

Alarm Resolution

The **Alarm Resolution** report returns the alarm activity details based on the resolution code(s) applied to the alarm(s) when closed.

Alarm Resolution

Alarm Resolution report

MAIN DISTRIBUTION

Title: Alarm Resolution Priority: 6

From: _____ To: _____

Customer ID: _____ Customer Name: _____

Dealer ID: _____ Branch ID: _____

Group: _____ Class: _____

Authority ID: _____

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

Resolution Codes:
Select All | Select None
Actual Alarm
Closed by Auto Client
Company Caused
Customer Caused
Equipment Caused
No Fault Found

Monitoring Status:
Select All | Select None
Pending
Inactive
Active
Deactivated

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

Report Parameters

- **Customer ID** - Which customer, or customers, to include in the report. Please note, that the report server searches the database numerically if you are searching for a range.
- **Customer Name** - Which Customer Name, or Names, to locate. This is rarely used alone and will load with the customer name values after selecting the Customer ID.
- **Dealer ID** - Which dealer, or dealers, to include.
- **Branch ID** - Which branch, or branches, to include.
- **Group Code** - Which **Group code**, or codes, applied to accounts, to include.
- **Class Code** - Which **Class code**, or codes, applied to the accounts, to include.
- **Authority ID** - filters the report results based on the Authority ID.
- **Date** - Range of dates to look for the items.
- **Resolution Codes** - filters the report results based on the resolution code(s) selected.
- **Monitoring Status** - Which accounts to include based on their state.
 - **Pending** - New Account not yet active.
 - **Inactive** - Non-monitored account that receives signals.

- **Active** - Monitored Account
- **Deactivated** - Non-monitored, non-logged account.

Options

The Options allow the filtering of the report results by Customer Type(s), Event Codes, and Event Categories. Additionally, there are inclusion and sorting options.

Options

Customer types to include:

Select All | Select None

Residential

Commercial

Commercial Fire

Event Codes:

Select All | Select None

** Unknown Event

*1 GSM Link Fail

*2 GSM No Response

*3 Land Line Link Fail

Event Categories:

Select All | Select None

Access Alarms

Burglary

Emergency

Environmental Alarms

Include:

Genuine Alarms

False Alarms

Both

Summary:

Detail only

Detail with summary totals

Summary totals only

Require Police

Require Fire

Require Medical

Exclude Police

Exclude Fire

Exclude Medical

Group By:

None

Dealer

Branch

Order By:

Customer ID

Customer Name

Resolution Code

Authority ID

CANCEL
DONE