Customer Comments

Comments are used most commonly on the Customer records. Customer record comments are used for specific details related to the site itself.

What are effective customer comments?

- **Temporary** information about the site.
  - **Construction**.
  - **Changes to the Location**.
- **Facts** about the location, such as:
  - **Dogs/Pets** on site.
  - **KNOX box** location and codes.
  - **Property** specific details.

What are comments that could be managed elsewhere?

- **Signal processing Instructions** - Write an Action Pattern.
- **Signal additional details** - Zones, Point ID.
- **Signal overrides** - Programming.
- **Time-based behavior** - General Schedules, Transmitter Programming, Action Patterns.

Creating Comments on Customers

See this guide for creating Comments.