



# Advanced Reporting Guide

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Everbridge Suite

July 2024

A large, decorative graphic at the bottom of the page consists of several overlapping curved shapes in shades of blue and dark blue, creating a modern, abstract design.

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# Advanced Reporting

## Introduction

Everbridge **Advanced Reporting** is a next-generation reporting solution that enables users to evaluate their Organization's many important use cases. Built on [Google Looker](#), Advanced Reporting is a unified interface that aims to provide consistent reporting capabilities across all of the Everbridge products leveraged by an Organization.

For full instructions on the more complex aspects of Looker, see their [documentation](#).

## Availability

Advanced Reporting is available to customers who have purchased the following Everbridge Suite/CEM-based solutions:

- Incident Management
- CEM Business Operations
- CEM People Resilience

## Supported Roles

While support for additional user roles will be added in later iterations, the launch version of Advanced Reporting is available for the following roles:

- Organization Administrator
- Incident Administrator

For additional flexibility, advanced Reporting also supports Custom Role configuration for the following permissions:

- View/Run Reports
- Create, Edit, and Delete Reports
- Export Data
- Schedule Report Delivery

For more on Custom Roles, see the [Custom Roles Guide](#) and [Custom Roles Permissions Grid](#).

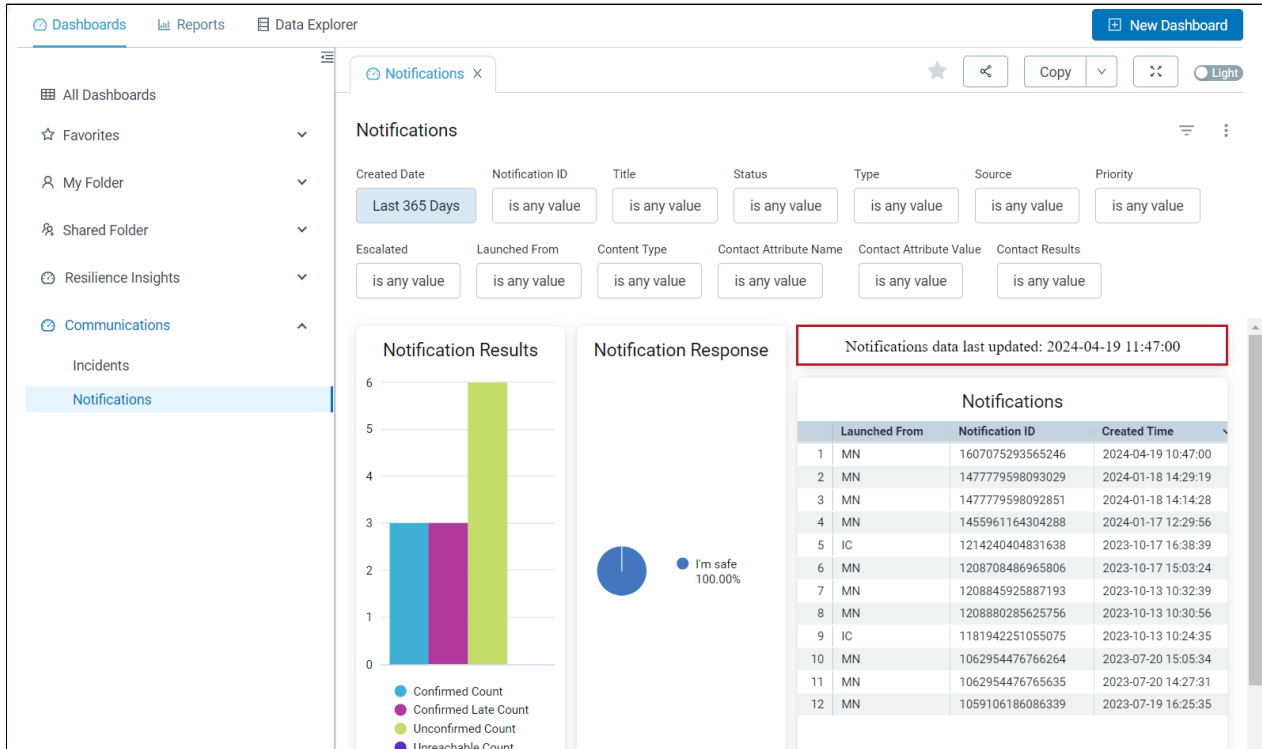
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## Data Refresh

The Incident, Notification, and contact data is refreshed every four hours. The default dashboards come with a timestamp displaying when it was last refreshed.



## Time Zones

All data found within the dashboards, reports, or data explorer are displayed in the viewer's time zone by default. If needed, this can be changed by clicking on **Dashboard Time Zone** from a dashboard, or **Viewer Time Zone** from a report or data explorer.

**Dashboard time zone**

- Viewer time zone
- Each tile's time zone
- Viewer time zone
- UTC
- America - Chicago
- America - Denver
- America - Juneau
- America - Los Angeles
- America - New York
- America - Phoenix
- Pacific - Honolulu
- Europe - London
- America - Cayman
- Etc - GMT
- Europe - Amsterdam
- America - Mexico City
- America - Vancouver
- Asia - Calcutta

**Viewer Time Zone**

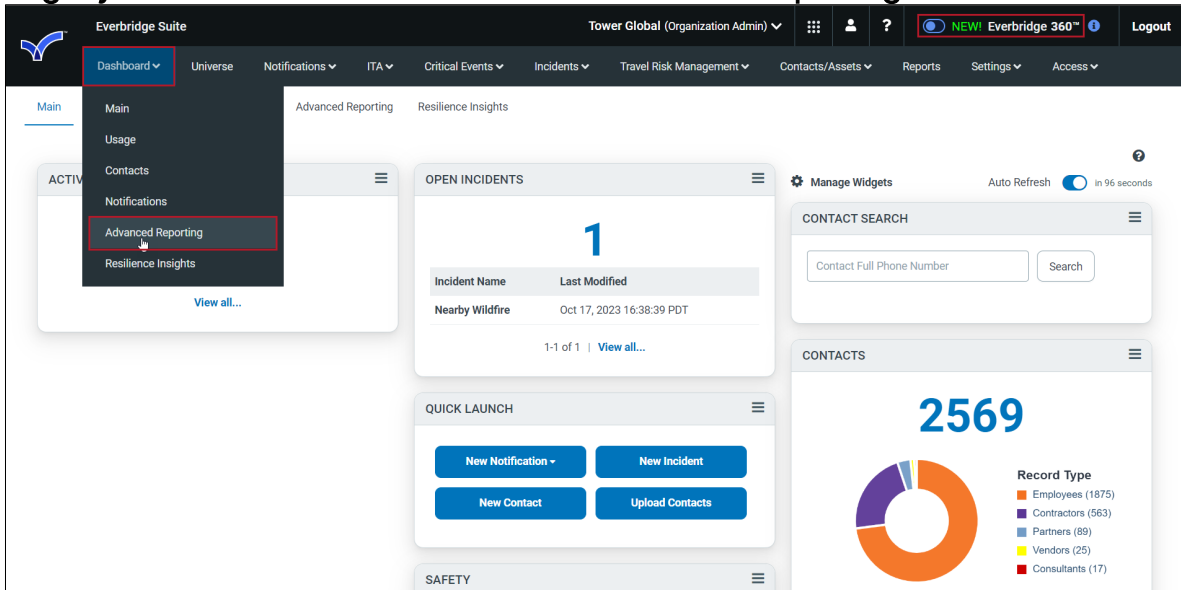
- America - Los Angeles
- UTC
- America - Chicago
- America - Denver
- America - Juneau
- America - Los Angeles
- America - New York
- America - Phoenix
- Pacific - Honolulu
- Europe - London
- America - Cayman
- Etc - GMT
- Europe - Amsterdam
- America - Mexico City
- America - Vancouver
- America - Calcutta
- America - Edmonton
- America - Jamaica
- America - Toronto

**NOTE:** The data within a scheduled report will still be displayed in UTC regardless of the selected time zone.

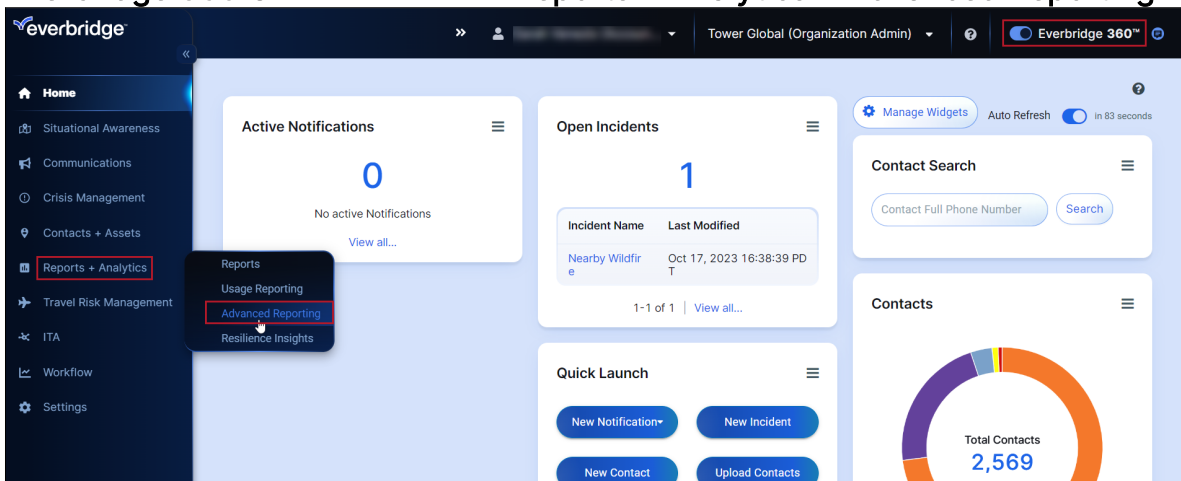
## Accessibility

Advanced Reporting can be accessed in two ways, depending on the applied Manager Portal user interface:

- **Legacy UI - Found under Dashboard > Advanced Reporting.**



- **Everbridge 360 UI - Found under Reports + Analytics > Advanced Reporting.**



# Dashboards

Dashboards, which can be found under the **Dashboards** tab of Advanced Reporting, refer to the preconfigured and user-defined interfaces that present a comprehensive overview of an Organization's actionable data. Each dashboard consists of **Widgets**, which are standalone visualizations built off of attributes in the data. Reporting data goes back in an 18-month rolling time window. Resilience Insights customers can also see up to three years of historical data for Incidents and Notifications.

Custom dashboards can be created from different data points, and preconfigured Incidents and Notifications dashboards are provided to all applicable users. See [Create New Dashboard](#) for more information.

**NOTE:** Resilience Insights customers can also utilize Risk Event and Alert-specific dashboards.

All dashboard

The following table contains the descriptions of these preconfigured dashboards:

Dashboard	Description
Incidents	Displays all the Incidents launched by an Organization over a specific period. The Incident data can be filtered across ID, Template, Variables, and Contacts, among other filters.
Notifications	Displays all the Notifications generated by an Organization over a specific period. The Notification data can be filtered across ID, Status, Type, Source, Priority, Escalation, and Contacts, among other filters.

## Filters

Each dashboard contains a row of filters. Each dashboard filter selected will affect the data displayed in each report widget and table. Use the filters to narrow the data to the criteria that meet your use case.

