

Actions help you track how People Records interact with your committee or campaign. You can track involvement of all kind, including event staffing, volunteer hours, and voter outreach like door knocking or phone calls. Actions are completely customizable so that you can easily identify the correct action for each record in your database.

In Crimson, **Actions** have two layers:

- **Action Category** – This tells the end user the nature of the action. For example:
 - **Volunteer** - is this action identifying a type of Volunteer and their hours spent
 - **Event** – is this action related to an event activity
 - **Voter Outreach** – is this action related to voter outreach management
- **Action** – This identifies the exact type of Action. For example, they might be Capitol Tour, Office Visit, Door Knocking, or Phone Banking.
 - **Volunteer**
 - Set-Up
 - Check-In
 - Booth
 - **Event**
 - Host
 - Sponsor
 - **Voter Outreach**
 - Door Knocking
 - Phone Calls

Actions also have **Custom Columns**. Custom Columns help you record custom, key aspects about the People Record completing the action. For example, for the Volunteer Category you may want to have a custom field for hours. Your final Action Settings may look like:

- **Volunteer**
 - Set-Up
 - Status (dropdown options: Signed Up/Attended)
 - Volunteer Hours (free form text)
 - Sign-Up Date (date selector)

Setting up Action Codes

In order to organize your records, you must first create the actions and the action categories. Note: **Crimson** does come with default Actions, however, you can modify these as needed.



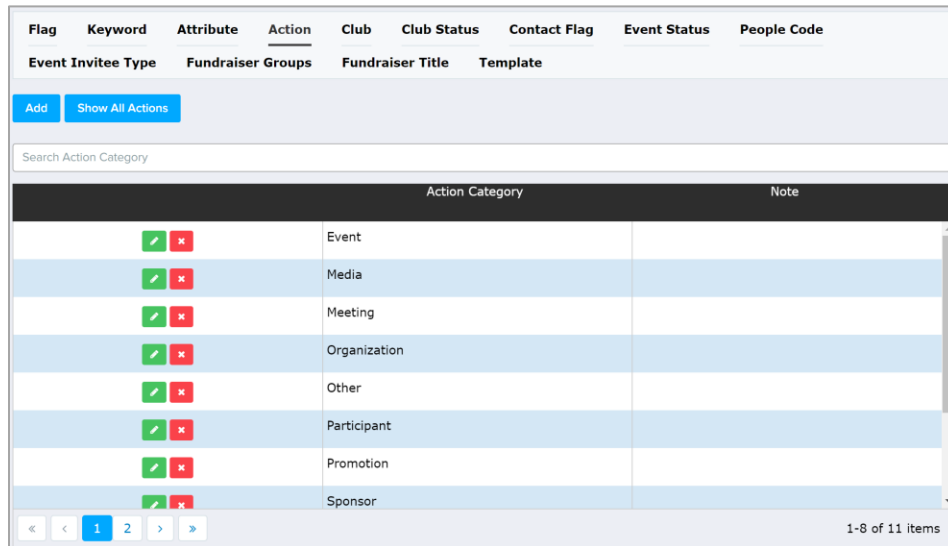
Click on the **People Dashboard** from the **Main Menu** on the left-hand side and then click the button in the top right of the **Navigation Bar** to open **People Settings**.

1. Select the **Action** tab.

- To easily see all **Actions**, before viewing **Categories**, click . Skip to Step 5 to add **Actions**.


2. A list of existing **Action Categories** will appear so that you can view and manage each one. Click the **Add** button to setup a new Action Category.

- If the Action Category is already setup, skip to Step 7.



Action Category	Note
Event	
Media	
Meeting	
Organization	
Other	
Participant	
Promotion	
Sponsor	

3. To add, fill out the **Action Category** and create any **Custom Columns**.

4. To add a Custom Column, click .

5. After you add the Custom Column Name and select the Type for the value of the Custom Column.

- **Text** – With text the answer you create a set of look up values for the user to answer
- **Number** – Add a minimum and maximum range
- **Date** – Select this if you want the value in a date style

6. Click **Save** when done.

7. Next, to add the **Action**, first select the respective **Category** by clicking . Then click



in the **Edit Action Category** window.

