

Intrusion Alarm Script

No,	Event Data	Suggested Dialogue / Examples
a.	Company Greeting	Dia: Hello, I have an [commercial/residential] intrusion alarm to report.
b.	Alarm company name	Dia: Calling from ABC Alarm Company
c.	Intrusion Alarm Level X, with the added description for Alarm Levels.	Dia: We have received an Intrusion Alarm, Level 2, unknown persons on premises.
d.	Address (including Apt. No.)	Dia: Address is 123 Main St., second floor apartment 203.
e.	Persons in Possession “Burglar Tools”, “Weapons”, etc.	Dia: The unknown person appears to have a firearm. Ex: Firearm, crowbar, hammer, rifle, pipe, knife, wearing body armor, and the like.
f.	Audible or Silent	Dia: There is an audible alarm siren on the exterior.
g.	Sounds heard (Describe)	Dia: We can hear what sounds like things being pounded and broken. Ex: Breaking glass, loud pounding on surfaces, persons shouting threatening words, screaming, yelling for help, and the like.
h.	Comm (Bus type; Jeweler, Gun shop, etc.)	Dia: The premises is a Pawn Shop
i.	Residential or Commercial Business Name	Dia: This is a multistory, twin house.
j.	Alarm company operator number	Dia: This is Operator 25
k.	Anyone en route to premises	Dia: The apartment owner is responding.
l.	Signal type, Location(s)	Dia: We received an alarm from the apartment door and an image from the video camera. Ex: Door contact, glass break detector, interior motion detector, video camera, and the like. Ex: Front door, warehouse south rear door, fire exit-north side, roof hatch, show room, and the like.
m.	Permit Information	Dia: The premises has a permit No. 12345.
n.	Directions to the site	Dia: The premises in on the south side of Main Street and 2 nd avenue.
o.	Site Information	Dia: The owner does have a safe within the master bedroom closet.
p.	Alarm center call back number	Dia: Our call back number is 123-123-1234
q.	Alarm company incident number	Dia: Our ticket number is: A1234-59
r.	Customer Confirmed Event	Dia: Customer reports, seeing their video and they do not know the person seen.