

# AutoClient fails to handle an alarm

01/10/2024 12:27 pm EST

## Description of Issue:

The alarm is deferred to the alarm queue for an operator to handle.

## Fixes:

### Primary Cause:

There is a customer comment that has the auto-client option set to 'Operator must see'.

### Resolution:

Go to the comments section on the customer's account and change the auto-client option to 'Ignore'.

### Secondary Cause:

The first line of the action pattern is not an action the auto-client can perform.

### Resolution:

Modify the action pattern so that the first line is an action the action client can perform. Like: Contact customer at 'Email Address' using script message 'x'.