

PARC Living Westerleigh

Created: Nov 01 2018 - 1015 AM

Event Detail Report - Monday Oct 01 - Thursday Nov 01

Event Summary

Total Events: 74

Average Response: 4258

Average Resolution: 7584

Bathroom Overstay	No Morning Motion	Night Exit	Bed Alarm	Hub Offline	Device Offline	Battery Low
0	20	0	0	48	3	0

Unit	Event	Dates
Apt 223	No Morning Motion	2018-10-01T17:33:08
Responded By	pedraam@stack.care	2018-10-01T17:34:48
Resolution	Correct, but resident didn't need help.	2018-10-01T17:35:03
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-01 17:34:48
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-01 17:35:03

Unit	Event	Dates
Greenhouse	No Morning Motion	2018-10-01T18:03:12
Responded By		None
Resolution		None
Notes		
	Insufficient information due to offline devices	2018-10-01 18:03:12

Unit	Event	Dates
Stairwell	Hub Offline	2018-10-01T21:46:01
Responded By	pedraam@stack.care	2018-10-01T21:50:12
Resolution	Correct, but resident didn't need help.	2018-10-01T21:50:27
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-01 21:50:12
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-01 21:50:27

Unit	Event	Dates
Stairwell	Hub Offline	2018-10-01T22:23:01
Responded By	pedraam@stack.care	2018-10-01T22:24:09
Resolution	Incorrect, shouldn't have been notified.	2018-10-01T22:24:24
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-01 22:24:09
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-10-01 22:24:24

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-02T14:24:01
Responded By	pedraam@stack.care	2018-10-02T14:25:07
Resolution	Correct, but resident didn't need help.	2018-10-02T14:25:39
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-02 14:25:07
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-02 14:25:39

Unit	Event	Dates
Apt 409	No Morning Motion	2018-10-03T15:03:13
Responded By	pedraam@stack.care	2018-10-03T17:33:47
Resolution	Incorrect, shouldn't have been notified.	2018-10-03T17:34:12
Notes		
	User pedraam@stack.care unassigned	2018-10-03 17:33:46
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-03 17:33:46
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-03 17:33:47
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-10-03 17:34:12

Unit	Event	Dates
Apt 223	No Morning Motion	2018-10-03T17:33:08
Responded By	pedraam@stack.care	2018-10-03T17:46:00
Resolution	Correct, but resident didn't need help.	2018-10-04T15:20:33
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-03 17:46:00
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-04 15:20:33

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-04T10:52:01
Responded By		None
Resolution		2018-10-04T11:47:01
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-04T12:34:01
Responded By		None
Resolution		2018-10-04T12:34:26
Notes		

Unit	Event	Dates
Apt 409	No Morning Motion	2018-10-04T15:03:12
Responded By	pedraam@stack.care	2018-10-04T15:19:06
Resolution	Correct, but resident didn't need help.	2018-10-04T15:19:50
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-04 15:19:06
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-04 15:19:50

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-05T07:32:01
Responded By		None
Resolution		2018-10-05T07:38:02
Notes		

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-05T15:33:10
Responded By	pedraam@stack.care	2018-10-05T22:38:06
Resolution	Correct, but resident didn't need help.	2018-10-05T22:38:19
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-05 22:38:06
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-05 22:38:19

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-07T15:20:00
Responded By		None
Resolution		2018-10-07T16:12:29
Notes		

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-08T12:20:01
Responded By	alex@stack.care	None
Resolution	Correct, resident needed help.	2018-10-08T17:23:31
Notes		
alex@stack.care	alex@stack.care assigned to event	2018-10-08 17:23:08
alex@stack.care	alex@stack.care resolved event as Correct, resident needed help.	2018-10-08 17:23:31

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-08T12:32:01
Responded By		None
Resolution		2018-10-08T12:34:32
Notes		

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-09T14:44:00
Responded By	pedraam@stack.care	2018-10-09T15:02:27
Resolution	Correct, but resident didn't need help.	2018-10-09T16:19:49
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-09 15:02:27
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-09 16:19:49

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-09T16:23:01
Responded By	pedraam@stack.care	2018-10-09T16:23:17
Resolution	Correct, but resident didn't need help.	2018-10-09T16:41:15
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-09 16:23:17
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-09 16:41:15

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-09T17:23:01
Responded By	pedraam@stack.care	2018-10-09T17:32:49
Resolution		2018-10-10T11:39:29
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-09 17:32:49
pedraam@stack.care	Waiting on PARC maintenance to reboot hub.	2018-10-10 04:05:37

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-10T12:58:01
Responded By		None
Resolution		2018-10-10T12:58:36
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-13T11:00:01
Responded By		None
Resolution		2018-10-13T11:08:26
Notes		

