


3.5 Configure mobile Intervention



Activate the intervention module

The Intervention Service module offers you the possibility to precisely track the movement of an intervention force. GPS coordinates are transmitted every minute and can be viewed immediately during the active alarm. When the alarm is over, all data is still available in the alarm archive. How you can use the module in the app or in the cockpit, you can see [here](#).



You can use the functionality of the module for any alarmtype.

After module activating, an additional field "GPS position" appears when creating or editing an alarm type. In the event of an active alarm, the GPS coordinates of the recipients who accepted the alarm are displayed and documented in our system every minute for the duration of the alarm.

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ALARM TYPES

Create a new alarm type

Filters: All alarm types

Type to search

Sort key	Name	Category	Alarm levels	Additional information	Active	Actions
1001	Intervention Service	Alarm	2	0	<input checked="" type="checkbox"/>	 
102	First Aid	Alarm	3	1	<input checked="" type="checkbox"/>	 
101	Building Evacuation	Alarm	0	2	<input checked="" type="checkbox"/>	 
100	Fire	Alarm	3	6	<input checked="" type="checkbox"/>	 
99	Bomb Threat	Alarm	0	0	<input checked="" type="checkbox"/>	 
98	Shooting	Alarm	0	0	<input checked="" type="checkbox"/>	 
97	Hazardous Substances	Alarm	0	0	<input checked="" type="checkbox"/>	 
75	System Hint	Alarm	0	1	<input checked="" type="checkbox"/>	 

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ALARM TYPES OVERVIEW

INTERVENTION SERVICE

DETAILS

ALARM LEVELS

ADDITIONAL INFORMATION

PARTICIPATION OPTIONS

WORKFLOWS

Category

Alarm

Name

Intervention Service

Short key

INTERVENTION

Sort key

1001

Priority

1


Building sectors

Customer 1

Description

Attachment

Icon



Ringtone

info

Update

Merge alarms

☐

Active

☒

Allow duplicates

☐

GPS Positions

☒

Last updated 05.05.2021 13:24

Delete

Edit

Automatic documentation of the route and arrival

With the intervention module you have the possibility to automatically record the **approach** and **arrival** of the intervention driver. To use this function, define two alarm levels in the first step.

How you want to name them exactly is up to you. The only important thing here is that the alarm levels are given the correct abbreviations for the automatic selection function.

ON_WAY

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ADDITIONAL INFORMATION

PARTICIPATION OPTIONS

WORKFLOWS

Name *

On way

Short key *

ON_WAY

Sort key *

100

Description

The intervention driver is on the way to the target object

Last updated 05.05.2021 12:49

Cancel

Update

For the alarm level which should be selected automatically when the user is **on the way** to the destination, the abbreviation "ON_WAY" must be defined.



This alarm level is automatically selected when the user moves 100 meters away from the point of alarm acceptance.

ON_SITE

For the alarm level that should be selected automatically when the user arrives at the destination, the abbreviation "ON_SITE" must be defined.



This alarm level is automatically selected when the user arrives at the **destination** within a radius of 300 meters. How to define a destination is shown in the next section.

Define destination

To define a destination in the system, a building section with GPS coordinates must be created. This is created in the location management under "Building sections". How to create a building structure in general is explained in more detail [here](#).

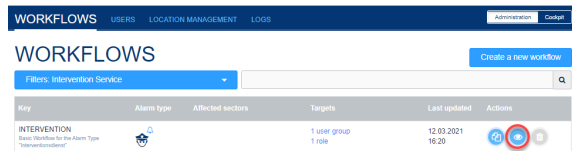
It is important to determine the GPS coordinates as precisely as possible.

The easiest way to do this is to use "Google".

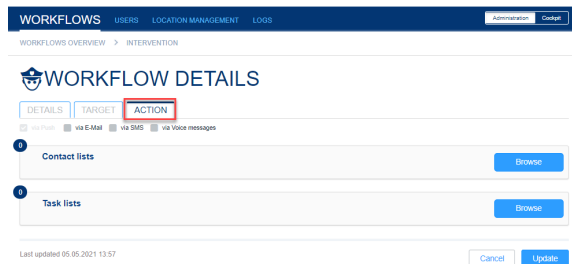
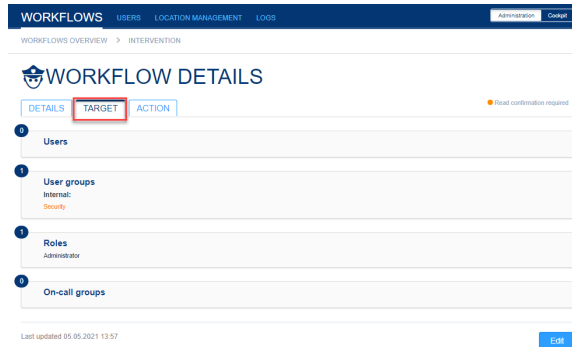
You can find out how to **determine the exact coordinates** [here](#).

Define targets of the alarm

As with every alarm type, the next step is to define who is the **target** of the alarm, i.e. who should receive the alarm. To do this, go to Processes and select the appropriate base process.



Under the "**Target**" tab, you can now define who should receive the alarm. You have the possibility to add certain users, user groups, user roles or standby groups to the alarm.



Define action

In addition, under the "Action" tab, you can assign specific **contact and/or task lists** to the previously defined targets of the alarm.

Here you can also define whether an additional alert should take place via **email**, **SMS** or **voice message**.



Additional costs may be incurred for alerting via SMS or voice message. Therefore, these options are only activated after consultation. The use of the app is required for active participation.

Permissions

Finally, you must configure who is **authorized** to trigger the intervention alarm. You can do this in the "Location management under "Permissions". To do this, select the **Intervention service** alarm type. For this, you can define per user role and per user group who is allowed to trigger the alarm.

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PERMISSIONS

ALARMS

ACCESS RIGHTS

Alarm type

Intervention Service

Permissions for user role

Administrator

☐ Create an alarm

☒ View Plan on mobile

☒ View code maps on mobile

A user with role "Administrator" does not have any limitation in the system

Permissions for user group

Security

☒ Create an alarm

Update