SWS - Forms in the Report Menu - System Reports - Activity Reports - Daily Signals

Last Modified on 07/31/2024 10:28 am EDT

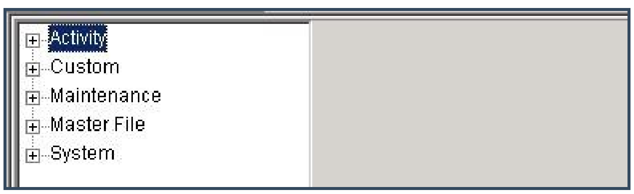
The Daily Signals Report is similar to the Customer Activity Report with the exception of the manner in which the results display. While the Customer Activity Report displays results by the Contract number and then by the Alarm Report number, the Daily Signals Report displays results by date only.

Generating a Daily Signals Report

Perform the following steps to generate a Daily Signals Report:

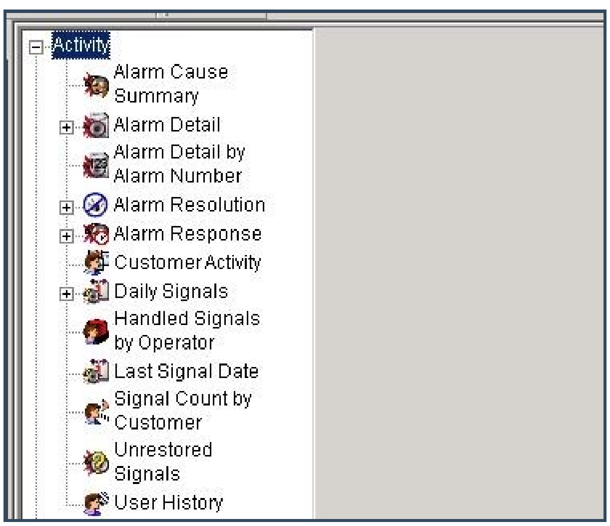
1. Navigate to the Reports menu, and select "System Reports".

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

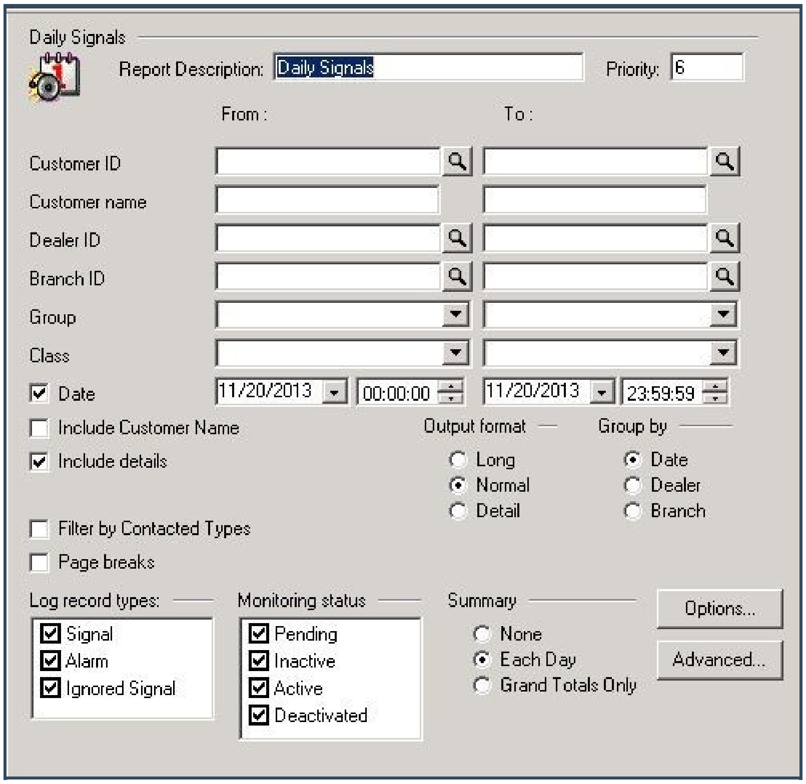
2. Click the "Activity" Navigation Tree Node.

