# Customer Activity

The **Customer Activity** report provides account history for customer records.

**Customer Activity**

This report lists signal/alarm details, open and closing activity and any exception activity. Exception activity would include unexpected openings/closings, unexpected restores and the like.

MAIN — DISTRIBUTION

| Title | Priority |
| --- | --- |
| Customer Activity | 6 |

|  | From | To |
| --- | --- | --- |
| Customer ID | | |
| Customer Name | | |
| Dealer ID | | |
| Branch ID | | |
| Group | | |
| Class | | |
| Zip Code | | |
| User ID | | |
| User No / Card No | | |
| Area | | |
| Date | 08/27/2024  00:00 | 08/27/2024  23:59 |

☐ Exclude signals arrived on test

**Activity Type:**
- ◉ All activity
- ○ Exception activity
- ○ Open/Close activity
- ○ Check-In/Out activity

**Dispatched:**
- ◉ All
- ○ Dispatched
- ○ Not dispatched

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.
- **Zip Code** - the Zip/Postal Code, or range, of the account(s) for the report.
- **User ID** - filters the report results based on the user ID(s) selected.
- **User No/Card No** - filters the report results based on the User number or Card number.
- **Area** - filters the data based on the specific selected Areas.
- **Date** - Range of dates to look for the items.

- **Exclude Signals that arrived On Test** - filters out any events that tripped while the account was placed On Test.
- **Activity Type**
    - **All Activity** - includes all activity entries based on the filters selected.
    - **Exception Activity** - includes only activity that is flagged in the event code as an exception event.
    - **Open/Close Activity** - includes only activity flagged with an Open or Close parameter applied to the event.
    - **Check-in/Check-out Activity** - filters the activity based on the Check-in or Check-out activity flag on events.
- **Dispatched**
    - **All** - **Default** - Returns all events dispatched and not dispatched.
    - **Dispatched** - Returns only events dispatched.
    - **Not Dispatched** - Returns only non-dispatched events.

# Options

The Options for the Customer Activity report allows additional filtering for **Event Codes, Event Categories**, **Resolution Codes**, **Customer Type**, **Log Record Type,** and **Monitoring Status**.

- **Mail Format -** returns the report output prepared for mailing envelopes.
- **Suppress Operator Inits** - excludes the operator initials/name from the results.
- **Page Breaks** - inserts page breaks between customer records.
- **Include customer comments not associated with an event** - when unchecked only includes comments related to alarm events.
- **Output Format**
  - **Normal - Default** - returns the activity history in a condensed and easy-to-digest format from the end user.
  - **Long** - returns the report details and expands the details of the history including the event codes.
  - **Detail** - returns the report details with all the history details.
  - **Custom** - returns specific history details.
- **Order By**
  - **Customer ID** - returns the report in alpha-numeric order by Customer ID.
  - **Customer Name -** returns the report in alphabetical order by name.

- **Include Customers with No Activity** - Allows the report to include accounts with no historical activity.
- **Print GPS address data only** - filters the address data with GPS data, instead of coordinates.
- **Separate Customers by Area** - returns the report details grouped by the areas.
- **Report all Event Codes and Categories** - returns the report details by Event Codes and Categories.

# Advanced

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