

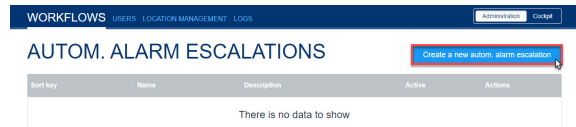
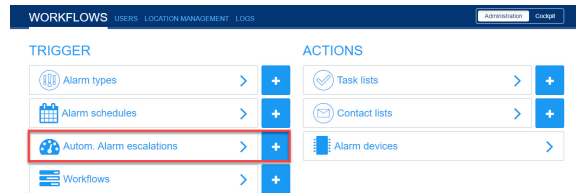
10. Automatic Alarm escalation



Automatic alarm escalation gives you the option of having alarms escalated automatically by the system or a new alarm being created if the alarm has not been "accepted" by a certain number of people within a certain time.

Following we want to show you how to create an autom. alarm escalation.

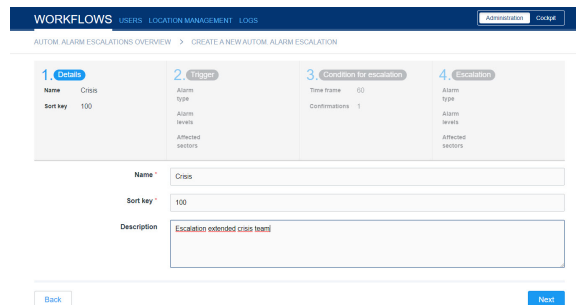
First go to "Workflows" and then to **Autom. alarm escalations**.



Then go to "Create new alarm escalation".

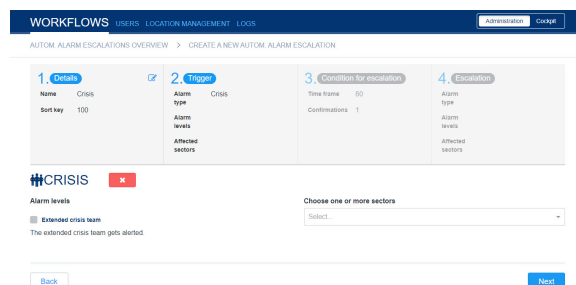
First enter a name, a sort key and a description of the autom. alarm escalation.

The higher the sort key the higher is the configuration in the list of the escalations.

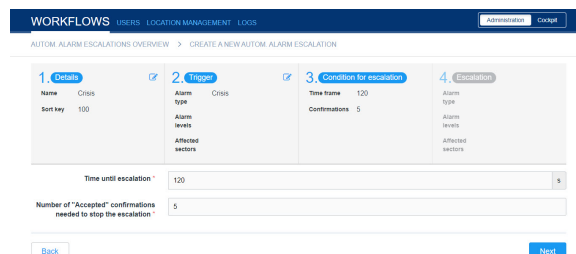


In the next step you define the trigger of the autom. alarm escalation. That means under which conditions the configuration gets triggered.

You can select alarm types and additionally alarm levels and/or building sectors.



In the third step you define the conditions for escalation. Here you can define the time until the escalation (in seconds) and the number of persons who have to accept the alarm to **STOP** the escalation. Otherwise the automatic escalation gets triggered.





You also have the possibility to set the time until escalation to 0 seconds. That means you can define that in specific situations an alarm automatically triggers another alarm. An example could be that in case of fire in Building A also an building evacuation for Building A gets triggered automatically.

In the last step you can define, what should be triggered if the alarm escalates automatically.

First you select an alarm type.



If you select the same alarm type like the trigger, you can decide if the active alarm (trigger) should be updated or a second new alarm, from the same alarm type, should be triggered.

Next you define the initiator of the escalation. This is important, because all actions in EVALARM are done by users. You also can create a dummy-user in the system.



In the list of the initiators are only users shown, who have the **permission** to trigger this alarm type.

Additionally you can select specific alarm levels, building sectors and/or additional information as same as in the second step. Also it is possible to send an information alarm with a pre-defined message.

Finish the configuration via "Create".

In the list of the autom. alarm escalations you can look at every escalation, edit, delete and deactivate or activate them.

WORKFLOWS USERS LOCATION MANAGEMENT LOGS Administration Config

AUTOM. ALARM ESCALATIONS OVERVIEW > CREATE A NEW ALARM ESCALATION

1. Details	2. Trigger	3. Condition for escalation	4. Escalation
Name: Crisis Sort key: 100	Alarm type: Crisis Alarm levels: Affected sectors:	Time frame: 120 Confirmations: 5	Alarm type: Crisis Alarm levels: Extended crisis team Affected sectors:

#CRISIS

Update the same alarm instead of creating a new one

Initiator: Admin Groupkom Choose one or more sectors: Select Additional information: Dial into the conference session Tel: 0123456789

Alarm levels: Extended crisis team

Back Create

WORKFLOWS USERS LOCATION MANAGEMENT LOGS Administration Config

AUTOM. ALARM ESCALATIONS Create a new autom. alarm escalation

Sort key	Name	Description	Active	Actions
100	Crisis	Escalation extended crisis team		