Unit	Event	Dates
Apt 223	No Morning Motion	2018-10-13T17:33:08
Responded By	pedraam@stack.care	2018-10-14T22:18:22
Resolution	Correct, but resident didn't need help.	2018-10-14T22:18:41
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-14 22:18:22
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-10-14 22:18:41

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-14T14:42:00
Responded By		None
Resolution		2018-10-14T15:36:40
Notes		

Unit	Event	Dates
Apt 505	Hub Offline	2018-10-15T17:58:00
Responded By		None
Resolution		2018-10-15T18:33:10
Notes		

Unit	Event	Dates
Gym	Hub Offline	2018-10-15T17:58:00
Responded By		None
Resolution		2018-10-15T18:36:01
Notes		

Unit	Event	Dates
Apt 414	Hub Offline	2018-10-15T17:58:01
Responded By		None
Resolution		2018-10-15T18:32:39
Notes		

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-15T17:58:01
Responded By		None
Resolution		2018-10-15T18:31:57
Notes		

Unit	Event	Dates
Apt 610	Hub Offline	2018-10-15T17:58:01
Responded By		None
Resolution		2018-10-15T18:31:29
Notes		

Unit	Event	Dates
Apt 422	Hub Offline	2018-10-15T18:00:01
Responded By		None
Resolution		2018-10-15T18:37:51
Notes		

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-15T18:00:01
Responded By	reception@westerleighparc.ca	None
Resolution		2018-10-15T18:31:11
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 17:35:24

Unit	Event	Dates
Apt 409	Hub Offline	2018-10-15T18:00:01
Responded By		None
Resolution		2018-10-15T18:33:26
Notes		

Unit	Event	Dates
Apt 219	Hub Offline	2018-10-15T18:00:01
Responded By		None
Resolution		2018-10-15T18:31:34
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-15T18:00:01
Responded By		None
Resolution		2018-10-15T18:31:05
Notes		

Unit	Event	Dates
Apt 223	Hub Offline	2018-10-15T18:00:01
Responded By		None
Resolution		2018-10-15T18:31:28
Notes		

Unit	Event	Dates
Gym	Hub Offline	2018-10-15T23:06:01
Responded By		None
Resolution		2018-10-15T23:08:12
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-15T23:44:01
Responded By		None
Resolution		2018-10-15T23:46:00
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-16T01:24:01
Responded By		None
Resolution		2018-10-16T01:25:01
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-16T02:00:01
Responded By		None
Resolution		2018-10-16T02:03:32
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-16T02:50:01
Responded By		None
Resolution		2018-10-16T02:50:51
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-16T05:14:01
Responded By		None
Resolution		2018-10-16T05:16:03
Notes		

Unit	Event	Dates
Apt 409	Hub Offline	2018-10-16T07:58:00
Responded By	wcheng@stack.care	2018-10-16T15:40:24
Resolution		2018-10-16T16:54:34
Notes		
wcheng@stack.care	wcheng@stack.care assigned to event	2018-10-16 15:40:24

Unit	Event	Dates
Apt 409	No Morning Motion	2018-10-16T15:03:13
Responded By		None
Resolution		None
Notes		
	Insufficient information due to offline devices	2018-10-16 15:03:13

Unit	Event	Dates
Apt 414	Hub Offline	2018-10-16T15:16:00
Responded By	wcheng@stack.care	2018-10-16T15:40:37
Resolution		2018-10-16T15:53:57
Notes		
wcheng@stack.care	wcheng@stack.care assigned to event	2018-10-16 15:40:37

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-16T20:38:01
Responded By	monitoring@stack.care	2018-10-16T20:43:09
Resolution		2018-10-16T21:05:28
Notes		
monitoring@stack.care	monitoring@stack.care assigned to event	2018-10-16 20:43:09

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-21T11:59:01
Responded By	reception@westerleighparc.ca	2018-10-21T17:49:13
Resolution	Incorrect, shouldn't have been notified.	2018-10-21T17:49:26
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 17:49:13
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-10-21 17:49:26

Unit	Event	Dates
Apt 305	No Morning Motion	2018-10-21T17:33:09
Responded By	reception@westerleighparc.ca	2018-10-21T17:36:20
Resolution	Incorrect, shouldn't have been notified.	2018-10-21T17:48:47
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 17:36:20
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-10-21 17:48:47

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-21T17:59:01
Responded By		None
Resolution		2018-10-21T18:56:04
Notes		

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-21T18:23:01
Responded By	reception@westerleighparc.ca	2018-10-21T21:16:30
Resolution	Incorrect, shouldn't have been notified.	2018-10-21T21:17:21
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 21:16:30
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-10-21 21:17:21

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-21T21:23:01
Responded By	reception@westerleighparc.ca	2018-10-21T22:09:03
Resolution	Incorrect, shouldn't have been notified.	2018-10-21T22:09:17
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 22:09:03
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-10-21 22:09:17

