Customer Activity Log

The full **Customer Activity Log** form loads the full-page of the customer activity log for view-ability.   The Activity Log filters by *default to the last 30 days from the current day*.

Date	Time	Log Description	User ID	Workstation
10/07/2024	12:52:14	VIEW - Customer Opened for View		
10/07/2024	12:52:14	VIEW - Customer Opened for View		
10/07/2024	12:52:14	SAVE - Customer Details Saved - testing		
10/07/2024	12:52:13	VIEW - Customer Opened for View		
10/07/2024	12:52:13	VIEW - Customer Opened for View		
10/07/2024	12:52:13	VIEW - Customer Opened for View		
10/07/2024	12:52:13	VIEW - Customer Opened for View		
10/07/2024	12:49:50	VIEW - Customer Opened for View		
10/07/2024	12:49:50	TRANSMITTER - Added TX: 5		
10/07/2024	12:49:50	SAVE - Customer Details Saved - done		
10/07/2024	12:49:50	VIEW - Customer Opened for View		
10/07/2024	12:49:50	VIEW - Customer Opened for View		
10/07/2024	11:02:21	VIEW - Customer Opened for View		
10/04/2024	11:49:32	VIEW - Customer Opened for View		
10/04/2024	07:00:01	ALARM - Welfare Check (*REM) S: 1 Key: *REM - Closed 07:00 Res: AU	{AUTOCLIENT}	
	07:00:02	NOTIFY Customer - Test Customer at E-Mail [ ] - Result: Sent	{AUTOCLIENT}	
	07:00:02	MESSAGE - Trouble Report: 10/04/2024 07:00 CMTEST - Test Customer Signal: *REM	{AUTOCLIENT}	
		Welfare Check Zone: Descr:	{AUTOCLIENT}	
	07:00:02	CLOSE - Welfare Check (*REM) - Res: AU, Closed by Auto Client	{AUTOCLIENT}	
	07:00:02	RESOLUTION - Welfare Check (*REM) - Res: AU, Closed by Auto Client - Genuine Alarm	{AUTOCLIENT}	
10/03/2024	14:51:32	VIEW - Customer Opened for View		
10/03/2024	14:51:32	VIEW - Customer Opened for View		
10/03/2024	14:51:32	SAVE - Customer Details Saved - added action pattern for testing		
10/03/2024	14:51:32	VIEW - Customer Opened for View		
10/03/2024	14:51:32	VIEW - Customer Opened for View		
10/03/2024	14:51:32	VIEW - Customer Opened for View		

How to read the Activity Log

The default view of the Customer Activity log is "Standard"View. This orders the activity with the most recent event at the top of the activity log. *Think of it like email. When you look at your list of emails, the most recent email resides at the top. These are the "header" lines in the activity log. When you are reading your emails, you want to read that from top down, those are the "detail" lines.*

Each account and Primary System **Header** line, which is by default a salmon-pink color, lists the date, time, plus the details of the header. Such as VIEW, EDIT, SAVE, ALARM, SIGNAL, and so on.

The account and Primary System **Detail** lines, which is by default a light-green color, are also labeled with the time of each line and the descripter like noted above of what the subject is of each line. When a date changes, the first detail line includes the new date.

