24/7
SMART BOT

During load shedding, power outages, and storms, the 24/7 Security Command Centre receives high volumes of alarm signals.
Most of these signals are false alarms and result in our Armed Reaction Teams spending unnecessary time on non-essential callouts - time that should be allocated to real emergencies, attended by real people.

The 24/7 Smart Bot is AI-enabled technology that assists the 24/7 Command Centre when high volumes of alarm signals are generated. The 24/7 Smart Bot is not replacing our highly-skilled Operators – it enables them to allocate resources to real emergencies where it is most needed.

How It Works:

- The 24/7 Smart Bot will contact you on pre-determined signals.
- You will receive a call from **010 510 5016** (24/7 Smart Bot number)
- You will be prompted to respond:
  - **To cancel the alarm select 1**, you will be prompted to enter the last four digits of your cell phone number. If you enter the wrong four digits, the instance will be escalated to the 24/7 Security Command Centre.
  - **If you select 9,** the available menu options will be repeated.
  - If you do not answer, the 24/7 Smart Bot calls the second and then third persons on your profile.
  - If there is no response or no menu selection, the 24/7 Command Centre will contact you and follow standard operating procedures.

Important: Panic activations will always receive priority responses.

Why does 24/7 Smart Bot focus on low battery signals?
A LOW BATTERY signal call from the 24/7 Smart Bot indicates that your alarm system is about to fail and that you are at risk.

How do I avoid low battery signals?
Upgrade your alarm battery and connect it to your backup power supply to ensure that the alarm functions optimally throughout power outages.

What do I do when it is a real emergency and I need 24/7 Armed Reaction?
Activate your alarm, press panic on the 24/7 App or contact the 24/7 Command Centre on 011 444 2237.

www.24-7security.co.za

24/7
SECURITY SERVICES
Personal • Integrated • Effective

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