

Auto Process

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The Auto Process can change Alarm Parameters. Values entered for Priority, Delay Seconds, and Abort Group will override the values entered on the Event Code Setup.

Auto Processes can be assigned a Schedule. The Auto Process is assigned an option of 'In Effect During Schedule', 'Delay Notification Until Scheduled', or 'Delay Alarm Until Scheduled'. For example, for a schedule of 08:00 – 22:00, an Auto Process with 'In Effect During Schedule' will only change the Alarm Parameters or Send out a Notification during its schedule, an Auto Process with 'Delay Notification Until Scheduled' and is triggered at 03:00 will not send the notification (when applicable) until 08:00, and an Auto Process with 'Delay Alarm Until Scheduled' and is triggered at 03:00, will not hit the alarm buffer until 08:00.

Auto Processes can send out notifications. Based on the 'Action', the auto process will send out Email(s), send out SMS message(s), place IVR call(s), create a notification in the external application, link to a third party software for a service job, or only override alarm parameters. Emailing requires the SGS Mail Service and Service Jobs require the SGS Outbound Command Processor Service.

n Auto Process are triggered by Auto Process Rules. Auto Process Rules consist of one of Event Code, Service Type, Operator Action, or Report Code. Additionally, the Auto Process Rule can be filtered for Site Type, Dispatch Type and Site Group.

Auto Process Setup (Setup > Alarm Processing Setup > Auto Process)

Event Code	Operator Action	Report Code	Site Type	Dispatch Type	Site Group
114	Heat		Residential	GUARDIAN	AAA Installer
115	Battery TROUBLE		Residential	GUARDIAN	AAA Installer

On the detail, the Auto Process name, Description, and Action are entered. Once the Auto Process has been saved, the appropriate setup field will be editable.

Notifications (Email, IVR, SMS)

Emails are sent to Site and Site Group Email Addresses that have the Auto Notify flag checked. Emails will also be sent to Fax Numbers with the Auto Notify Flag checked.

Event Code - An Event Code such as "Email Sent" needs to be set up in the Event Code table and entered here. This will log into history when the Email/IVR Call/SMS is sent.

No Recipient Event Code - An Event Code such as "Email No Recipient" needs to be set up in the Event Code table and entered here. This will log into history when there are no Email/IVR/SMS recipients on the Site or Site Group.

Site Group Type - When a Site Group Type is entered, Auto Notify Contact Emails on the Site's Site Group with a matching type will receive emails.

Notify Option - Select which Emails/Phones will receive the notifications

To set up the Email/SMS subject and body, the Variable List provides variables that will be filled in with the appropriate information from the site event.

Link to the IVR Script generated by this Auto Process.

General

General sends out no notification, but still modifies the alarm parameters. Priority, Delay Seconds and Abort Group override the Even Code setup. A schedule can be entered with a schedule option to only change the alarm parameters at certain times, or delay the alarm until the scheduled time.

Memo

[Memo](#) notifications are sent to the External Application for [Site Group](#) or to a department in stages™ Monitoring. In the External Application, the Memo Inbox can be accessed.

Event Code - An Event Code such as “Notification to Dealer” needs to be set up in the Event Code table and entered here. This will log into history when the notification is entered.

No Recipient Event Code - An Event Code such as “Notification No Recipient” needs to be set up in the Event Code table and entered here. This will log into history when there is no Site Group recipient on the Site.

Site Group Type is the type of Site Group that will receive the notification (Dealer, Installer, Branch...)

Site Auto Process

In Site Auto Process, Contacts can be configured for each Auto Process to be removed from the Auto Process or given a schedule for when to allow notification.

Site Auto Process is located on a tab in the [Site Data Entry](#) window.