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*.

Customer Activity Log	Standard ⌄	COMMENT	RESOLUTION CODE	LISTEN			↻ ▼ ⊘

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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		

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.

Customer Activity Log	Standard ▾ COMMENT RESOLUTION CODE LISTEN			↻ ▽ ⊘

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ALARM				✕
Date	**Time**	**Log Description**	**User ID**	**Workstation**
10/04/2024	07:00:01	ALARM - Welfare Check (*REM) S: 1 Key: *REM - Closed 07:00 Res: AU		{A
	07:00:02	RESOLUTION - Welfare Check (*REM) - Res: AU, Closed by Auto Client - Genuine Alarm		{A
09/19/2024	15:10:25	ALARM (Manual) - Burglary Alarm (BA) 'Alleyway Camera' TX: 2 S: 2 A: 1 Z: 3 RL: SV TX-ID: 8675309 Key: BA OA: 1 OZ: 3 - Closed 15:15 Res: NF		C
	15:10:28	ALLOCATED - Burglary Alarm (BA) - Manual		C
	15:10:28	VIEWED - Burglary Alarm (BA) - Response [3 Secs]		C
	15:11:25	REVERSE COMMAND - Send Alarm Msg to SureView XML Link - Completed (with data)		C
	15:11:32	ALARM SCRIPT LOG - Suspicious Activity Found: No		C
	15:15:21	ALARM SCRIPT LOG - Operator saw the following on the Video: Nothing. Testing.		C
	15:15:46	CLOSE - Burglary Alarm (BA) - Res: NF, No Fault Found		C
	15:15:46	RESOLUTION - Burglary Alarm (BA) - Res: NF, No Fault Found - Genuine Alarm		C
09/19/2024	15:08:06	ALARM (Manual) - Burglary Alarm (BA) 'Entry Motion' S: 1 A: 1 Z: 3 RL: AN TX-ID: 1258 Key: BA OA: 1 OZ: 3 Con: C - Cust-Cancel - Closed 15:09 Res: NF		C
	15:08:10	ALLOCATED - Burglary Alarm (BA) - Manual		C
	15:08:10	VIEWED - Burglary Alarm (BA) - Response [4 Secs]		C
	15:09:01	CONTACT Customer - Caryn's Test Customer at Site [(719) 555-2525] - Result: Contacted		C
	15:09:07	RESPONSE - (BA) - Viewed [4 Secs] View to Action [51 Secs] Actioned [55 Secs]		C
	15:09:39	CUST CANCEL - Burglary Alarm (BA)		C
	15:09:39	CLOSE - Burglary Alarm (BA) - Res: NF, No Fault Found		C
	15:09:39	RESOLUTION - Burglary Alarm (BA) - Res: NF, No Fault Found - Genuine Alarm		C

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.