



Advanced Reporting Guide

Everbridge Suite
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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 the *Custom Roles Permissions Grid* on the **Roles** page in the Manager Portal.

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

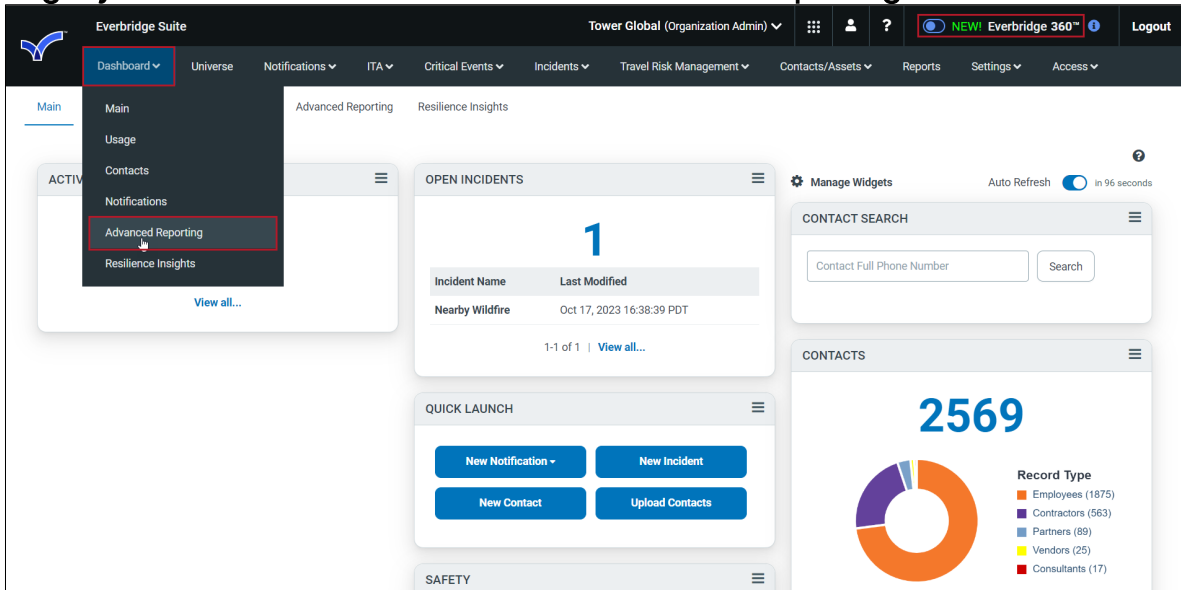
- America - Los Angeles
- UTC
- America - Chicago
- America - Denver
- America - Juneau
- America - Los Angeles
- America - New York
- America - Phoenix
- Pacific - Honolulu
- Europe - London
- America - Cayman
- Etc - GMT
- Europe - Amsterdam
- America - Mexico City
- America - Vancouver
- America -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

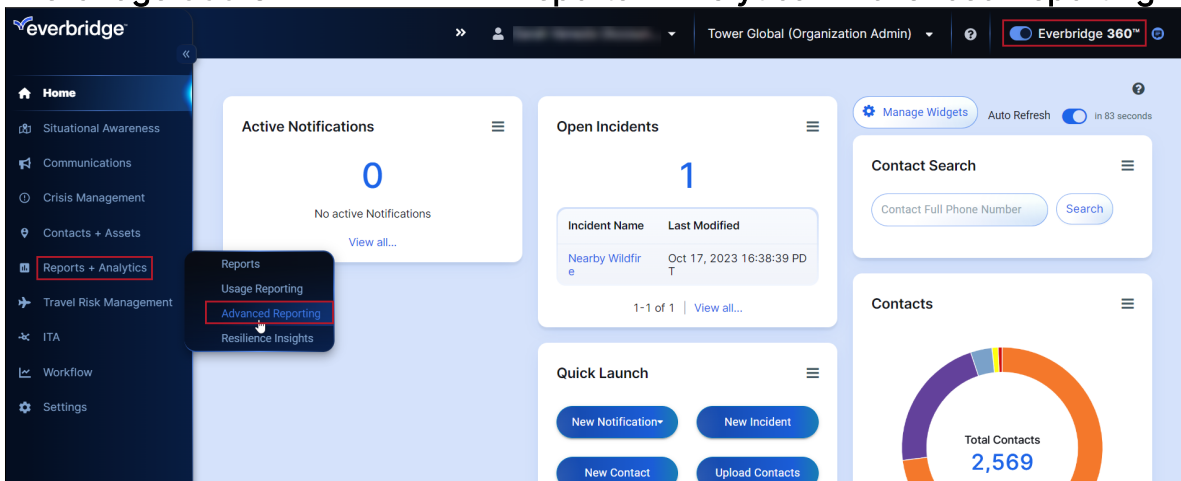
Accessibility

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.

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.

The screenshot shows the 'Notifications' dashboard with a 'Download' menu open over the 'Notification Results' widget. The menu options are: Download (alt+D), Schedule delivery (alt+S), and Reset filters (ctrl+alt+R). Below the menu, it states 'Each tile's time zone: America - Los Angeles, unless otherwise noted'.

Category	Count
Confirmed Count	~2500
Confirmed Late Count	~1200

Response	Percentage
I am not prepared and may require assistance if the power goes out.	42.86%
I am currently off of the campus and will not be impacted.	28.57%
I am prepared and do not require assistance.	28.57%

Launched From	Notification ID	Created Time
1 MN	1702079970150382	2024-06-14 19:43:59
2 MN	1656553316812721	2024-05-24 20:14:22
3 MN	1656656396026800	2024-05-23 20:50:07
4 MN	1656656396026789	2024-05-23 20:42:03
5 MN	1656656396026654	2024-05-23 19:13:36
6 MN	1656656396026644	2024-05-23 19:09:43
7 MN	1607968646785916	2024-04-26 18:53:19
8 MN	1609343036322349	2024-04-26 18:19:30
9 MN	1609274316846018	2024-04-26 16:48:38
10 MN	1608037366248145	2024-04-25 18:09:31
11 MN	1608312244155521	2024-04-25 18:09:31
12 MN	1608209165072651	2024-04-24 19:19:59

Download Widget Data

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

The screenshot shows the 'Notifications' dashboard with a 'Download data' menu open over the 'Notification Results' widget. The menu options are: Explore from here and Download data. Below the menu, it states 'Notifications data last updated: 2024-06-15 19:44:00'.