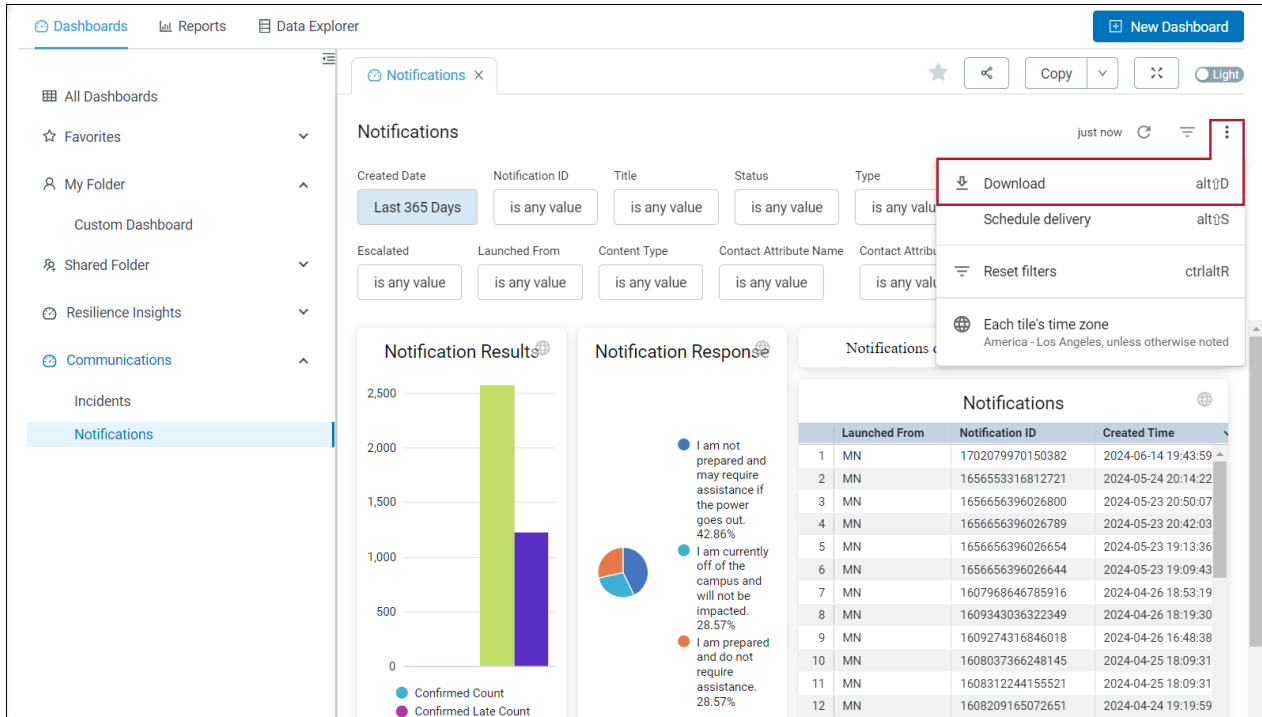




**NOTE:** Each dashboard has a set of default filters.

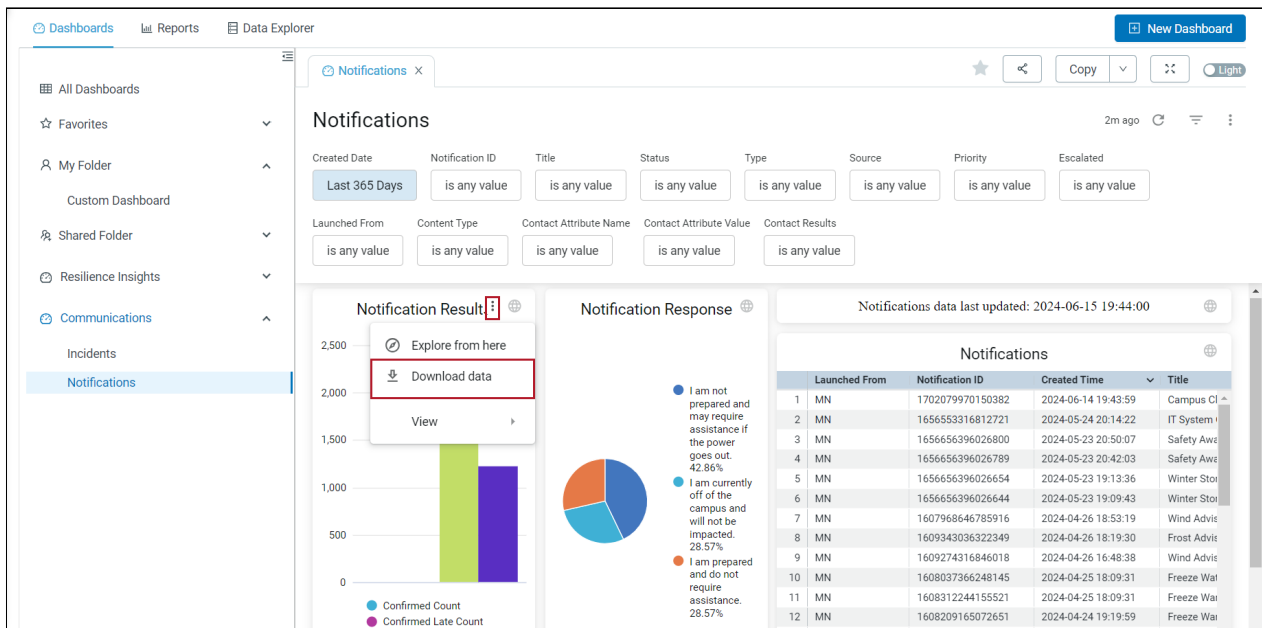
## Download Dashboard Data

Each dashboard contains a **Download** menu item, allowing users to download the dashboard as a static PDF to share with the stakeholders in their Organization. Dashboard downloads are currently limited to 5,000 rows.



## Download Widget Data

Each widget within the dashboard also contains a **Download** menu item. Widget downloads are currently limited to 5,000 rows.



Data can be downloaded in the following formats:

- TXT (tab-separated values)

- Excel spreadsheet (Excel 2007 or later)
- CSV
- JSON
- HTML
- Markdown
- PNG (image of visualization)

### Download Notification Response

Format

TXT (tab-separated values) ▼

▼ Advanced data options

Results

With visualizations options applied ⓘ

As displayed in the data table

Data values

Formatted

Unformatted (no rounding, special characters, etc.)

Number of rows to include

Current result table

All results

Custom

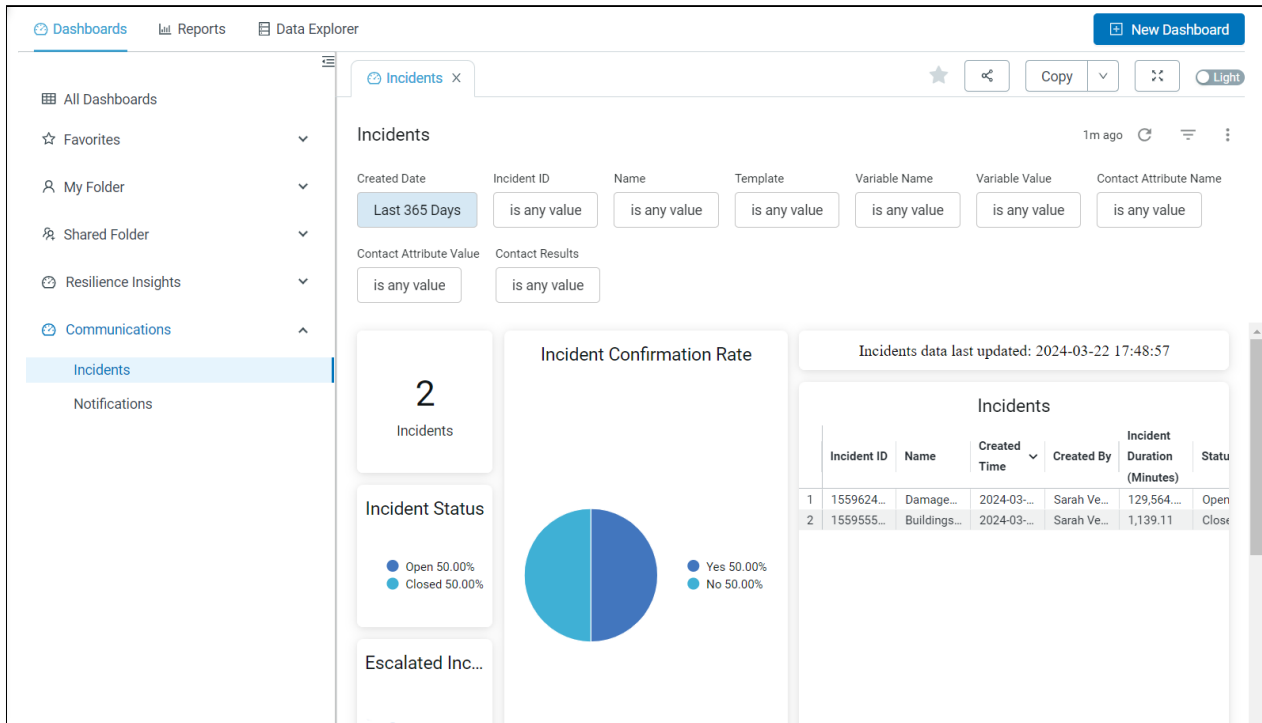
Open in Browser      Cancel      **Download**

## Incidents Dashboard

The **Incidents Dashboard** displays all the Incidents launched in an Organization over a specific period. The Incident data can be filtered across ID, Template, Variables, and Contacts among other filters.

This dashboard helps users understand the Incidents that have been launched in their Organization, and how recipients responded. Users can answer the following types of questions through this preconfigured dashboard:

- How many Incidents did our Organization launch historically?
- How did our contacts respond to these Incidents?
- How effective were different delivery methods in confirmation of the Incidents?
- How many Incidents were escalated?



## Incidents Dashboard Filters

The following filters can be applied to the Incidents Dashboard:

Filters	Description
Created Date	The date when the Incident was created.
Incident ID	The ID of the Incident that was created.

Name	The name of the Incidents that were created.
Template	The template that was used to launch the Incident.
Variable Name	The name of the variable attached to the Incident.
Variable Value	The corresponding value of the variable attached to the Incident.
Contact Attribute Name	The name of the attribute attached to a contact.
Contact Attribute Value	The corresponding value of the attribute attached to a contact.
Contact Results	The result of sending an Incident to a contact; whether they have confirmed, not confirmed, or were unreachable.

## Incidents Dashboard Widgets

Here is an overview of the widgets comprising the Incidents Dashboard:

Widget	Data	Type	Description
Incidents Count	Incidents	Numerical Value	The total count of Incidents that were launched over a time period.
Incidents Status	Incidents	Pie Chart	Displays the status of the Incidents that were launched over a time period; whether they are open or closed.
Escalated Incidents	Incidents	Pie Chart	Displays whether the Incidents launched over a time period are escalated or not.
Incident Confirmation Rate	Incidents	Pie Chart	Displays how contacts responded to Incidents launched over a time period (Yes or No).
Incidents	Incidents	Table	Tabular view of individual Incidents launched over a time period containing granular details including duration, average time to acknowledge, status, and more.

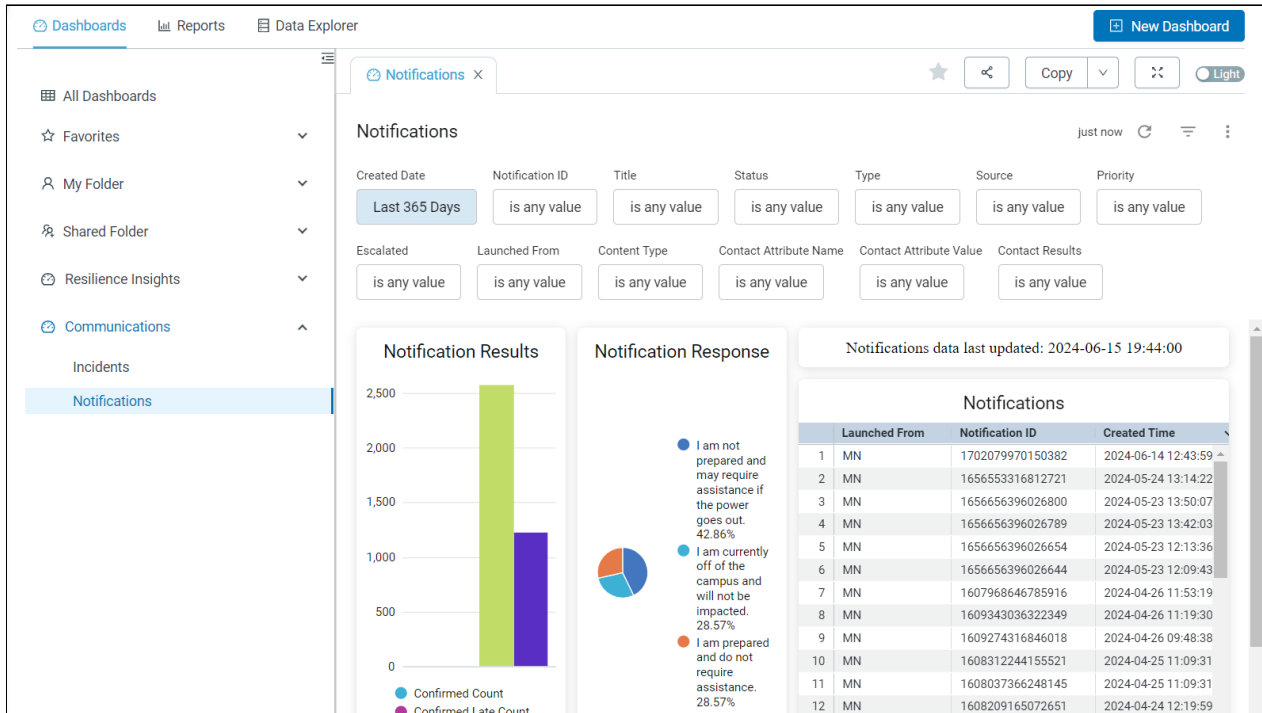
Confirmation Rate by Delivery Method	Incidents	Pie Chart	Displays different delivery methods to reach contacts and how they responded (Yes or No) to Incidents launched over a time period.
Confirmation Rate by Attribute	Incidents	Bar Chart	Displays different user-defined contact attributes and the percentage of contacts that confirmed Incidents launched over a time period.
Incident Contacts	Incidents	Table	Tabular view of individual contacts, their attributes, and their responses to Incidents launched over a time period.

# Notifications Dashboard

The **Notifications Dashboard** displays all of the Notifications generated in an Organization over a specific period. The Notification data can be filtered across ID, Status, Type, Source, Priority, Escalation, and Contacts, among other filters.

The Notifications Dashboard helps users understand the Notifications that have been launched in their Organization, and how recipients responded. Users can answer the following types of questions through this preconfigured dashboard:

- How many Notifications did our Organization launch historically?
- How did our contacts respond to these Notifications?
- How much time did it take our contacts to respond to the Notifications?
- What were the confirmation results for these Notifications?



## Notifications Dashboard Filters

The following filters can be applied to the Notifications Dashboard:

Filters	Description
Created Date	The date when the Notification was created.
Notifications ID	The ID of the Notification that was created.

Title	The title of the Notifications that were created.
Status	The status of the Notifications that were created; whether they were completed or not.
Type	The type of Notifications that were created; whether they were polling, standard, or conference.
Source	The source of the Notifications that were created.
Priority	The priority of the Notifications that were created.
Escalated	Whether the Notifications that were created were escalated or not.
Content Type	The type of content within the Notifications that were created.
Contact Attribute Name	The name of the attribute attached to a contact.
Contact Attribute Value	The corresponding value of the attribute attached to a contact.
Contact Results	The result of sending a Notification to a contact; whether they have confirmed, not confirmed, or were unreachable.

