Automated ARC

Have your customers handle their own alarms

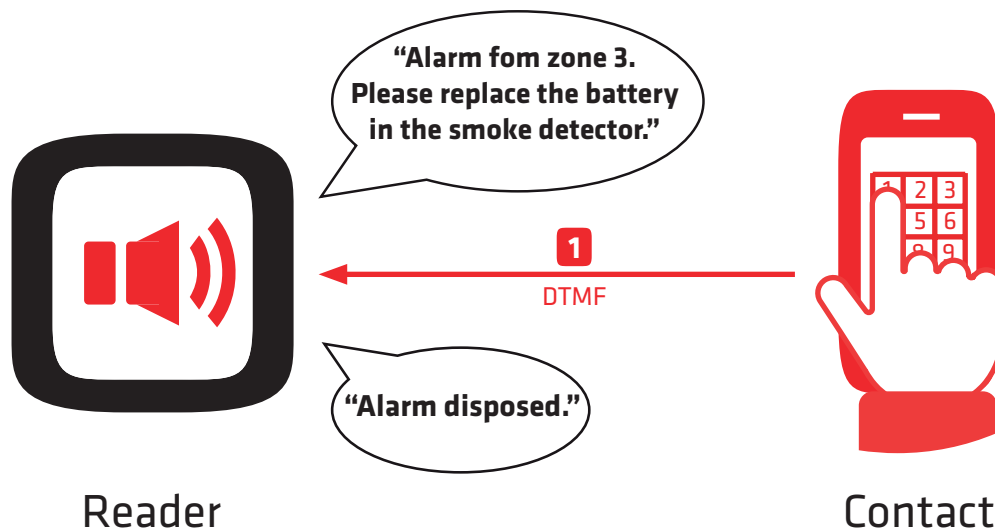**"Alarm fom zone 3. Please replace the battery in the smoke detector."**

1 DTMF

"Alarm disposed."

Reader   Contact

Automated ARC is a module, which - in case of an alarm - automatically calls contacts - one by one.

The first contact to answer the call is informed by a reader that an alarm has been received from a given zone as well as the corresponding zone text.

The contact is then presented with various options, such as disposing the alarm, having a guard dispatched or being transferred to an employee at the ARC.

This way, the contacts themselves - as the first step in the alarm handling - may initially "screen" any alarm and determine its subsequent course.

This reduces the number of calls to operators at the ARC - without impacting neither security nor service.

Automated ARC makes it possible to increase the number of customers with the same number of employees and also makes it possible for operators to focus on critical alarms.

