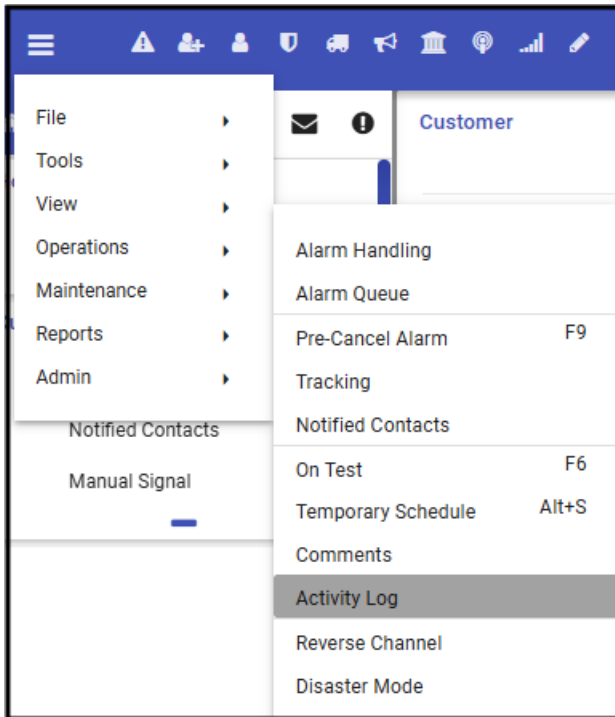


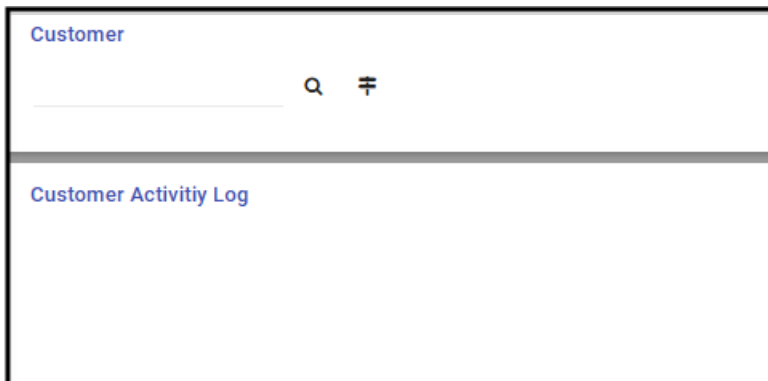
Operations Menu - Customer Activity Log

The **Operations Menu** contains a link to the **Activity Log**.

When a customer calls in and requests information regarding their account outside of an alarm, the Activity Log under the Operations Menu helps accessing this information.



Once loaded the user may search for and load the Activity log for the customer.



Customer Activity Log Standard ▼ COMMENT RESOLUTION CODE LISTEN

Q

Date	Time	Log Description
02/03/2025	17:41:26	PASSWORD - Contact Password Verified (All Access Password)
02/03/2025	17:39:04	ALARM (Manual) - Burglary Alarm (BA) 'Back Entry PIR' S: 2 A: 1 Z: 5 RL: ZZ TX-ID: 8675309a Key: BA OA: 2 OZ: 5 - Closed 17:48 Res: AC
	17:41:42	ALLOCATED - Burglary Alarm (BA) - Manual
	17:41:42	VIEWED - Burglary Alarm (BA) - Response [02:38]
	17:48:28	IGNORE - CONTACT CUSTOMER
	17:48:29	IGNORE - CONTACT POLICE
	17:48:29	IGNORE - CONTACT CUSTOMER KEYHOLDER
	17:48:33	CLOSE - Burglary Alarm (BA) - Res: AC
	17:48:33	RESOLUTION - Burglary Alarm (BA) - Res: AC - Genuine Alarm

Operators are encouraged to click Comment to log who, what, and why they reviewed the Customer activity log.