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Alarm Flow

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What Alarm Flow Does

Once an event is classified as a Real Alarm, it enters the alarm flow — the structured process that ensures every genuine security threat is received, assigned, and resolved by the right operator at the right time.

GCXONE integrates with Talos to deliver alarms in real time, giving operators full context and the tools needed to take swift, informed action.

Why It Matters

Without a structured alarm flow, verified alarms could be missed, handled twice, or closed without documentation. The alarm flow ensures every real threat reaches the right operator, is reviewed with full context, and is closed with a traceable outcome.

How It Works

Step 1 — Alarm Delivery Confirmed alarms are delivered to the operator queue in Talos in real time. Each alarm arrives with full context including the customer and site name, device and sensor reference, event timestamp, alarm classification, and a preview or video clip for fast review.

Step 2 — Operator Queue Inside Talos, operators see a live queue of incoming alarms. Each alarm can be assigned to a specific operator, preventing duplicate handling. The queue displays who is currently working on each alarm, making team coordination visible at a glance.

Step 3 — Alarm Review The operator opens the alarm, which displays four panes — Pre Alarm, Alarm, Post Alarm, and Preview — alongside a toolbar of review tools: Jump Back, Live, Playback, Play Clip, Mask, and Trigger Alarm.

Step 4 — Alarm Action The operator confirms, dismisses, or escalates the alarm based on their review.

Step 5 — Workflow Automation Depending on the alarm type and site configuration, Talos workflows can automatically notify the customer, dispatch a technician, send an SMS or email alert, escalate to a supervisor, or log the response for SLA reporting.

Step 6 — Resolution & Audit Every alarm is closed with a resolution note and stored in the Audit Log with full details including the operator who handled it, the time of action, the steps taken, and the final resolution.

Key Capabilities

Alarm Triggers An alarm is triggered when one of the following occurs:

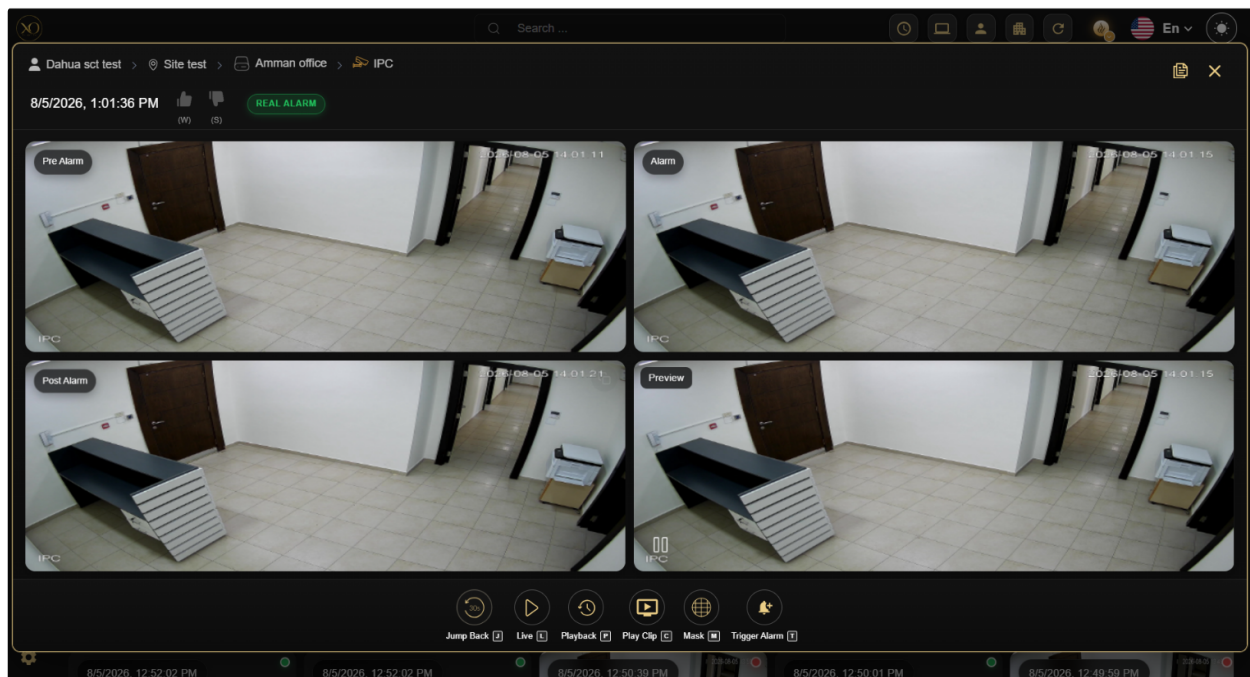
- A camera or sensor detects a real security event that passes NOVA99x AI filtering.
- A HealthCheck failure is detected, such as a camera going offline, obstruction, black screen, or low light condition.
- A manual alarm is triggered by an operator or system administrator.

Alarm Review Panes Opening an alarm shows four panes side by side: Pre Alarm and Alarm on top, Post Alarm and Preview below — giving the operator the moments before, during, and after the trigger at a glance.

Alarm Review Tools Below the panes, a toolbar gives the operator the following actions:

- Jump Back (J) — Replay the 30 seconds before the alarm was triggered.
- Live (L) — Switch to a live stream of the camera in real time.

- Playback (P) — Review recorded footage around the event.
- Play Clip (C) — Plays the recorded alarm clip in the Preview quadrant (available when Alarm Clip Download is enabled for the device).
- Mask (M) — Apply a temporary or permanent mask to a specific zone if needed.
- Trigger Alarm (T) — Manually raise an alarm for this event.



An alarm reviewed in four panes — pre alarm, alarm, post alarm and preview — of a corridor, marked REAL ALARM, with the clip timeline along the foot.

Alarm Actions After reviewing the alarm, the operator takes one of the following actions:

- Confirm as Real — Click the thumbs-up icon (W) to escalate the alarm and trigger the configured workflow such as calling a technician, sending an SMS or email, or contacting the customer.
- Mark as False — Click the thumbs-down icon (S) to close the alarm as a false positive. This data feeds back into NOVA99x analytics.
- Escalate — Assign the alarm to a supervisor or higher-level operator.

Real-World Use Cases

- An intrusion alarm arrives in Talos — the operator reviews the four panes for instant context, confirms it as real, and the workflow automatically contacts the customer and dispatches a technician.
- Two operators see the same alarm — the assignment system prevents duplicate handling by showing who is already working on it.
- A HealthCheck failure triggers automatically at 02:00 — the alarm flow routes it as a Technical Event and sends an SMS to the on-call technician without operator involvement.

Best Practices

- Always use Jump Back before confirming or dismissing an alarm — context before the trigger often reveals the true cause.
- Never leave an alarm unassigned in the queue — assign it immediately to prevent duplicate handling.
- Always close every alarm with a resolution note — this ensures a clean Audit Log and accurate SLA reporting.
- Use Mask for zones with recurring false alarms rather than dismissing them manually each time.