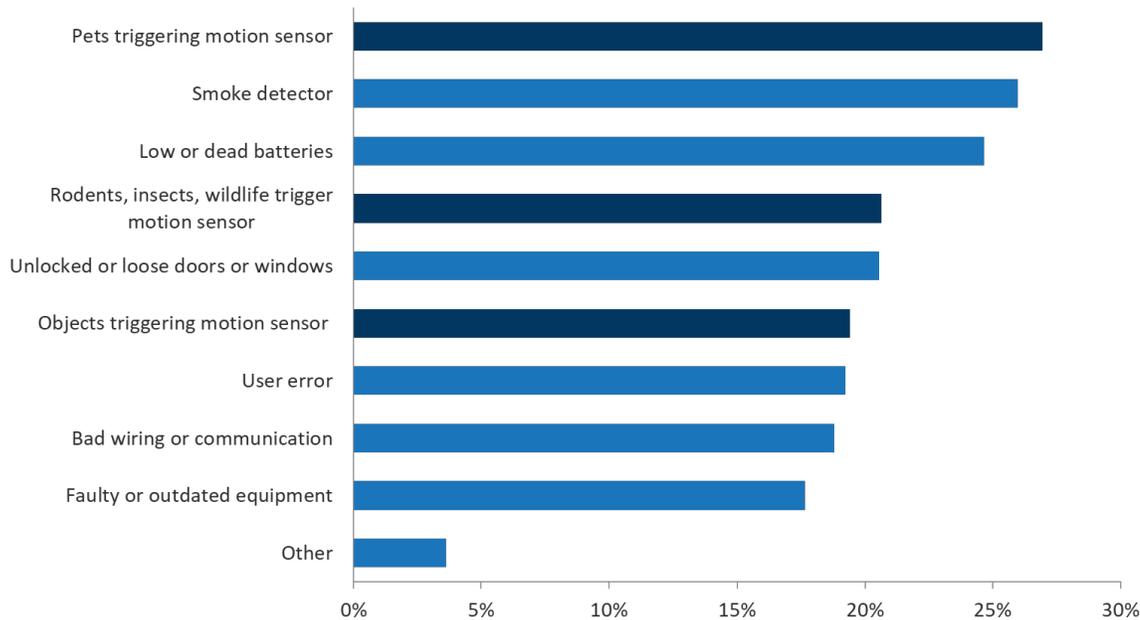


Causes of Security False Alarms



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SYNOPSIS

This study explores consumer attitudes, preferences, and experiences in security event management among households with professional monitoring. It presents consumer perceptions on alerts (false/true), monitoring station response, first responder response, municipal fines, video verification, AI-enabled chat verification, and support agents working from home. Consumer segments include all system owners and interactive service owners experiencing a security event in the past few years.

ANALYST INSIGHT

“The security industry has grown and changed but one thing remains the same: security system owners demand a swift, accurate, and effective response to issues.”

—Chris White, *Senior Analyst*, Parks Associates

Number of Slides: 64

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ANALYTICS**

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Alerts and Alarms: Consumer Perceptions of Security Event Management

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