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Average Operator Processing Time

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Summary

Average Operator Processing Time shows the team-wide average time from an Operator taking responsibility for a site or alarm to closing its alarms.

How to read it

- About 30–90 seconds per alarm — generally healthy.
- Under 15 seconds — may indicate bulk-closing or insufficient investigation.
- Over 3 minutes — may indicate difficult events, workflow friction, training needs, or a technical problem.

Treat these ranges as investigation signals, not automatic pass/fail rules.

What affects the metric

- Alarm complexity and video length.
- Number and density of devices at the site.
- Operator experience and training.
- Network or playback delays.
- Use of single-alarm versus bulk-close actions.

How to use it

Compare processing time with Alarms Handled , Picked Sites , Unique Devices , and closure-tag distribution. High throughput with a healthy processing time usually indicates strong performance. Very low times with unusually high throughput should be reviewed for bulk-closing.

Use the selected Viewing Period consistently when comparing Operators or shifts.