## Notifications Dashboard Widgets

The widgets below make up the Notifications Dashboard:

Widget	Data	Type	Description
Notification Results	Notifications	Bar Chart	Displays the results of the Notifications that were launched over a time period; whether contacts confirmed, confirmed late, did not confirm, or were unreachable.
Notification Response	Notifications	Bar Chart	Displays the responses of contacts that confirmed for Notifications launched over a time period.
Notifications	Notifications	Table	Tabular view of individual Notifications launched over a time period containing granular details



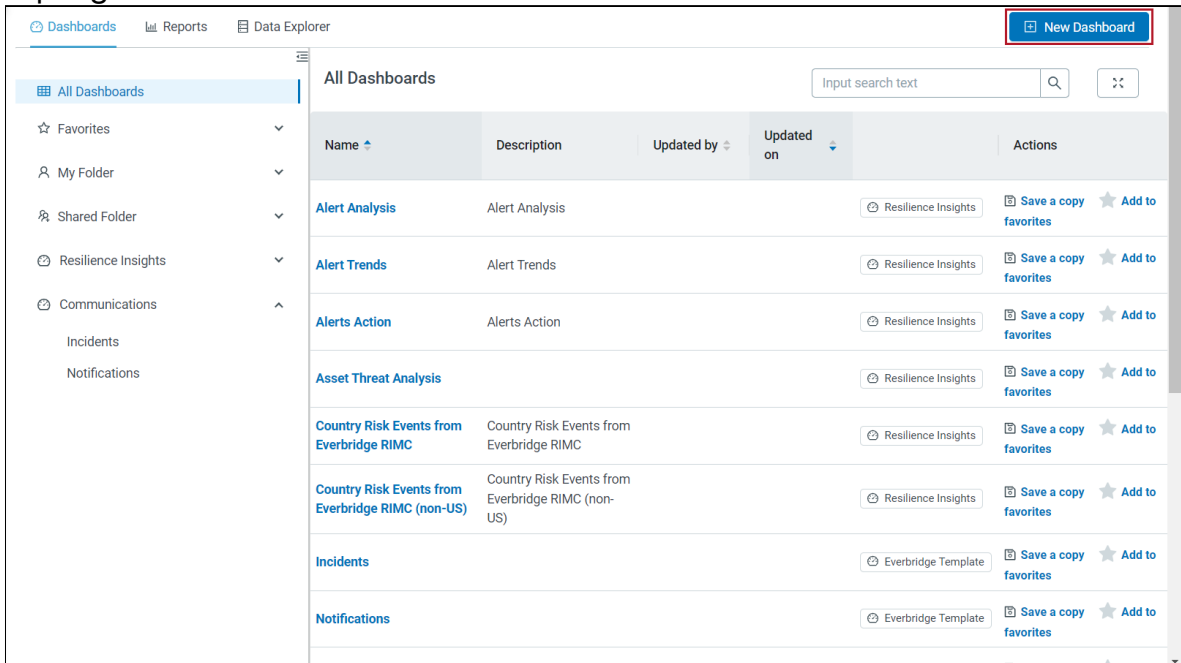
			including time, status, source, priority, and more.
Notification Contacts	Notifications	Table	Tabular view of individual contacts, their attributes, and their responses to Notifications launched over a time period.

# Create New Dashboard

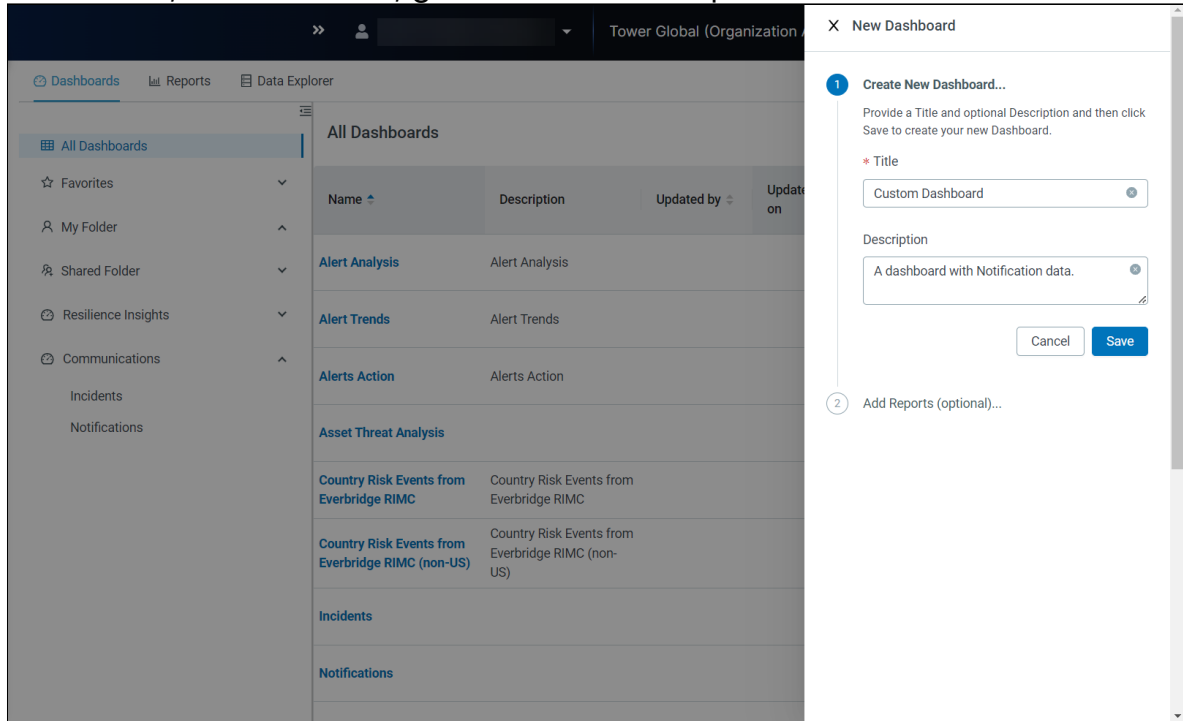
In addition to the preconfigured dashboards, users can create their own custom dashboards to display the data that matters most to them.

To create a dashboard:

1. From the **Dashboards** tab in Advanced Reporting, click **New Dashboard** in the top-right corner.

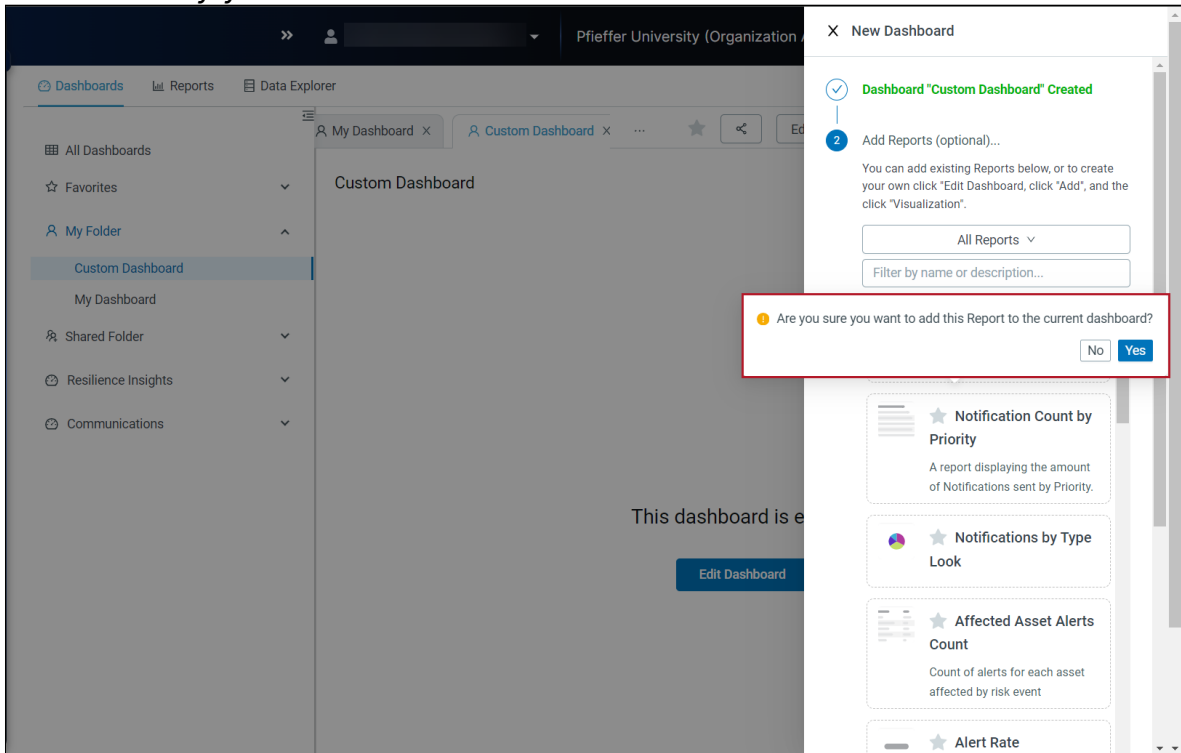


- The **New Dashboard** side panel will open. Enter a title for your new dashboard, and if desired, give it a brief description.

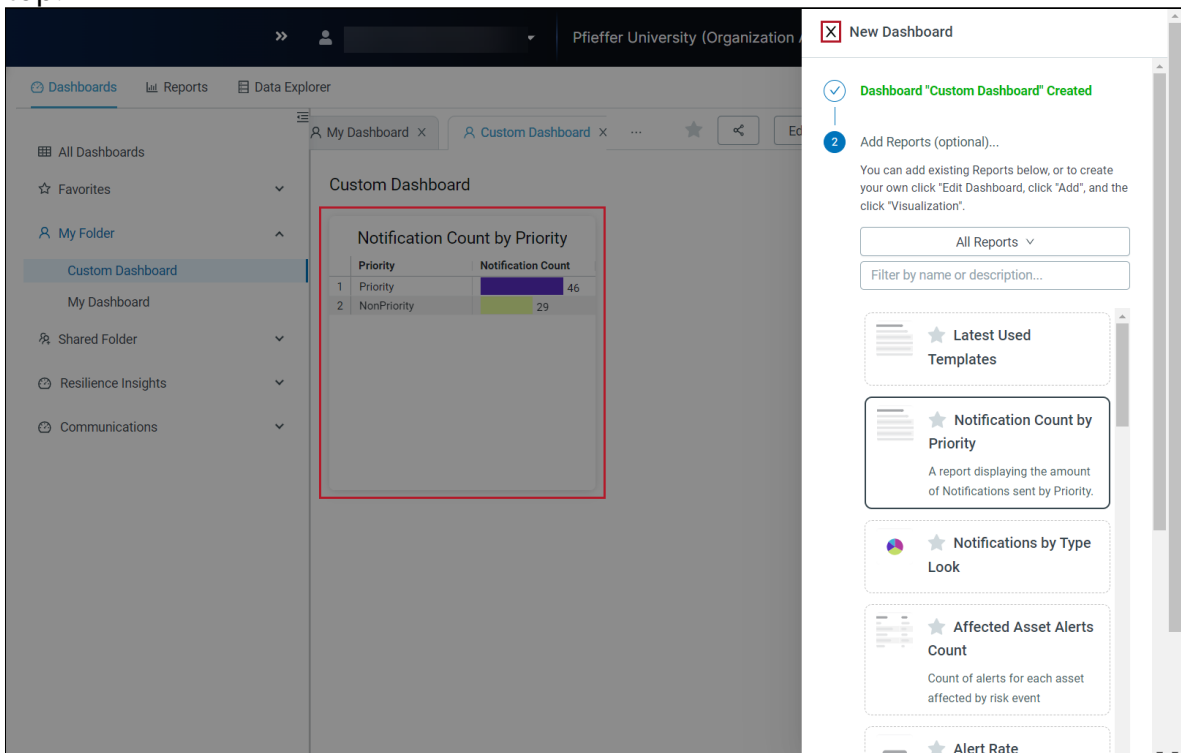


- Click **Save** to advance to the **Add Reports** section. The preview of the new dashboard can be seen to the left of the panel.
- The optional **Add Reports** section of the modal expands, offering a list of Communication and (if purchased) Resilience Insights reports that can be attached to this dashboard. Use the filters or locate any desired reports, and

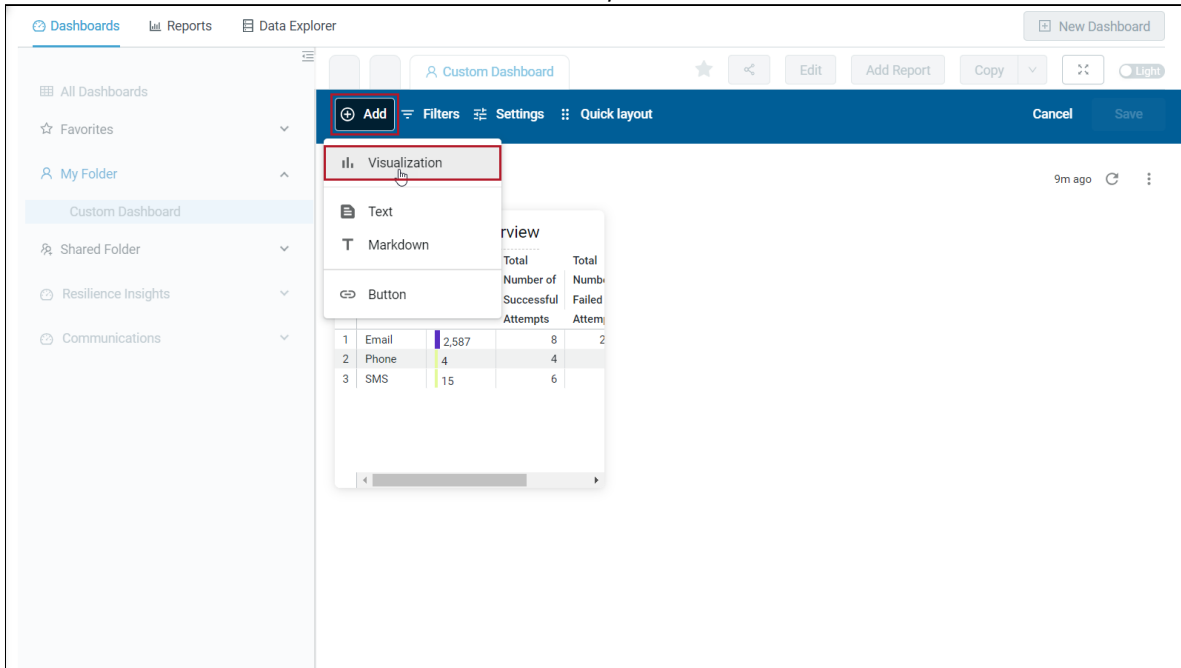
then click any you wish to add. Click **Yes** to confirm the selections.



