

# Dispatch Screen - AHT - (Average Handling Time)

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## Dispatch Screen

What is AHT on the Dispatch Screen?

AHT is Average Handling Time - Average Alarm Handle Time for this Priority at this Hour over the past month. "ND" in this instance means that there is no data for this Priority and the Critical Seconds is displayed.

The screenshot displays the 'Alarm Dispatch' software interface. At the top, there is a menu bar with options: Site, Setup, Utilities, Data, Report, Help, Window, and Log o. Below the menu, the title bar reads 'Alarm Dispatch (k1xmt2, k1site1)'. The main content area shows the following information:

- Time: 09:29:34, Status: Locked for Dispatch, Action: Exit Auto Feed
- Priority: Fire Commercial
- Alarm type: Fire, Site type: Commercial
- AHT: 0:07:02
- Alarms in 24 hours: 0, Alarms this week: 0, Alarms this month: 0, Alarms this year: 0
- Time since last alarm: , Time since last full clear:
- Site name: k1site1, 111 Main Street, Cleveland, OH 44126
- Alarm#: 331, Dispatch types: AlarmBiller Demo
- Code words: info

A tooltip is visible over the AHT value, containing the text: 'Avg Handle Time Average Alarm Handle Time for this Priority at this Hour over the past month. "ND:" Means there is no data for this priority, and the Critical Seconds is displayed.'