

Alert Communication Tool (ACT)

Sample Applications

The **Alert Communication Tool (ACT)** from March Networks[®] delivers real-time notifications—based on incoming alarms and alerts—from Command Enterprise Software to third-party devices, including:

- IM alert through Telegram
- Email message
- Local Philips Hue Light

Activity in restricted area after hours

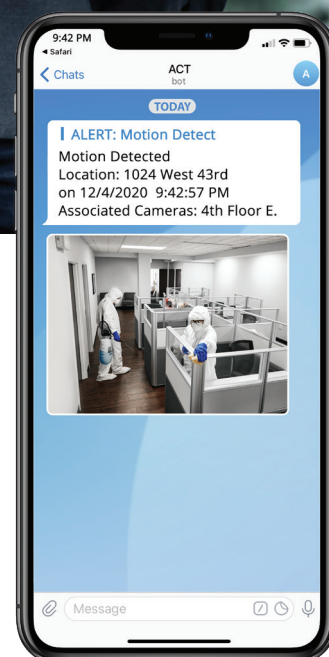
- Motion is detected in the back office, after hours.
- Management receives a notification and checks in on the scene to see if it's the cleaning crew or something more suspicious.

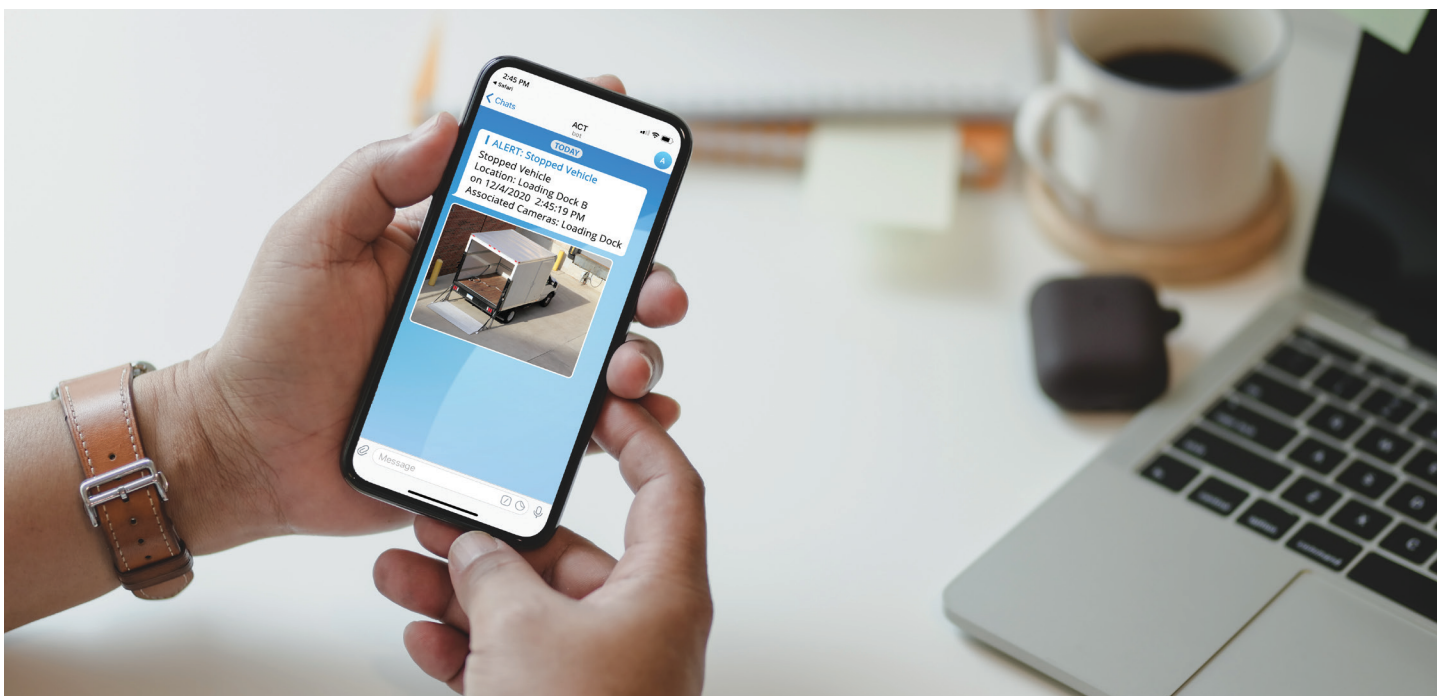
Maximum capacity has been exceeded

- A store's maximum capacity has been exceeded.
- The store manager receives a cell phone notification, along with a snapshot from that store.

Vehicle parked for too long

- A car has been occupying a space designated "15 minute parking" for over 30 minutes.
- The manager receives a notification of the violation, along with a snapshot of the vehicle in question.





Banking

Possible loitering in a vestibule

- The individual responsible for securing the vestibules receives an alert about loitering in one of the vestibules.
- ACT provides a one-touch approach to assess the situation via a cell phone snapshot of the vestibule to see if this might be a case of vagrancy.

Verify proper protocol

- Branch managers can be notified about events that are important to them, e.g., daily branch openings/closings, safe opens, alarms, etc.
- Because each notification is accompanied by a snapshot of the scene, managers can visually verify that proper protocols are being followed.

QSR

Mobile order pickup

- A customer pulls into a curbside pickup spot at the restaurant.
- The employee responsible for coordinating pickup orders receives a notification, complete with an image of the car, to determine whose order it is.

Drive-thru abandonment

- Due to excessive wait time, a customer in the drive-thru line left the queue before placing an order.
- Management receives a notification about the abandonment, including a snapshot of the current conditions at the drive-thru, and can assess the potential need for staffing changes.

C-Store

Skimming installation detection

- The door to one of the gas pumps has been opened.
- Via their cell phone, management can determine whether this is routine maintenance or something more sinister, like someone installing a skimming device inside the pump.

Wrong direction in-store traffic flow

- Tape has been placed on the floors to indicate required traffic patterns for customer safety.
- A customer has violated the traffic pattern and the store manager is notified of the infraction, complete with a snapshot of the store, so he or she can respond accordingly.

Big Box

Incoming delivery at loading dock

- A truck arrives at the loading dock and the receiving manager gets a notification about the arrival, with an image of the truck.
- The manager can use a cell phone to identify the type of delivery truck, which bay it is at, etc., so they can dispatch the right person to the right place to receive delivery.

Removal of high-value item

- A high-end set of Bose Headphones has been removed from its endcap location.
- The manager is able to get visual verification—right from his or her cell phone—whether this was a valid purchase vs. potential shoplifting.