Category	Count
Confirmed Count	~2500
Confirmed Late Count	~1200

Response	Percentage
I am not prepared and may require assistance if the power goes out.	42.86%
I am currently off of the campus and will not be impacted.	28.57%
I am prepared and do not require assistance.	28.57%

Launched From	Notification ID	Created Time	Title
1 MN	1702079970150382	2024-06-14 19:43:59	Campus Cl...
2 MN	1656553316812721	2024-05-24 20:14:22	IT System ...
3 MN	1656656396026800	2024-05-23 20:50:07	Safety Awa...
4 MN	1656656396026789	2024-05-23 20:42:03	Safety Awa...
5 MN	1656656396026654	2024-05-23 19:13:36	Winter Stor...
6 MN	1656656396026644	2024-05-23 19:09:43	Winter Stor...
7 MN	1607968646785916	2024-04-26 18:53:19	Wind Advis...
8 MN	1609343036322349	2024-04-26 18:19:30	Frost Advis...
9 MN	1609274316846018	2024-04-26 16:48:38	Wind Advis...
10 MN	1608037366248145	2024-04-25 18:09:31	Freeze War...
11 MN	1608312244155521	2024-04-25 18:09:31	Freeze War...
12 MN	1608209165072651	2024-04-24 19:19:59	Freeze War...

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

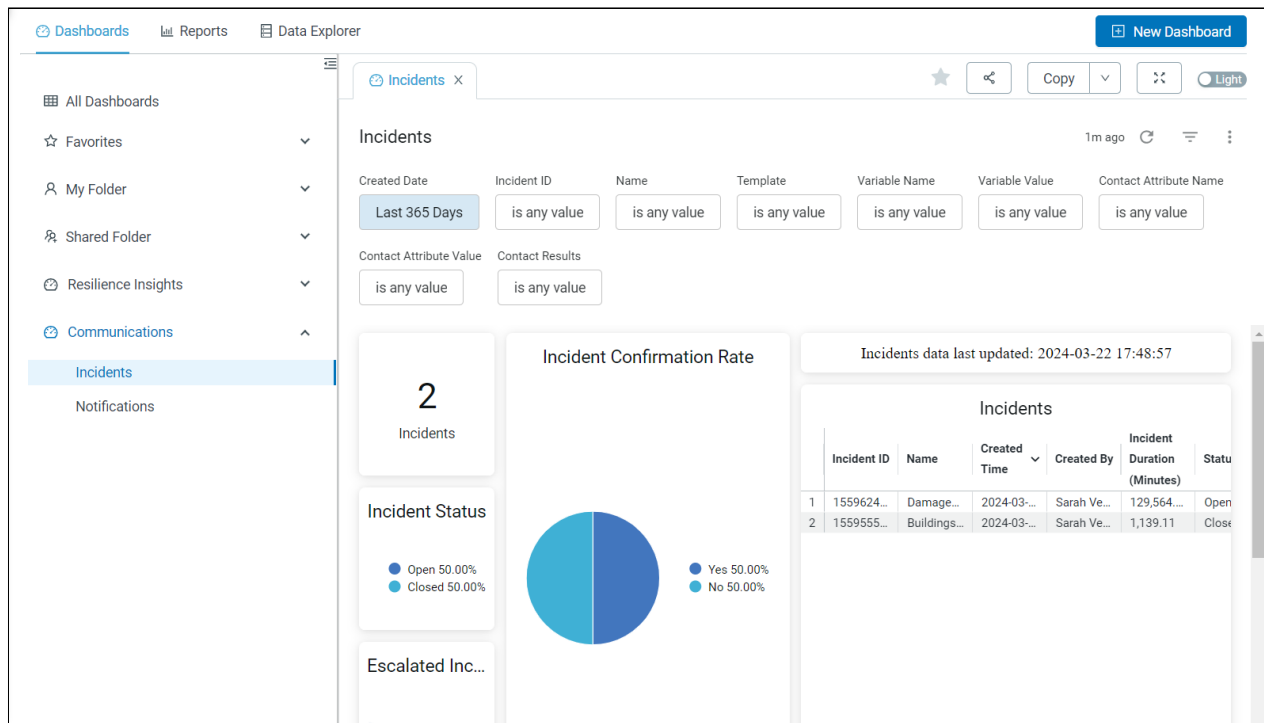
Open in Browser Cancel **Download**

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.

