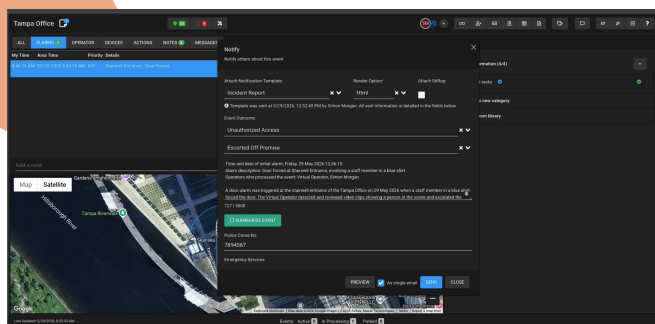


SureView Notify

ELIMINATE MANUAL NOTIFICATIONS AND DELIVER CONSISTENT INCIDENT COMMUNICATION

Notify is the email notification feature built into SureView Response. It lets your security team send branded, professional emails about active events—either manually when an operator wants to send one, or automatically when an event matches a rule you've set up. The result is a single system that handles what to say, what data to include, what to ask the operator, and who to send it to, removing the guesswork from incident communication.



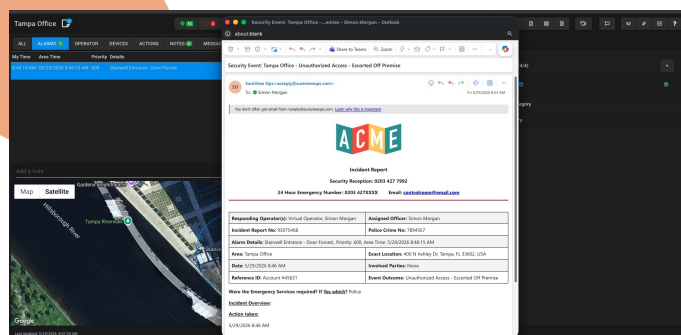
BENEFITS

The key benefits that Notify provides to security operations are:

- **Consistency:** Every notification adheres to your approved branding, format, and content structure, eliminating the variability found in manually composed emails.
- **Speed:** Pre-set templates, recipients, and rules cut decision time. Send faster.
- **Accuracy:** Live event data populates automatically, so notifications always reflect the current state of the event—no transcription errors, no stale information.
- **Accountability:** Turn alerts into action. Capture crime numbers, outcomes, and services in real time.
- **Targeted Delivery:** Contact Groups, individual Contacts, and direct Email Addresses can all be set up at once and applied through rules, ensuring no one important is left off the message.
- **Compliance:** Every notification is recorded in the Audit Trail, providing a complete, time-stamped record for post-incident review and regulatory reporting.

WHY IT MATTERS

Without a tool like Notify, operators end up writing event notifications by hand, pulling details from the event, deciding who to send to, and formatting an email under pressure. The emails often look different from one operator to the next, take valuable time to put together, and may miss important information. Notify exists to fix that. With pre-built templates, recipient lists, and rules in place, your team can send the right message to the right people in seconds. The payoff: faster communication during incidents and a consistent record of what was sent, by whom, and when.



KEY FEATURES

Custom Notification Templates

Build email notifications that match your organization's look and feel using a rich text editor. Simply add your logo, set fonts and sizes, lay out content in tables, and apply branded styling. Templates can be configured to be sent as HTML, so recipients see a polished, professional email rather than a plain text alert. Templates aren't just for people; they can also feed structured event data into external systems like ticketing platforms, reporting tools, or any service that can consume email-based input. Each template is configurable from a dedicated Notification Templates section in the menu, where you can also choose where in the system it gets used.

Auto-Populated Event Data

Drop placeholders into any template to fill in live event details the moment the notification is sent—covering things like the event ID and timing, the area and address where it's happening, alarm and snapshot data, and notes the operator has added. The result? A notification that's specific, accurate, and free of manual copy-paste, every time.

Operator-Prompted Fields

Add custom placeholders that prompt the operator to enter information at the time of sending. This can be a police crime number, the emergency service contacted, an event outcome selection, or any other field your team needs to capture. This turns the notification into a structured data-collection step, not just an outbound message, ensuring critical context is captured consistently across every incident.

Notification Rules

Set up rules that decide when each template is used and who it goes to. Each rule looks at details of the event, including the type of alarm, the location, the priority, or any other field you choose, and matches them to a template and a list of recipients. A fire alarm at a data center automatically reaches your facilities team and IT team, while a perimeter breach at a distribution center reaches the onsite security officers, without operators having to remember who to copy.

Contact Groups, Contacts, and Email Addresses

Pre-configure recipient lists once and apply them anywhere. Contact Groups bundle multiple recipients for repeat use; individual Contacts and Email Addresses can be added directly to a rule's Actions. Operators don't have to remember distribution lists — Notify pulls the right recipients in based on the rule that fired.

Manual and Automatic Sending

Notify works two ways. An operator can send a notification on demand by clicking the envelope icon in SiteMonitor, picking a template, and hitting send. Or, when an operator ends an event, Notify can check the event against your rules and auto-open the notification with the right template and recipients already loaded — ready for the operator to review and send.

Audit Trail Integration

Every notification — sent or skipped — is recorded as an Event Record in the SureView Audit Trail. You can see which template was used, who sent it, when it went out, what data was captured at the time, and which rules were skipped on automatic prompts. The result? A complete, defensible record for compliance reviews, post-incident analysis, and operational reporting.

DEFAULT EVENT-DATA PLACEHOLDERS

The following placeholders can be added to your custom notification templates so the system automatically fills in the right information when the message is sent.

1. Event ID
2. Event started
3. Event outcome
4. Event outcome note
5. Event users
6. Affected areas
7. Area address
8. Area unique identifier
9. Alarms
10. Alarm clip snapshot
11. Camera snapshot
12. Attached snapshot
13. Note
14. Involve part
15. Sender name

Teams can also define their own custom fields to capture additional information beyond the standard event data set.



More Information.

For more information please contact SureView at 1-888-387-2860 or visit us www.SureViewSystems.com