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Reporting Overview

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What Reporting Does

GCXONE has three reporting surfaces, each built for a different audience: the live Dashboard for your own team, System Healthcheck reports for customers, and Customer Success reports (coming soon) for account reviews and trend analysis.

Why It Matters

The right report delivered to the right person at the right time is what separates a professional monitoring operation from one that loses customers. System Healthcheck reports prove your cameras are working. Customer Success reports, coming soon, will prove your AI is delivering value. The dashboard keeps your team sharp daily.

How It Works

1. The Live Dashboard — for your team, not your customers

The dashboard is not itself a report — it isn't saved or sent anywhere — but understanding it matters because it's easy to mistake it for one. It's covered here specifically to draw that line clearly.

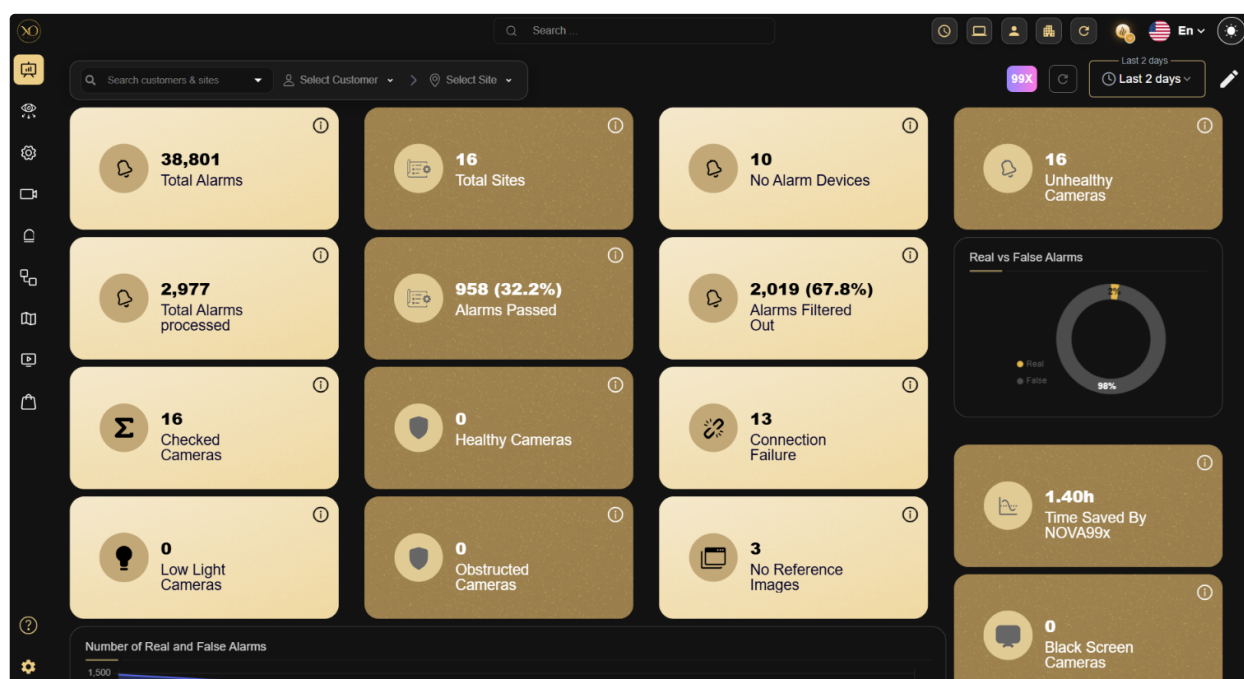
The dashboard is real-time. It shows what is happening right now across all sites in your selected time window (default: last 2 days). Use it for daily operational monitoring and internal team briefings.

Four of the tiles worth checking daily:

- **Unhealthy Cameras** — cameras that failed their last HealthCheck. They are not currently monitoring anything. Any non-zero count needs investigation.