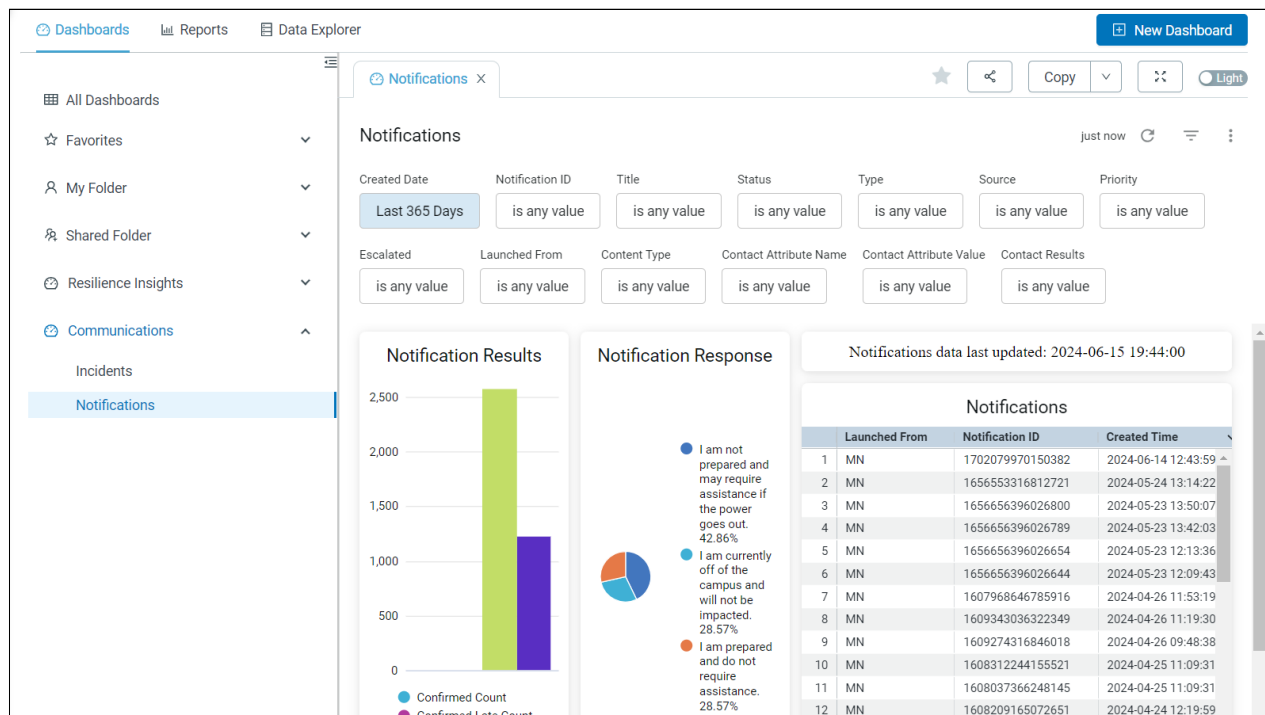
Confirmation Rate by Delivery Method	Incidents	Pie Chart	Displays different delivery methods to reach contacts and how they responded (Yes or No) to Incidents launched over a time period.
Confirmation Rate by Attribute	Incidents	Bar Chart	Displays different user-defined contact attributes and the percentage 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

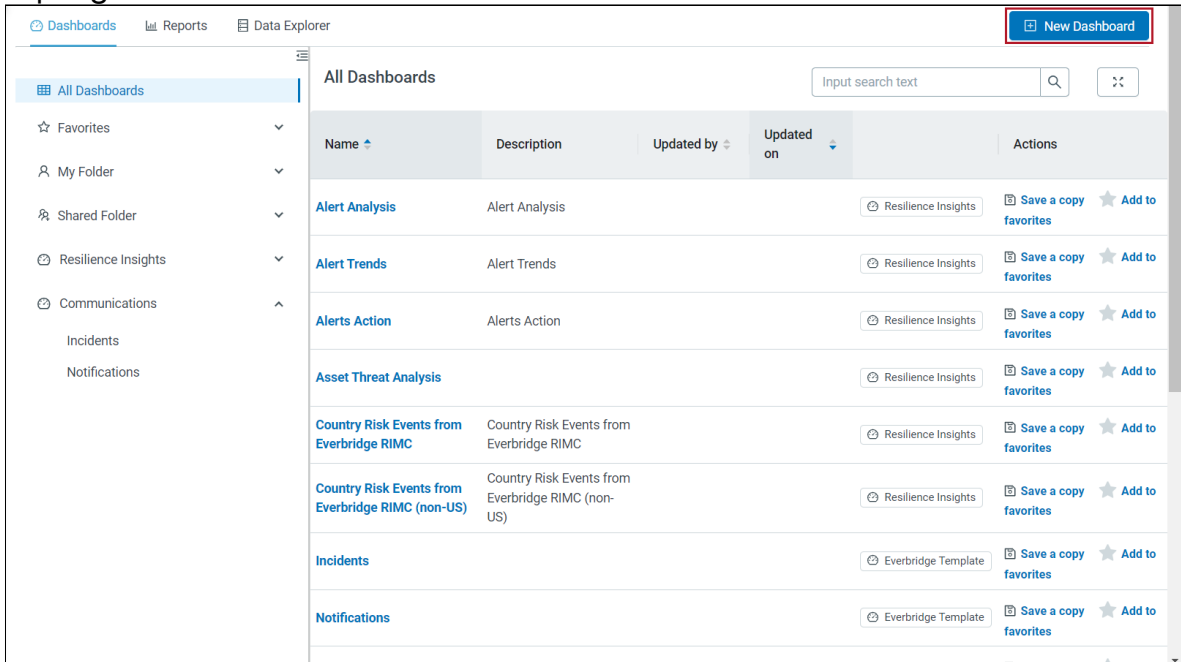
			including time, status, source, priority, and more.
Notification Contacts	Notifications	Table	Tabular view of individual contacts, their attributes, and their responses to Notifications launched over a time period.

