

Dealer Action Patterns

Dealer Action Patterns speed the processing of specific alarms by displaying to the operator who to call and what actions to take on each alarm. The creation of Dealer-level action patterns should only occur when no other existing action patterns exist.

Prior to creating action patterns, it is important to note specifically what is the desired outcome of the alarm operations for the dealer. A good way to start is to understand if this override is true for all the dealer's accounts or only a small group, and if the current global action pattern is a good start.

Questions to ask before building a Dealer action pattern:

- Does a Global action pattern meet the need?
- Does the Global action pattern meet "most" of the need?
- What specific work is required by the Dealer's action pattern?
- Is a more simple solution possible? Such as, a Post processing action pattern that provides notifications?

Preparing to build an Action Pattern

See this article about [planning for action pattern creation](#).

Building an Action Pattern

See how to [create action patterns](#) here.

Applying an Action Pattern to Programming

Please note that action patterns need only be applied, on the Dealer, if the following conditions are met:

- The Dealer Action Pattern ID does NOT match the Global Action Pattern ID on the Event code.
 - The Event code is to be overridden for processing, such as forced to **not alarm** or **only alarm for a specific entity type**.
1. Within the Dealer record, navigate to the **Programming** form.
 2. **Click the pencil (≡) icon.**
 3. Select or enter the **Event Code**.
 4. **Select the Alarm type.**
 1. **Default** - Applied the default behavior from the event code.
 2. **Yes** - Alarm
 3. **No** - Do not Alarm
 4. **Residential Only** - Alarms only on Residential accounts.

5. **Commercial/Other Only** - Alarms only on non-residential accounts.
 5. **Select the Action Pattern** to apply. If the option is to for to not alarm, it is still a good idea to have an action pattern in case the event does alarm so operators understand instructions or directions on how to manage the event.
 6. If required, add any **instructions** to the alarm. We recommend **only using this feature if this must be read every time** the alarm delivers to an operator.
 7. **Repeat** as necessary.
 8. After setting all programming overrides, click **Done**.
 9. **Save** (📁) the record.
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