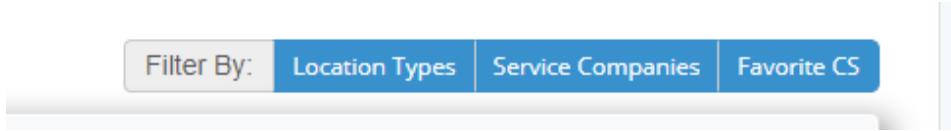




Heads Up Dashboard Overview

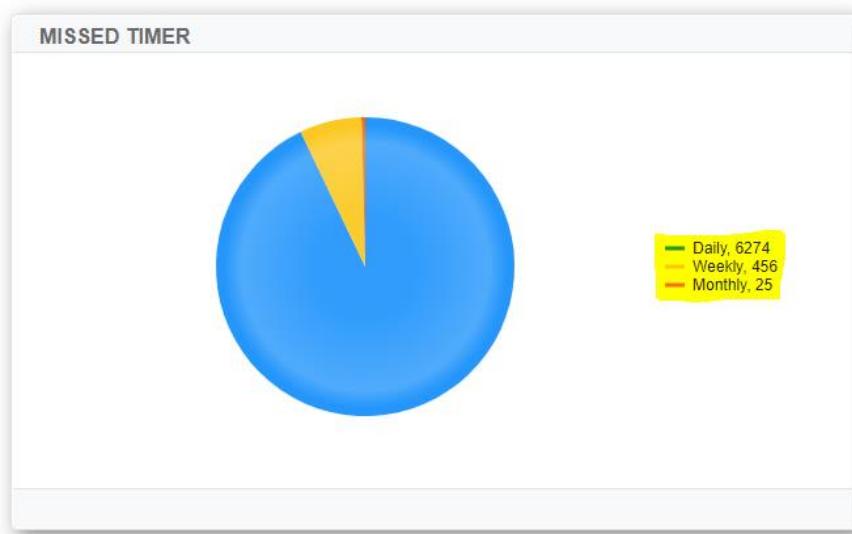
Filters



The CMS Compass Heads Up Dashboard includes a filter at the top right of the page. When using these filters, the entire dashboard will update based on the set parameters. Users have the option to filter by:

Location Types
Service Companies
Favorite CS

Missed Timer



The Missed Timer widget displays a pie graph, as well as a legend, both of which are clickable. Clicking the pie graph will show account details, which can be exported. If an item in the legend is clicked, the results will be filtered by that time frame. Accounts will appear on this widget using the default parameters below. Parameters may be adjusted by the user via the administration tab under "Default Settings" → "My Dashboard".

Daily – 7 Consecutive days of missed test
Weekly – 14 consecutive days of missed test
Monthly – 90 consecutive days of missed test



Heads Up Dashboard Overview

Non-Activity

NON-ACTIVITY					
Time Period	Location Types				
	Residential	Commercial	Fire	Video	Other
< 6 Mths	7194	4725	6470	15	2
< 12 Mths	5	1	0	0	0
< 18 Mths	0	0	0	0	0
> 18 Mths	468	453	185	2	436

The Non-Activity widget displays the number of accounts that have not received panel within a specified time period. Accounts are separated by location type, the "Other" location type includes GPS & EMER site types. Account totals within each box can be clicked to view a more detailed report with account number, active date and last signal received.