Create New Dashboard

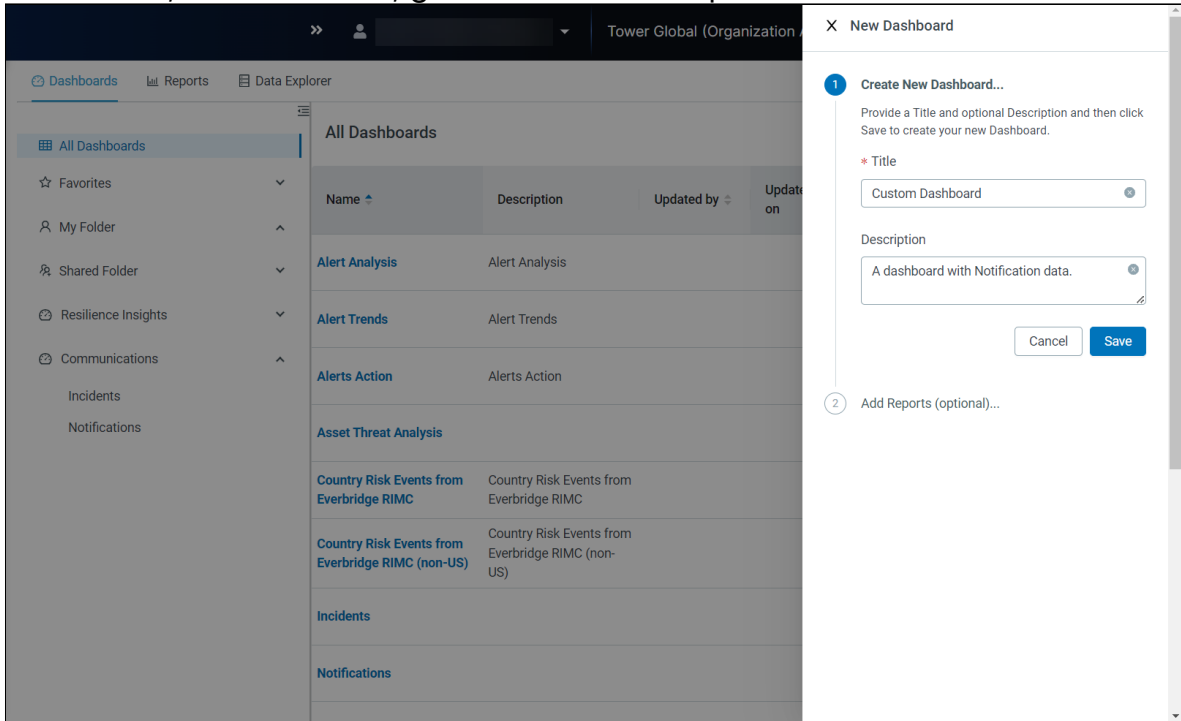
In addition to the preconfigured dashboards, users can create their own custom dashboards to display the data that matters most to them.

To create a dashboard:

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

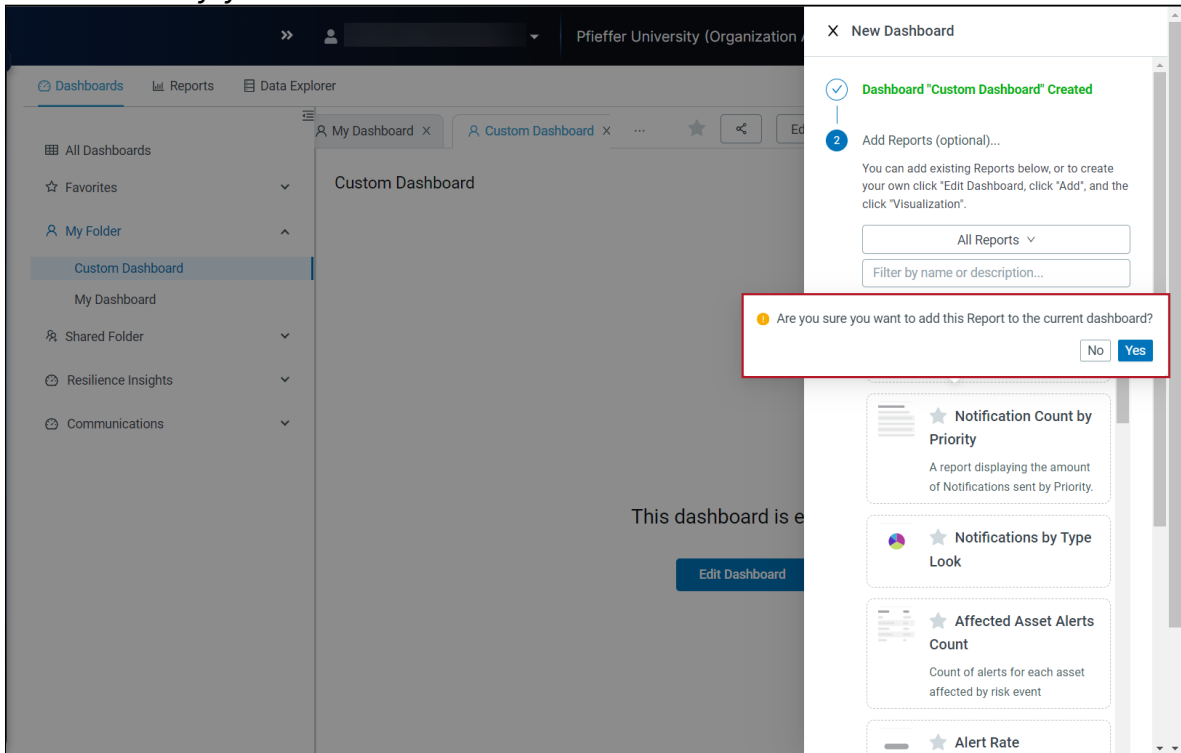


- The **New Dashboard** side panel will open. Enter a title for your new dashboard, and if desired, give it a brief description.

