Call Lists

Call Lists are the order for calling contacts for an entity record, such as **Customer**, **Dealer**, **Agency**, **Branch**, **Authority**, and **Monitoring Company**. Call Lists consist of persons and entities and the order of who to contact in the event of Alarms.

> ℹ️ Call Lists are **not required** for any account or entity if the contacts to be called are in the order desired on the Contact List.

Call Lists have two types: **Main** and **Sub** lists.

- **Main Lists** contain people and entities that may be contacted in the event of an alarm.
- **Sub-lists** contain ONLY people.

Creating a Main Call List

1. Click the **Plus Sig**n (➕) to the right of **Main** Lists.
2. Enter the **Call List ID** - Common Call List titles are DFLT (Default), RESP (Responsible Parties), CL1 for Call List 1, and so on.
3. Enter the **Call List Description** - Common Descriptions define who and why this list exists. For example, Default Call List, Responsible Parties Call List, Fire Contacts, Medical Contacts, etc.
4. The **Call List Type** automatically loads based on where you clicked the plus sign. If you selected the wrong type, you may drop this down and select the correct type.
5. The available contacts are displayed in the lower section of the dialog.
   1. **Click the plus sign (➕) next to the individual or entity** to move the contact and all their contact points to the Call List.
   2. **Click the contact then the plus sign next to the Contact Point** to move the individual number to the call list.
6. If the order requires readjustment, **up (↑) and down (↓) arrows** to place the list.
7. Once all items are entered for the new call list as required, click **Save**.

Add Call List			
Call List RESP	Description Responsible Parties Call List		Call List Type Main List ▾
☐ Show Suppressed Contacts ☐ Rotates			
Availability		Defer To	
	▾		▾
🔍	🔍		🔍
Available Contacts	**Jorge Contact**		**List Contacts**
Name **Contact Type**	**Contact Points**		**Name**
Joe Contact Keyholder ➕	Mobile (561) 656-5165	➕	No Results
Jane Contact Keyholder ➕			
Jorge Contact Keyholder ➕			
Rows: 10 ⌄ 1-3 of 3			CANCEL SAVE

Creating a Sub Call List

1. Click the **Plus Sign** (➕) to the right of **Sub Lists.**
2. **Enter the Call List-ID -** Common Call List titles are DFLT (Default), RESP (Responsible Parties), CL1 for Call List 1, and so on.
3. **Enter the Call List Description** - Common Descriptions define who and why this list exists. For example, Default Call List, Responsible Parties Call List, Fire Contacts, Medical Contacts, etc.
4. The **Call List Type** automatically loads based on where you clicked the plus sign. If you selected the wrong type, you may drop this down and select the correct type.
5. The available contacts are displayed in the lower section of the dialog.
    1. **Click the plus sign (➕) next to the individual** to move the contact and all their contact points to the Call List.
    2. **Click the contact then the plus sign next to the contact point** to move the individual number to the call list.
6. If the order requires readjustment, click the **up (↑) and down (↓) arrows** to place the list.
7. Once all items are entered for the new call list as required, click Save.

Call List Availability

Call Lists can be made available for specific periods of time. An example of this is when a specific group of people are contacted during business hours and a different group outside of business hours. Call List Availability requires a General Schedule of the same type. When you have a Call List General Schedule in place, it is possible to make the call list selected available from the list.

> 🔔 Please note that the Final Defer to Call List may not have a General Schedule to prevent an infinite loop. We recommend if you are using Call List availability the addition of a DFLT call list to use when all else fails.