

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 - Operator View

Updated 8 October 2026

experience — not included in the PDF

Alarm Center is the operator's working environment during a shift. It shows your personal alarm queue, lets you pick and monitor sites, tracks your live performance KPIs, and — when your shift ends — automatically displays your Shift Performance Summary. To open Alarm Center, click **Alarm Center** in the left sidebar.

Covers: Starting a Shift, During a Shift, Settings, Best Practices.

Starting a Shift

Click **Start Shift** in the Alarm Center header. The shift timer starts immediately and the **End Shift** button appears in the top-right corner. Your KPI cards begin tracking from this moment. The four cards are: **SITES ASSIGNED**, **CAMERA ASSIGNED**, **ALARM PROCESSED**, and **ALARM PROCESSING**.

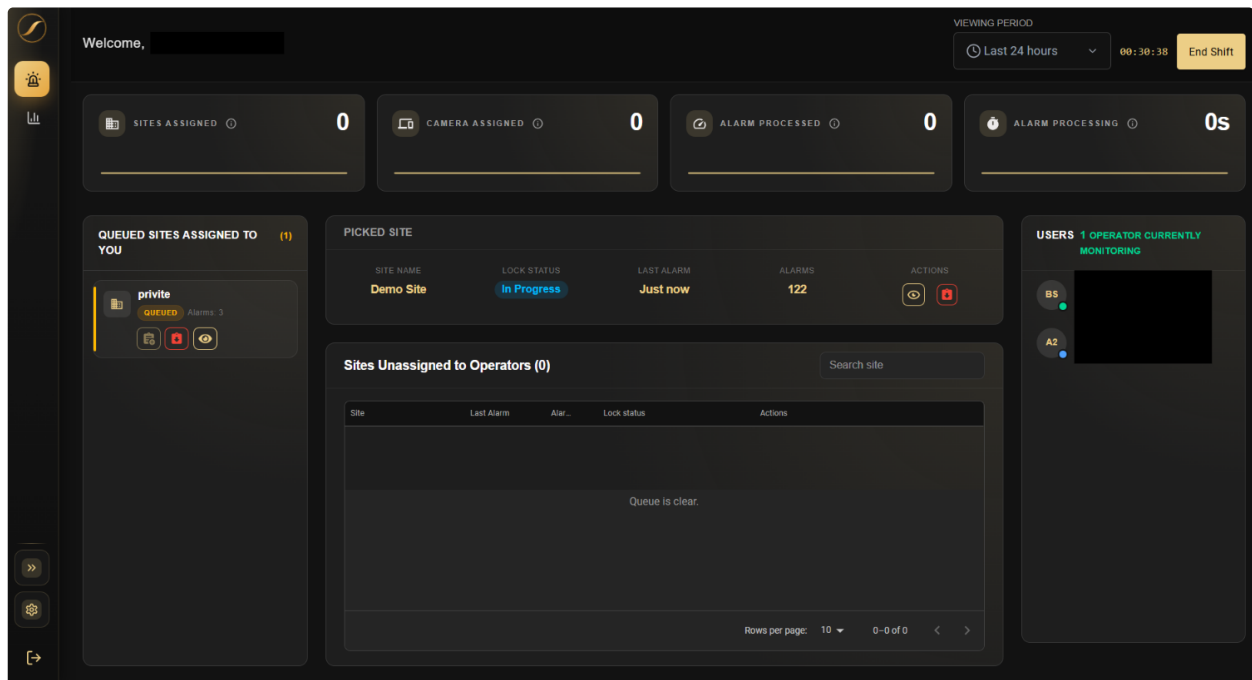
Before starting, make sure:

- At least one site is onboarded and Active in [Sites & devices](#) — Alarm Center shows no alarms without at least one active site.
- You are assigned to at least one site as an Operator, or Sites Unassigned to Operators are available in your account.
- NOVA99x is always active and filters alarms automatically — no setup needed before you start.

During a Shift

Signing in as an Operator takes you straight here — there is no mode to choose. The **Work Mode** selector beside the **Viewing Period** belongs to Super Admins, who use it to step into this same operator screen and back out again.