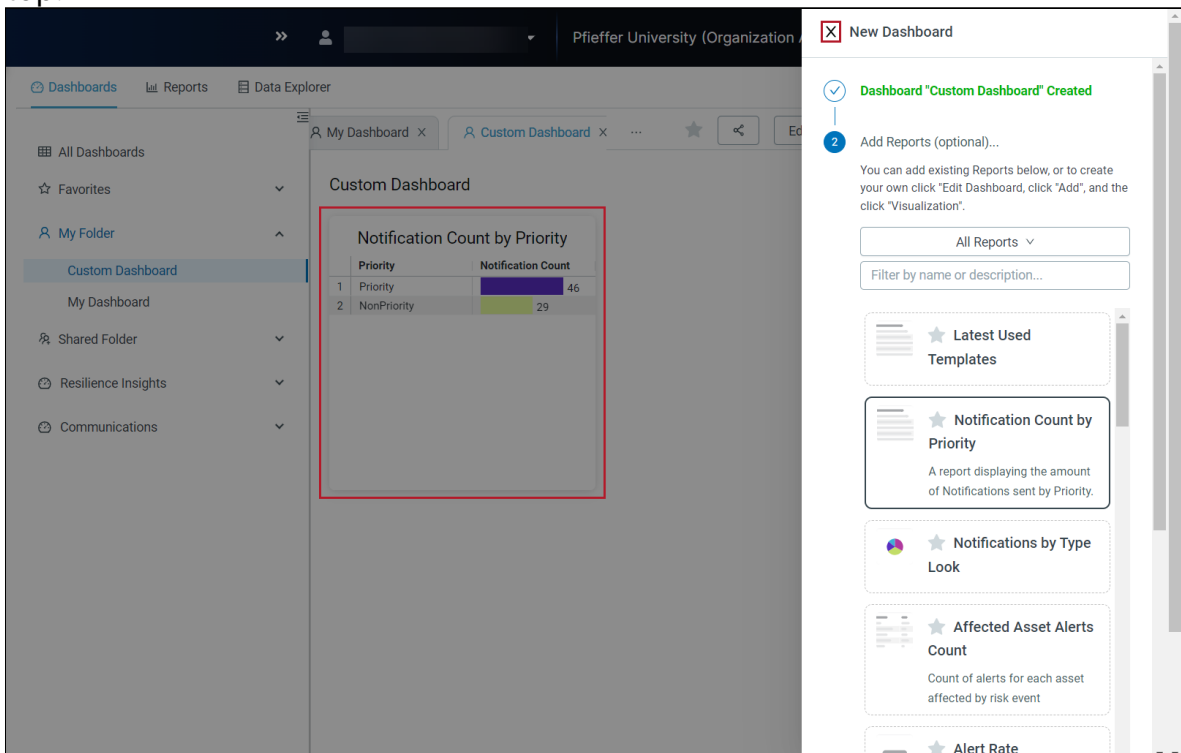


- Click **Save** to advance to the **Add Reports** section. The preview of the new dashboard can be seen to the left of the panel.
- The optional **Add Reports** section of the modal expands, offering a list of Communication and (if purchased) Resilience Insights reports that can be attached to this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

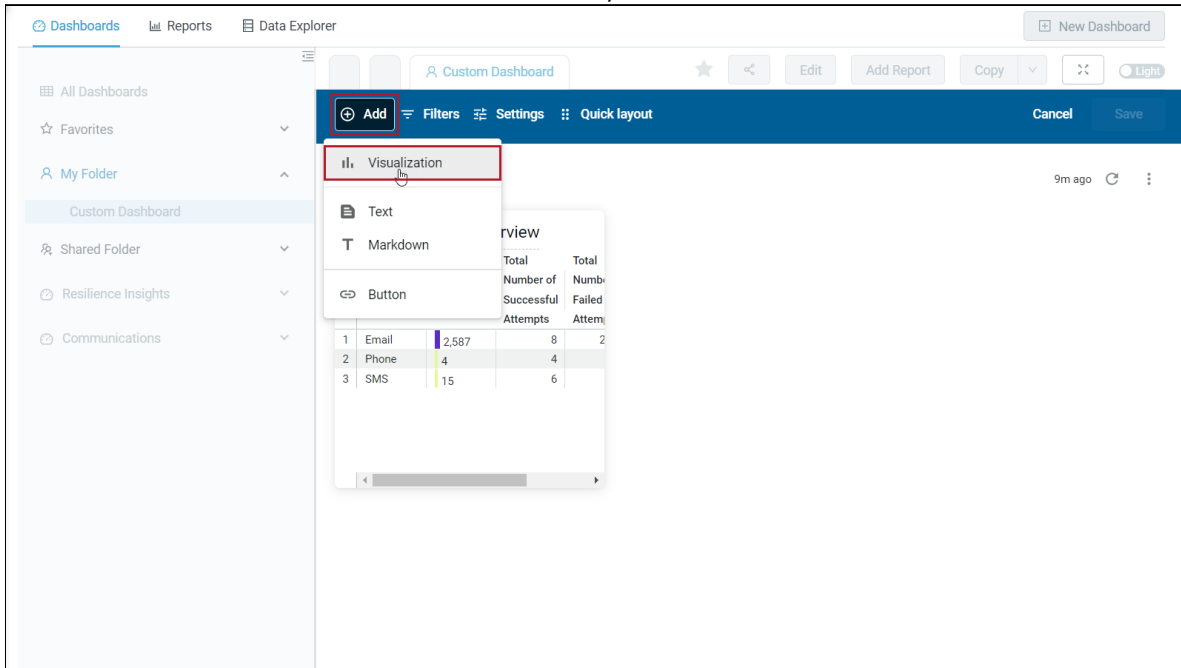
then click any you wish to add. Click **Yes** to confirm the selections.



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.