Benefits

- Automatic handling of alarms for your customers
- Decide which alarms to be handled automatically
- Control what you want to reader to say to the contacts, which alarm information to include, which options you want the contacts to choose between etc.
- Mandatory entry of Passcard increases security
- Have your operators focus on more critical alarms
- Perfect solution for those of your customers, who want to be able to initially handle their own alarms
- Full log of all incidents
- Supports multiple Text-to-speech voice synthesis generators and in different languages (option)
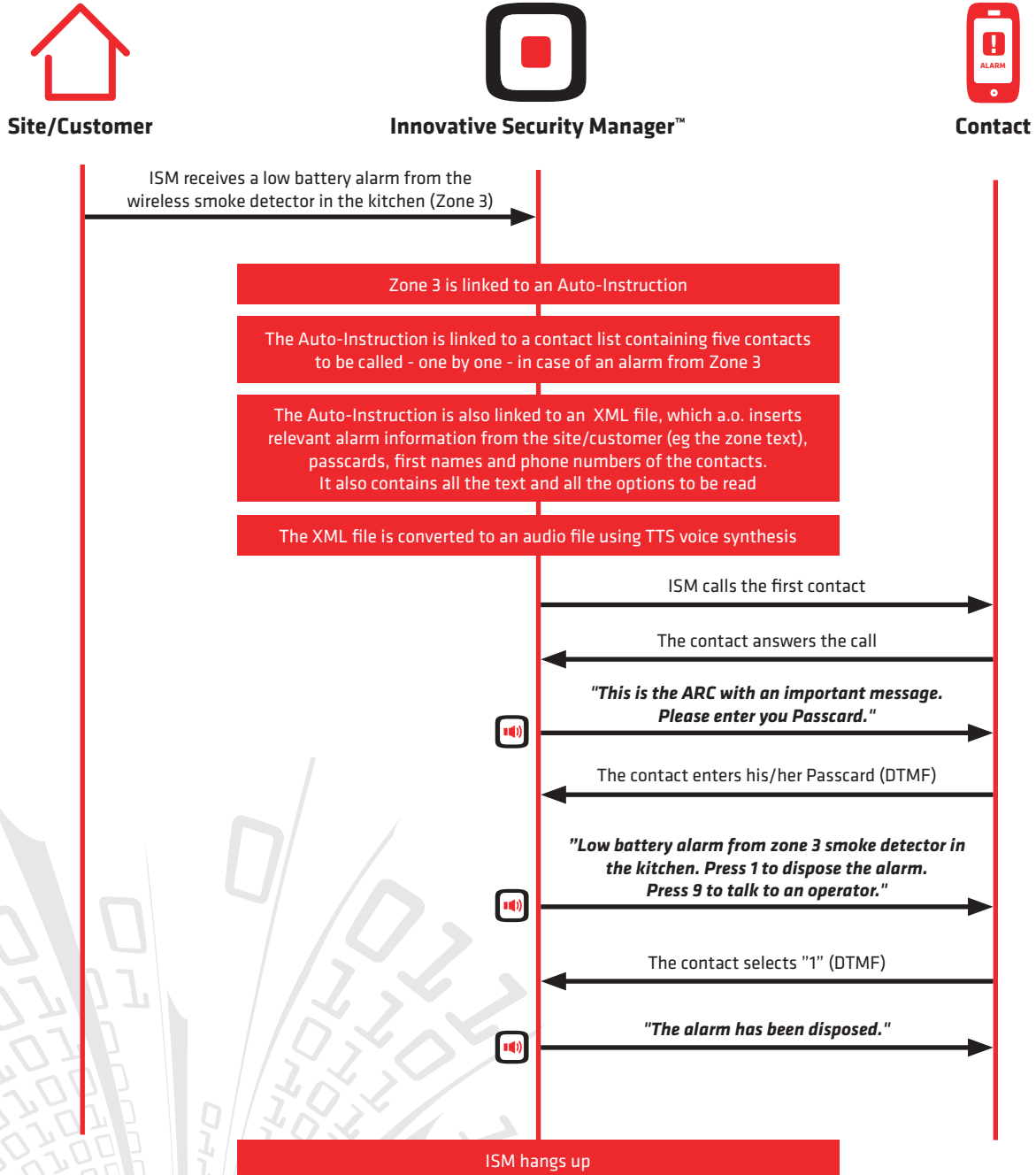- Local or hosted TTS solution (option)

System Requirements

- Innovative Security Manager™ V3.1
- Microsoft .NET 3.5 SP1
- PBX which supports SIP (eg 3CX)
- Text-to-speech (TTS) generator

iNNOVATiVE

Automated ARC

How it works (example)

Site/Customer — **Innovative Security Manager™** — **Contact**

ISM receives a low battery alarm from the wireless smoke detector in the kitchen (Zone 3)

Zone 3 is linked to an Auto-Instruction

The Auto-Instruction is linked to a contact list containing five contacts to be called - one by one - in case of an alarm from Zone 3

The Auto-Instruction is also linked to an XML file, which a.o. inserts relevant alarm information from the site/customer (eg the zone text), passcards, first names and phone numbers of the contacts.
It also contains all the text and all the options to be read

The XML file is converted to an audio file using TTS voice synthesis

ISM calls the first contact

The contact answers the call

"This is the ARC with an important message. Please enter you Passcard."

The contact enters his/her Passcard (DTMF)

"Low battery alarm from zone 3 smoke detector in the kitchen. Press 1 to dispose the alarm. Press 9 to talk to an operator."

The contact selects "1" (DTMF)

"The alarm has been disposed."

ISM hangs up

INNOVATIVE