

Emergency service dispatch

Automates emergency elevator service dispatch by detecting incidents, classifying urgency, assigning qualified technicians, and coordinating response. Reduces emergency response time and ensures proper resource allocation for critical elevator breakdowns.

[Download PDF](#)

[Get Your Blueprint](#)

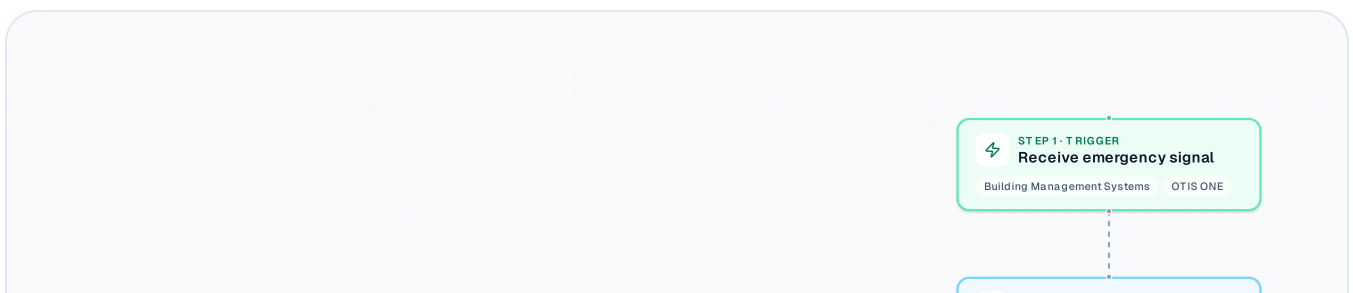


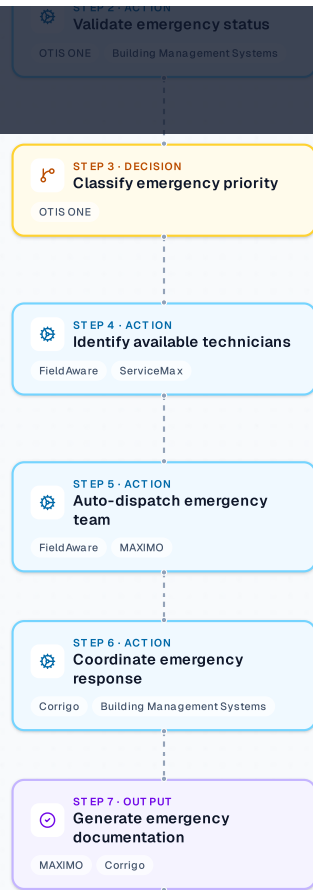
WORKFLOW TRIGGER

Emergency alarm or entrapment signal received from elevator system

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive emergency signal

Emergency alarm, entrapment notification, or critical fault code is automatically detected from building management system or elevator monitoring. Signal includes elevator ID, location, and fault type.

2

 ACTION

Validate emergency status

System cross-references alarm data with elevator status history and building occupancy to confirm genuine emergency. False alarms are filtered out automatically.

OTIS ONE

Building Management Systems

3

 DECISION

Classify emergency priority

AI analyzes fault codes, entrapment indicators, and building type to determine if this is life-safety critical or standard emergency. Life-safety issues get immediate priority routing.

OTIS ONE

4

 ACTION

Identify available technicians

System queries technician schedules, locations, certifications, and current assignments to find qualified emergency responders. GPS tracking shows nearest available certified tech.

FieldAware

ServiceMax

5

 ACTION

Auto-dispatch emergency team

Automatically assigns closest certified technician and creates emergency work order with all relevant elevator data, building access codes, and emergency protocols. Backup technician is also notified.

FieldAware

MAXIMO

6

 ACTION

Coordinate emergency response

Real-time updates are sent to building management, emergency contacts, and dispatched technicians. System monitors technician ETA and escalates if response time exceeds thresholds.

Corrigo

Building Management Systems

7

 OUTPUT

Generate emergency documentation

Complete incident report is automatically generated with timestamps, response times, actions taken, and compliance documentation. Emergency response metrics are updated in real-time dashboards.

MAXIMO

Corrigo



Outputs

- Emergency work order with technician assignment

- Real-time incident status updates

AI Business OS

Automated emergency response documentation



Key Metrics

- Emergency response time
- First-call resolution rate
- Technician utilization during emergencies



Tools & Integrations

- Building Management Systems
- OTIS ONE
- FieldAware
- ServiceMax
- MAXIMO
- Corrigo

AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

COMPANY

[About](#)

[Industries](#)

CONNECT

[MVP.dev](#)

[LinkedIn](#)

RESOURCES

[Articles](#)