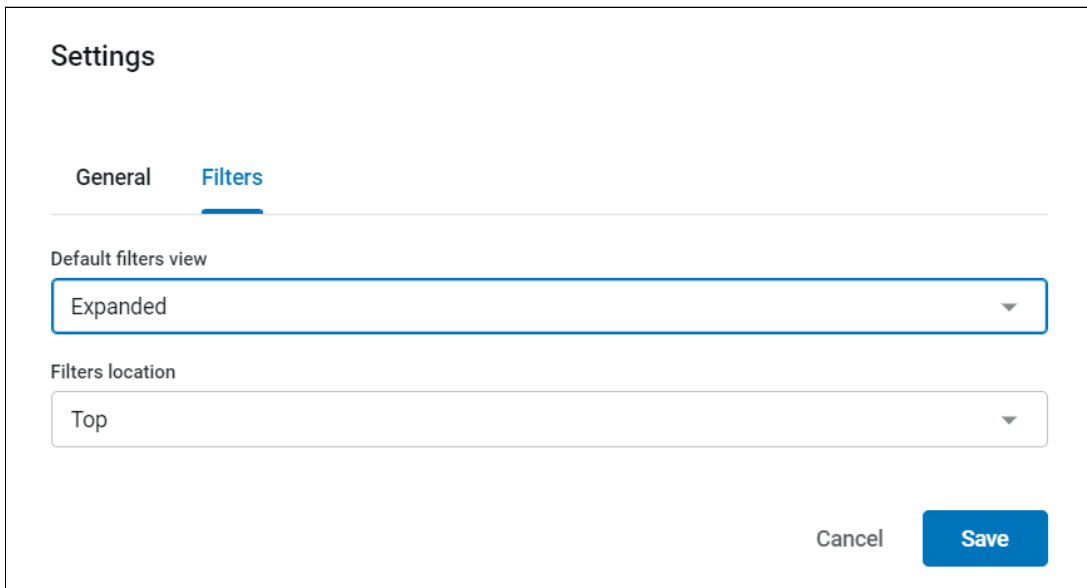


7. Click the **Settings** tab in the header bar.

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.



Settings

General **Filters**

Default filters view

Expanded

Filters location

Top

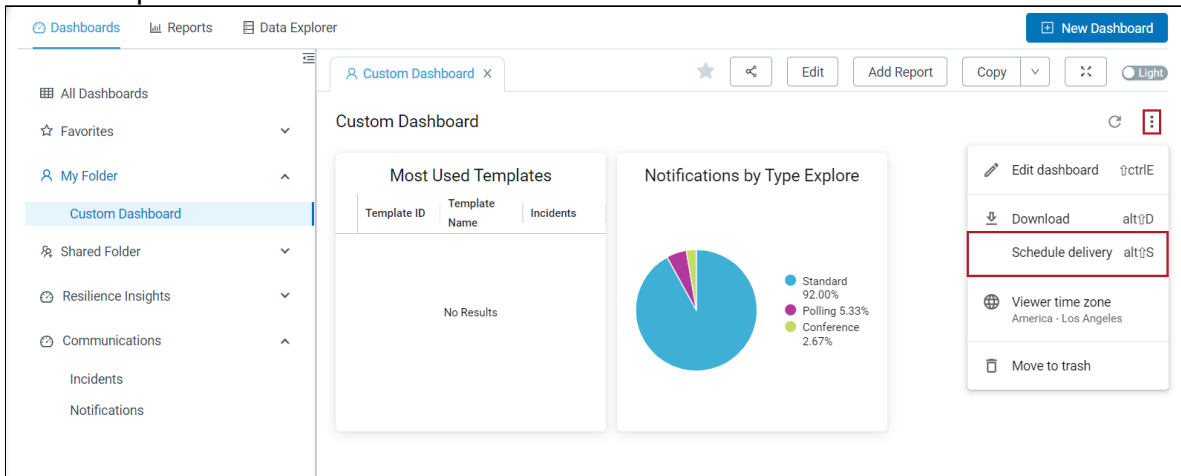
Cancel Save

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

Custom Dashboard

Recurrence

Daily
▼

Time

06:00
▼

Destination

✉
Email
▼

Email addresses ^{*} All (1) External (0)

@everbridge.com
✕

✕

Format

📄 PDF
▼

Test now

Cancel

Save

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

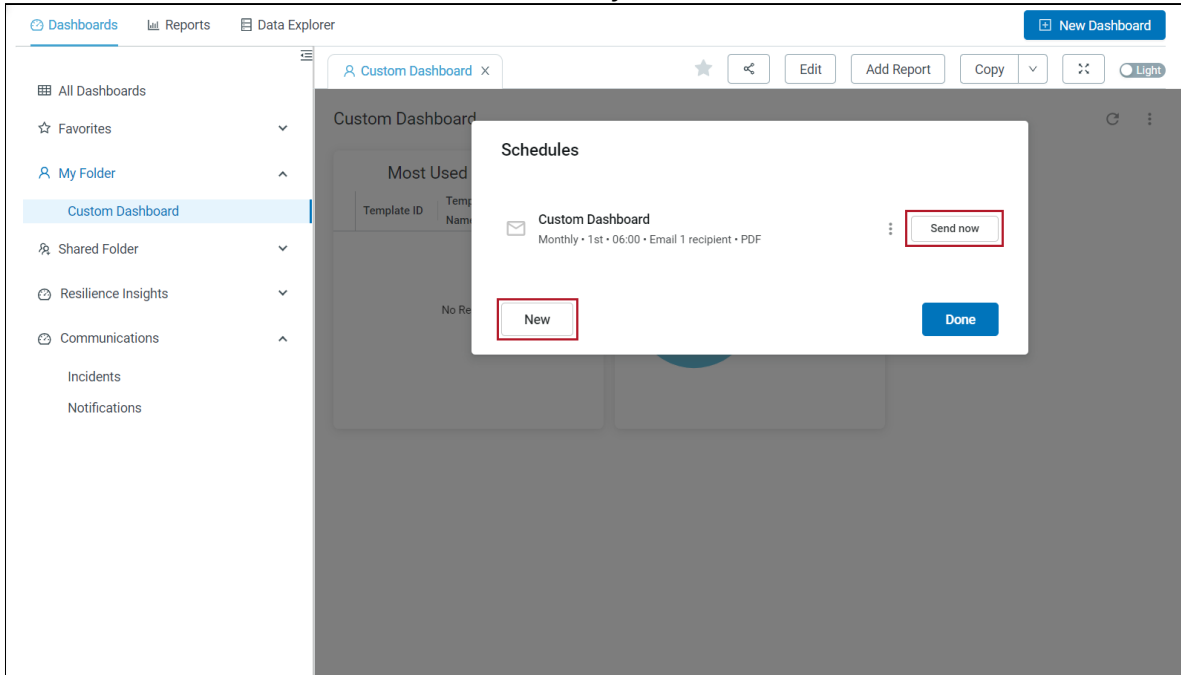
Cancel

Save

Configure the following:

- Custom message
- Include links

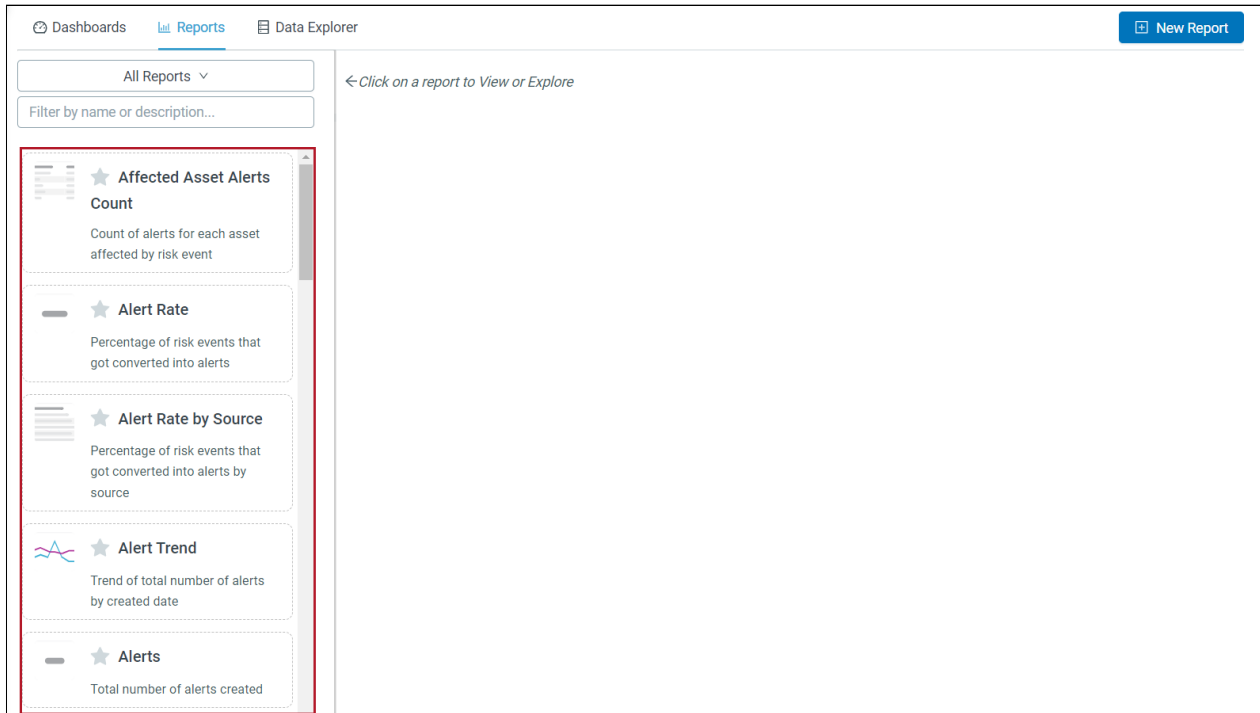
- Expand tables to show all rows
 - Arrange dashboard tiles in a single column
 - Paper size
 - Delivery Timezone
4. Click **Save**. The dashboard will refresh, and the scheduled delivery will appear. Optionally, click **Send now** to send the dashboard out immediately, or click **New** to create an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

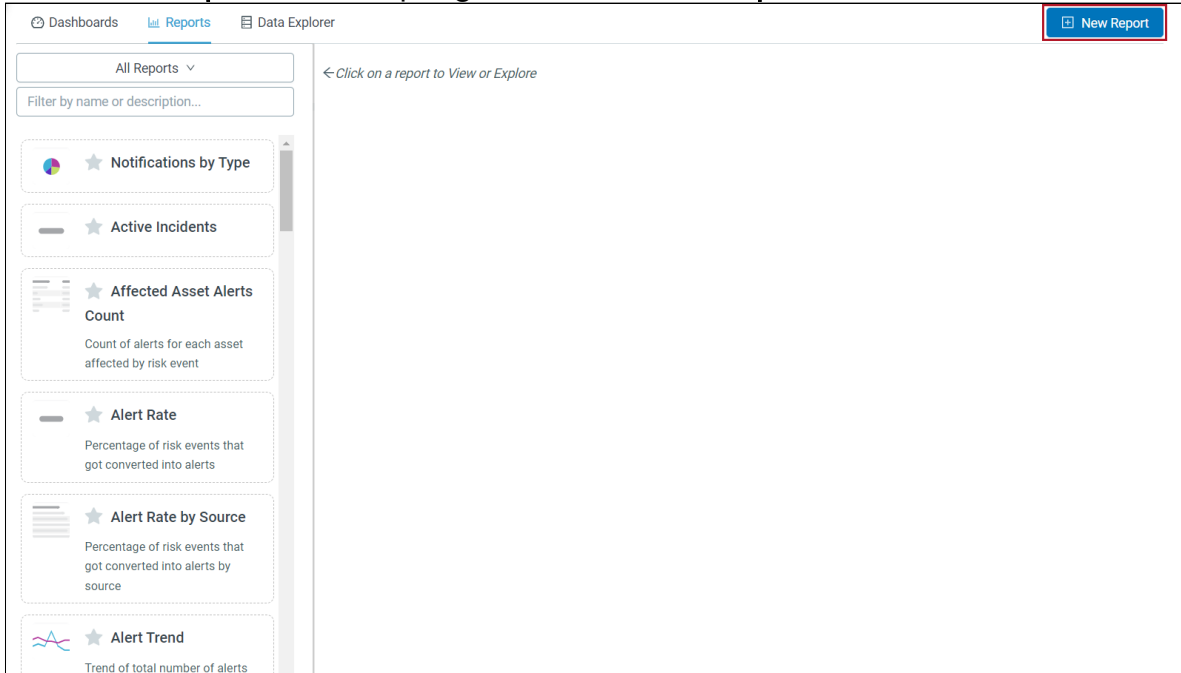
The screenshot shows the Everbridge Reports interface. The left sidebar contains several report cards, with 'Attempts Overview' highlighted by a red box. The main content area displays the 'Attempts Overview' report, which includes a table of attempt data.

