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Operator Performance

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Headed OPERATOR DASHBOARD , Operator Performance shows your Shift Performance Summary — a complete breakdown of every shift you have completed. Click [Operator Performance](#) in the left sidebar to open it at any time, or click [End Shift](#) in Alarm Center to go there automatically when your shift ends.

A [Viewing Period](#) selector lets you choose which time window to view. Quick preset ranges are available — including a [Shift](#) option that loads the shift that just ended — or a custom absolute date range (From / To). Super Admins can view the same summary for any operator from [Top Performers in Alarm Center — Admin View](#).

Metrics

Every metric is shown in three columns: [Last Shift](#) (your results from the shift that just ended), [My Average](#) (your personal average across all shifts), and [All Operators Avg](#) (the team average for the same period).

- [CAMERAS HANDLED IN SHIFT](#) — unique cameras with at least one alarm handled.
- [NUMBER OF ALARMS HANDLED](#) — total alarms you closed during the shift.
- [AVERAGE ALARM PROCESSING TIME](#) — mean seconds from alarm reception to closure.
- [ALARMS FILTERED BY AI](#) — alarms [NOVA99x](#) classified as false, shown as a count and a percentage.

The percentage is measured against the alarms you handled, not against every alarm the account received — closing one more alarm moved a reading of 1 of 6 (17%) to 2 of 7 (29%).

Charts

- [ALARM HANDLING OVER TIME](#) — alarms per time-range bucket versus the shift-performance average across all operators. Use this to spot peak alarm windows across your shift.

- OPERATOR FEEDBACK CLASSIFICATION COUNTS — a pie chart of the closure tags applied this shift (*Pie chart shows distribution of classification volume for this shift*), with a TOTAL beside it. Despite the word *feedback* in the title, this is the closure-tag mix — the legend carries tag names such as *People Detected* and *True Alarm*, not the verification tags used when rating a detection in Video Search. Below the chart, TOP CLASS names the most-used tag across the same three columns: LAST SHIFT , MY AVERAGE and ALL OPERATORS AVG , which is a quick way to see whether your closing pattern matches the team's.