5. The report will appear in the preview to the left of the panel. Add as many reports as needed (if any), then close the side panel by clicking the X at the top.



- Click **Add > Visualization** to create a visualization for this dashboard. See [Create Visualizations](#) for more details. Text, buttons, and markdown content can be added to the dashboard, as well.

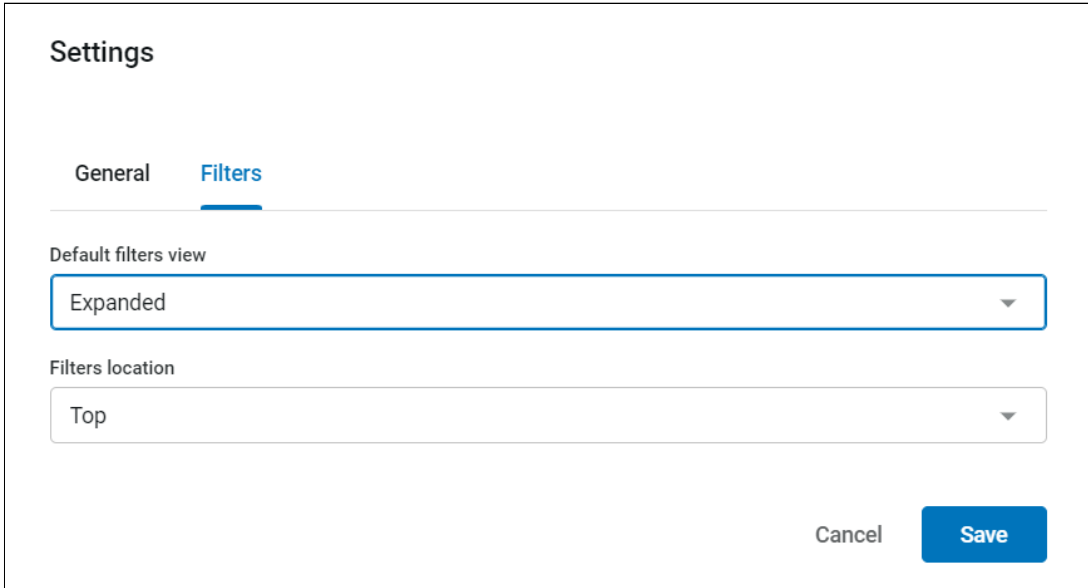


7. Click the **Settings** tab in the header bar.

Configure the following items as needed under the **General** subtab:

- Timezone
  - Run on load
  - Allow full-screen mode for visualizations
  - Automatically refresh dashboard
8. Set the refresh frequency for the individual tiles on the dashboard.
9. Click **Save** once the selections have been made on the **General** subtab.

10. Click the **Filters** subtab to set the default filters view and filters location.



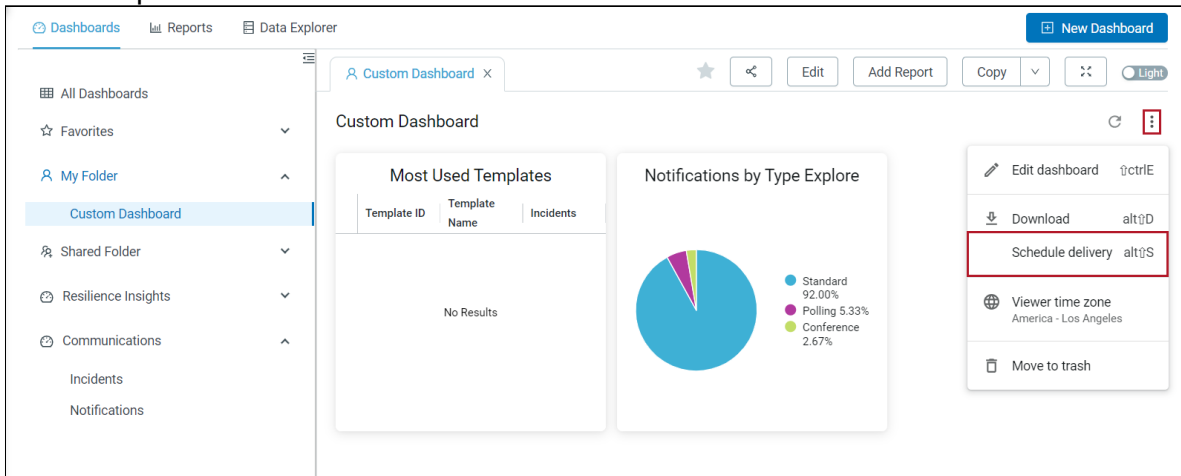
The screenshot shows a 'Settings' window with two tabs: 'General' and 'Filters'. The 'Filters' tab is active. Below the tabs, there are two dropdown menus. The first is labeled 'Default filters view' and has 'Expanded' selected. The second is labeled 'Filters location' and has 'Top' selected. At the bottom right of the window, there are two buttons: 'Cancel' and 'Save'.

11. Once satisfied with the content and layout of the dashboard, click **Save**. It can always be edited again later as needed.

# Schedule Dashboard Delivery

Dashboards can be scheduled to be sent out to stakeholders at specified intervals. To do so:

1. Locate the desired dashboard in the **Dashboard** tab, then click the three-dot icon to open the **Actions** menu.





2. The **Schedule Delivery** modal appears with the **Settings** subtab open.

## Schedule Delivery

Settings
Filters
Advanced options

---

**Schedule Name**

**Recurrence** **Time**

**Destination**

**Email addresses \*** All (1) External (0)

@everbridge.com
✕

✕

**Format**

Cancel

Specify the following:

- **Schedule Name**
- **Recurrence**
  - Send Now
  - Monthly
  - Weekly
  - Daily
  - Hourly
  - Minutes
  - Specific Months
  - Specific Days

- Time
  - Email addresses
  - Format
    - CSV ZIP file
    - PDF
    - PNG visualization
3. If needed, click **Advanced Options** for additional options.

## Schedule Delivery

Settings
Filters
Advanced options

---

Custom Message
0/1500

Add a message to be included in the body of the email.

Include links

Expand tables to show all rows ⓘ

Arrange dashboard tiles in a single column

Paper size

Fit Page To Dashboard
▼

Delivery timezone

America - Los Angeles
▼

Test now

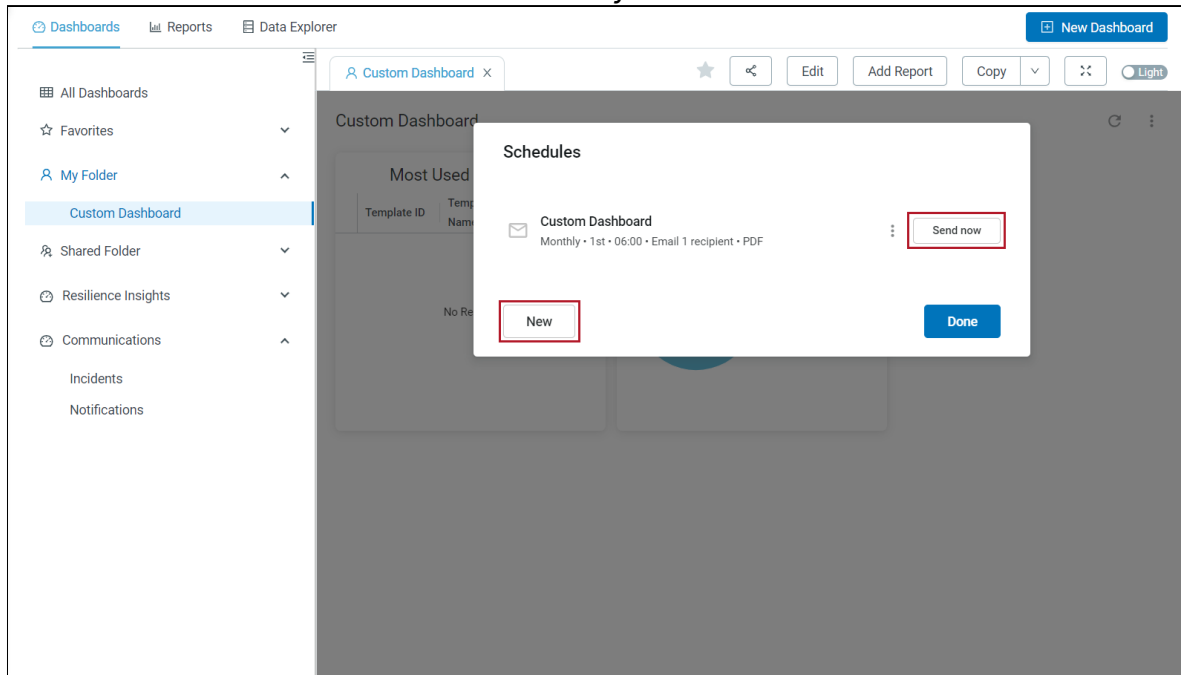
Cancel

Save

Configure the following:

- Custom message
- Include links

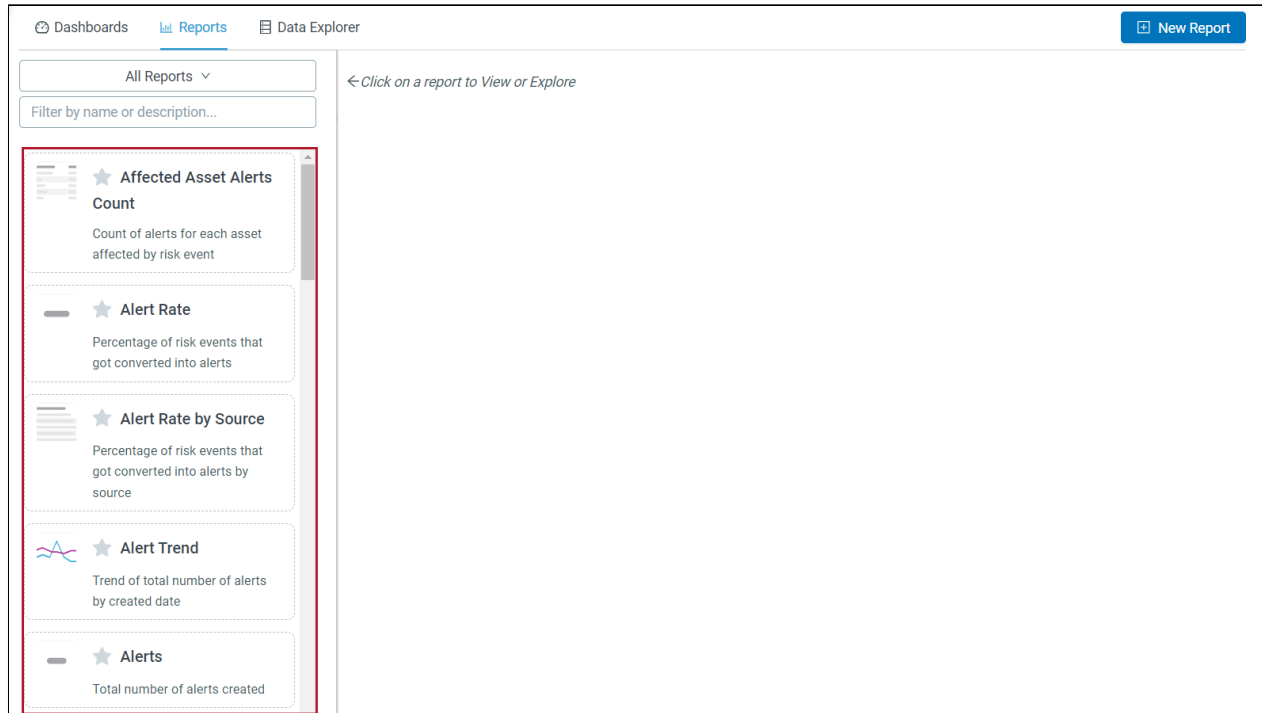
- Expand tables to show all rows
  - Arrange dashboard tiles in a single column
  - Paper size
  - Delivery Timezone
4. Click **Save**. The dashboard will refresh, and the scheduled delivery will appear. Optionally, click **Send now** to send the dashboard out immediately, or click **New** to create an additional delivery schedule for this dashboard.



5. Once finished, click **Done** to close the modal.

# Reports

The **Reports** tab consists of a library of premade visualizations and tables that answer common Communications and Resilience Insights questions in a stand-alone, shareable format.



## Default Reports

The following reports have been preconfigured for ease of access and use. Note that the default reports cannot be edited. However, users can save their own versions of these reports (including their data points, filters, and visualizations), enabling them to make modifications as needed. These saved versions will appear in a specified folder. See [Save Reports](#) for more information.

## Communications Reports

Communications	Description
Attempts Overview	Number and percentage of attempts by delivery path.
Confirmation Rate by Contact Groups	Percent of contacts confirmed by contact group.

Most Used Templates	Number of times Incident Templates were used.
Open Incidents by Duration	Open Incidents and how long they have been open for (beyond seven days).
Trends of Failed Attempts	Failed attempts over time via delivery path.