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

3. Double-click the "Daily Signals" Navigation Tree Node.

   Result: The "Daily Signals Report" form displays as shown in the following screenshot:



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

- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class

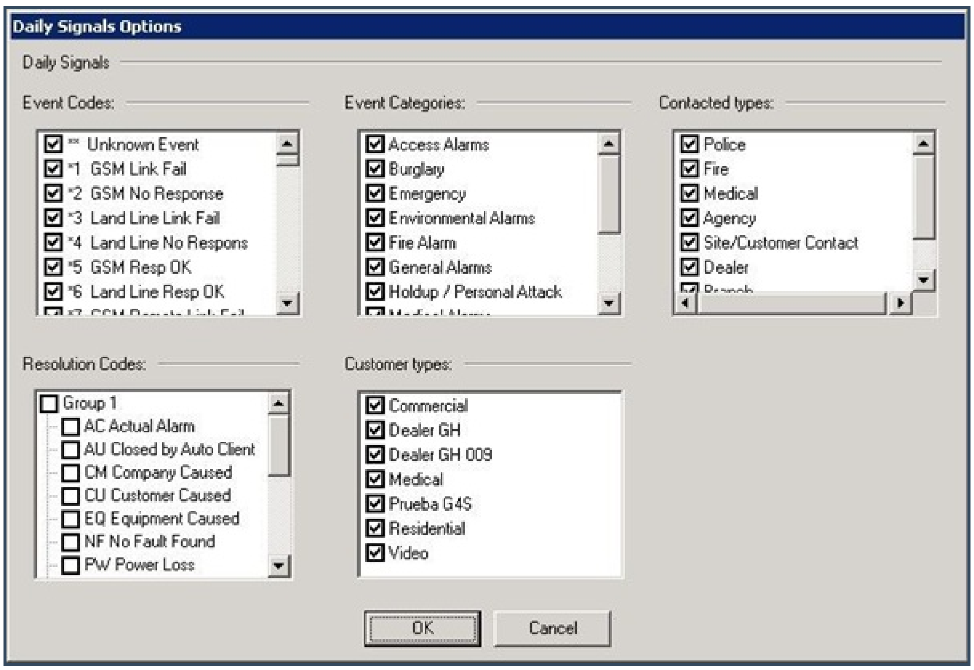
5. To run a Daily Signals Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want, select the "Include Customer Name" checkbox to display a Customer Name with every signal in your Report.
7. The "Include details" checkbox displays as preselected, deselect the checkbox if you want to limit the amount of information that displays in your Report.
8. If you want to filter by contacted types, select the "Filter by Contacted Types" checkbox option.
9. If you want to include page breaks in between Customers, select the "Page breaks" checkbox option.

10. Items in the "Log record types:" area of the window display as preselected. If you want to exclude any of the listed log record types from your Report, deselect that item.
11. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude any of the listed

monitoring statuses from your Report, deselect that item.

12. The "Normal" format displays as preselected in the "Output format" area of the window. If you want your Report to display in a "Long" or "Detail" format, select that option instead.
13. The "Date" option displays as preselected in the "Group by" area of the window. If you want to your Report to group by "Dealer" or "Branch", select that option instead.
14. The "Each Day" option displays as preselected in the "Summary" area of the window. If you want no summary to display, or want your summary to display as a "Grand Total Only", select that option instead.
15. Click "Options".

