



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 the cell phone number on which you received the call. 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.



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