SWS - Forms in the Report Menu - System Reports - Activity Reports - Alarm Response

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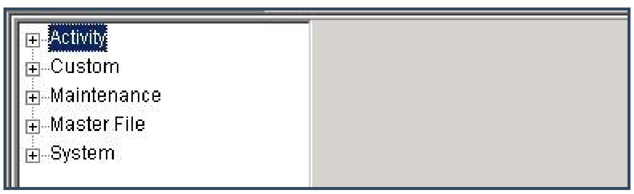
The Alarm Response Report displays alarm response times for Manitou Operators.

Generating an Alarm Response Report

Perform the following steps to generate an Alarm Response Report:

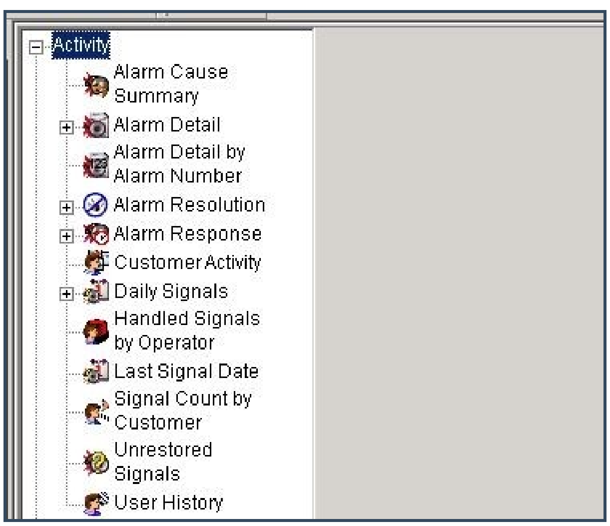
1. Navigate to the Reports menu, and select "System Reports".

   Result: The "System Reports" Navigation Tree displays as shown in the following screenshot:

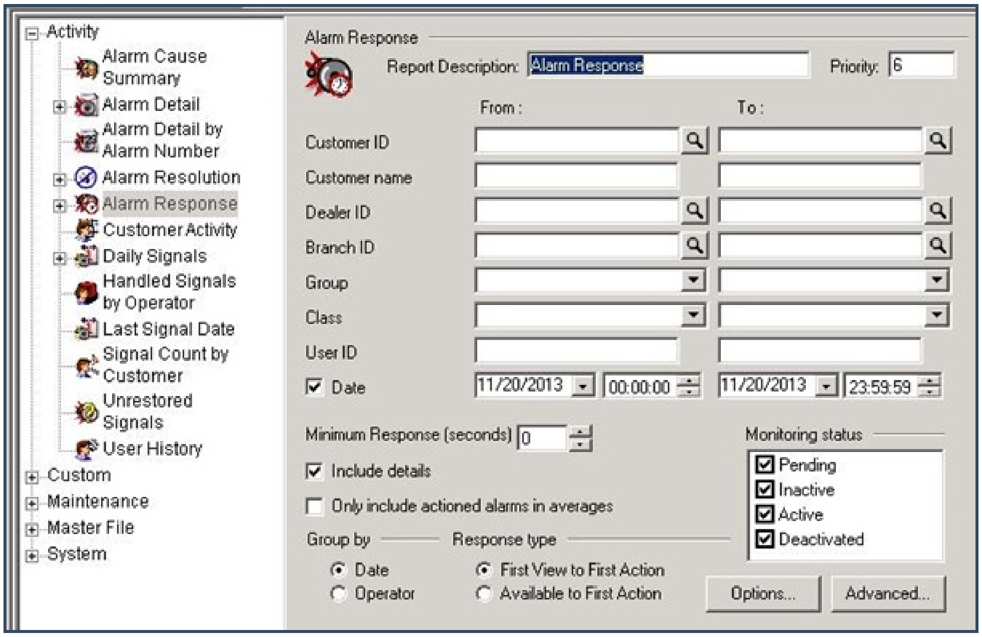
2. Click the "Activity" Navigation Tree Node.

   Result: The Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Alarm Response" Navigation Tree Node.

   Result: The Alarm Response Report form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Alarm Response Report:

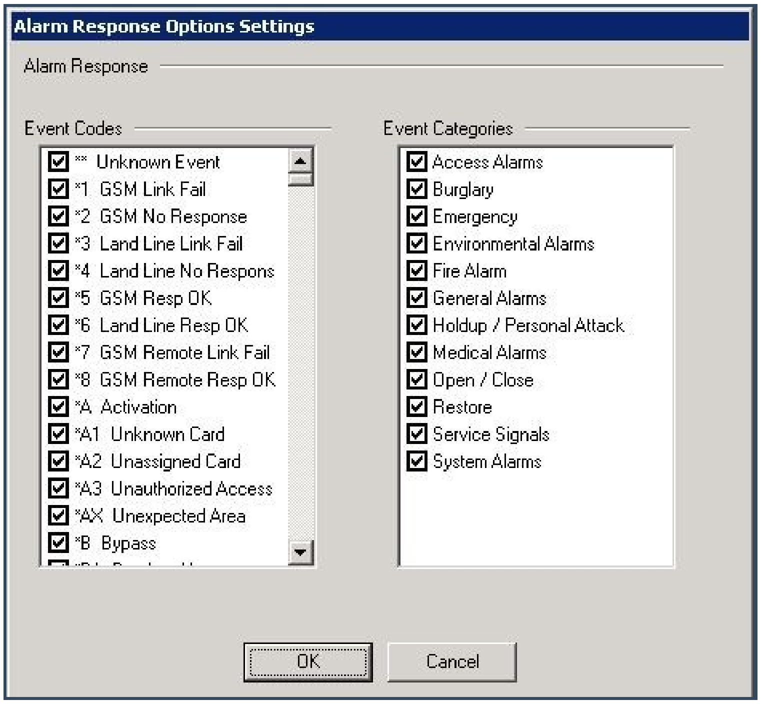
- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class
- User ID
- Date
- Time

