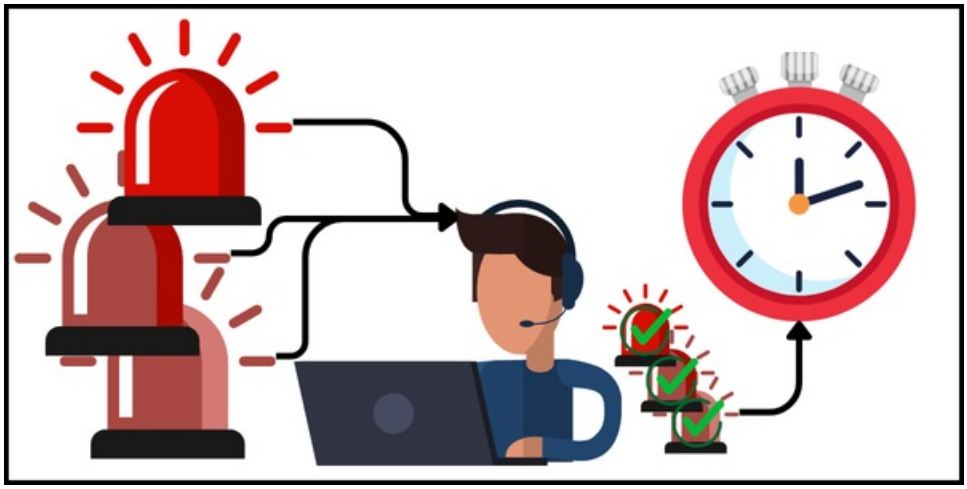
Alarm Tracking

Manitou **Alarm Tracking** is used to ensure that alarm monitoring operations run smoothly.



What is Alarm Tracking?

Alarm Tracking ensures that operators aren't handling alarms for the same customer at the same time. This reduces mistakes and prevents dispatching twice to the same location, known as "double dispatching".

Automatic Tracking

Tracking is often set to **Automatic**. This means that the first alarm handled for a customer or master customer tracks that account to that operator. The operator retains that tracking until they complete the last alarm for that customer or master customer. Once closed, the Alarm Tracking then observes the configured time out.

Manual Alarm Tracking

When testing accounts or working directly with technicians or customers, it may be necessary to track a customer record to an operator to prevent other operators, unfamiliar with the situation, receiving or processing the alarm event.

Alarm Tracking Time Out

Upon completion of the last alarm for the tracked customer, or master customer, the Alarm Tracking will, based on the settings in Manitou, cancel the tracking either immediately or after the specified time out.

The Alarm Tracking time out when set directs any new alarms received into Manitou to the previously tracked alarm operator. This ensures continuity in the customer experience and operator awareness of recent activity.