

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 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];
- Event and Operator 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: [dropdown]; site notify option: All Site Contacts Plus Site Email; notify cancel by point: [input]; notify cancel events: [input]; notify cancel operator actions: [input].
- Communication Details:** 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].
- Chat URL:** chat url: https://stages.boldgroup.solutions/Chat/Chat.aspx
- Internal Notes:** [input field]

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

Additional actions include:

Dispatch: Request dispatch on alarm

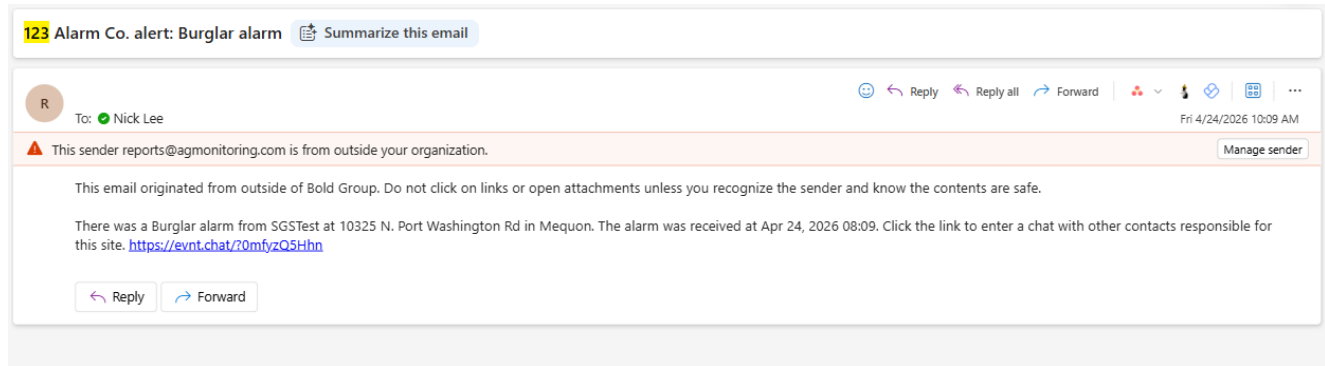
Clear: Clear alarm with valid code word

Service: Request service

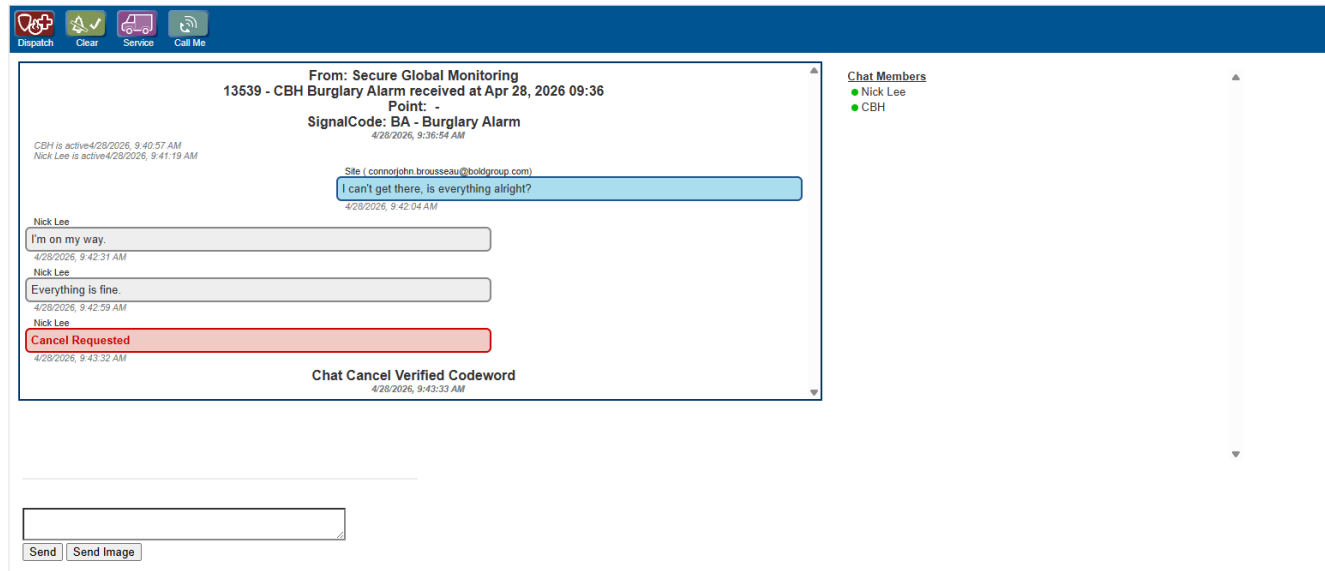
Call Me: Request phone call

On Test: Place on test

Notification



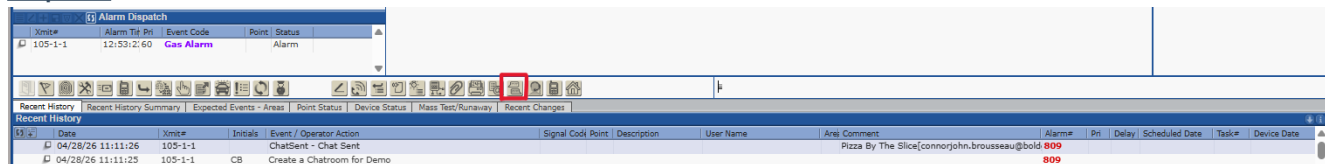
Chatroom



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



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-based chat room interface. At the top, there is a title bar for the chat room. Below it, a description and start time are provided. The main area is split into two panes: 'Messages' on the left and 'Chat Room Members' on the right. The messages pane contains several entries with timestamps and text. The members pane contains a table with columns for Name, Logged In, Status, Phone, and Email Address. Two members are listed: Site (connorjohn.brousseau) and Nick Lee.

description 13539 - CBH Burglary Alarm received at Apr 28, 2026 09:36
start 04/28/26 09:36:54

[Display In/Out](#)

Messages		Chat Room Members				
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		

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