

Alarm Cause Summary

The Alarm Cause Summary report details the closure details for alarms.

Alarm Cause Summary

Alarm Cause Summary report

Title: Alarm Cause Summary Priority: 6

From: [MAIN] To: [DISTRIBUTION]

Customer ID: [] Customer Name: []

Dealer ID: [] Authority ID: []

Branch ID: [] Group: []

Class: []

Date: 07/29/2024 00:00 08/29/2024 23:59

NACOSS Events Only

Alarm Types: False Genuine Both

Dispatch Types: All Dispatched Not dispatched

Group By: Customer ID Customer Name Dealer Branch Authority Event Category

Authority types to include: Select All | Select None

OPTIONS ADVANCED PREVIOUS NEXT DISPLAY NOW DOWNLOAD (PDF) DOWNLOAD (RTF) SEND EMAIL

Authority types to include: Select All | Select None

Police

Fire

Medical

OPTIONS ADVANCED PREVIOUS NEXT DISPLAY NOW DOWNLOAD (PDF) DOWNLOAD (RTF) SEND EMAIL

Report Parameters

- **Customer ID** - Filters which customer, or range of customers to include in the report results. Please note, that the report server searches the database numerically if you are searching for a range.
- **Customer Name** - Filters the report results based on the name, or range of names of a customer. This is rarely used alone and will load with the customer name values after selecting the Customer ID.
- **Dealer ID** - Filters results based on which dealer, or range of dealers, to include.
- **Branch ID** - Filters results based on which branch, or range of branches, to include.
- **Authority ID** - Which authority, or authorities, to include.
- **Branch ID** - Which branch, or branches, to include.

- **Group Code** - Filters the report results based on which **Group code**, or range of codes, applied to accounts, to include.
- **Class Code** - Filters the report results based on which **Class code**, or range of codes, applied to the accounts, to include.
- **Date** - Range of dates to look for the items.

- **NACOSS Events Only** - Used only in the United Kingdom (UK) for NACOSS reporting.
- **Alarm Types** - Which accounts to include based on their state.
 - **Both** -Default - returns alarms closed with both actual and false resolution codes.
 - **False** - returns alarms closed with false resolution codes.
 - **Genuine** - returns alarms closed with an actual alarm resolution code.
- **Dispatch Types** - If the authority was dispatched.
 - **Dispatched** - Default - returns only those events that had an authority dispatched.
 - **All** - returns both dispatched and non-dispatched alarms.
 - **Not Dispatched** - returns alarms that did not dispatch an authority.

Options

The Options allow the filtering of the report results by Event Codes , Event Categories, Monitoring Status(es), Resolution Codes, and Customer Type(s).

The screenshot shows a dialog box titled "Options" with five filter sections, each with a "Select All" and "Select None" option and a vertical slider:

- Event Codes:** ** Unknown Event, *1 GSM Link Fail, *2 GSM No Response, *3 Land Line Link Fail
- Event Categories:** Access Alarms, Burglary, Emergency, Environmental Alarms
- Monitoring Status:** Pending, Inactive, Active, Deactivated
- Resolution Codes:** Actual Alarm, Closed by Auto Client, Company Caused, Customer Caused
- Customer Types:** Residential, Commercial, Commercial Fire

At the bottom right, there are "CANCEL" and "DONE" buttons.

Advanced

The advanced selection allows the filtering by address or Company User Defined fields.

Advanced

From

To

City

State

CS Holds Keys

CANCEL

DONE