. **LABEL:** **DISPATCH**

25. **CONTACT** POLICE

26. **SUSPEND** 15 **MINUTES** WITH **PRIORITY** CHANGED TO **44**

27. **LABEL:** **DOCUMENT**

28. **PROMPT** : IF AVAILABLE, NOTE ANY ADDITIONAL INFORMATION ABOUT THIS ALARM. IF NONE, ENTER "N/A" -> **@FOLLOWUP** (TEXT)

29. LOG: **OPERATOR NOTED THE FOLLOWING ADDITIONAL INFORMATION REGARDING THIS ALARM: @FOLLOWUP**

30. **CLOSE** ALARM