

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.

Alarm Center - Admin View

Updated 8 October 2026

experience — not included in the PDF

Summary

Alarm Center in Admin mode is the Super Admin's live supervision workspace. It combines alarm throughput, operator performance, site ownership, deployment readiness, and team coverage in one screen. Covers: Open the Admin dashboard, Sites Unassigned to Operators, Sites with Assigned Operators, Rollout Progress, Users and shift coverage, Top Performers, Work Mode, Recommended checks.

Open the Admin dashboard

1. Click Alarm Center in the left sidebar.
2. Under Work Mode , select Admin .
3. Choose a Viewing Period . The selected period scopes the KPI cards and performance data.

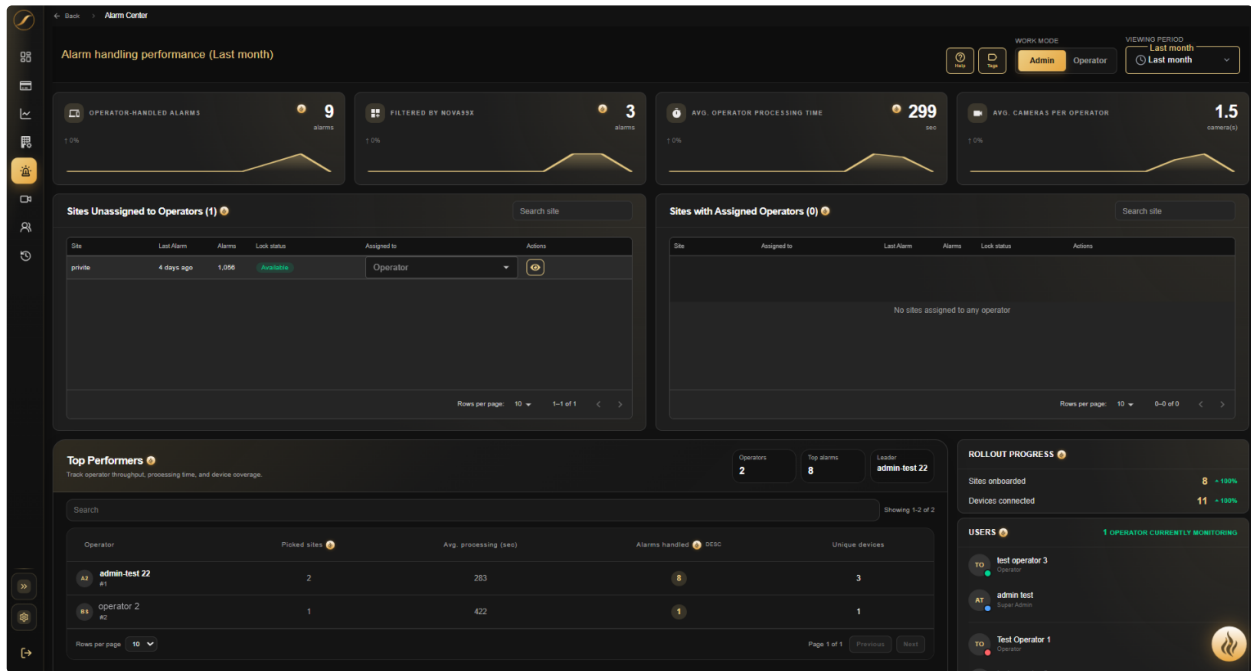


image-20260726-095234.png

The dashboard contains:

- Four live KPI cards — OPERATOR-HANDLED ALARMS , FILTERED BY NOVA99X , AVG. OPERATOR PROCESSING TIME (in seconds) and AVG. CAMERAS PER OPERATOR . Each shows the figure for the selected Viewing Period with a percentage change and a trend line.
- Sites Unassigned to Operators .
- Sites with Assigned Operators .
- Top Performers .
- Rollout Progress .
- Users .

For detailed KPI definitions, see [Dashboard KPI Reference](#).

Sites Unassigned to Operators

- Available lock status means the site is ready to be picked.
- Use the eye icon (tooltip: View ZenMode) to preview the site's alarm feed in view-only ZenMode.

- Use Assigned to to hand the site to an active Operator.
- After assignment, the site moves to the Operator's picked or queued work and its lock status changes.
- If this queue grows, compare it with the Users panel to confirm enough Operators are actively monitoring.

Sites with Assigned Operators

This is the live ownership view: which Operator is working each site and when they took it.

- Queued means the site is assigned but the Operator has not entered ZenMode.
- In Progress means the Operator is actively working the site in ZenMode.
- Use the eye action to view the site's ZenMode screen.
- A Super Admin can force-release or reassign a site if an Operator disconnects or the site is stuck with the wrong person.
- Forced assignment changes are recorded in the audit trail.

Rollout Progress

Rollout Progress summarizes deployment health for the account.

- Sites onboarded — completed sites, shown as a count and percentage.
- Devices connected — connected devices, shown as a count and percentage.
- A high sites-onboarded result with a low devices-connected result usually means site records exist but cameras or devices are not yet streaming.
- Investigate disconnected devices before treating rollout as complete.

Users and shift coverage

The Users panel shows who is signed in, their role, and their current monitoring status.

Status colors:

- Green — active in a shift and monitoring.
- Blue — signed in, no shift started yet in this session.
- Orange — signed in, shift ended.
- Red — offline.

Confirm coverage before peak hours. Every active site should have an Operator, and the number of Operators currently monitoring should be sufficient for the unassigned-site queue.

Top Performers

Top Performers compares Operator activity for the selected period — *Track operator throughput, processing time, and device coverage*. Three summary figures sit above the table: Operators (how many appear in the period), Top alarms (the highest alarms-handled count) and Leader (who holds it). The table itself is searchable and ranks operators, with the sort running on Alarms handled by default. Read the columns together:

- Picked sites — breadth of site coverage.
- Avg. processing (sec) — average handling speed.
- Alarms handled — alarms brought to a terminal state.
- Unique devices — breadth and density of device coverage.

A single number is not a fair performance judgment. High alarm volume with extremely low processing time can indicate bulk-closing; low picked-site count may be correct for a dedicated-site Operator.

Work Mode

- Admin — supervision, assignment, rollout, users, and team KPIs.

- Admin mode is also where closure tags are managed: Tags sits in the top-right next to Help and opens the Configure tags dialog. Operators cannot reach it from their own view, though they can create a tag inline while closing an alarm — see [Setup your alarm closure tags](#).
- Operator — starts an Operator-style shift and processes alarms.

A shift must be started before a user can take a site in Operator mode.

Recommended checks

At the start of each shift:

1. Confirm Users shows enough active Operators.
2. Check Sites Unassigned to Operators for uncovered alarms.
3. Review Sites with Assigned Operators for stale or stuck ownership.
4. Compare Avg. Processing Time with Alarms Handled.
5. Confirm Rollout Progress does not hide disconnected devices.

During the shift, recheck the unassigned queue and investigate sites held for unusually long periods without closures.