

# SWS - Forms in the Report Menu - System Reports - Activity Reports - Signal Count by Customer

Last Modified on 07/31/2024 11:15 am EDT

The Signal Count by Customer Report details the number of signals, ignored signals, and alarms received for each Customer. An ignored signal is one that was ignored by Manitou (for e.g., when utilizing a programming feature such as Entry/Exit delay).

## Generating a Signal Count by Customer Report

Perform the following steps to generate a Signal Count by Customer Report:

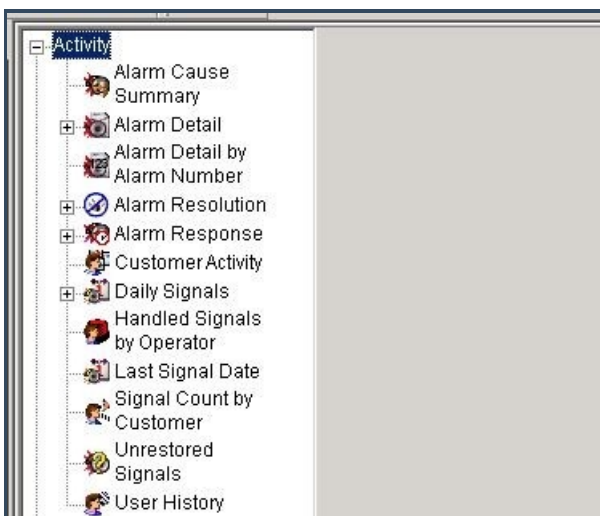
1. Navigate to the Reports menu, and select "System Reports".

**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 "Signal Count by Customer" Navigation Tree Node.

**Result:** The "Signal Count by Customer" form displays as shown in the following screenshot:

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

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

5. To run a Signal Count by Customer 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. The Date fields display as preselected. If you do not want to designate a specific date and time range for your Report, deselect the "Date" checkbox. Otherwise, enter the date and time range for which you want to run the Report.

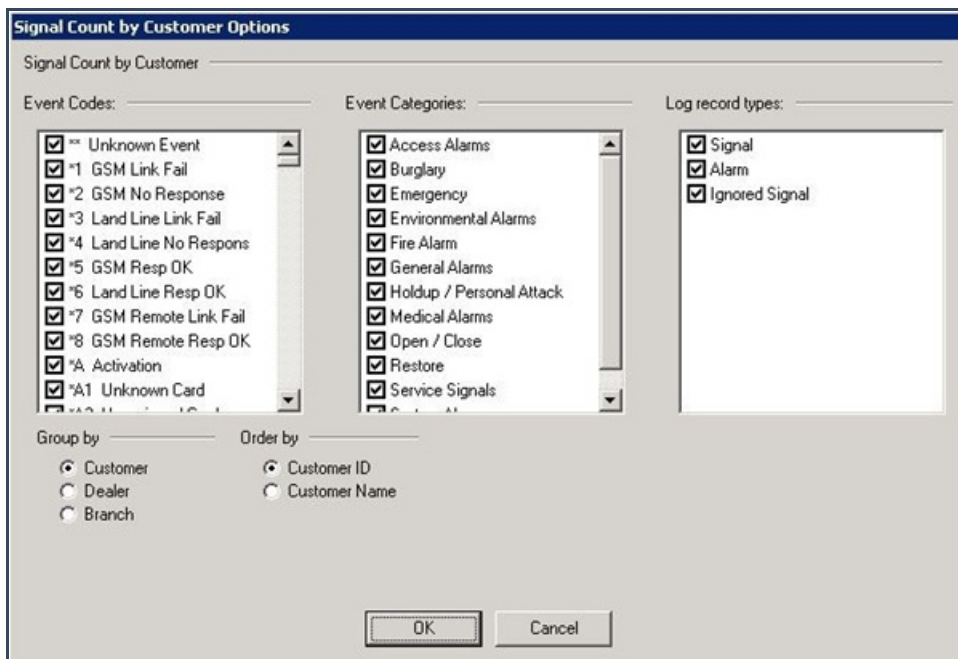
7. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude signals with any of the listed statuses from your Report, deselect the checkboxes for the status types you want to exclude.

8. If you want to define the minimum number of signals for a Customer to include in your Report, select that minimum number in the "Minimum no. of signals/customer" field.

**Note:** If you select a number bigger than the number of signals your Customer received during the date and time range you designated, Manitou will exclude these Customer signals from your Report.

9. Click "Options".

**Result:** The "Signal Count by Customer Options" window displays as shown in the following screenshot:



10. Deselect the Event Codes, Event Categories, and Log Record Types that you want to exclude from your Signal Count by Customer Report.

11. If you want to group your Report results by Customer, Dealer, or Branch, select the option you want from the "Group by" area of the window.

12. If you want to order your Report results by Customer ID or Customer Name, select that option from the "Order by" area of the window, and click "OK".

**Result:** The Signal Count by Customer Options window closes, and the system returns you to the Signal Count by Customer form.

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

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

Override or unlisted destination:

Override recipient's name:

Override destination type:

Override destination address (Fax/Email):

Contact list destination:

Default printer:

Contact list type:

Customer:

Show suppressed contacts  Hold for preview

Contacts

- Anytime Bill
- Mary Beth
- Pete - Non Opening user
- Same Spade
- John Doe
- Jg
- Jeff Herd
- Non Rotating user 1
- Non Rotating user #2
- Jane Doe
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- Dealer
  - Dealer GH 202 for testing
  - Branch
  - Agency
  - Authority
- Customer
  - George's testing account
  - Company (printer only)

Navigation buttons: > < >> <<

Reports Distribution

14. 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.