When the account has multiple systems, the customer activity changes the default colors for the Header lines related to items that passed through that system. By default, **Systems 2 and above** are signified by a fuscia colored **Header** line.
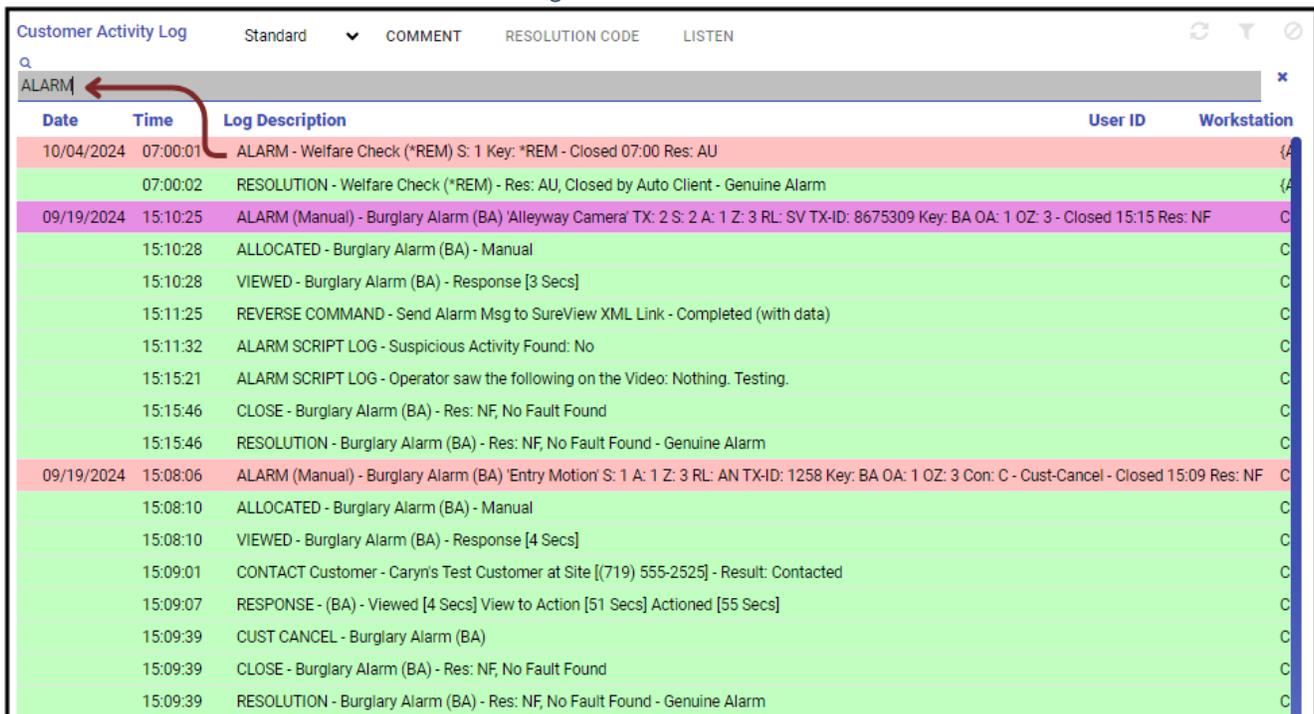
Other colors you will see in the activity log are:

- Yellow - An alarm active in the alarm queue still pending on the Primary System.
- **Light Blue** - An alarm active in the alarm queue still pending on a System not the Primary system.
- **Burnt Orange** - The On Test start and End lines including any Alarms logged by the account being On Test.
- Red - When in the Alarm Handling screen, the red color identifies the alarm the operator is working.

Alarm Operations may customize these colors for their own organization within the Options Color settings. *Please be aware of those who may be color-blind.*

Searching the Customer Activity Log

The Customer Activity log, *found on the left-hand side form navigation within a customer record,* may be searched for the current information within the default view through the search icon.

Filtering the Customer Activity Log

Clicking the Filter icon launches the Activity filter form.

- **Date From/To** - Defaults to the last 30 days, but can be expanded or defined more specifically.
- **Reverse** - loads the most recent activity to the top of the filtered activity.
- **Time Range** - looks for the hours and minutes defined in the From and To for the individual period for each day selected in the From and To dates.
- **Time Zone** - Allows the change of the time zone to reflect the values based on the time zone selected.
- **Log Record Type** - Selects the details to include. Common filters of the Log Record Types are Signal and Alarm and Actions.
- **Event Codes** - Filters the activity for the selected event code(s).
- **Associated Objects** - Filters the activity with items that are associated, such as video or audio files.
- **Event Categories** - Filters the activity for the selected Event Categories, such as Burglary, Fire, or the like.

Reset Filtered Customer Activity

The **Cancel symbol** (▢) removes any filters to the Activity log and resets to the default 30 days and all Log Record Types.