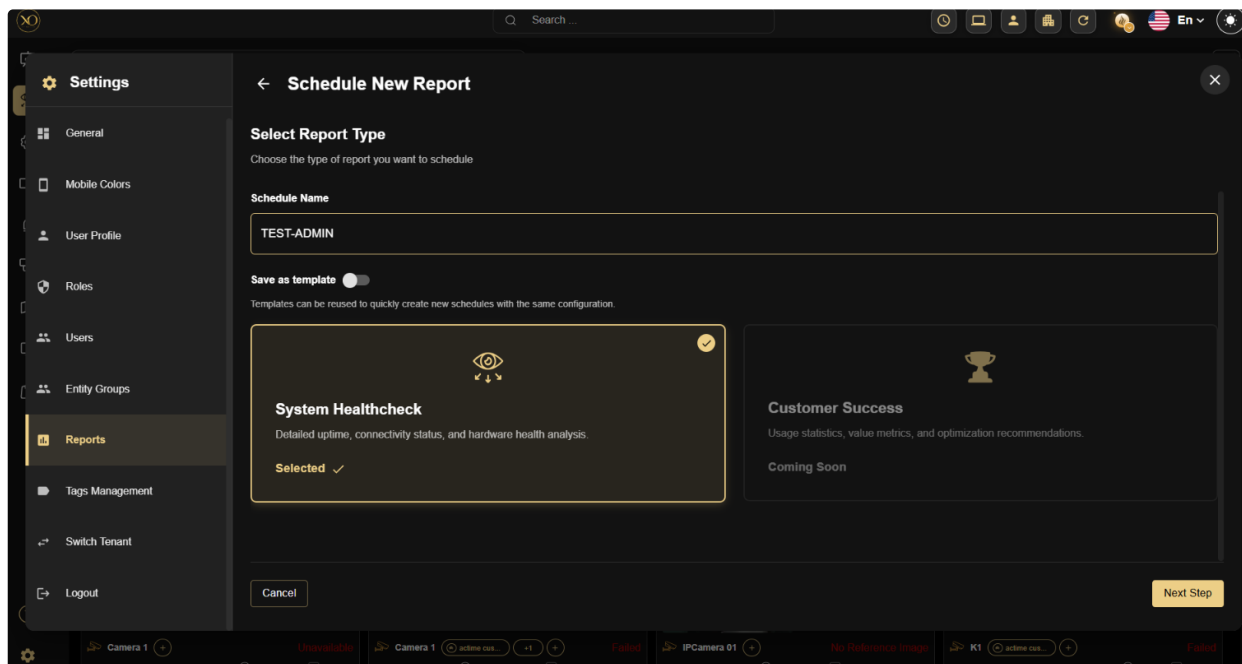
- No Reference Images — cameras NOVA99x cannot compare against a baseline. Every camera here is running without AI filtering, increasing your false alarm rate.
- Black Screen Cameras — cameras returning a black or blank frame, usually a lens obstruction or a feed failure. Investigate the same day.
- Real vs False Alarm ratio — the split between alarms NOVA99x classified as real versus filtered out as false. A rising real-alarm share can signal something in the pipeline is misconfigured.

The dashboard does not store historical data in a shareable format. Do not screenshot it and send it to customers as a report.



GCXONE dashboard showing KPI tiles including Total Alarms, Unhealthy Cameras, No Reference Images, and Black Screen Cameras, plus the Real vs False Alarms donut chart.

2. System Healthcheck Reports — your primary customer deliverable



Schedule New Report dialog showing the Select Report Type step, with System Healthcheck selected and Customer Success marked Coming Soon.

System Healthcheck reports are timestamped, independent records of camera estate health. They answer the question every customer asks: "Are all my cameras working?" They are designed for non-technical stakeholders — facility managers, security directors, operations teams.

Use System Healthcheck reports:

- Weekly, for every active customer — on a scheduled cadence
- After any maintenance event or site change — to confirm cameras were restored correctly
- For SLA compliance — as proof of uptime monitoring
- Before and after new site commissioning — to baseline the estate

For the full report-scheduling workflow — how to set up, generate, deliver, and monitor these reports — see: [Scheduled Reports](#).

3. Customer Success Reports (Coming Soon) — for management and trend analysis

Customer Success reports are not yet available to schedule. Once released, they will summarize usage statistics, value metrics, and optimization recommendations over a time period: alarm volume trends, AI filtration value, and site-level activity, configured the same way under Settings → Reports.

They are intended for:

- Monthly customer reviews — showing alarm volume trends and AI filtration value over time
- Identifying noisy devices — a single device with 1,000+ monthly events usually has a misconfigured sensor or is pointing at a tree
- Demonstrating NOVA99x value — the reduction from raw motion events to verified alarms is a key commercial differentiator worth quantifying for customers
- Internal team performance — response time and resolution rate metrics

Key Capabilities

Scheduling Defaults

Set up report schedules proactively for every active customer. Do not wait for them to ask. The standard cadence:

- System Healthcheck report: weekly, delivered Monday before 08:00
- Customer Success report (*coming soon*): monthly, delivered on the first business day

Both are configured under Settings → Reports. Scheduled reports deliver automatically — the customer receives them as email attachments and does not need GCXONE access.

The Audit Log

The Audit log in Configuration is not a customer-facing report. It is an internal admin tool that records every configuration change: who changed it (Email), when (Date), and what happened (Category, Sub

Category, Action, and a Log description). Use it to investigate incidents, track onboarding changes, and satisfy compliance requirements for change logging.

Real-World Use Cases

- A facility manager asks "are all my cameras working?" — admin sends a scheduled weekly System Healthcheck report without needing to log into GCXONE.
- After a maintenance visit, the Installer triggers a System Healthcheck report to confirm all cameras were restored correctly before leaving the site.

Best Practices

- Set up scheduled reports for every active customer on day one — do not wait for them to ask.
- Never send a dashboard screenshot to a customer as a substitute for a System Healthcheck report.
- Deliver System Healthcheck reports weekly, consistently, without prompting; add Customer Success reports to that cadence once they are available.
- Use the Audit Log proactively after any configuration change to confirm what was modified and by whom.
- Investigate a rising Real vs False Alarm ratio promptly — it usually signals a misconfiguration in the pipeline, not a genuine security surge.