Loop Contacts Action Pattern - Logic - Restart

Often, monitoring companies require three (3) attempts to contact responsible parties before leaving messages or ending their attempts. This action pattern walks through creating a Loop for making these contacts. Keyholder Loops can be created as an **Action Pattern bite** to use in multiple action patterns. The goal is to create this for where you may need it.

Steps for creating a Loop Action Pattern for use in your system.

1. Within your Monitoring Company record, navigate to Action Patterns and add a New Action Pattern. You will create this as a stand-alone piece that may be added to other action patterns where needed.
2. Give it an ID and Description.
3. Click Done.
4. Start with a SET command and set it equal to zero (0).
5. Add a Label to return just under the initial SET command.
6. Add the CONTACT CUSTOMER KEYHOLDER action item.
7. Under Logic - Select IF and select Prior Action Completed. (Meaning if the calls were made successfully).
    1. If Prior Action Completed - Close the Alarm.
8. Under Logic - Select ELSE. (Meaning when contacts were not successful).
9. Add a SUSPEND action for the specified number of minutes to wait before making the calls again.
10. Add a new SET Command that is also called @COUNTER, and the details will be @COUNTER + 1. This sets the counter from 0 to 1.
11. Add a LOG LINE to track the count.
12. Add an IF looking at the @COUNTER VARIABLE and if it is LESS than the upper value you require, such as IF @COUNTER < 3 (Counter is less than 3).
    1. If less than 3, select JUMP TO the LABEL noted above.
13. ELSE (Meaning counter is MORE than 3).
    1. Add a LOG LINE noting the Operator made ALL required attempts to reach the contacts.
14. END IF (closes the Counter Logic).
15. END IF (closes the Prior Action Completed logic).

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KHLP - Keyholder Loop                                    🗑  ✏

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1.      SET: @COUNTER = 0
2.      LABEL: RECALL
3.      CONTACT CUSTOMER KEYHOLDER
4.   ─ IF PRIOR ACTION COMPLETED
5.          CLOSE ALARM WITH RESOLUTION _
6.   ─ ELSE
7.          SUSPEND 15 MINUTES WITH PRIORITY CHANGED TO 55
8.          SET: @COUNTER = @COUNTER + 1
9.          LOG: THE OPERATOR CONTACTED THE KEYHOLDER LIST @COUNTER TIMES.
10. ─      IF @COUNTER < 3
11.             JUMP TO: RECALL
12. ─      ELSE
13.             LOG: THE OPERATOR MADE ALL ATTEMPTS TO REACH THE SITE AND KEYHOLDERS FOR
                NOTIFICATION OF THIS EVENT.
14.         END IF
15.     END IF
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Notes:

Remember, when you open any IF statement, you must always close it with an END IF.

All Script messages (*items with the curly brackets*) are available in the guide called "Script Message Codes".