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Dashboard KPI Reference

Updated 8 October 2026

experience — not included in the PDF

Summary

This reference explains the Alarm Center metrics used to assess processing speed, alarm throughput, site coverage, and device coverage. Read related metrics together; no single KPI is a complete measure of Operator performance. Covers: Alarm Center KPI cards, Operator KPI cards, Avg. Operator Processing Time, Top Performers, Picked sites, Alarms handled, Unique devices, How to interpret the metrics together, Related operational panels.

Alarm Center KPI cards

The Admin dashboard shows four live cards for the selected Viewing Period:

- Operator-handled alarms — alarms brought to closure by Operators.
- Filtered by NOVA99x — alarms NOVA99x classified as non-actionable and removed before they reached any Operator. A high share means most noise was filtered automatically. Filtered or not, every alarm still counts toward billing.
- Avg. Operator Processing Time — team-wide average handling time.
- Avg. Cameras per Operator — average live camera workload per active Operator.

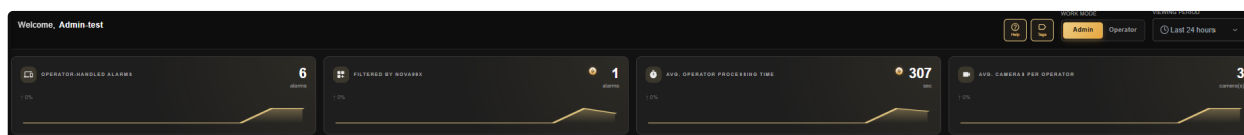


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Operator KPI cards

An Operator sees a different set of four cards, scoped to their own shift rather than the team. The info icon on each card opens a tooltip with the definition and the min and max behind the figure.

- SITES ASSIGNED — sites assigned to that Operator during the shift.
- CAMERA ASSIGNED — cameras currently assigned to them for alarm handling.
- ALARM PROCESSED — alarms they have closed during the shift.
- ALARM PROCESSING — their own average handling time in seconds, the personal counterpart to the team-wide Avg. Operator Processing Time above.

The four cards follow the selected Viewing Period rather than the shift alone, so on the default *Last 24 hours* a card can already show a figure at the moment a shift starts. See [Alarm Center - Operator View](#).

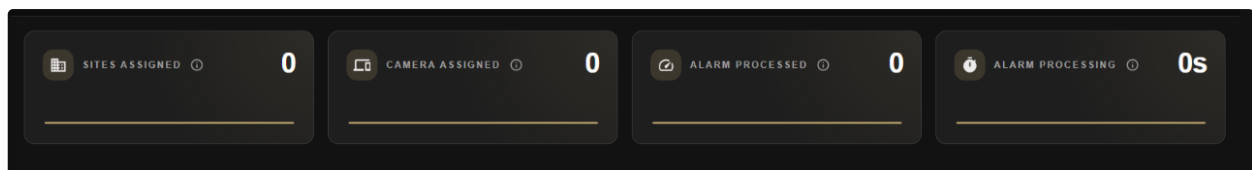


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Avg. Operator Processing Time

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

Use these ranges as investigation signals, not automatic pass/fail rules:

- About 30–90 seconds per alarm — generally healthy.
- Under 15 seconds — may indicate alarms are being bulk-closed or closed without enough investigation.
- Over 3 minutes — may indicate difficult events, workflow friction, inadequate training, or a technical problem.

Always compare this KPI with Alarms Handled, closure tags, and the complexity of the assigned sites.

Top Performers

Top Performers is subtitled *Track operator throughput, processing time, and device coverage*. Three summary chips sit in its header: Operators (how many appear), Top alarms (the leader's alarms-handled figure), and Leader (their name). A Search box filters the list, with a *Showing x-y of n* counter beside it. The table contains Operator, Picked sites, Avg. processing (sec), Alarms handled, and Unique devices; rows carry a rank badge (#1, #2, ...) and are sorted by Alarms handled descending by default.

Picked sites

Picked sites counts how many distinct sites the Operator handled events from.

- Higher values usually mean broader coverage.
- Consistently low values may mean the Operator is stuck on assigned sites or skipping cross-team coverage.
- Low values can also be correct for dedicated-customer or dedicated-site roles.
- Compare Picked sites with Unique devices: one site may contain many devices.

Alarms handled

Alarms handled counts alarms the Operator brought to a terminal state: closed with a closure tag.

Alarms that were opened but not taken to a terminal state do not count. This is a throughput metric, not the number of alarms that appeared.

A high count can indicate strong throughput, but it can also reflect bulk-closing. Review Avg. Processing Time and closure-tag distribution before drawing a conclusion.

Unique devices

Unique devices counts the distinct cameras or devices whose events the Operator handled.

Use it with Picked sites to understand workload density:

- Few sites and many devices — concentrated, device-dense coverage.
- Many sites and few devices — broad but lighter coverage.
- Similar picked-site counts can represent very different workloads when device counts differ.

How to interpret the metrics together

Use combinations rather than isolated values:

- High Alarms Handled + healthy processing time — likely strong throughput.
- High Alarms Handled + under-15-second processing — review for bulk-closing or insufficient investigation.
- Low Alarms Handled + over-3-minute processing — check for difficult alarms, training needs, or workflow friction.
- Low Picked sites + high Unique devices — may be a legitimately dense assignment.
- Low Picked sites + low Unique devices — check whether the Operator is stuck or avoiding shared coverage.

Related operational panels

The Admin dashboard also includes:

- Sites Unassigned to Operators — uncovered sites with active alarms.
- Sites with Assigned Operators — current site ownership.
- Rollout Progress — site onboarding and device connectivity.
- Users — active shift coverage and user presence.

For how to act on those panels, see [Alarm Center - Admin View](#).