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Picked Sites

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Summary

Picked Sites is the number of distinct sites from which an Operator handled events during the selected period.

What it tells you

Higher values usually mean broader coverage across the operation. Consistently low values may mean an Operator is stuck on assigned sites or not participating in shared coverage.

A low value is not always a problem. Dedicated-customer or dedicated-site Operators may correctly work a narrow set of sites.

Read it with other metrics

- Unique Devices — distinguishes a small, device-dense assignment from a light workload.
- Alarms Handled — shows throughput across the sites.
- Avg. Processing Time — indicates how quickly the work was completed.

When to investigate

Review an Operator when Picked Sites is low relative to peers and Unique Devices and Alarms Handled are also low. Check whether the Operator is stuck, repeatedly assigned to the same site, or skipping cross-team coverage.