5. To run an Alarm Response Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want, enter a number in the "Minimum Response (seconds)" field to define the minimum response time you want to include in your Report.
7. If you want, select the "Include details" checkbox to maximize the amount of information displayed in your Report.
8. If you want, select the "Only include actioned alarms in averages" checkbox to exclude alarms for which no action was taken.

9. Select either "Date" or "Operator" from the "Group by" area of the screen to determine how your Report information should be grouped.

10. Select either "First View to First Action" or "Available to First Action" to determine how the alarm response time should be measured.
11. Items in the "Monitoring status" area of the form display as preselected. Deselect the items you want to exclude from your Report.
12. Click "Options".

    Result: The "Alarm Response Options Settings" window displays as shown in the following screenshot:

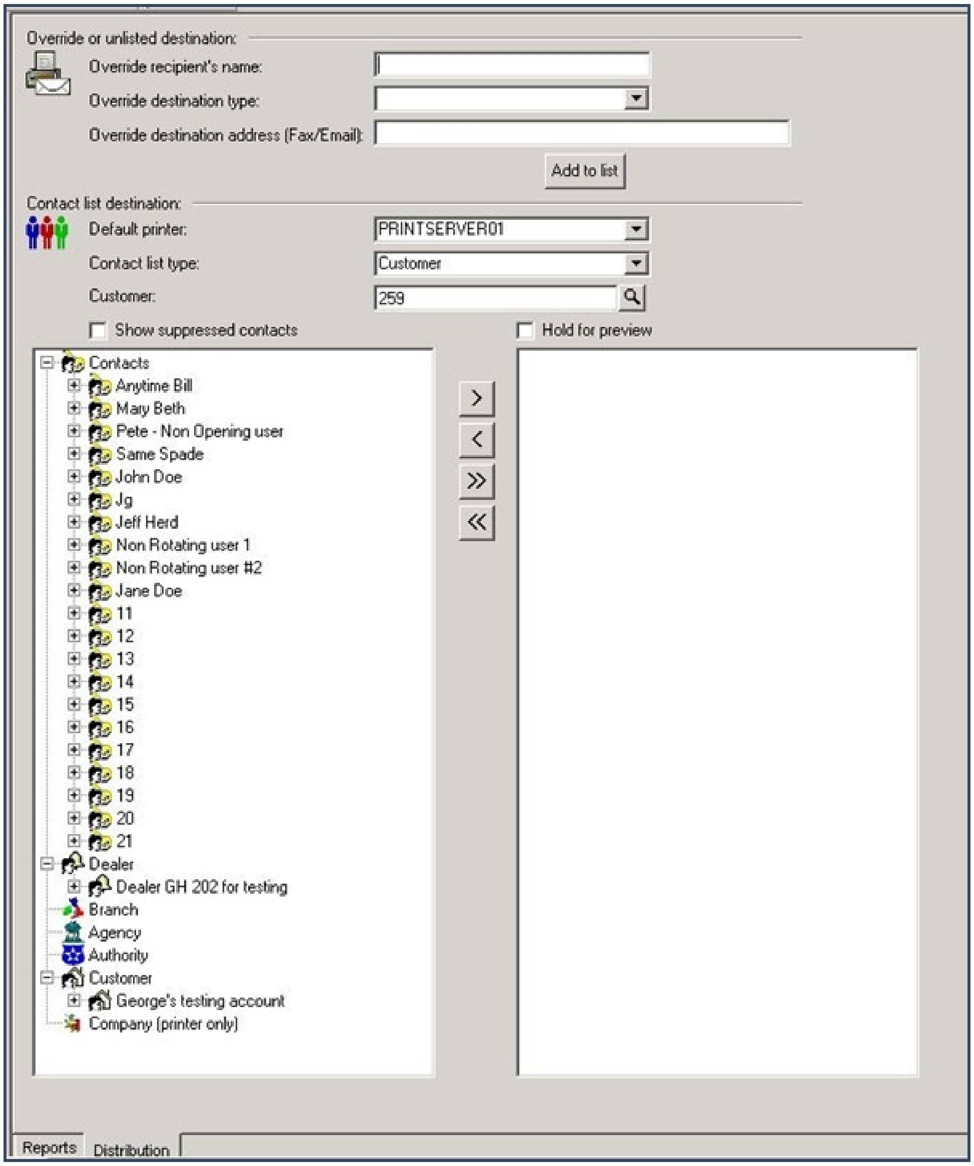


13. Items in the "Event Codes" and "Event Categories" areas of the widow display as preselected. Deselect the items you want to exclude from your Report, and click "OK".

    Result: The "Alarm Response Options Settings" window closes and the system returns the user to the Alarm Response form.

14. Once you have entered all the parameters for your Report, click "Next".

    Result: The Distribution Tab displays as shown in the following screenshot:



15. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.