## Resilience Insights Reports

**NOTE:** Resilience Insights reports are only available to Resilience Insights customers.

Resilience Insights	Description
Affected Assets Alerts	Count of alerts for each Asset affected by Risk Event.
Alert Rate	Percentage of Risk Events that got converted into alerts.
Alert Rate by Source	Percentage of Risk Events that got converted into alerts by source.
Alert Trend	Trend of total number of alerts by created date.
Alerts	Total number of alerts created.
Alerts Tend by Category	Trend of total alerts created each day by category.
Attempt Acknowledgement Rate per Delivery Path	Percent of acknowledged attempts by day per delivery path.
Attempt Average Time to Acknowledge per Delivery Path	Average acknowledgment time in minutes per delivery path.
Attempt Failure Rate	Percent of failed attempts by day per delivery path.
Attempt Success Rate	Percent of successful attempts by day per delivery path.
Average Alert Acknowledge Time (in hours)	Average hours to alert acknowledgment per severity.
Average Incident Launched Time (in hours)	Average hours to Incident creation in hours per severity.
Average Time to Acknowledge (in minutes)	Average acknowledgment time in minutes per severity.

Critical Events Created	Total number of Critical Events created.
Cumulative Count of Impacted Assets	Total number of impacted Assets.
Details	Details and status of each alert created.
Escalation Notification	Percentage breakdown of Incidents that were and were not escalated.
Incident Mean Time to Acknowledge (MTTA)	Mean time to acknowledgment in minutes by creation date.
Incident Mean Time to Resolve (MTTR)	Mean time to resolution in minutes by creation date.
Incidents Closed	Total number of Incidents closed by date.
Incidents Created Count	Total number of Incidents created by date.
Incidents Created Trend	Trend of total Incidents created by date.
Incidents Status	Total number of Incidents created by current status.
Notification Count by Incident	Trend of maximum, minimum, average, and mean Incident Notification count.
Risk Event Categories	Percent of total Risk Events by category.
Risk Event Severity	Count of Risk Events by severity.
Risk Event Trend	Trend of total number of Risk Events by date per severity.
Risk Events	Heat map of total Risk Events.
Risk Events Alerts	Details of Risk Event alerts.
Risk Events Alerts Map	Heat map of Risk Event alerts and impacted Assets count.
Risk Events Count	Total number of Risk Events.
Risk Events Source	Total Risk Events by source.
Top 10 Incidents by Notification Count	Incident name and Notification count for top Incidents by Notification count.
Top 10 Most Used Templates	Top 10 Incident Templates by count of Incidents created.
Top 10 Most Used Variable Name & Value Combinations	Top 10 variable name and value combinations with a count of Incidents created.

Top 5 Categories	Total number of Risk Events for top 5 categories.
Total Alerts	Total alerts by severity.
Total Alerts Created	Total number of alerts created.
Total Number of Risk Events	Total number of Risk Events created.

# View Reports

To view a report from the **Reports** tab:

1. Scroll down the list to find a specific report, or, optionally, enter search terms to find it. You can also hover the cursor over **All Reports** and choose from one of the following options to filter the results:
  - All Reports
  - Favorites
  - My Folder
  - Shared Folder
  - Quick Reports
    - Communications
    - Resilience Insights
2. Click the desired report. It will populate to the right with the built-in visualization and data associated with the selected report.

The screenshot shows the Everbridge Reports interface. The left sidebar contains several report cards, with 'Attempts Overview' highlighted by a red box. The main content area displays the 'Attempts Overview' report, which includes a filter for 'Attempts Created Date' set to 'is any time' and a table of data.

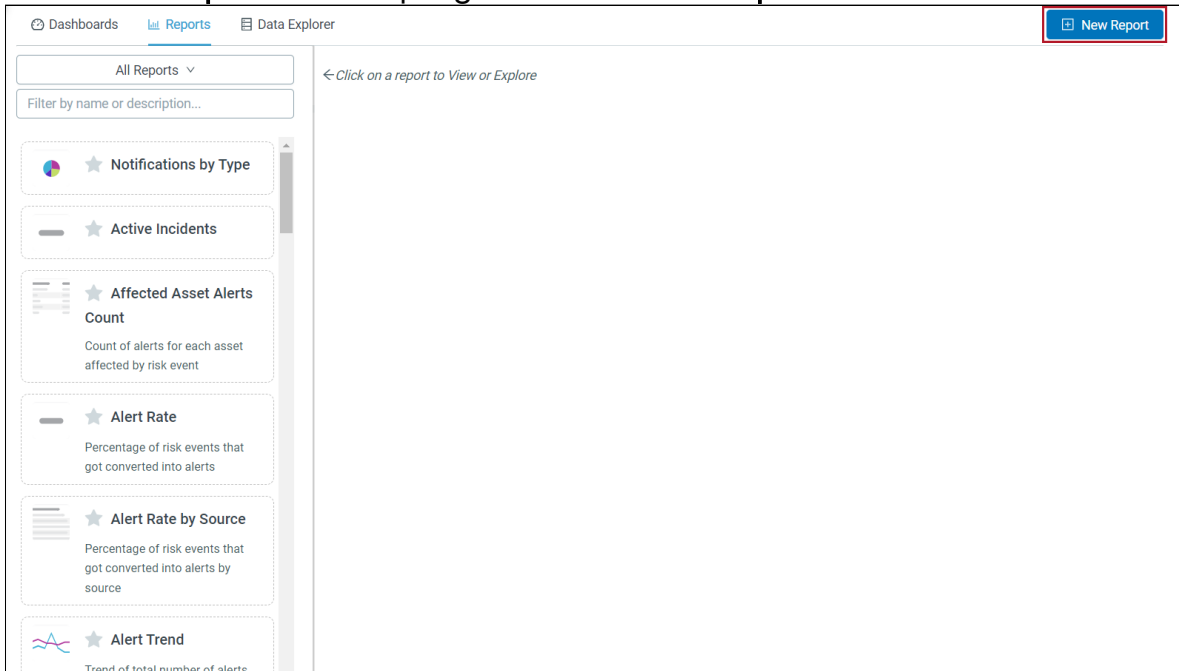
Delivery Path	Total Number of Attempts	Total Number of Successful Attempts	Total Number of Failed Attempts	Percent of Successful Attempts
1 Email	2,726	11	2,717	0.40%
2 Extension Phone	15	8	7	53.33%
3 Phone	4	4	0	100.00%
4 Mobile App	14	1	13	7.14%
5 SMS	77	53	24	68.83%



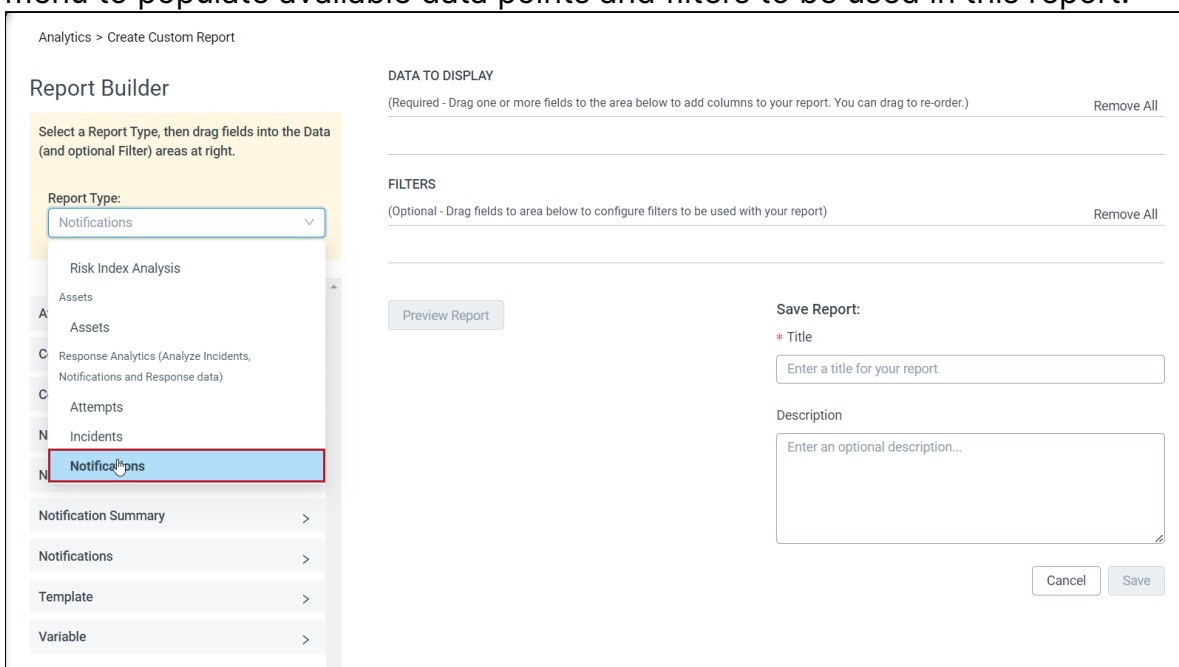
## Create Reports

Users can also create new reports in addition to using the preconfigured reports. To do so:

1. Click **New Report** in the top-right corner of the **Reports** tab.



2. The **Report Builder** appears. Select the **Report Type** from the drop-down menu to populate available data points and filters to be used in this report.



- Once the Report Type has been selected, add data points to display as columns in the report by either clicking the **Display** toggle or dragging the data point to the **Data to Display** section. They can be rearranged as needed once they've been added.

We're trying to create a report that shows the number of Notifications sent by Priority in the image below, so the **Priority** field and **Notification Count** measure have been included.

The screenshot shows the 'Report Builder' interface for creating a custom report. The 'Report Type' is set to 'Notifications'. In the 'DATA TO DISPLAY' section, 'Priority' and 'Notification Count' are listed. In the 'MEASURES' section, 'Notification Count' is selected. The 'Priority' field in the field list has its 'Display' toggle turned on.

4. Give the report a title and an optional description.

**Save Report:**

**\* Title**

Notification Count by Priority ✕

**Description**

A report displaying the amount of Notifications sent by Priority. ✕

Cancel
Save

5. Click **Preview Report** for a quick review of how the report will appear once it's finished.

The screenshot shows the Everbridge 'Report Builder' interface. The 'Report Type' is set to 'Notifications'. The 'DATA TO DISPLAY' section includes 'Notification Count' and 'Priority'. The 'FILTERS' section is empty. A 'Preview Report' window is open, displaying a table with the following data:

Notifications Priority	Notifications Notification Count
NonPriority	6

- Once satisfied with the previewed results, click **Save**. This report can now be accessed and run from **My Folder**.

The screenshot shows the Everbridge Reports interface. At the top, there are navigation tabs for 'Dashboards', 'Reports', and 'Data Explorer', along with a 'New Report' button. The main content area is titled 'Notification Count by Priority' and includes a filter for 'Notifications Created Date is 30 days'. A table displays the results:

Priority	Notification Count
1 NonPriority	6

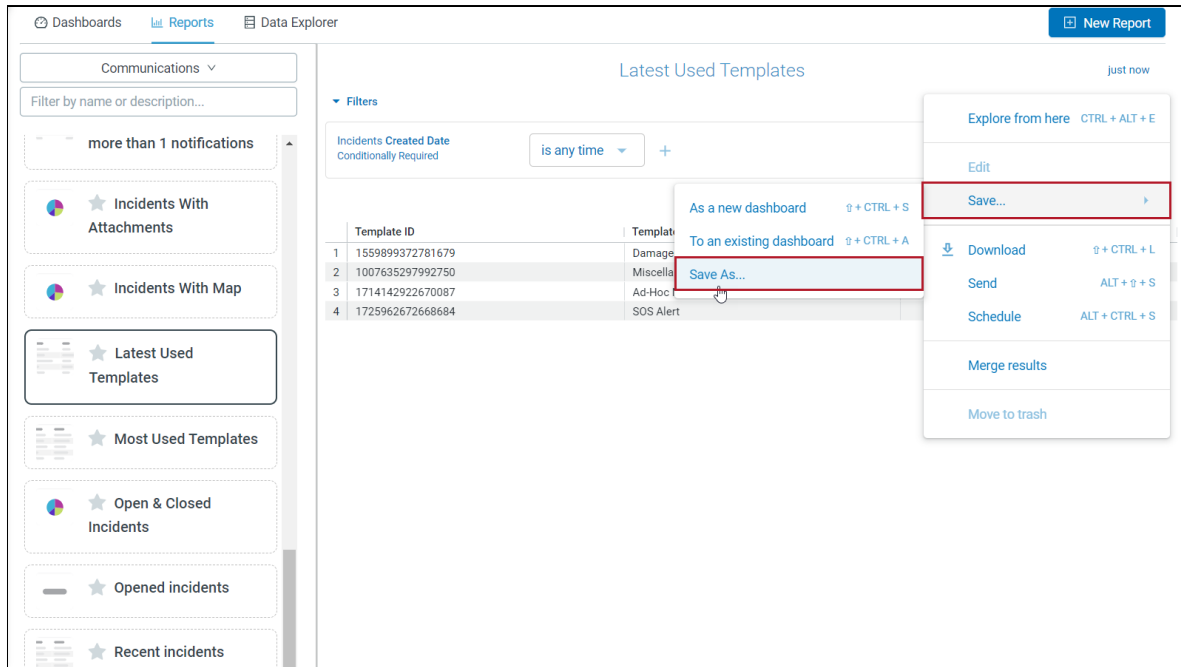
On the left side, there is a sidebar with a search bar and a report card for 'Notification Count by Priority'. The report card includes a star icon and a description: 'A report displaying the amount of Notifications sent by Priority.' The 'My Folder' dropdown menu is also visible at the top left of the report area.

## Save Reports

Both default and custom reports can be saved to a user's folder or an Organizational folder. Once saved, these copied reports can be further customized by inheriting the data points and visualizations from the uneditable default report to better meet specific use cases.

To save a report:

1. Select the desired report from the **Reports** tab. In this example, we selected a default report: Latest Used Templates.
2. Click the cogwheel icon to open the **Actions** menu, then select **Save > Save As...**



- The **Save Look** modal appears. Enter a title and an optional description that will populate in the list view.

