

Entering an Action Pattern - Logic - Schedule

WithiWhen 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](#).

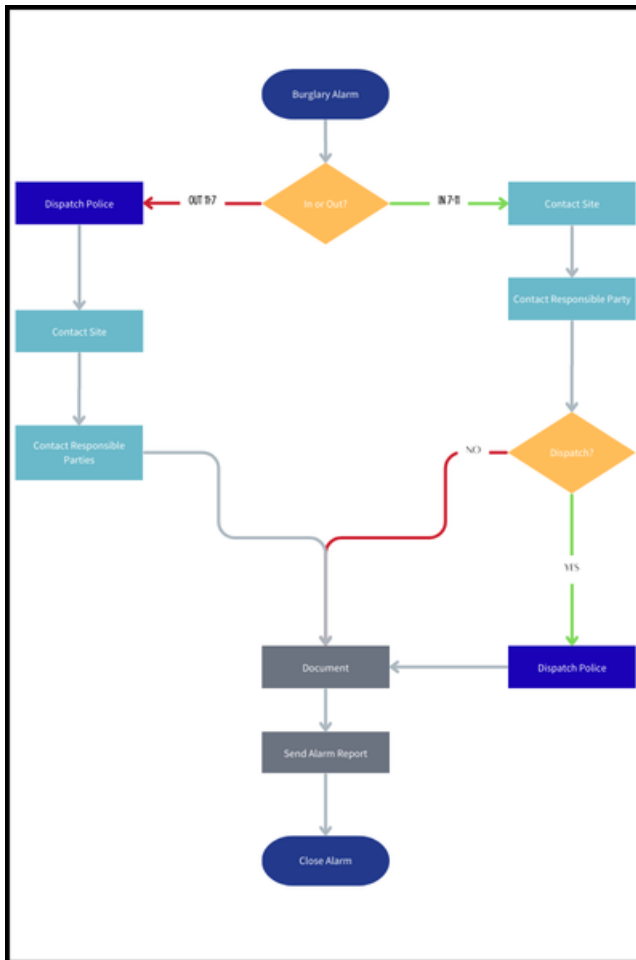
Operational Need

A number of retail accounts have the following requirements:

- Upon receipt of the Burglary Alarms
 - **IF the hours are between 7 AM and 11 PM** the alarm operations will contact the site and one other contact before attempting to contact the police.
 - **ELSE, when the hours are after 11 PM up until 7 AM**, the alarm operations will dispatch the police to the site immediately and after dispatch contact the Responsible parties.
- Operators will **document** the alarm details.
- The System will then send the organization's Loss Prevention team a **report** of the alarm details.
- 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 checks the General Schedule named and determines the path based on the day of the week and time of the day.

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. Navigate to the **General Schedules**.
 1. Add an **Action Pattern General Schedule** and note the 4 character code, as it will be required to exist on the individual site(s).
 2. Enter the **days of the week and times of the day**.
 3. Click **Done**.
 4. **Save** (📁) the record.
2. Navigate to the **Action Pattern** form within the record.
3. Click the **Pencil** icon (✎) found on the upper-right-hand corner of the page.
4. Select **Logic Actions**.
 1. Click **IF**.
 1. Select **General Schedule**.

