

Chat

Autoprocess

A stages chatroom is created through the chat autoprocess. When this autoprocess is attached to an alarm signal, and the configured notification will go out to the designated contacts. Additional flags allow for contacts to perform additional actions through within the chatroom.

The screenshot shows a configuration window for a rule named "ChatTest". The interface is divided into several sections:

- General Settings:** auto process: ChatTest; description: Chat Testing; action: Chat (Initiate Chat Session); status: Active; priority: [dropdown]; delay seconds: [input]; alarm option: None; override event code: [input]; abort group: [input].
- Dispatch and Notification Options:** chat dispatch request: [checked]; chat cancel request: [checked]; chat cancel code word: [input]; send notify for existing chat: [input]; chat first access event code: ChattACC (Chat Accessed By Subscriber); once per alarm: [input]; no repeat notification period: [input]; ignore test: [checked]; test comment: [input]; schedule option: [dropdown]; hours type: [dropdown]; notify delay period: [input]; notify cancel by point: [input]; notify cancel events: [input]; notify cancel operator actions: [input].
- Event and Site Settings:** chat service request: [checked]; chat call me: [checked]; chat on test: [input]; order#: [input]; option: [input]; event code: ChatSent (Chat Sent); no recipient event code: ChatNR (Chat - No Recipients Available); no recipient operator action: [input]; site group types: [input]; site notify option: All Site Contacts Plus Site Email.
- Notification Content:** html format: [input]; email from address: Reports@boldgroup.com; email from name: Chat Testing; subject: [SiteGroupName:Dealer] alert: [Ev]; body: There was a [EventDescription] from [SiteName] at [SiteAddress] in [SiteCity]. The alarm was received at [EventDateTime]. Click the link to enter a chat with other contacts responsible for this site. [ChatURL]; sms message: A [EventDescription] was triggered at [SiteName]. Click now to cancel the alarm or dispatch authorities [ChatURL]; initial chat message: The [EventDescription] was received from [SiteName] at [SiteAddress] [SiteAddress2] in [SiteCity]. The signal came from the [PointDescription] at [EventTime] on [EventDate].
- Other Fields:** chat url: https://stages.boldgroup.solutions/Chat/Chat.aspx; internal notes: [input].

At the bottom, there are icons for a clock, a printer, a document, and a "Rule Search" button with a "xyz" label.

Additional actions include:

Dispatch: Request dispatch on alarm

Clear: Clear alarm with valid code word

Service: Request service

Call Me: Request phone call

On Test: Place on test

Notification

123 Alarm Co. alert: Burglar alarm Summarize this email

To: Nick Lee

Fri 4/24/2026 10:09 AM

This sender reports @agmonitoring.com is from outside your organization. Manage sender

This email originated from outside of Bold Group. Do not click on links or open attachments unless you recognize the sender and know the contents are safe.

There was a Burglar alarm from SGSTest at 10325 N. Port Washington Rd in Mequon. The alarm was received at Apr 24, 2026 08:09. Click the link to enter a chat with other contacts responsible for this site. <https://event.chat?0mfyzQ5Hhn>

Reply Forward

Chatroom

Dispatch Clear Service Call Me

From: Secure Global Monitoring
13539 - CBH Burglary Alarm received at Apr 28, 2026 09:36
Point: -
SignalCode: BA - Burglary Alarm
4/28/2026, 9:36:54 AM

CBH is active 4/28/2026, 9:40:57 AM
Nick Lee is active 4/28/2026, 9:41:19 AM

Site (connorjohn.brousseau@boldgroup.com)
I can't get there, is everything alright?
4/28/2026, 9:42:04 AM

Nick Lee
I'm on my way.
4/28/2026, 9:42:31 AM

Nick Lee
Everything is fine.
4/28/2026, 9:42:59 AM

Nick Lee
Cancel Requested
4/28/2026, 9:43:32 AM

Chat Cancel Verified Codeword
4/28/2026, 9:43:33 AM

Chat Members
● Nick Lee
● CBH

Send Send Image

Inside the chatroom, contacts can see who else has also been contacted. Buttons along the top of the window will allow contacts to perform any actions allowed through the autoprocess.

The chatroom will be open for 5 minutes after the alarm has been cleared and will then be closed.

Dispatch

Alarm Dispatch

Xtime	Alarm Title	Event Code	Point	Status
105-1-1	12:59:2:60	Gas Alarm		Alarm

Recent History

Date	Xtime	Initials	Event / Operator Action	Signal Code	Point	Description	User Name	Area	Comment	Alarm	Pri	Delay	Scheduled Date	Task	Device Date
04/28/26 11:11:26	105-1-1		ChatSent - Chat Sent						Pizza By The Slice[connorjohn.brousseau@bold	809					
04/28/26 11:11:25	105-1-1	CB	Create a Chatroom for Demo							809					

Send Send Image

If a chatroom has been created, the chat button will appear on the dispatch window. This will allow the operator to

open the chatroom log in stages and view the chat log.

The screenshot shows a web browser window titled "Chat Room". At the top, there is a description: "description 13539 - CBH Burglary Alarm received at Apr 28, 2026 09:36" and a start time: "start 04/28/26 09:36:54". Below this is a "Display In/Out" link. The main area is split into two panes. The left pane, titled "Messages", contains a list of chat messages with timestamps and sender information. The right pane, titled "Chat Room Members", contains a table with columns for Name, Logged In, Status, Phone, and Email Address. The messages list includes a "Chat Cancel Verified Codeword", a "Cancel Requested Codeword: Kevin" from Nick Lee, and several status updates from Nick Lee and a Site user. The members list shows two active participants: Site (connorjohn.brousseau) and Nick Lee.

04/28/26 09:43:33
Chat Cancel Verified Codeword

04/28/26 09:43:32 Nick Lee Cancel Requested Codeword: Kevin

04/28/26 09:42:59 Nick Lee
Everything is fine.

04/28/26 09:42:31 Nick Lee
I'm on my way.

04/28/26 09:42:04 Site (connorjohn.brousseau@boldgroup.com)
I can't get there, is everything alright?

04/28/26 09:36:54
From: Secure Global Monitoring 13539 - CBH Burglary Alarm received at Apr 28, 2026 09:36 Point: - SignalCode: BA - Burglary Alarm

Name	Logged In	Status	Phone	Email Address
Site (connorjohn.brousseau	<input checked="" type="checkbox"/>	active		connorjohn.brousseau@boldgroup.c
Nick Lee	<input checked="" type="checkbox"/>	active		NL@bg.com