The screenshot shows a 'Save Look' modal window. At the top, there is a dark header with the title 'Save Look' and a close button. Below the header is a yellow warning banner that reads: 'Temporary changes to filters will not be reflected in saved version.' The main form area contains three input fields: 'Title' with the value 'Latest Used Templates', 'Description' (optional) which is empty, and 'Folder' set to 'My folder'. Below these fields is a table-like structure with a header row containing 'My folder' and a search box 'Filter by title...'. Underneath is a 'Group' section which is currently empty. At the bottom right of the modal is a button labeled 'Save & View Look'.

- Choose which folder the report should be saved in.
- Click **Save & View Look** once the selections are made.
- Check the folder that this report was saved to. Once located, click the **Actions** menu, which has more options now on this version of the report than the default, unchangeable version. It's now editable and can be adjusted to

meet different use cases.

The screenshot shows the 'Reports' section of the Everbridge interface. On the left, there is a sidebar with a folder named 'My Folder' and two report cards: 'Latest Used Templates' and 'Notification Count by Priority'. The main area displays a table titled 'Latest Used Templates' with a filter for 'Incidents Created Date' set to 'is in the year 2024'. A table with one row is visible, containing a template ID and name. A context menu is open over the table, listing actions such as 'Edit', 'Download', 'Send', and 'Schedule'.

Template ID	Template Name	Re...
1   1559899372781679	Damaged Building	

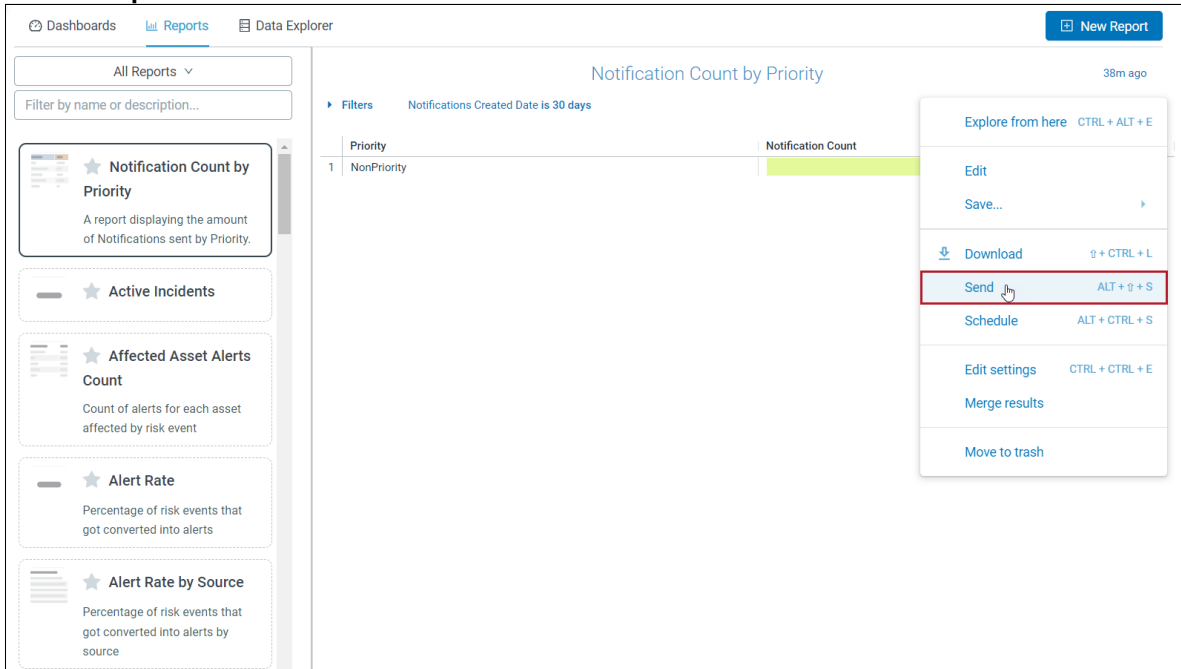
# Send and Schedule Reports

Reports can be sent to recipients immediately or scheduled to be sent at a recurring date and time.

## Send Report

To send a report immediately:

1. Click the cogwheel icon to open the drop-down Actions menu, and select **Send Report**.



2. The **Send Report** modal opens. Enter a title and the recipients' email addresses. Note that the sender's email address is included by default but



can be removed by clicking the X.


Send Notification Count by Priority
✕

**Title** Give your schedule a name.

Notification Count by Priority

---

**Where should this data go?**



Email

---

**Who should it be emailed to?**


Add


@everbridge.com ✕


Include a custom message...


---


**Format data as**


  
Data Table


  
Visualization

  
CSV

  
XLSX

  
JSON – Simple

  
Text

  
HTML

---

▶ **Filters** Notifications Created Date matches the user attribute "default\_explore\_time\_period"

---

▶ **Advanced options**

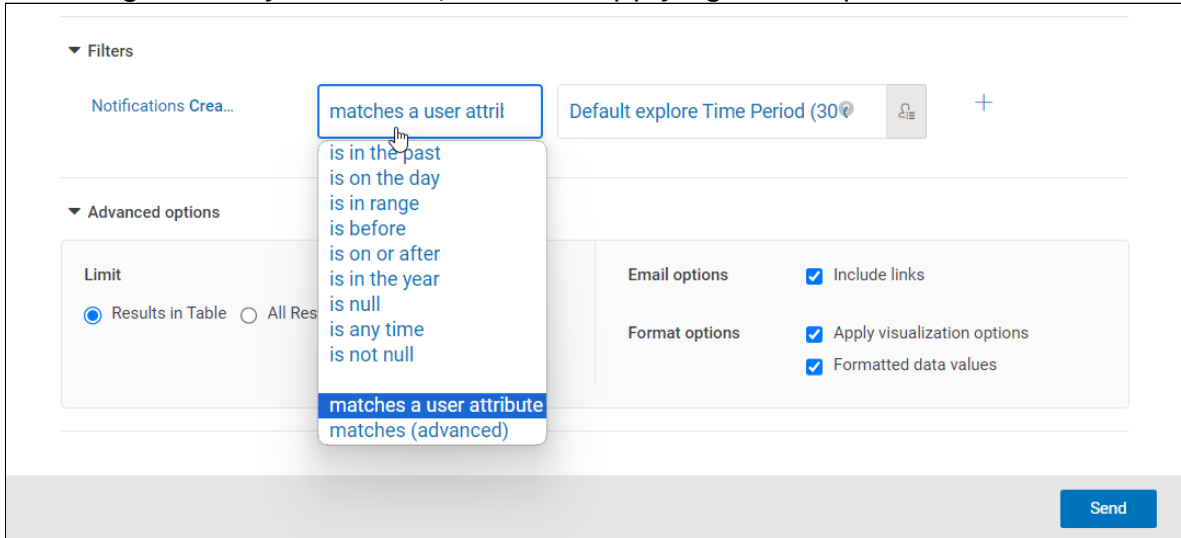
---

Send

3. Select the data format for the report from one of the following options:

- Data Table
- Visualization
- CSV
- XLSX
- JSON - Simple
- Text
- HTML

4. If more granularity is needed, consider applying some optional data filters:



5. Additional optional settings can be configured under **Advanced Options**:

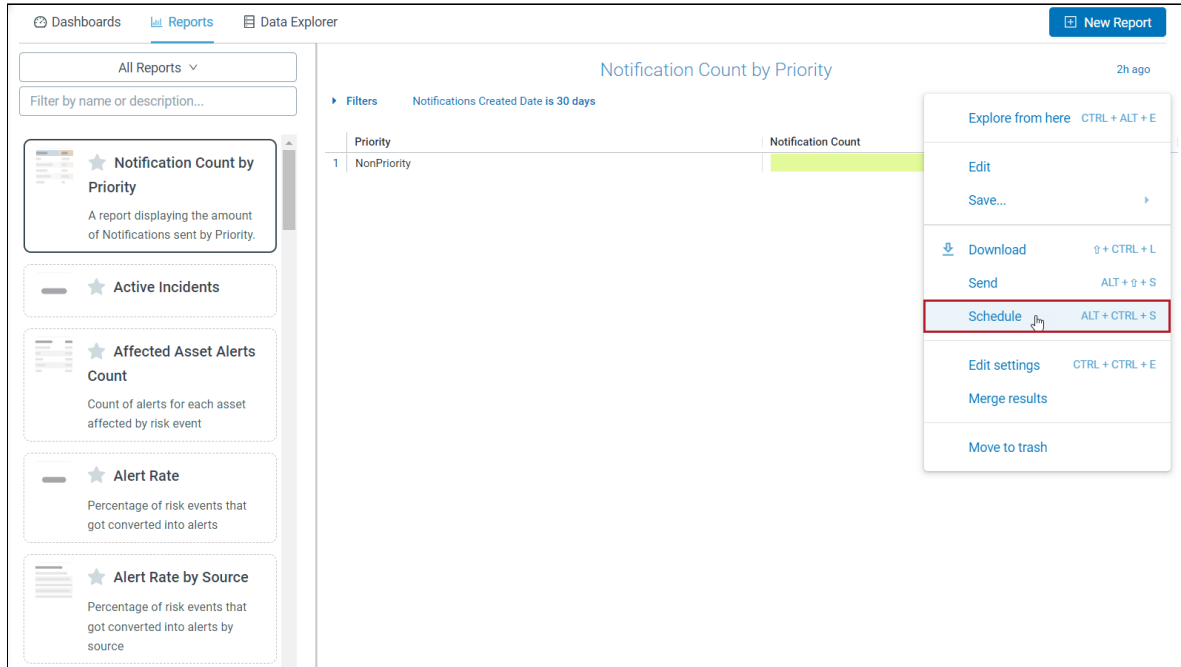
- **Limit**
  - Results in table
  - All results
- **Email Options**
  - Include links
- **Format Options**
  - Apply visualization options
  - Formatted data values

6. Click **Save** once all of the selections have been made. The report will be sent to the recipients' email addresses using the specified parameters.

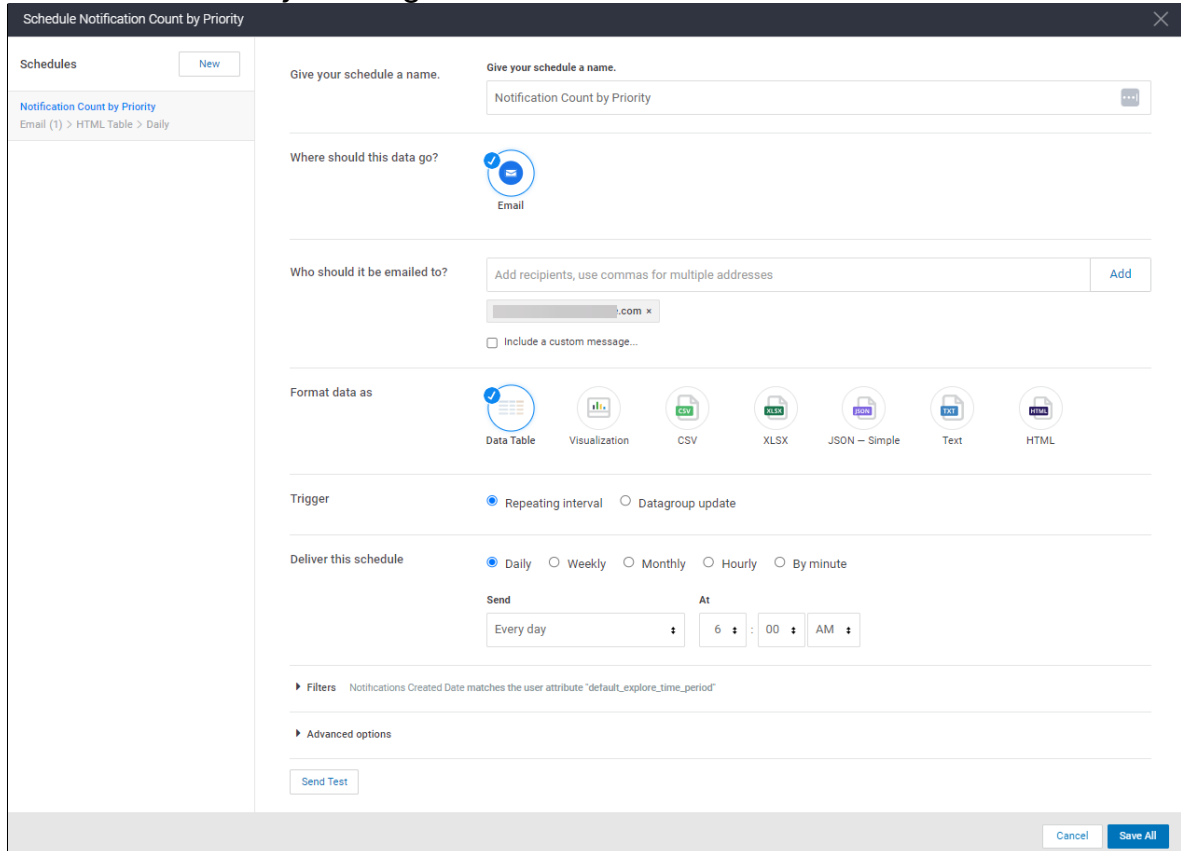
## Schedule Report

Reports can be scheduled to be sent to recipients at specific intervals or as a datagroup update. To schedule a report:

1. Click the cogwheel icon to open the drop-down **Actions** menu, and select **Schedule**.



2. The **Schedule Report** modal appears. Enter a title and the recipients' email addresses. Note that the sender's email address is included by default but can be removed by clicking the **X**.



