



## SMC Custodian

# Agent Assist

## What is Agent Assist?

Agent Assist is used at peak times to assist our Alarm Receiving Centres (ARCs) with making calls and contacting end users when alarms are triggered.

Our ARCs make in excess of 100,000 'lost calls' every month - where an agent can't connect to a keyholder and either doesn't speak to someone or diverts to voicemail.

At SMC we're continually developing new solutions which enable us to adapt to changes in both the volume and type of alarm signals that our ARCs receive. Our priority is to handle and respond to alarm signals as quickly as possible - and Agent Assist helps us to achieve this.

## How does Agent Assist work?

Keyholders are contacted on behalf of an agent to maximise time in our ARCs and ensure that we can respond to all triggered alarms.

Once the call is made, an automated message provides the activation details to the keyholder - giving them the opportunity to speak to one of our agents.

Agent Assist is intuitive and can identify priority calls. It will also only contact keyholders and will not call the emergency services, alarm companies or alternative numbers.

## What to expect if we call you

Agent Assist runs through a very distinct process, with a script to help you identify that it is SMC Custodian contacting you. To confirm if it is an Agent Assist call, please refer to our pre-approved script.

## Agent Assist Script

- 1 Hello, this is the Security Monitoring Centre calling regarding an alarm activation. Please **press 1** to accept or please **press 2** to reject

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- 2 If **2** is selected the call ends with "thank you and goodbye".

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- 3 If **1** is selected the message plays "we are calling in regards to an alarm activation at [site name], [first line of address], [postcode] which is a [type of signal]. Please **press 1** to acknowledge the alarm and close, **press 2** to speak to an operator or press 9 if you are no longer a keyholder"

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- 4 If **1** is selected the thank you and goodbye message is played and the alarm full cleared

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- 5 If **2** is selected the call is transferred to the next available operator who will answer any questions and then full clear the alarm

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- 6 If **9** is selected the keyholder is removed from the keyholder list and a notification will be sent to the alarm company and Agent Assist will move on to the next keyholder

Some answerphones may have the following message:  
"No dial tone was detected; the call will now end. Goodbye."

## Save us to your contacts

To make sure you know it's Agent Assist calling you in the future, we recommend that you save our numbers in your phone:

0844 879 1719  
0844 879 1703  
0844 879 1710  
0844 879 1720