

Monitoring Company Action Patterns

Action Patterns found in the Monitoring Record are called "Global Action Patterns." Action Patterns are the instructions and processing rules for alarming events in Manitou. Action Patterns may be simple containing only who to call and in what order or Enhanced Action Patterns which utilize additional features to apply logic, collect specific details, and log processing details.

Action Patterns are found as a form within the Monitoring Company record.

Default Action Patterns

Your Manitou system is installed with specific "default" action patterns. These Action Patterns are applied to the Event Codes within the Supervisor Workstation. These Default Action Patterns are simple and replicate standard alarm processing for contacting appropriate people for specific alarm types.

Adding and Editing Action Patterns

Adding an Action Pattern

1. Click the **Plus sign (+)** to the right of the word **Action Patterns**.
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 - You may **copy from another Action Pattern** if you wish to use the contents and make minor adjustments.
 - Notice the left-pointing arrow (◀) on the add header, this collapses the Copy from details on New Action Pattern creation. On Existing Action patterns, it allows you to manage the details of the action pattern.
2. **Add the Action Pattern Code** - This code may be a maximum of 8 characters in length.
3. **Enter the Action Pattern Description** - Be specific and clear.
4. **Category** - If you have available **Action Pattern Groups**, created within the [Supervisor Workstation under Subtypes](#), select the group where this action pattern should reside.
5. **Valid from** and **To** dates allow an action pattern to override another for a period of time.
6. If the First contact action is critical and should run automatically, select the **"Critical First Contact"**
7. When entered as expected click **Next**.▣
8. The Action Pattern Edit dialog opens.
9. **Select the features and functions for your action pattern.**
 - The left pointing arrow (◀) allows you to return to the previous portion of the Action Pattern to edit/update the details there.
10. When completed, click **Done**.



Editing an Action Pattern

1. Select the desired **Action Pattern** to edit.
2. Click the **Pencil** (✎) within the Action Pattern Details.
3. The **Action Pattern Edit** dialog loads.
4. **Make the appropriate edits.**
5. When done, click **Done**.

Remember to Save (💾)



Action Patterns must be applied to events on customers, dealers, event codes, or event categories to function.