

## Customer Activity Report Report **[EXAMPLE]**

See end of report for explanation of details.

All Activity  
 Customer ID: LAUREN  
 11/13/2006 00:00:00 Thru 11/13/2006 23:59:59  
 [Customer's Local Time Zone]

**LAUREN      Lauren Lucas**

**211 COCKEYSVILLE ROAD  
 HUNT VALLEY MD 21030**

<u>Date</u>	<u>Day</u>	<u>Time</u>	<u>Log Description</u>
11/13/2006	<b>1</b> Mon	09:23:47	Temp Out of Service - 09:23 to 13:19, 13 Nov - Whole System Comments: 'test'
11/13/2006	<b>2</b> Mon	09:24:55	Back To Service - Whole System Comments: 'done'
11/13/2006	<b>3</b> Mon	10:49:02	Late-To-Test (Area: 1)
11/13/2006	<b>4</b> Mon	11:26:42	Comment - TESTING
		11:26:42	TRAINING DEALER
11/13/2006	<b>5</b> Mon	15:25:49	Burglary Alarm 'FRONT E/E DOOR (CID/SIA EXAMPLE)' (Manual Alarm)
		15:26:29	Contact Keyholder - PREMISES # AREA 2 at Premises [(410) 785-3300] - Result: Contacted
		15:26:41	Response - Burglary Alarm - Viewed [31 Secs] View to Action [9 Secs] Actioned [40 Secs]
		15:27:00	Contact Password Not Verified
		15:27:26	Comment - LAUREN COULD NOT PROVIDE PC.
		15:27:30	Contact Keyholder - LAUREN at Home [(410) 284-1749] - Result: Left Message
		15:27:51	Contact Keyholder - DANNY at Mobile [(410) 982-4093] - Result: Contacted
		15:28:15	Comment - DANNY WAS NTFYD- ADVISED NOT TO DISPATCH
		15:28:27	Close - Res: <u>  </u> BNT
		15:28:27	Comment - DANNY NTFYD
		15:28:27	Resolution: <u>  </u> BNT - False Alarm
11/13/2006	<b>6</b> Mon	15:26:00	Holdup Alarm 'KEYPAD (CID EXAMPLE)' (Manual Alarm)
		15:28:40	Comments
		15:28:43	Contact Authority - BALTIMORE COUNTY, MD PD at POLICE [(410) 887-2222] - Result: Contacted
		15:28:49	Response - Holdup Alarm - Viewed [02:36] View to Action [4 Secs] Actioned [02:40]
		15:28:57	Police - Name: OP. 1234 [Dispatched]
		15:29:02	Contact Keyholder - LAUREN at Home [(410) 284-1749] - Result: Contacted
		15:29:16	Comment - SPOKE TO LAUREN. SHE IS AWARE OF DISPATCH
		15:29:29	Close - Res: HD
		15:29:29	Comment - DISPATCHED
		15:29:29	Resolution: HD - Genuine Alarm
11/13/2006	<b>7</b> Mon	15:26:06	Open [User No. 2] (Area: 1) (Manual Signal)
11/13/2006	<b>8</b> Mon	15:26:14	Close [User No. 2] (Area: 1) (Manual Signal)

Item **1** – This is an example of an account being placed on test, or as it is called in Manitou, 'Out of Service'.

Item **2** – This is an example of an account being taken off test, or as it is called in Manitou, "Back to Service'.

Item **3** – This is an example of a Late-To-Test event.

Item **4** – This is an example of a comment added to history by an operator.

Item **5** – This is an example of a Burglar Alarm and the subsequent response to it.

Item **6** – This is an example of a Hold-Up alarm and the subsequent response to it.

Item **7** – An example of an opening signal by User 2.

Item **8** – An example of a closing signal by User 2.