Service Requests

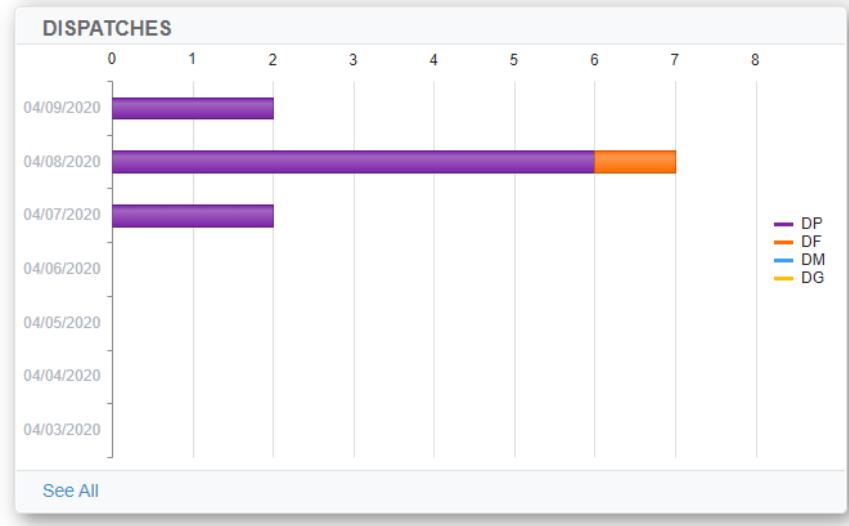
SERVICE REQUESTS				
Event Date	SRS	Immediate	Next Day	Grand Total
04/08/2020	0	0	0	0
04/07/2020	0	0	0	0
04/06/2020	0	0	0	0
04/05/2020	0	0	0	0
04/04/2020	0	0	0	0
04/03/2020	0	0	0	0
04/02/2020	0	0	0	0
Grand Total	0	0	0	0

[See All](#)

The Service Requests widget displays the number subscriber service requests logged by CMS representatives, as well as Immediate & Next Day Message Center Calls (for dealers who utilize CMS' Message Center service). Number values, when clicked, show details including account number, date/time and comment.

Heads Up Dashboard Overview

Dispatches



The Dispatches widget displays dispatches, color coded by type, in a bar graph. The legend can be clicked to hide or display the type of agency dispatched. Each colored bar on the graph is interactive and can be hovered over for a total number of dispatches. Bars can be clicked to view "Dispatches Details" from that date.

Runaways



The Runaways widget displays the CS Number and the amount of times CMS representatives logged a "Runaway" disposition to the account on that date. The grand total will show how many times the account went into runaway over the 7 days shown.



Heads Up Dashboard Overview

Important Activities

IMPORTANT ACTIVITIES				
CS#	Confirmed Actual	Authorities Not Responding	New Acct Missing Data	Grand Total
ROSE1	1	2	2	5
FLTRAIN101	1	0	0	1
Grand Total	2	2	2	6

[See All](#)

The Important Activities widget displays the CS number and the amount of times the event codes below were logged.

AC – Actual Confirmed

ANR – Authorities Not Responding

NEWACT – DLR Test Accounts sending signals

O/C Failures

O/C FAILURES			
CS#	Fail to Close	Fail to Open	Grand Total
ROSE1	0	7	7
DSTRAINMR6	0	6	6
FLTRAIN78	0	5	5
FLTRAIN116	0	5	5
FLTRAIN202	0	5	5
MARGO2118	0	3	3
DEMO5152	1	1	2

[See All](#)

The O/C (Open/Close) Failures widget displays the total number of fail to open or close events for the last 7 days.



Heads Up Dashboard Overview

O/C Exceptions

O/C EXCEPTIONS					
CS#	Early Open	Early Close	Late Open	Late Close	Grand Total
DEMO5152	0	0	1	0	1
See All					

The O/C (Open/Close) Exceptions widget displays the exceptions listed below to scheduled open or close events for the last 7 days. Exceptions are displayed by CS number.

Early Open – Open Received before the scheduled open time but after the scheduled close time

Early Close – Close received before the scheduled close time

Late Open – Open received after the scheduled open time but before the scheduled close time

Late Close – Close received after the scheduled close time

See All

04/06/2020	0	0
04/05/2020	0	0
04/04/2020	0	0
04/03/2020	0	1
Grand Total	6	10
See All		

The "See All" link is found on most of the Heads Up Dashboard widgets. Clicking on "See All" will show a summary report of the information provided on that widget. The default time frame under "See All" may be adjusted by user via the administration tab under "Default Settings" → "My Dashboard". Clicking the blue "Summary" button will bring you back to the main Heads Up Display.