

PARC Living Westerleigh

Created: Nov 05 2018 - 02:15 AM

Event Detail Report - Monday Oct 29 - Sunday Nov 04

Event Summary

Total Events: 18

Average Response: 00h18m

Average Resolution: 00h33m

Bathroom Overstay	No Morning Motion	Night Exit	Bed Alarm	Hub Offline	Device Offline	Battery Low
0	7	0	0	5	3	0

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-29 08:31:09
Responded By	reception@westerleighparc.ca	2018-10-29 08:35:51
Resolution	Correct, but resident didn't need help.	2018-10-29 08:36:56
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-29 15:35:51
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-10-29 15:36:56

Unit	Event	Dates
Apt 219	Hub Offline	2018-10-29 11:10:01
Responded By	pedraam@stack.care	2018-10-29 11:12:03
Resolution		2018-10-29 11:23:35
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:12:03

Unit	Event	Dates
Apt 422	Hub Offline	2018-10-29 11:28:01
Responded By	pedraam@stack.care	2018-10-29 11:35:29
Resolution		2018-10-29 12:21:50
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:35:29

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-29 11:28:01
Responded By	pedraam@stack.care	2018-10-29 11:35:24
Resolution		2018-10-29 12:22:55
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:35:24

Unit	Event	Dates
Apt 505	Device Offline	2018-10-29 16:40:07
Responded By	pedraam@stack.care	2018-10-29 17:57:00
Resolution	Incorrect, shouldn't have been notified.	2018-10-29 17:57:20
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-30 00:56:57
	User pedraam@stack.care unassigned	2018-10-30 00:56:58
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-30 00:57:00
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-10-30 00:57:20

Unit	Event	Dates
Apt 422	Device Offline	2018-10-29 16:41:33
Responded By	pedraam@stack.care	2018-10-29 17:56:18
Resolution	Incorrect, shouldn't have been notified.	2018-10-29 17:56:46
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-30 00:56:18
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-10-30 00:56:46

Unit	Event	Dates
Apt 409	Device Offline	2018-10-29 17:14:31
Responded By		None
Resolution		2018-10-29 17:28:31
Notes		

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-30 08:31:09
Responded By	reception@westerleighparc.ca	2018-10-30 08:32:24
Resolution	Correct, but resident didn't need help.	2018-10-30 09:08:01
Notes		
jbanz@parcliving.ca	resident away	2018-10-30 15:32:12
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-30 15:32:24
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-10-30 16:08:01
reception@westerleighparc.ca	Resident is still away	2018-10-30 16:08:19

Unit	Event	Dates
Apt 610	Pause Notifications	2018-10-30 09:09:01
Responded By		None
Resolution		2018-10-31 10:32:17
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-10-30 16:09:01
reception@westerleighparc.ca	reception@westerleighparc.ca resumed notifications	2018-10-31 17:32:17

Unit	Event	Dates
Apt 223	No Morning Motion	2018-10-30 10:31:10
Responded By	reception@westerleighparc.ca	2018-10-30 10:34:43
Resolution	Correct, but resident didn't need help.	2018-10-30 10:37:05
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-30 17:34:43
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-10-30 17:37:05

Unit	Event	Dates
Apt 409	No Morning Motion	2018-11-02 11:01:11
Responded By	reception@westerleighparc.ca	2018-11-02 11:05:41
Resolution	Correct, but resident didn't need help.	2018-11-02 11:07:21
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-02 18:05:41
jbanz@parcliving.ca	told reception to check	2018-11-02 18:06:34
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-02 18:07:21
reception@westerleighparc.ca	Resident is away on vacation	2018-11-02 18:07:40

Unit	Event	Dates
Apt 409	Pause Notifications	2018-11-02 11:08:23
Responded By		None
Resolution		2018-11-02 11:08:25
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-11-02 18:08:23
reception@westerleighparc.ca	reception@westerleighparc.ca resumed notifications	2018-11-02 18:08:25

Unit	Event	Dates
Apt 409	Pause Notifications	2018-11-02 11:09:33
Responded By		None
Resolution		None
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-11-02 18:09:33

Unit	Event	Dates
Apt 312	Hub Offline	2018-11-03 04:11:01
Responded By		None
Resolution		2018-11-03 04:25:00
Notes		

Unit	Event	Dates
Apt 305	No Morning Motion	2018-11-03 10:31:09
Responded By	reception@westerleighparc.ca	2018-11-03 10:34:55
Resolution	Correct, but resident didn't need help.	2018-11-03 10:36:10
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-03 17:34:55
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-03 17:36:10

Unit	Event	Dates
Apt 409	No Morning Motion	2018-11-03 11:01:10
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-11-03 18:01:10

Unit	Event	Dates
Apt 223	Hub Offline	2018-11-03 16:17:01
Responded By		None
Resolution		2018-11-03 17:10:31
Notes		

Unit	Event	Dates
Apt 409	No Morning Motion	2018-11-04 11:01:10
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-11-04 19:01:10