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.									
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		MAIN					DISTRIBUTION		
Customer Activity	Phonty 6								
	From		То						
Customer ID		Q 7		Q 🕈					
Customer Name									
Dealer ID			*		*				
Branch ID			•		*				
Group									
Class									
Zip Code									
User ID			•		*				
User No / Card No									
Area									
Date	08/27/2024 0	0:00	08/27/2024 23	:59					
Exclude signals arrived on test		Activity Type:			Dispate	ched:			
			All activity			A	Л		
			 Exception activity 	 Exception activity 		 Dispatched 			
			Open/Close activi	O Open/Close activity		O Not dispatched			
		O Check-In/Out activity							
OPTIONS AD	OVANCED			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**.

Options									
Event Codes: Select All Select None ** Unknown Event *1 GSM Link Fail *2 GSM No Response *3 Land Line Link Fail Customer Type: Select All Select None Residential Commercial Fire	Select All Access A Burglary Emergence Environm	ategories: Select None Jarms	Resolution Codes: Select All Select None Actual Alarm Closed by Auto Client Company Caused Customer Caused Monitoring Status: Select All Select None Pending Inactive Active						
	Action		Deactivated						
 Mail format Suppress operator inits Page breaks Include customer comments not associated with an event 	Output Format: Long Normal Detail Custom	Group By: Customer Dealer Branch User ID	Order By: Customer ID Customer Name						
Include customer with no Print GPS address data o Separate customers by a Report on all Event Code	only		CANCEL DONE						

- 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.

Advanced							
	From	То					
City							
State							
CS Holds Keys							
		CANCEL	DONE				