Residential v. Commercial Enhanced Action Patterns

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This article steps through how to create a Residential versus Commercial Enhanced Action Pattern within Manitou 2.x Web client.

> **Important Information:**
>
> - Prior to Manitou 2.x Web client, Residential or Commercial Action Patterns were most often handled with Include commands or by selecting individual Action patterns on customer records.
> - Bold Group recommends creating action patterns, like these at the highest level possible.
> - Always remember to test your action patterns!

This example is created at the Monitoring company level. Steps to complete:

1. Open the record and navigate to the Action Patterns form.
2. Click the Add icon (plus sign), or select the appropriate Action Pattern to update.
3. Give the Action Pattern an ID and name. This example uses the G4 - Global Burglar Action pattern. Set the Category, if available, and click Next.
4. Under Logic Handling select IF
   - Field Type - Customer Value [At Alarm Time]
   - Field - Customer Type = Residential
5. Under Entity Handling select Contact Customer and Contact Police
6. Under Logic Handling, again, select ELSE
7. Under Entity Handling, again, select Contact Police and Contact Customer
8. Under Logic Handling, one more time, select END IF Under Entity Handling, once more, select Contact Customer then select the further detail of the type Keyholder
9. To complete the Action Pattern select Close Alarm under the Alarm Handling section.
10. Click Apply then Done.
11. Save the Record.

G4 - Global Burglar Action

1.	—	IF CUSTOMER TYPE = RESDENTIAL
2.		CONTACT CUSTOMER
3.		CONTACT POLICE
4.	—	ELSE
5.		CONTACT POLICE
6.		CONTACT CUSTOMER
7.		END IF
8.		CONTACT CUSTOMER KEYHOLDER
9.		CLOSE ALARM WITH RESOLUTION __