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Setup your alarm closure tags

Updated 23 September 2026

Summary

Alarm closure tags classify the outcome of closed alarms. Operators select a tag when closing an alarm in ZenMode, and the classification is then available in Operator Performance , in the Alarm Logs tab of Audit Logs , and in reporting.

Default closure tags

GC Surge automatically adds these tags:

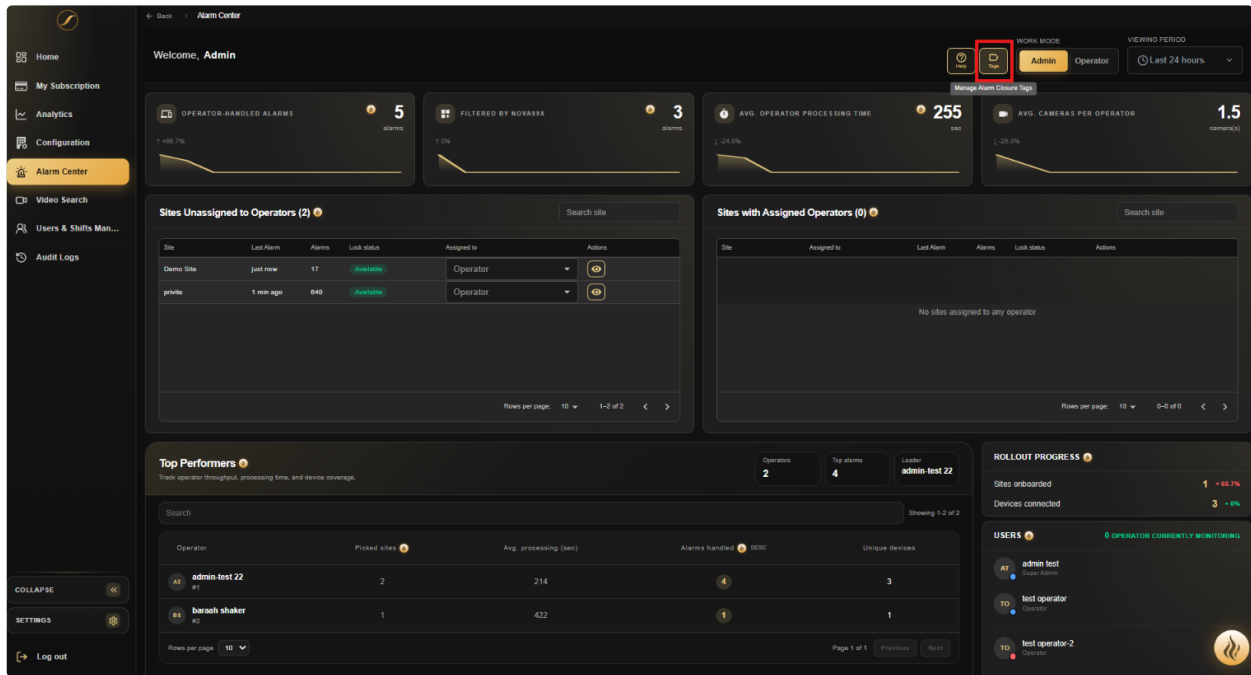
- False Alarm
- True Alarm
- People Detected
- Vehicle Detected

You can use the default tags immediately, add tags for your own workflow, or remove tags you do not need.

Open closure-tag settings

1. Open Alarm Center .
2. Make sure Admin is selected under Work Mode .
3. Click Tags in the top-right, next to Help.

You can also open the dialog straight from the Home dashboard: click Setup your alarm closure tags in the Getting Started checklist.



Screenshot 2026-07-21 122516-20260721-092517.png

The Configure tags dialog opens and displays all current closure tags.

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Add a closure tag

1. Enter a label in Tag name .
2. Press Enter or click Add.
3. Repeat for each additional tag.

Changes save immediately. There is no separate save button, and Operators see the updated list the next time they close an alarm.

Remove a closure tag

Click the × on the tag you want to remove. The change saves immediately.

Alarms already closed with that tag keep it in their history. Removing a tag only prevents it from being selected for future closures.

Create a tag while closing an alarm

Operators do not have to wait for a tag to exist here. In the Close Alarms dialog, typing a label that matches no existing tag offers + Create “<name>”. Choosing it creates the tag, applies it to that closure, and adds it to the list for everyone from then on.

What closure tags are used for

Every closed alarm requires a closure tag. A consistent tag set lets your team:

- Distinguish true alarms from false alarms.
- Record whether people or vehicles were detected.
- Compare outcomes across sites, shifts and operators.

Keep the tag list concise and use wording your Operators recognize so alarms can be closed quickly and consistently.