8. Click  and add the **Action** name and Note, if desired:

- **Assign Attribute** – Assign an Attribute to have one automatically appended to a People Record when this Action is assigned. For more information, read our Attributes guide.
- **Custom Columns** – In addition to being added at the Category level for all Actions in the category, these can also be created at the action level for further customization.

Add Action

Action

Assign Attribute (optional)

Note

Custom Columns:

Name

Type

Look up values:

9. Click **Save** when done.

Assigning Actions to People Records

When in a **People Profile**, you can assign **Actions**, just select the **Actions** panel to start.

Actions +

- Aug 12, 2020
Voter Outreach - Phone Calls
- Jul 15, 2020
Voter Outreach - Phone Calls
- Jul 08, 2020
Volunteer - Set-up

From here, click the **Add Action** icon to assign a new one.

+ Add Action					
Action Category	Action	Action Date	Source Code	Note	
<input style="width: 10px; height: 10px; border: 1px solid green;" type="checkbox"/> <input style="width: 10px; height: 10px; border: 1px solid red; background-color: red; color: white; margin-left: 5px;" type="checkbox"/>	Volunteer	Booth	7/21/20	JULY4BBQ2020	

« < 1 > »
10 items per page
1-1 of 1 items

When you begin to type in the Action field, available Actions will appear in a drop down for you to select. Once an Action is selected, the appropriate Custom Columns will appear.

Action - Mrs. Sofia Borden (PID: 74491936)

Action <input type="text" value="Voter Outreach - Door Knocking"/>	Hours <input type="text" value="Please enter a number smaller than 40"/>
Action Date <input type="text" value="07/24/2020"/>	
Source Code <input type="text"/>	
Note <input type="text"/>	

Additional default fields:

- **Action Date** – This a required field. It will automatically prefill with the current date but can be edited.
- **Source Code** – You can link a related Source Code to an Action. For more information on this code, check out our guide on Fundraising Codes.
- **Note** – Optional free text.

Once an **Action** is assigned, it will be listed in the assigned **Actions** list. Of the People Profile.

- Click to  edit
- Click to  delete.


Import – Actions Import

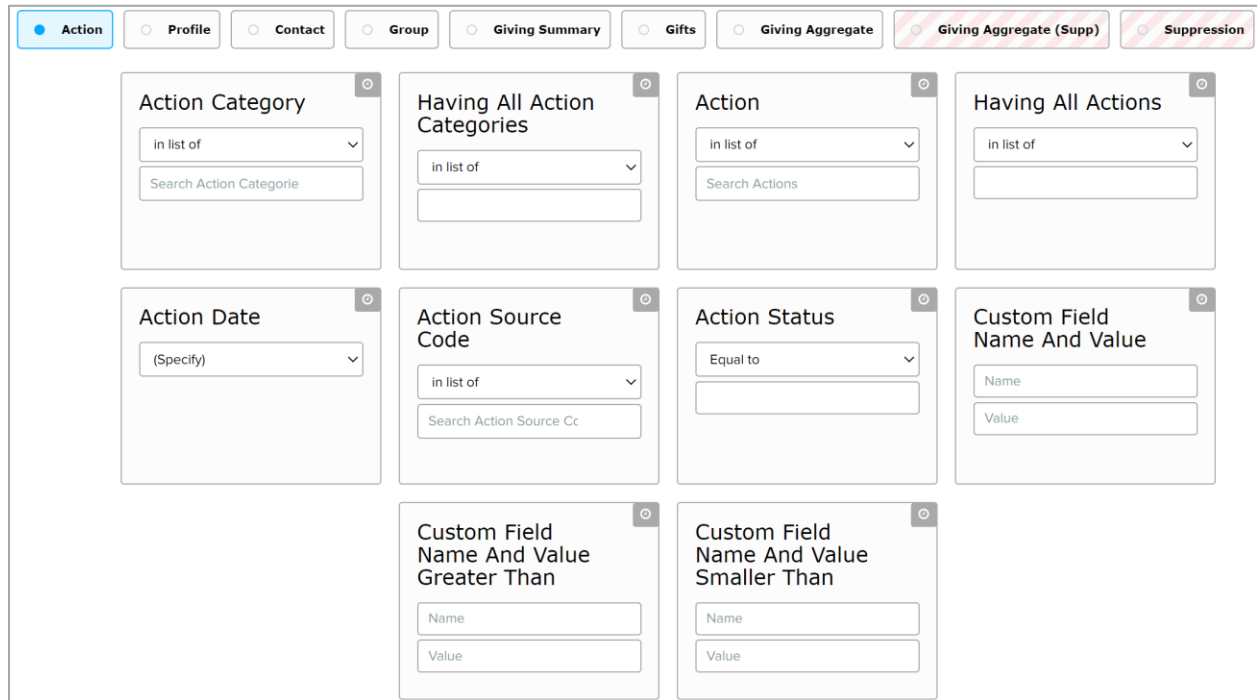
When importing an Excel list of Actions, follow the same import process as you normally would for a new Contacts import, but in **Step 2 – Import Type** select **Action**. Before importing, make sure the following Action related columns to import **Action** information:

- **Action Name** – Put the Action name here, just the name not the Category.
 - NOTE: The Action must already be created in **People Settings** before importing.
- **Action Date** – This is for the Action’s Date. This is required for import.
- **Action Source Code** – Source Code, not required.
- **Action Note** – Free text, not required.
- **Custom Fields** – You can import Custom Field information. The custom fields and the values do have to match options that are already in the system. If you have not created them first, you can add them in People Settings. For each custom field use the format below, adding a number for each additional custom field. First, add the Field name, second add the value (look up value, number, or date).
 - **Action Custom Field 1**
 - Example: Status
 - **Action Custom Field Value 1**
 - Example: Attended

Searching for Actions

Running a search for Actions is similar to all other searches found throughout Crimson, with filters designed specifically for Actions.





- To find the **Action Search**, go to the **People Dashboard** and click on the  icon in the **Navigation Bar**.
- The search will provide transactional results, meaning a People Record may appear multiple times if they have multiple actions that match the filters.



The screenshot displays the 'Action Search' interface. At the top, there is a navigation bar with tabs for 'Action', 'Profile', 'Contact', 'Group', 'Giving Summary', 'Gifts', 'Giving Aggregate', 'Giving Aggregate (Supp)', and 'Suppression'. The 'Action' tab is selected. Below the navigation bar, there are several filter panels arranged in a grid. Each panel has a title, a dropdown menu, and a search input field. The panels are: 'Action Category' (dropdown: 'in list of', search: 'Search Action Category'), 'Having All Action Categories' (dropdown: 'in list of', search: empty), 'Action' (dropdown: 'in list of', search: 'Search Actions'), 'Having All Actions' (dropdown: 'in list of', search: empty), 'Action Date' (dropdown: '(Specify)', search: empty), 'Action Source Code' (dropdown: 'in list of', search: 'Search Action Source Cc'), 'Action Status' (dropdown: 'Equal to', search: empty), 'Custom Field Name And Value' (Name: empty, Value: empty), 'Custom Field Name And Value Greater Than' (Name: empty, Value: empty), and 'Custom Field Name And Value Smaller Than' (Name: empty, Value: empty).

Action Filters

- **Action Category** – Search for actions within an Action Category
- **Action** – Search specific actions
- **Having All Action Categories** and **Having All Actions** – Similar to the above, but you are searching for what matches ALL of the categories or actions that you list.
- **Action Date** – Date of the actions
- **Action Source Code** – Source Code of the actions
- **Custom Field Name and Value** – Search by the Custom Fields created for the actions. First, add the Custom Field name in the first box, then the second in the Value for the field.
- **Custom Field Name and Value Greater Than** and **Custom Field Name and Value Smaller Than** – Same as above but will search for actions that are greater or smaller than the value entered.
- There are also two **Suppression** filters
 - **Action** – suppresses any actions
 - **Having All Action Categories** – suppresses all actions listed

<h3>Supp: Action </h3> <p>in list of </p> <p>Search Supp: Actions</p>	<h3>Supp: Having All Action Categories </h3> <p>in list of </p> <p></p>
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