2. Enter a **Description**.
 3. Select the **General Schedule** to use.
 4. Click **Apply**.
2. Click **Else**.
 1. Enter a **Description**.
 2. Click **Apply**.
3. Click **End IF**.
 1. Enter a **Description**.
 2. Click **Apply**
5. Select **Action Handling**.
 1. Select **Label**.
 2. Enter the **Label name**.
 3. Click **Apply**.
6. Select **Entity Handling** section, and select **Contact**.
 1. Choose the **Contact Customer at Site** to contact.
 2. Click **Apply**.
7. Select **Entity Handling** section, and select **Contact**.
 1. Choose the **Contact ECV Contact** to contact.
 2. Click **Apply**.
8. Select **Entity Handling** section, and select **Contact**.
 1. Choose the **Authority and Type** to contact.
 2. Click **Apply**.
9. Select the **Action Handling** section and select **Label**.
 1. Describe the Label, such as **DOCUMENT**.
 2. Click **Apply**.
10. Select the **Data Handling** section, then **Prompt**.
 1. Enter a **Text Prompt** asking for additional details, if available.
 2. Click **Apply**.
11. Select **Log Line**.
 1. **Enter the details** from the prompt using the variable created in the prompt.
 2. Click **Apply**.
12. 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.
13. **Drag the Contact Actions** to the IF section for those items to do when the **IF** section is **TRUE**.
14. Select the **Data Handling** section, then **Prompt**.
 1. Enter a **List Prompt**.
 2. Set the **Variable Name**. Such as "@DISPATCH"
 3. Enter the **Prompt**. Such as, "Does the site require Police dispatch?"
 4. Enter the **Mask**. Such as "Yes|No"
 5. Click **Apply**.
15. Within the **IF Section** below the **Contact actions**.
 1. Select **Logic Actions**.
 1. Click **IF**.
 1. Select **Variable**.
 2. Enter a **Description**.
 3. Select the **Variable** to use.

4. Click **Apply**.
 2. Click **Else**.
 1. Enter a **Description**.
 2. Click **Apply**.
 3. Click **End IF**.
 1. Enter a **Description**.
 2. Click **Apply**
 2. Add a **Police Contact Action** within the **IF** section.
 3. Add a **Jump To DOCUMENT** within the **IF** Section.
 4. Add a **Jump To DOCUMENT** with the **Else** Section.
16. Click **Done**.
17. **Save** (📁) the Record.

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1.	IF INSCHED(PPFD)
2.	CONTACT CUSTOMER
3.	CONTACT CUSTOMER KEYHOLDER
4.	PROMPT : DOES THE SITE REQUIRE POLICE RESPONSE? -> @DISPATCH (PICK LIST)
5.	LOG: THE SITE RESPONDED @DISPATCH REGARDING POLICE DISPATCH.
6.	IF @DISPATCH = YES
7.	CONTACT POLICE
8.	JUMP TO: FINISHALARM
9.	ELSE
10.	JUMP TO: FINISHALARM
11.	END IF
12.	ELSE
13.	CONTACT POLICE
14.	CONTACT CUSTOMER
15.	CONTACT CUSTOMER KEYHOLDER
16.	END IF
17.	LABEL: FINISHALARM
18.	PROMPT : PLEASE NOTE ANY ADDITIONAL ALARM DETAILS. -> @ALARMDET (TEXT)
19.	LOG: THE OPERATOR NOTED THE FOLLOWING ALARM DETAILS: @ALARMDET
20.	SEND ALARM CONTACT REPORT TO DEALER
21.	CLOSE ALARM

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

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1. — When IN Weekday hours
2. CONTACT CUSTOMER
3. CONTACT CUSTOMER KEYHOLDER
4. PROMPT : DOES THE SITE REQUIRE POLICE RESPONSE? -> @DISPATCH (PICK LIST)
5. LOG: THE SITE RESPONDED @DISPATCH REGARDING POLICE DISPATCH.
6. — IF Police Dispatch Required
7. CONTACT POLICE
8. JUMP TO: FINISHALARM
9. — When Dispatch is NOT required
10. JUMP TO: FINISHALARM
11. END IF
12. — When NOT during Weekday hours
13. CONTACT POLICE
14. CONTACT CUSTOMER
15. CONTACT CUSTOMER KEYHOLDER
16. End Schedule Logic
17. LABEL: FINISHALARM
18. PROMPT : PLEASE NOTE ANY ADDITIONAL ALARM DETAILS. -> @ALARMDET (TEXT)
19. LOG: THE OPERATOR NOTED THE FOLLOWING ALARM DETAILS: @ALARMDET
20. SEND ALARM CONTACT REPORT TO DEALER
21. CLOSE ALARM