

Adding an Action Pattern

Action Patterns are available on the Monitoring Company, Dealer, and Customer records. Adding Action Patterns on each entity are as follows.

1. Load the entity record.
2. Navigate to Action Patterns found on the left-hand forms within the entity.
3. Click the Plus sign (+).

Copy From
None

Code
This field is required.

Description

Category
Default

VALID From VALID To

Critical First Contact

CANCEL NEXT

4. If desired, choose the action pattern to copy from. This populates the details of the action pattern selected.

Copy From
None

CUSTOMER

DEFAULT

REM - Reminder Action Patterbn

01 FIRE

02 MEDICAL

03 PANIC AND HOLDUP

04 BURGLARY

05 FIRE SUPERVISORY

06 GEN TROUBLE AND SUPERVISORY

07 OPEN AND CLOSE

08 SYSTEM

09 MULTIPLE ACTIONS

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5. Enter the Action Pattern ID.
 - o If the Action Pattern is to replace a global action pattern use the **Global ID** such as G1, G2, etc...
 - o If the Action Pattern is unique to the single entity, enter an ID that notes specific details.

6. Enter the **Action Pattern Description**. *Be clear and concise.*
7. If necessary, set the **active to/from dates** and if the action's **first action** is required to run immediately.
8. When set as needed, click **Next**.

Action Pattern Add
APEX - Action Pattern Example

Copy From
None

Code	Description
APEX	Action Pattern Example

Category
Default

VALID From VALID To

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