3. Select the data format for the report from one of the following options:
  - Data Table
  - Visualization
  - CSV
  - XLSX
  - JSON - Simple
  - Text
  - HTML
4. Specify if a repeating interval or a datagroup update should trigger the schedule. For this example, we'll set the trigger to **Repeating interval**.
5. Choose from one of the following delivery intervals:

**Deliver this schedule**

Daily
  Weekly
  Monthly
  Hourly
  By minute

**Send**

Friday ▾

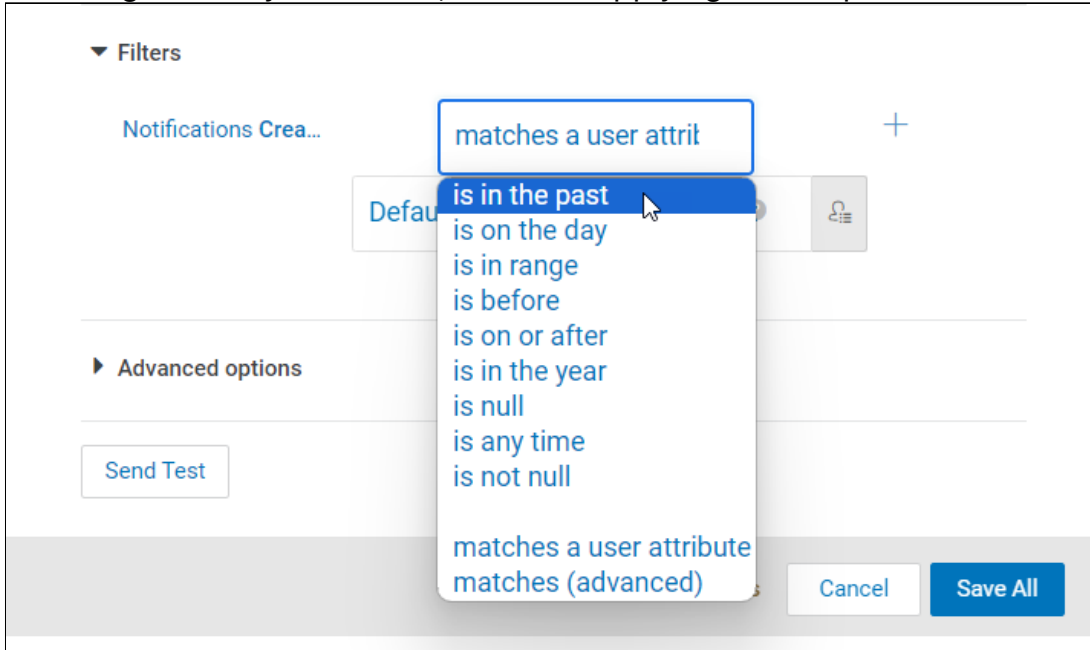
**At**

6 ▾ : 00 ▾ AM ▾

- **Daily**
  - Every day
  - On weekdays only
  - On specific days of the week
- **Weekly**
  - Select from Sunday through Saturday
- **Monthly**
  - Every month
  - At the start of every quarter
  - In specific months
- **Hourly**
  - 1 hour
  - 2 hours
  - 3 hours
  - 4 hours
  - 6 hours
  - 8 hours
  - 12 hours
- **By minute**

- 5 minutes
- 10 minutes
- 15 minutes
- 20 minutes
- 30 minutes

6. If more granularity is needed, consider applying some optional data filters:



7. Additional optional settings can be configured under **Advanced Options**:

▼ Advanced options

Send this schedule if

there are either results or no results ▾

- there are results
- there are no results
- there are either results or no results

Limit

Results in Table  All Results

Email options

- Include links
- Apply visualization options
- Formatted data values

Format options

- Apply visualization options
- Formatted data values

Timezone

America ▾

Send Test

⚠ Unsaved Changes

- **Limit**
  - Results in table
  - All results
- **Email Options**
  - Include links
- **Format Options**
  - Apply visualization options
  - Formatted data values
- **Timezone**

8. If desired, click **Send Test** to receive a test version of the report as a preview.

▼ Advanced options

<p><b>Send this schedule if</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">there are either results or no resu ⌵</div> <p><input type="checkbox"/> and results changed since last run</p> <p><b>Limit</b></p> <p><input checked="" type="radio"/> Results in Table <input type="radio"/> All Results</p>	<p><b>Email options</b></p> <p><input checked="" type="checkbox"/> Include links</p> <p><input checked="" type="checkbox"/> Apply visualization options</p> <p><b>Format options</b></p> <p><input checked="" type="checkbox"/> Formatted data values</p> <p><b>Timezone</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">America ⌵</div>
--	--

Send Test ✔ On its way!

⚠ Unsaved Changes
Cancel
Save All

9. Click **Save All**. If multiple schedules need to be set for the same report, more can be created by clicking the **New** button at the top of the **Schedules**

column.

Schedule Notification Count by Priority

Schedules New

Notification Count by Priority  
Email (1) > HTML Table > Daily

Give your schedule a name.  
Give your schedule a name.  
Notification Count by Priority

Where should this data go?  
Email

Who should it be emailed to?  
Add recipients, use commas for multiple addresses Add  
sarah.venezio@everbridge.com x

Include a custom message...

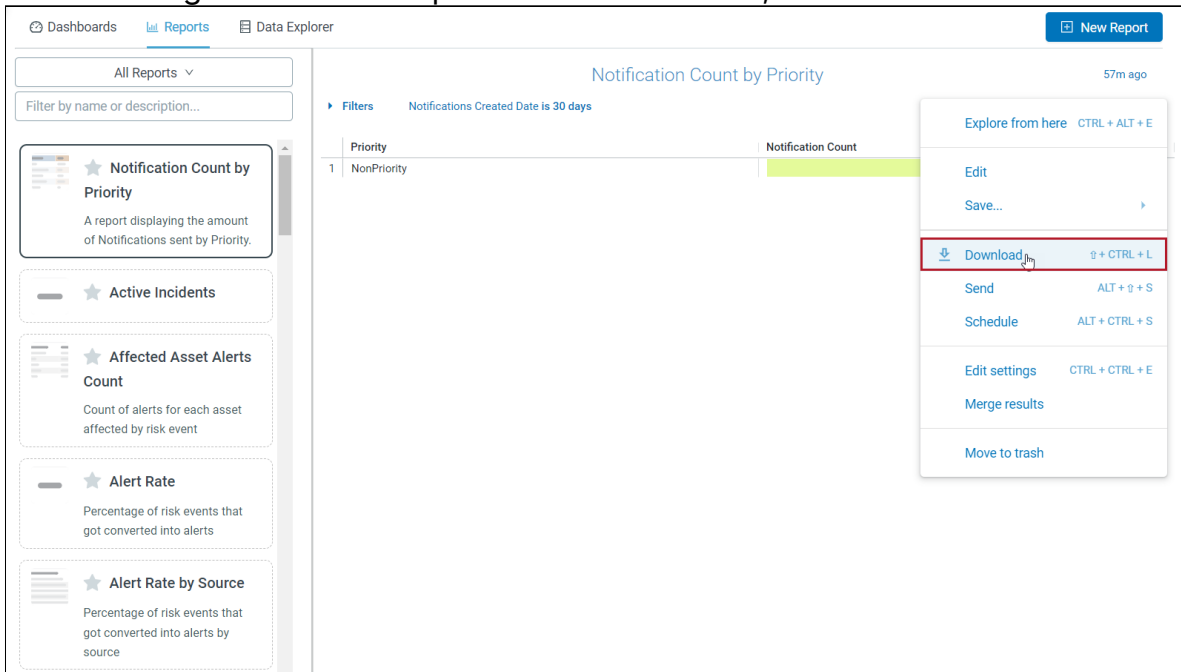
Format data as  
Data Table Visualization CSV XLSX JSON



# Download Reports

Reports can be downloaded in a variety of data formats and visualizations. To do so:

1. Select the report in question from the **Reports** tab.
2. Click the cogwheel icon to open the **Actions** menu, then select **Download**.



3. The **Download** modal appears.

### Download

**Format**

TXT (tab-separated values)
▼

**Filename**

Notification Count by Priority 2024-06-21T1608

**Results**

With visualizations options applied ⓘ
   
 As displayed in the data table

**Data values**

Formatted
   
 Unformatted (no rounding, special characters, etc.)

**Number of rows and columns to include**

Current result table
   
 All results
   
 Custom

Open in Browser
Cancel
Download

Make the following selections:

- **Format**
  - TXT
  - Excel Spreadsheet
  - CSV
  - JSON
  - HTML
  - Markdown
  - PNG (image of the visualization)
- **Filename**
- **Results**
  - With visualizations options applied
  - As displayed in the data table
- **Data values**
  - Formatted
  - Unformatted (no rounding, special characters, etc.)

- Number of rows and columns to include
4. If desired, click **Open in Browser** to see a web-based version of the report. If not, click **Download** to save it to your device.

The screenshot shows the Everbridge Reports interface. On the left is a navigation sidebar with 'Reports + Analytics' selected. The main area displays a report titled 'Notification Count by Priority' with a 'Run' button and a 'New Report' button. A table shows the following data:

Priority	Notification Count
1 NonPriority	6

A red box in the top right corner of the interface highlights the report title and a download status: 'Notification Count by Priority', '2024-05-21T16:17.txt', and '45 B - Done'.

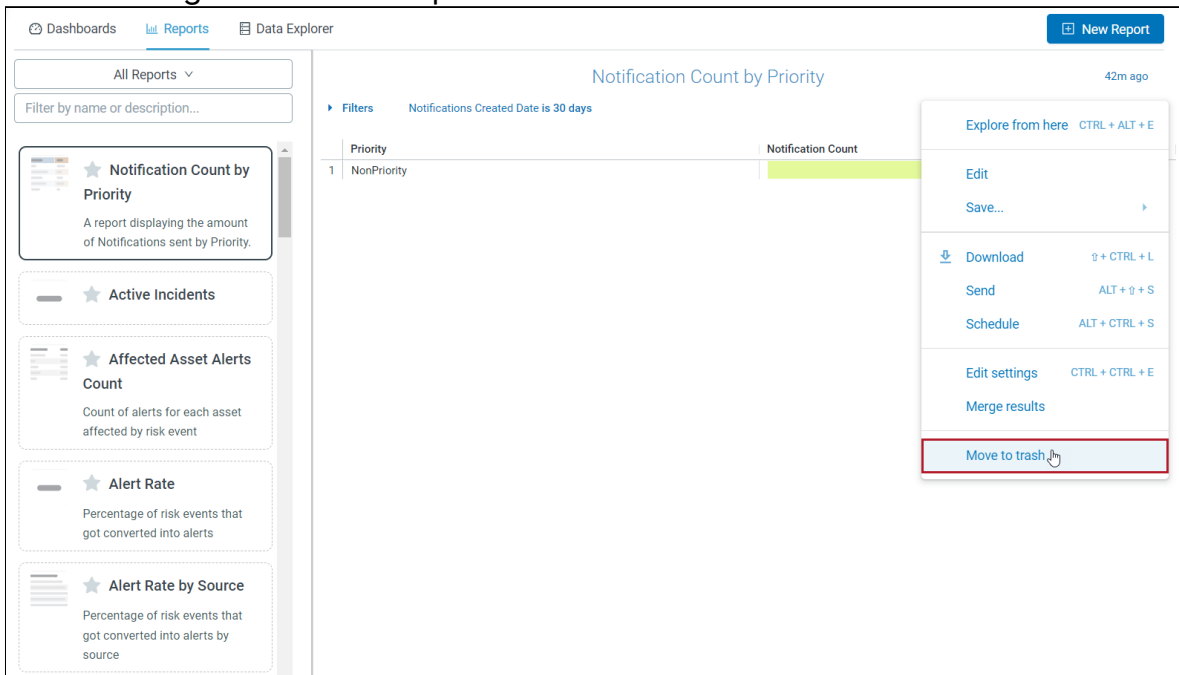
## Delete Reports

A custom report can be deleted if it's no longer needed.

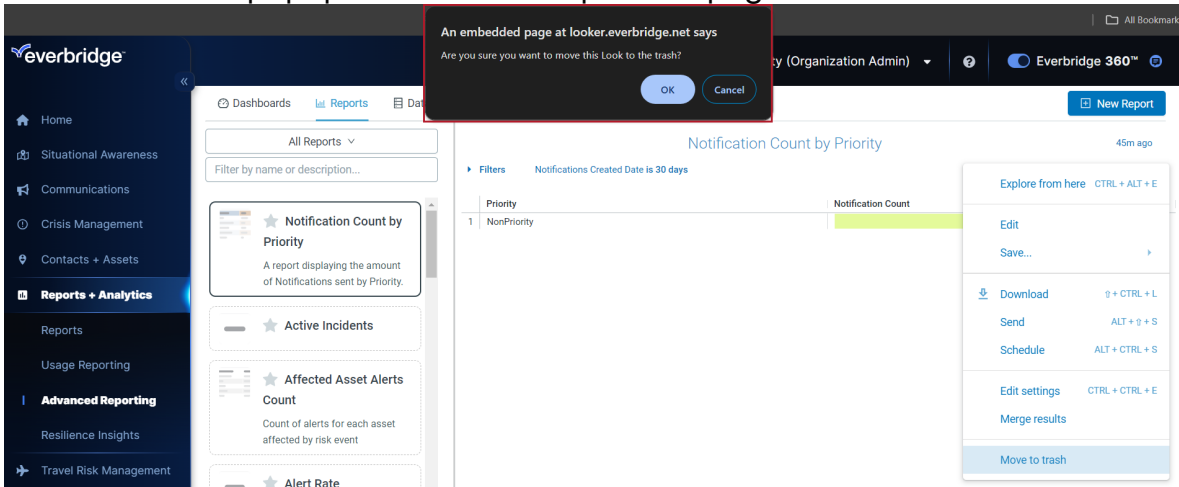
**NOTE:** The default, out-of-the-box reports cannot be deleted.

To delete a report:

1. Select the report in question from the **Reports** tab.
2. Click the cogwheel icon to open the Actions menu and select **Move to trash**.



3. Click **OK** on the popup modal at the top of the page to confirm the deletion.



# Data Explorer

New visualizations and table widgets can be created from the **Data Explorer** tab by pulling information from multiple data stores across Everbridge Suite.

