

Agency - What is an Agency in Manitou?



Agencies are any organization that has access to customer accounts within Manitou. Examples of Agencies are:

- **Guarding** - An agency that responds to a location, usually before dispatching an authority.
- **UL Runner** - Often a part of the monitoring company or service provider that responds to a monitored location to secure and verify the
- **Cleaner / Janitorial** - A business that provides cleaning and janitorial services for a monitored location.
- **Service Providers** - Any other company or group providing services to monitored location(s). This could be gardening, companies that provide support services such as Environmental, Electrical, Communications, Repair, and IT and Network providers.
- **Alternative Fire, Police, and Medical Authorities** - These are often authorities that are contacted during specific periods of the day.
- **Call Groups** - Such as a group of people who are called for a school district, retail region, or the like.

These organizations or groups of people may be added to multiple accounts within the Contact List on the customer record.