    Result: The "Daily Signals Options" window displays as shown in the following screenshot:

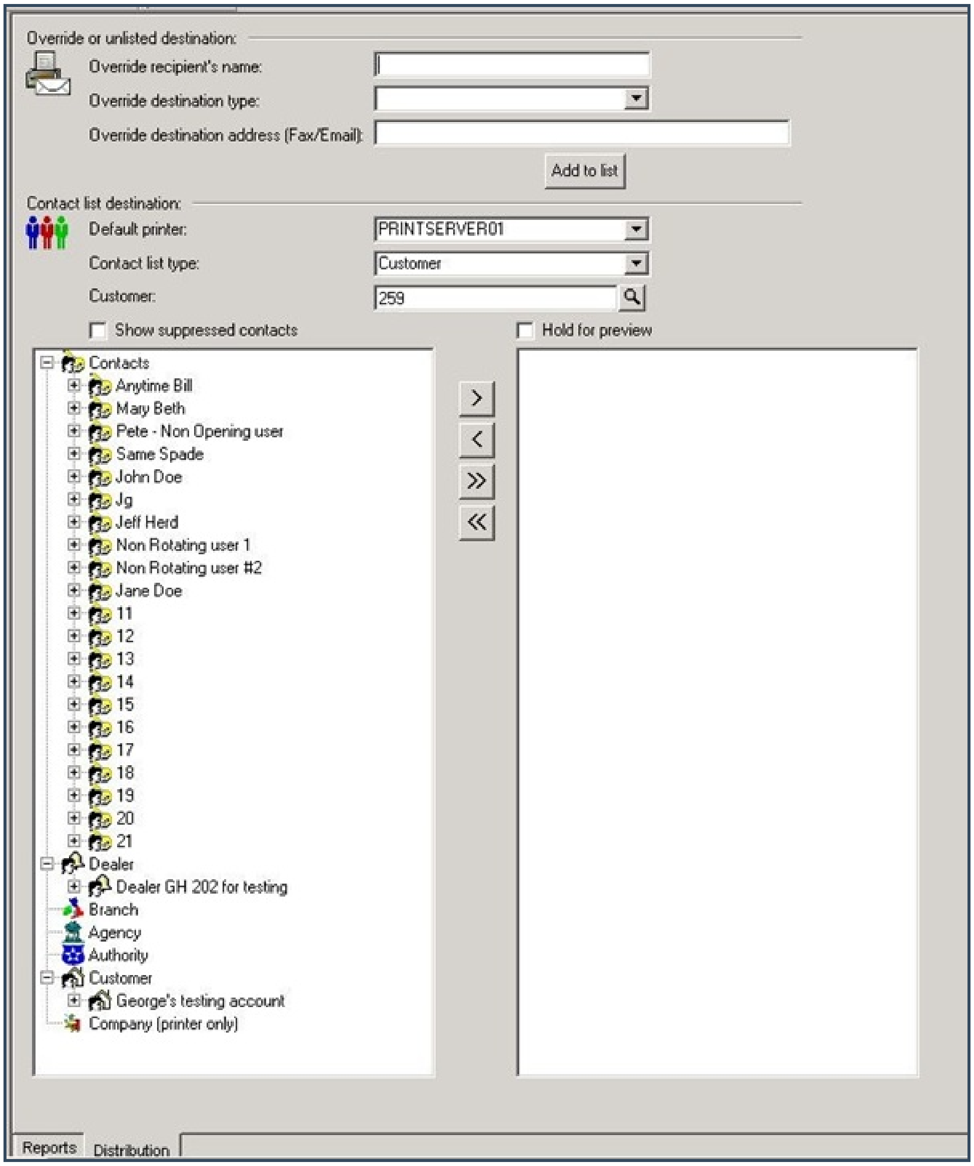


16. All items in the "Event Codes:", "Event Categories:", "Contacted types:", and "Customer types:" areas of the window display as preselected. Deselect the items that you want to exclude from your Daily Signals Report.
17. Select any items in the "Resolution Codes:" area of the window that you specifically want to include in you Daily Signals Report, and click "OK".

    Result: The "Daily Signals Options" window closes and the system returns the user to the Daily Signals form.

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

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



19. 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.