


# Rules Engine

 5747

## Tailgating

02.22.2026 @ 12:50:28 | Main Entry | HQ

 5744

## Glass Break

02.21.2026 @ 13:18:26 | Main Entry | DED

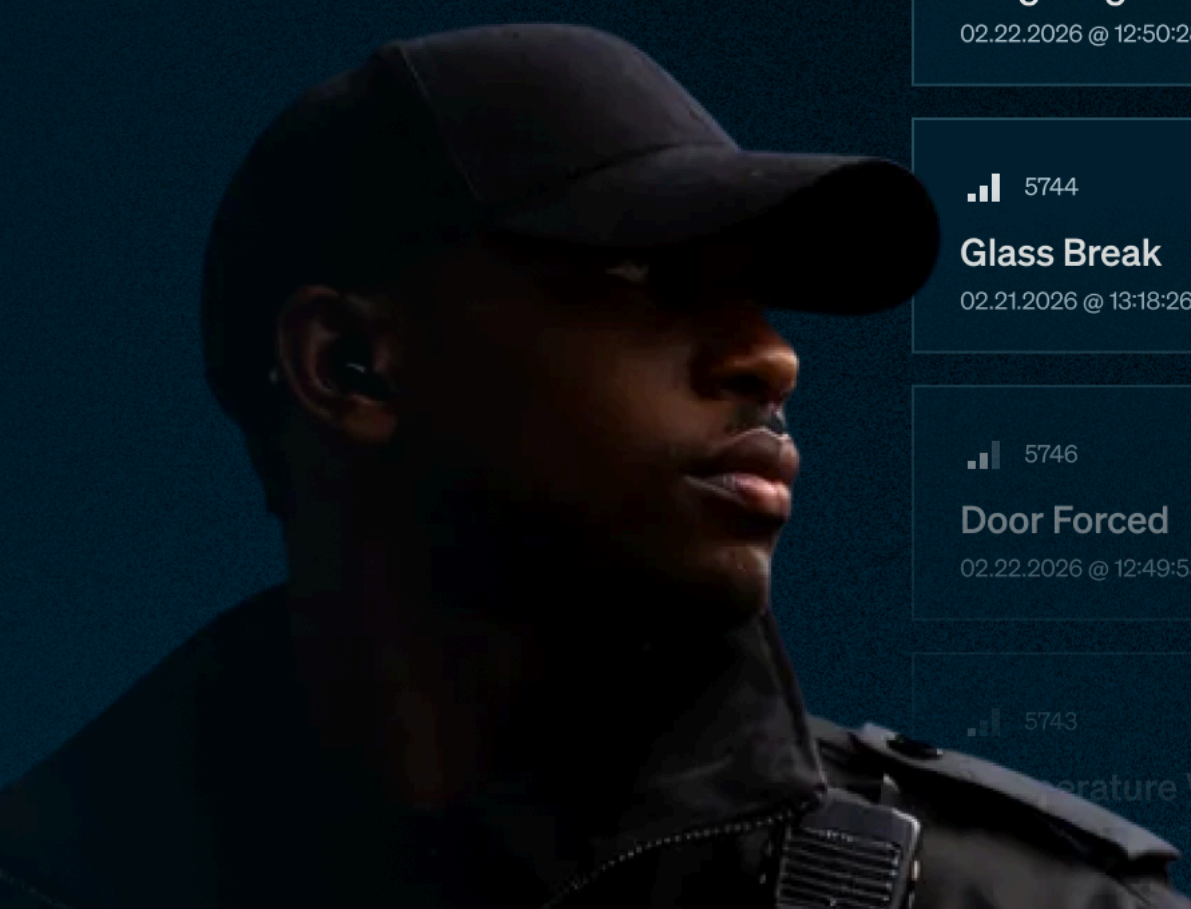
 5746

## Door Forced

02.22.2026 @ 12:49:53 | Manual | MKT

 5743

Temperature Warning



# Rules Engine

Customize incoming alerts based on time, date, repeatability, and more with this HiveWatch® GSOC OS feature

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Each security program is different and the ability to customize based on your program needs is a critical part of selecting a platform to manage incoming alarms and incidents.

The **HiveWatch® GSOC Operating System (OS)** features the ability to schedule incident rules, which provides program managers with a way to customize the instance of incoming alarms based on specific rules, such as time, location, repeatability, and more.

Program managers can either select a device to mute, pick which incident type they want to mute, or disable alarms for all of them during a specific time period.

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## Using the rules engine feature helps security leaders:

- Ensure operators are paying attention to the alarms that require their attention
- Gain more control over time of day and alarm type by device
- Reduce the amount of noise coming into a GSOC

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## Customizing HiveWatch

The flexibility and configurability of the rules engine allows program managers to better customize the HiveWatch® GSOC OS for their needs.

Additional customizable features include:

- **Embedded Standard Operating Procedures (SOPs)** for streamlining response
- **Customizable incident categories** for identifying common patterns across the enterprise
- **Preset views within the incident log** so that GSOC operators can focus on the alarms directly related to their duties and responsibilities
- **Guard Tours** to enhance guard patrols, and collecting/viewing data on completion, time, and user

