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Sites with Assigned Operators

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experience — not included in the PDF

Summary

Sites with Assigned Operators is the live ownership view showing which Operator is responsible for each site and when they took it.

Lock status

- Queued — the site is assigned, but the Operator has not entered ZenMode.
- In Progress — the Operator is actively working the site in ZenMode.

Site locking prevents two Operators from processing the same alarms concurrently.

Admin actions

- Open the site in ZenMode with the eye action.
- Force-release a site when an Operator disconnects.
- Reassign a site when it is held by the wrong Operator or coverage changes.

Forced release and reassignment actions are recorded in the audit trail.

When to investigate

Check sites that remain assigned for an unusually long period without alarm closures. The Operator may be stuck, disconnected, or experiencing a technical problem.