The Alarm Center main screen has four KPI cards at the top showing your live shift performance. Below the KPI cards, three panels sit side by side: QUEUED SITES ASSIGNED TO YOU (left), PICKED SITE (center), and USERS (right). Below all three panels, the Sites Unassigned to Operators table fills the full width of the page.



Screenshot 2026-07-19 135120.png

Viewing Period

A Viewing Period selector in the top-right corner controls which time range the KPI cards reflect. Quick preset ranges and a custom absolute date range (From / To) are available from the dropdown. Your shift timer and the Start or End Shift button appear alongside it.

Personal KPI Cards

Four cards appear at the top of the screen, tracking your shift in real time. Each card shows the current value large with a trend line underneath. The values follow the selected Viewing Period rather than the shift alone — on the default *Last 24 hours* a card can already show a figure the moment you start a shift. The info icon beside each title opens a tooltip with the metric's definition and the range behind the number — for example *Alarms processed during this shift. (per 2.4 hours · min 0 · max 0)*. The bucket in that tooltip

follows your Viewing Period, so the min and max describe the spread across the window you are looking at rather than the whole shift:

- SITES ASSIGNED — the number of sites assigned to you during this shift.
- CAMERA ASSIGNED — cameras currently assigned for alarm handling during this shift.
- ALARM PROCESSED — total alarms you have processed (closed) during this shift.
- ALARM PROCESSING — your average time to process an alarm, displayed in seconds (e.g. 0s). This is your live APT (Alarm Processing Time) — lower is better.

Queued Sites Assigned to You

A list of sites a Super Admin has specifically assigned to your queue. Until someone assigns you one it reads *There are no assigned sites for you*, and the PICKED SITE panel shows the same line until you take a site yourself. Each site shows the site name, a QUEUED status badge, and the alarm count (Alarms X). Three action buttons appear per row:

- Click the move icon to claim the site and start working it immediately.
- Click the red remove icon to remove the site from your queue.
- Click the eye icon to preview the site feed before picking.

Sites Unassigned to Operators

The Sites Unassigned to Operators table at the bottom of the screen lists every site that has open alarms but no operator currently assigned. Columns: Site | Last Alarm | Alarms | Lock status | Actions . When the queue is empty, the table shows *Queue is clear*.

Assigning a Site to Yourself

In the Sites Unassigned to Operators table, find a site with Available lock status. Use the Search site box to filter by name if the list is long. Each site row offers two actions in the Actions column:

- View (tooltip: View ZenMode) — opens ZenMode in view-only mode so you can preview the site's alarm feed without claiming it. The site stays Available for anyone else to take.

- **Assign to me** — claims the site and starts you working it. ZenMode opens, a *Site successfully assigned to you* banner confirms it, the lock status changes to **In Progress**, and the site shows as your **Picked Site** when you come back to Alarm Center.

Picked Site

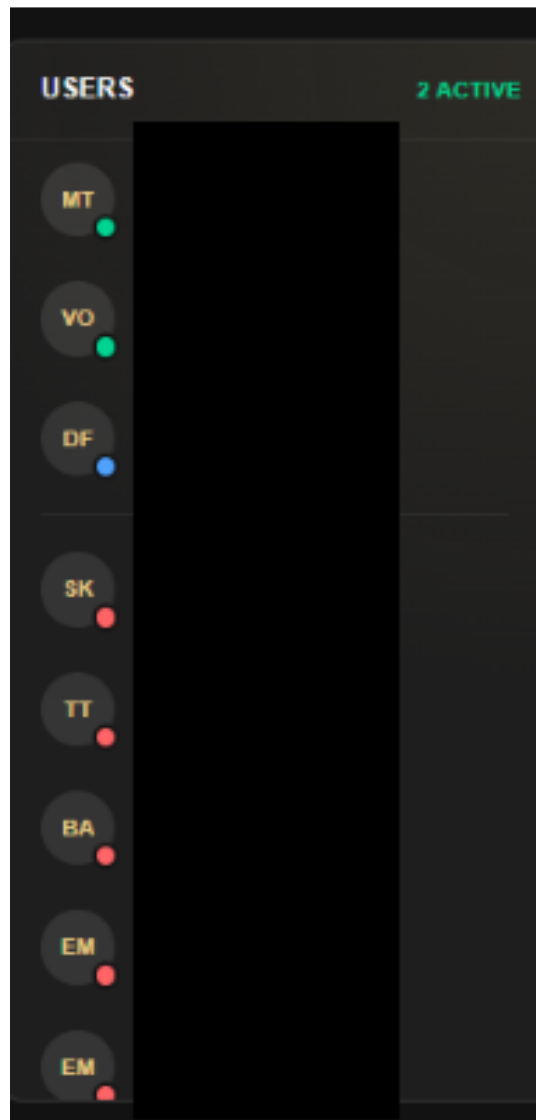
The site you are currently working. Shows:

- **Site Name** — the name of the site you own.
- **Lock Status** — **In Progress** while you are actively working it.
- **Last Alarm** — time of the most recent alarm from this site.
- **Alarms** — total alarm count for this site in the current window.
- **View ZenMode** (eye icon) — opens or re-enters ZenMode for this site. Use this when you clicked **Back To New Alarms** in ZenMode and want to return to the same site. See [ZenMode](#) for the full alarm-processing workflow.
- **Unassign site** — the red button releases your claim on the site. It returns to the **Sites Unassigned to Operators** table with **Available** status and becomes available for any operator to pick.

Users

The right panel shows all team members and their current status. The panel header shows **X OPERATOR CURRENTLY MONITORING**, where X updates in real time as operators start and end shifts. Colored dots indicate status:

- **Green** — active in shift (currently in ZenMode or processing alarms)
- **Blue** — signed in, no shift started yet in this session
- **Orange** — signed in, shift ended
- **Red** — offline



Screenshot 2026-07-06 102340.png

Each user row shows their role label (Operator or Super Admin). When a shift is not active, an Operator's label changes to Queued — they are signed in but not currently monitoring. Disabled accounts also appear in the list, marked with a Disabled label.

When your shift ends, click End Shift to go to your performance summary, or click Operator Performance in the left sidebar at any time. See [Operator Performance](#) for the full metrics and charts breakdown.

Settings

Click Settings (gear icon) at the bottom of the operator sidebar to open the Settings dialog. It is accessible from both Alarm Center and Operator Performance. For an Operator the dialog has three tabs (Super Admins see a fourth, Delete tenant):

Personal Information

Displays your account profile. At the top sit your avatar (your initials, or a photo if you added one at onboarding), your name with a green VERIFIED badge once your email is confirmed, your email address, and a language selector (ENG) for the platform display language. Below that are four fields, of which only the first can be changed here:

- USER NAME — your display name. Click the pencil icon to edit it.
- EMAIL — your registered email address.
- ROLE — your assigned role (e.g., Operator or Super Admin).
- USER ID — your unique account identifier.

Change password

Headed Update account password : “Choose a strong new password for your account. You will need your current password to confirm this change.” Three fields are required:

- Current password — enter your existing password to authorise the change.
- New password — your chosen replacement password.
- Confirm new password — re-enter to confirm. All three fields have an eye icon to toggle visibility.

Click Update Password to save.

Report schedule

“Choose when the CPO/APT report email should be sent for this account.” Four dropdowns control the delivery schedule:

- Frequency — how often the report is sent (default: Weekly).
- Time zone — the time zone used for delivery (default: UTC).
- Time of day — the hour the email is sent (default: 09:00).
- Day of week — which day of the week (default: Monday). The note below the dropdowns reads:
“Weekly reports are sent on the selected day and time.”

Click **Save Schedule** to apply.

Best Practices

- Check your alarm processing time against the team average. If yours is consistently higher, review your ZenMode workflow. Common causes: not using True Alarms Only during busy periods, or handling events one by one instead of using batch close.
- Use the Alarms filtered by AI percentage as context. A very low percentage may indicate a site’s alarm threshold is set too broadly — flag it to your Super Admin for NOVA99x review.
- Share the classification breakdown with your Super Admin. Recurring patterns — such as frequent loitering detections or door forced-open events — may indicate a camera placement or alarm profile that needs adjustment.
- Pick the site with the most events first during peak windows. The Events count in the Queued Sites table and Sites Unassigned to Operators table shows you where the most activity is concentrating.