

# UL Response

The UL Response Report delivers the details of those accounts where a UL runner on an Agency for UL events. The report is looking for the UL Runner person type and the minimum alarm priority level that requires a UL Runner.

UL Response

UL Response report.

UL Response

Priority 6

MAIN DISTRIBUTION

From To

Customer ID

Customer Name

Dealer ID

Branch ID

Group

Class

UL Grade

Date 08/27/2024 00:00 08/27/2024 23:59

Group by:  UL Grade  Customer

Order By:  Date  Customer  Customer ID  Customer Name

Include Details

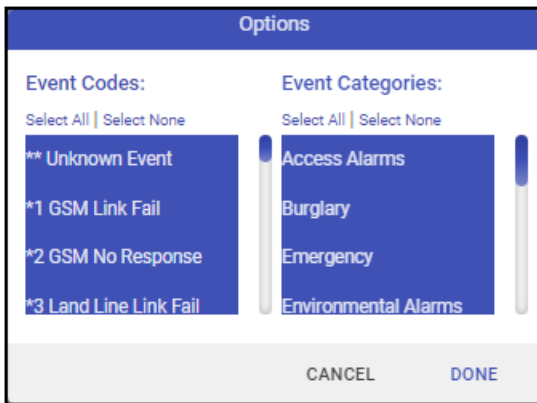
OPTIONS    ADVANCED    PREVIOUS    NEXT    DISPLAY NOW    DOWNLOAD (PDF)    DOWNLOAD (RTF)    SEND EMAIL

## Report Parameters

- **Customer ID** - Which customer, or customers, you wish to include. Please note, the system searching numerically if you are searching for a range.
- **Customer Name** - Which Customer Name, or Names, you seek. 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.
- **Signal Date** - Range of dates to look for the Unrestored items.
- **Minimum number of minutes unrestored** - Whole number of minutes old the events must be unrestored to be included.
- **Group by** - Chooses how the group the records returned.
- **Order By** - Chooses the ordering of the report results.

# Options

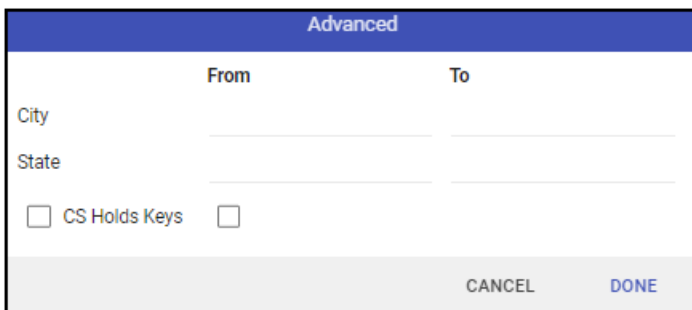
The Options available for this report allow for the filtering based on specific event codes and categories.



The 'Options' dialog box is titled 'Options' and is divided into two columns: 'Event Codes' and 'Event Categories'. Each column has a 'Select All' and 'Select None' link. The 'Event Codes' list includes: \*\* Unknown Event, \*1 GSM Link Fail, \*2 GSM No Response, and \*3 Land Line Link Fail. The 'Event Categories' list includes: Access Alarms, Burglary, Emergency, and Environmental Alarms. At the bottom, there are 'CANCEL' and 'DONE' buttons.

# Advanced

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



The 'Advanced' dialog box is titled 'Advanced' and features a table for address-based filtering. The table has columns for 'From' and 'To'. Below the table are input fields for 'City' and 'State'. There is also a checkbox labeled 'CS Holds Keys'. At the bottom, there are 'CANCEL' and 'DONE' buttons.

# Report Results

## UL Response Report

Group By: Customer  
 Order By: Customer ID  
 Include Details  
 08/20/2024 00:00:00 Thru 08/27/2024 23:59:59  
 [Mountain Time (US & Canada)]

**RB3693**

<u>Date</u>	<u>Time</u>	<u>Event</u>	<u>Pri</u>	<u>Opr Resp</u>	<u>Invest Resp</u>
08/20/2024	18:12:03	MA	2	00:27:59	D-N-A
08/20/2024	18:17:04	FA	1	00:16:38	N/A
08/22/2024	14:56:35	BA	4	00:02:28	D-N-A
08/22/2024	17:46:03	BA	4	00:01:14	D-N-A
08/23/2024	13:11:09	BA	4	00:05:42	D-N-A
08/24/2024	07:21:34	BA	4	00:03:55	D-N-A
08/27/2024	04:46:01	BA	4	00:01:42	N/A

**\*\* Summary \*\***

<u>Count</u>	<u>Shortest</u>	<u>Operator Average</u>	<u>Longest</u>	<u>Count</u>	<u>Shortest</u>	<u>Investigator Average</u>	<u>Longest</u>
7	00:01:14	00:08:31	00:27:59	5		***	D-N-A

**\*\* Grand Summary \*\***

<u>Grade</u>	<u>Count</u>	<u>Shortest</u>	<u>Operator Average</u>	<u>Longest</u>	<u>Count</u>	<u>Shortest</u>	<u>Investigator Average</u>	<u>Longest</u>
	7	00:01:14	00:08:31	00:27:59	5		***	D-N-A

D-N-A, within the report results, stands for Did Not Arrive. This means that the alarm should have had a runner (investigator), but sent none. The '\*\*\*' noted below **Investigator Average** shows when there are one or more D-N-A's since that average cannot be calculated.