The following data stores can be used in the Data Explorer tab:

- Attempts
- Notifications
- Incidents
- Assets

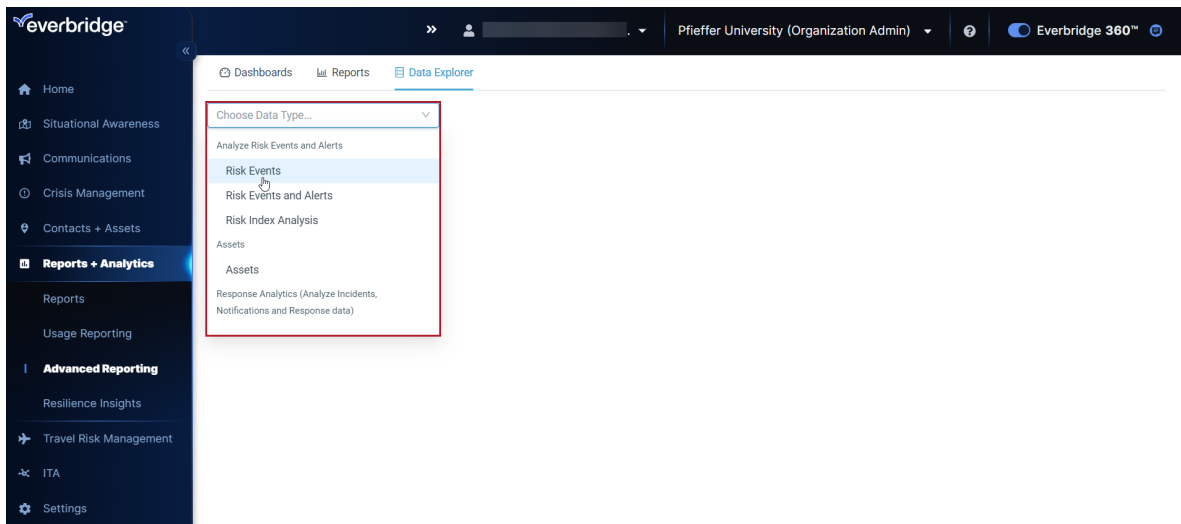
Resilience Insights customers also have access to additional items:

- Risk Events
- Risk Events and Alerts
- Risk Index Analysis

## Create Visualizations

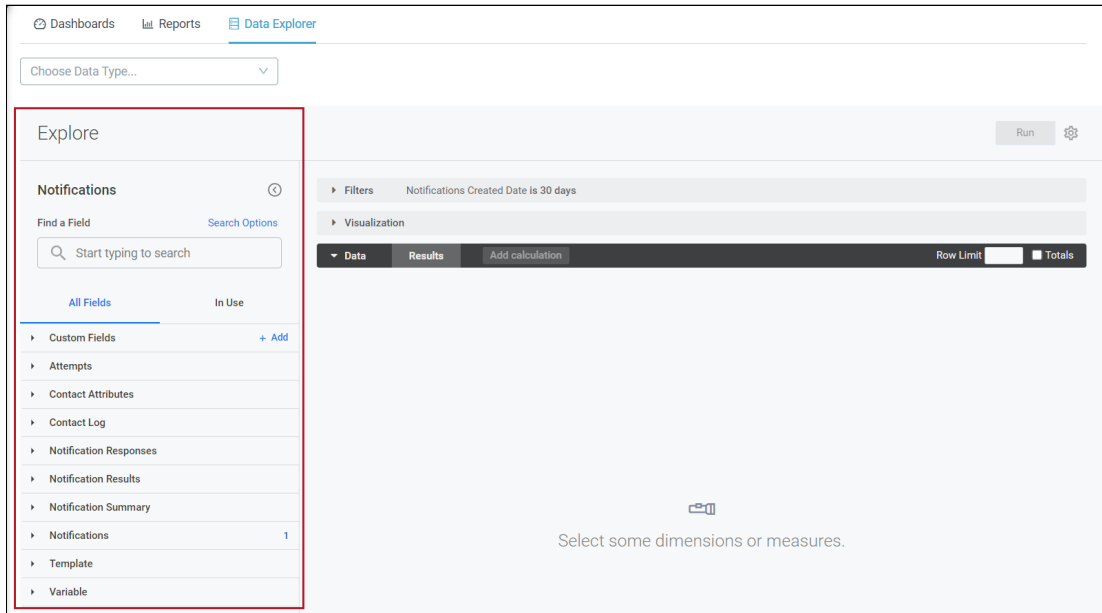
To create a new visualization or widgets:

1. Navigate to **Advanced Reporting > Data Explorer**.
2. Select the desired data type from the drop-down menu.



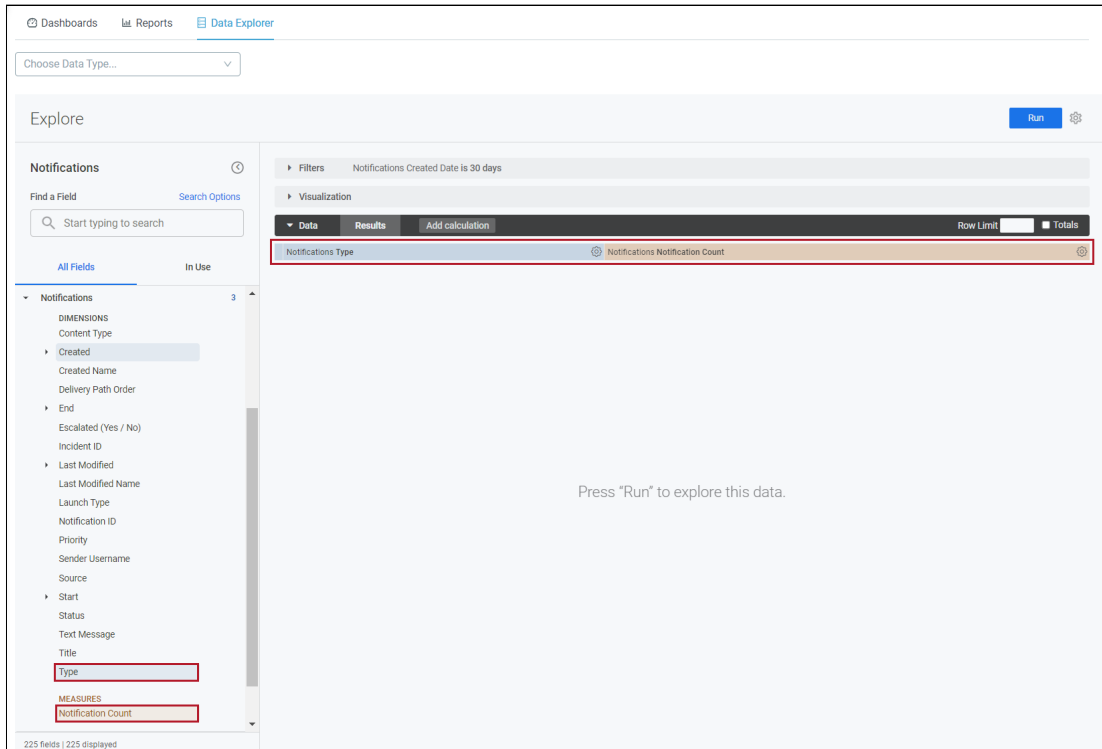
3. The **Explore** panel for the selected data type (Notifications, in this example) will appear, including a list of available fields to the left. Two items are required to create a visualization (bar chart, pie chart, line graph, etc.):
  - **Dimension** - Used to group or identify data for analysis. Think of dimensions as the *x-axis* or the independent variable.
  - **Measure** - Measures represent the quantities of the data (total counts, sums, or averages). A measure acts as the *y-axis* or the dependent

variable.



4. Choose a Dimension and a Measure, which will appear on the list to the right once selected. In this example, we want to create a visualization representing the breakdown of the Notifications launched by an Organization by Type. To do this apply:

- **Dimension:** *Notifications > Type*
- **Measure:** *Notifications > Measure*





- Choose what kind of visualization should be created from the **Visualization** dropdown. We'll choose a **Pie Chart** for this example.

The screenshot shows the 'Data Explorer' interface. At the top, there are navigation tabs for 'Dashboards', 'Reports', and 'Data Explorer'. Below this is a 'Choose Data Type...' dropdown. The main area is titled 'Explore' and contains a 'Notifications' sidebar on the left with a search bar and a list of fields. The main workspace shows a filter for 'Notifications Created Date is 30 days' and a 'Visualization' dropdown menu. A red arrow points to the 'Pie Chart' icon in this menu. A 'Run' button is visible in the top right corner. Below the visualization menu, there is a prompt: 'Press "Run" to explore this data.'

- Once the Dimension, Measure, and Visualization values have been applied, click **Run** in the top-right corner of the page to generate the visualization, which will appear below.

The screenshot shows the 'Data Explorer' interface after the visualization has been generated. The 'Run' button in the top right corner is now highlighted with a red box and a red arrow. The main workspace displays a pie chart with three segments: 'Polling 33.33%' (blue), 'Conference 33.33%' (purple), and 'Standard 33.33%' (green). Below the chart is a table with the following data:

Notifications Type	Notifications Notification Count	
1 Polling	2	2
2 Conference	2	2
3 Standard	2	2

The interface also shows a 'Filters' section for 'Notifications Created Date is 30 days' and a 'Visualization' dropdown menu. The 'Run' button is now disabled, and the text '3 rows - 0.477s - just now' is displayed in the top right corner.

- This visualization can be saved by clicking on the cogwheel to open the menu, hovering over **Save**, and then selecting one of the following options:
  - As a new dashboard** - Save this visualization as a dashboard.
  - To an existing dashboard** - Save and add this visualization to an existing dashboard.

- **As a Look** - This saves applied filters, visualizations, fields, sorting, etc. to use again later.

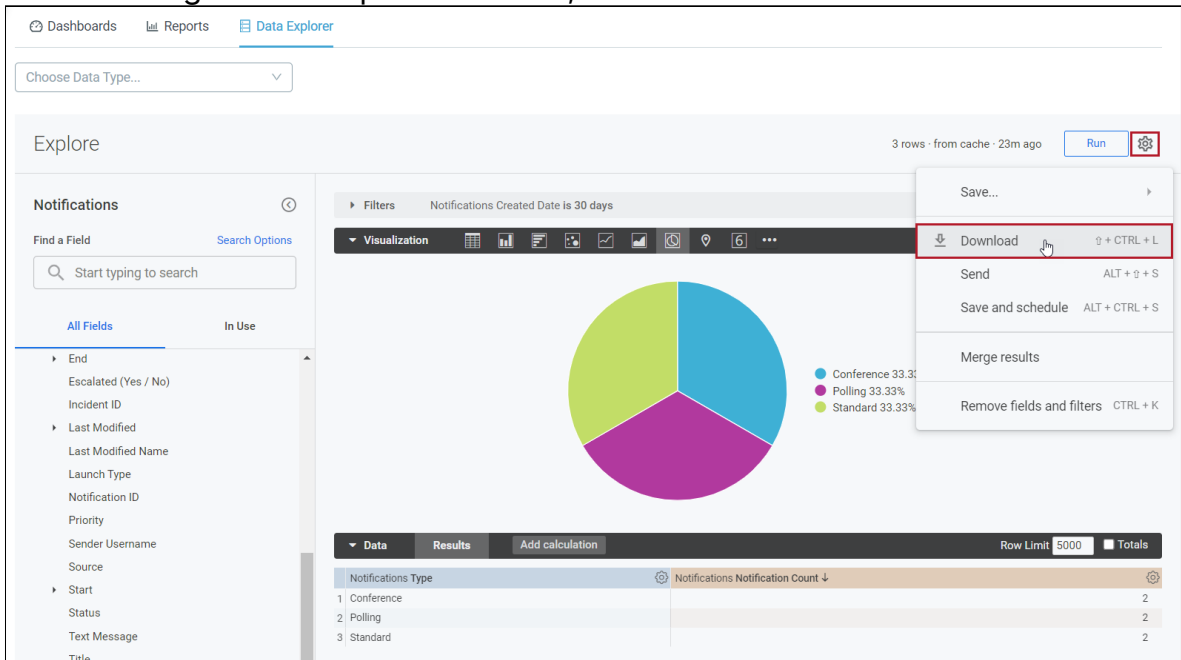
The screenshot shows the Everbridge Data Explorer interface. At the top, there are navigation tabs for Dashboards, Reports, and Data Explorer. Below this is a 'Choose Data Type...' dropdown. The main area is titled 'Explore' and shows a visualization of 'Notifications Created Date is 30 days'. The visualization is a pie chart with three segments: Polling (33.33%), Conference (33.33%), and Standard (33.33%). A dropdown menu is open over the chart, with 'As a Look' selected. Other options include 'As a new dashboard', 'To an existing dashboard', 'Save...', 'Download', 'Send', 'Save and schedule', 'Merge results', and 'Remove fields and filters'. Below the chart is a table with columns for 'Data', 'Results', and 'Totals'. The table shows the following data:

Notifications Type	Notifications Notification Count	Totals
1. Polling		2
2. Conference		2
3. Standard		2

## Download a Visualization

To download a visualization:

1. Repeat **Steps 1-6** of [Create Visualizations](#) or navigate to an existing visualization.
2. Click the cogwheel to open the menu, then select **Download**.



3. The **Download** modal will appear.

**Download**

Format

Filename

Results  
 With visualizations options applied ⓘ  
 As displayed in the data table

Data values  
 Formatted  
 Unformatted (no rounding, special characters, etc.)

Number of rows and columns to include  
 Current result table  
 All results  
 Custom

Set the following options:

- Format
  - TXT
  - Excel Spreadsheet
  - CSV
  - JSON
  - HTML
  - Markdown
  - PNG
- Filename
- Results
  - With visualization options applied
  - As displayed in the data table
- Data Values
  - Formatted
  - Unformatted
- Number of rows and columns to include
  - Current result table
  - All results
  - Custom

4. Click **Download**, or optionally, **Open in Browser** to view a browser-based version of the file, instead.