

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.

Alarms Handled

Updated 8 October 2026

experience — not included in the PDF

Summary

Alarms Handled counts alarms an Operator brought to a terminal state: closed with a closure tag.

Alarms that were opened but not completed do not count. This is a throughput figure, not the number of alarms that appeared.

How to interpret it

A high count can indicate strong throughput, but it can also reflect bulk-closing. A low count can reflect a quiet shift, complex alarms, or an Operator who needs help.

Read it with other metrics

- Avg. processing (sec) — identifies unusually fast or slow handling.
- Picked Sites — shows breadth of coverage.
- Unique Devices — shows workload density.
- Closure tags — shows the outcomes applied to closed alarms.

When to investigate

Review very high alarm counts paired with processing times under 15 seconds. Review low alarm counts paired with processing times over 3 minutes for difficult events, workflow friction, or training needs.