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-21T22:23:01
Responded By	reception@westerleighparc.ca	2018-10-21T23:05:53
Resolution	Incorrect, shouldn't have been notified.	2018-10-21T23:06:49
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-21 23:05:53
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-10-21 23:06:49

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-21T23:23:01
Responded By		None
Resolution		2018-10-22T08:46:29
Notes		

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-23T15:30:17
Responded By	reception@westerleighparc.ca	2018-10-23T15:34:31
Resolution	Correct, but resident didn't need help.	2018-10-23T15:41:32
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-23 15:34:31
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-10-23 15:41:32

Unit	Event	Dates
Apt 610	Pause Notifications	2018-10-23T16:12:36
Responded By		None
Resolution		2018-10-23T16:14:05
Notes		
jbanz@parcliving.ca	jbanz@parcliving.ca paused notifications	2018-10-23 16:12:36
jbanz@parcliving.ca	jbanz@parcliving.ca resumed notifications	2018-10-23 16:14:05

Unit	Event	Dates
Apt 610	Pause Notifications	2018-10-23T16:17:55
Responded By		None
Resolution		None
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-10-23 16:17:55
	Pause notifications expired	2018-10-29 10:05:01

Unit	Event	Dates
Apt 414	Hub Offline	2018-10-23T23:57:01
Responded By	reception@westerleighparc.ca	2018-10-24T00:16:18
Resolution	Correct, but resident didn't need help.	2018-10-25T23:29:19
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-24 00:16:18
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-10-25 23:27:27
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-10-25 23:29:19

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-24T15:35:11
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-10-24 15:35:11

Unit	Event	Dates
Apt 414	No Morning Motion	2018-10-24T18:05:10
Responded By		None
Resolution		None
Notes		
	Insufficient information due to offline devices	2018-10-24 18:05:10

Unit	Event	Dates
Stairwell	Hub Offline	2018-10-25T15:28:01
Responded By		None
Resolution		2018-10-25T15:38:21
Notes		

Unit	Event	Dates
Greenhouse	Hub Offline	2018-10-25T15:28:01
Responded By	pedraam@stack.care	2018-10-25T15:52:38
Resolution		2018-10-25T16:21:17
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-25 15:52:38

Unit	Event	Dates
Apt 219	No Morning Motion	2018-10-25T15:31:09
Responded By		None
Resolution		None
Notes		
	Insufficient information due to offline devices	2018-10-25 15:31:09

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-25T15:31:09
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-10-25 15:31:09

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-26T15:31:09
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-10-26 15:31:09

Unit	Event	Dates
Apt 305	Hub Offline	2018-10-26T19:12:01
Responded By	pedraam@stack.care	2018-10-26T19:23:18
Resolution		2018-10-26T20:07:12
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-26 19:23:18

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-27T15:31:10
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-10-27 15:31:10

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-28T15:31:10
Responded By		None
Resolution		None
Notes		
	Event cancelled because notifications are paused	2018-10-28 15:31:10

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-29T15:31:09
Responded By	reception@westerleighparc.ca	2018-10-29T15:35:51
Resolution	Correct, but resident didn't need help.	2018-10-29T15:36:56
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	2018-10-29T18:10:01
Responded By	pedraam@stack.care	2018-10-29T18:12:03
Resolution		2018-10-29T18:23:35
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:12:03

Unit	Event	Dates
Apt 422	Hub Offline	2018-10-29T18:28:01
Responded By	pedraam@stack.care	2018-10-29T18:35:29
Resolution		2018-10-29T19:21:50
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:35:29

Unit	Event	Dates
Apt 312	Hub Offline	2018-10-29T18:28:01
Responded By	pedraam@stack.care	2018-10-29T18:35:24
Resolution		2018-10-29T19:22:55
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-10-29 18:35:24

Unit	Event	Dates
Apt 505	Device Offline	2018-10-29T23:40:07
Responded By	pedraam@stack.care	2018-10-30T00:57:00
Resolution	Incorrect, shouldn't have been notified.	2018-10-30T00:57:20
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	2018-10-29T23:41:33
Responded By	pedraam@stack.care	2018-10-30T00:56:18
Resolution	Incorrect, shouldn't have been notified.	2018-10-30T00:56:46
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	2018-10-30T00:14:31
Responded By		None
Resolution		2018-10-30T00:28:31
Notes		

Unit	Event	Dates
Apt 610	No Morning Motion	2018-10-30T15:31:09
Responded By	reception@westerleighparc.ca	2018-10-30T15:32:24
Resolution	Correct, but resident didn't need help.	2018-10-30T16:08:01
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	2018-10-30T16:09:01
Responded By		None
Resolution		2018-10-31T17:32:17
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	2018-10-30T17:31:10
Responded By	reception@westerleighparc.ca	2018-10-30T17:34:43
Resolution	Correct, but resident didn't need help.	2018-10-30T17:37:05
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