

Disclaimer

Legal disclaimer

This guide and its contents (the "Guide") are provided by NXGEN. All rights to the Guide and to the intellectual property embodied in it — including, without limitation, trademarks, trade names, logos and similar marks appearing in or on it — are protected by law. All right, title and interest in the Guide and in any related intellectual property rights belong to and remain with NXGEN and its licensors.

The Guide is provided free of charge, "as is" and for informational purposes only, without warranty of any kind. It is neither intended nor suitable to establish any legal relationship between the reader and NXGEN or its affiliates, including, without limitation, any obligation of NXGEN or its affiliates toward the reader.

The obligations of NXGEN and its affiliates in respect of NXGEN products or services purchased by a customer are governed exclusively by the terms of the agreement under which those products or services were purchased.

For clarification

The reader bears the entire risk as to the use, results and performance of the Guide. To the fullest extent permitted by applicable law, NXGEN disclaims and excludes all warranties, whether statutory, express or implied — including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement of third-party rights — as well as any liability or warranty arising from suggestions, specifications or samples related to the Guide.

Sites Unassigned to Operators

Updated 23 September 2026

Summary

Sites Unassigned to Operators lists sites with incoming alarms that no Operator currently owns.

What the table shows

- Site — site with open alarms.
- Last Alarm — most recent activity.
- Alarms — open alarm volume.
- Lock status — whether the site is available.
- Assigned to — Operator assignment control.
- Actions — preview and related controls.

An Available lock status means the site can be picked.

Admin actions

- Use the eye icon to preview the site's alarm feed.
- Use Assigned to to hand the site to an active Operator.
- After assignment, the site moves to the assigned queue and its lock status changes.

When to act



A growing unassigned queue indicates insufficient active coverage or a sudden alarm peak. Compare the queue with the Users panel, assign available Operators, and investigate why active staff are not taking sites.