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%

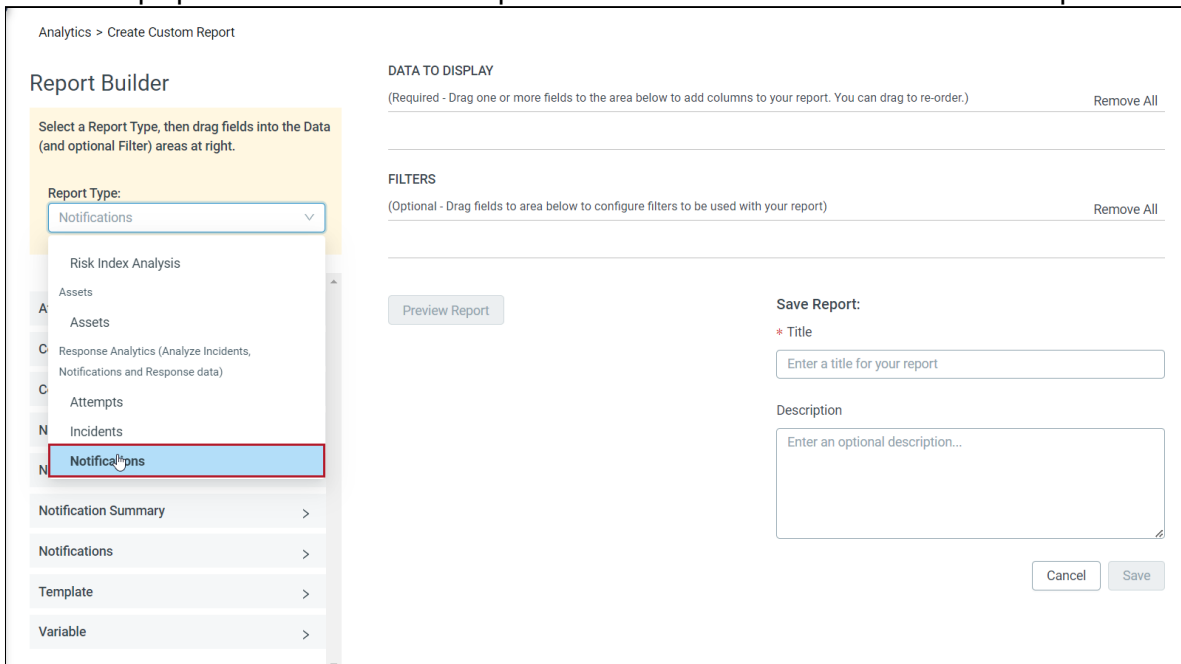
Create Reports

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 in Everbridge. On the left, the 'Report Type' is set to 'Notifications'. A list of fields is shown with 'Display' or 'Filter' toggles. The 'Priority' field has its 'Display' toggle turned on. Below the fields list, the 'MEASURES' section includes 'Notification Count'. On the right, the 'DATA TO DISPLAY' section contains 'Priority' and 'Notification Count'. Below that is the 'FILTERS' section. At the bottom right, there is a 'Save Report' section with a 'Title' field and a 'Description' text area. A 'Preview Report' button is also visible.

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'. A 'New Report' button is in the top right. Below the navigation, there is a 'My Folder' dropdown menu and a search bar labeled 'Filter by name or description...'. 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 following data:

Priority	Notification Count
1 NonPriority	6

On the left side of the interface, there is a preview card for the report titled 'Notification Count by Priority'. The card includes a star icon and a description: 'A report displaying the amount of Notifications sent by Priority.'

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 screenshot shows the Everbridge Reports interface. The main content area displays the 'Latest Used Templates' report with a table of incident templates. A context menu is open over the table, showing options to save the report. The 'Save As...' option is highlighted.

Template ID	Template Name
1 1559899372781679	Damage
2 1007635297992750	Miscella
3 1714142922670087	Ad-Hoc
4 1725962672668684	SOS Alert

The context menu options include:

- Explore from here (CTRL + ALT + E)
- Edit
- Save... (highlighted)
- Download (⌘ + CTRL + L)
- Send (ALT + ⌘ + S)
- Schedule (ALT + CTRL + S)
- Merge results
- Move to trash

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

Save Look

⚠ Temporary changes to filters will not be reflected in saved version.

Title Latest Used Templates

Description
optional

Folder My folder

My folder	Filter by title...
Group	

Save & View Look

4. Choose which folder the report should be saved in.
5. Click **Save & View Look** once the selections are made.
6. 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 displays 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 is titled 'Latest Used Templates' and shows a table with one entry: 'Damaged Building' with ID '1559899372781679'. A filter is applied for 'Incidents Created Date' to be 'is in the year 2024'. A context menu is open over the table entry, listing actions such as 'Edit', 'Download', 'Send', 'Schedule', 'Edit settings', 'Merge results', and 'Move to trash'.

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

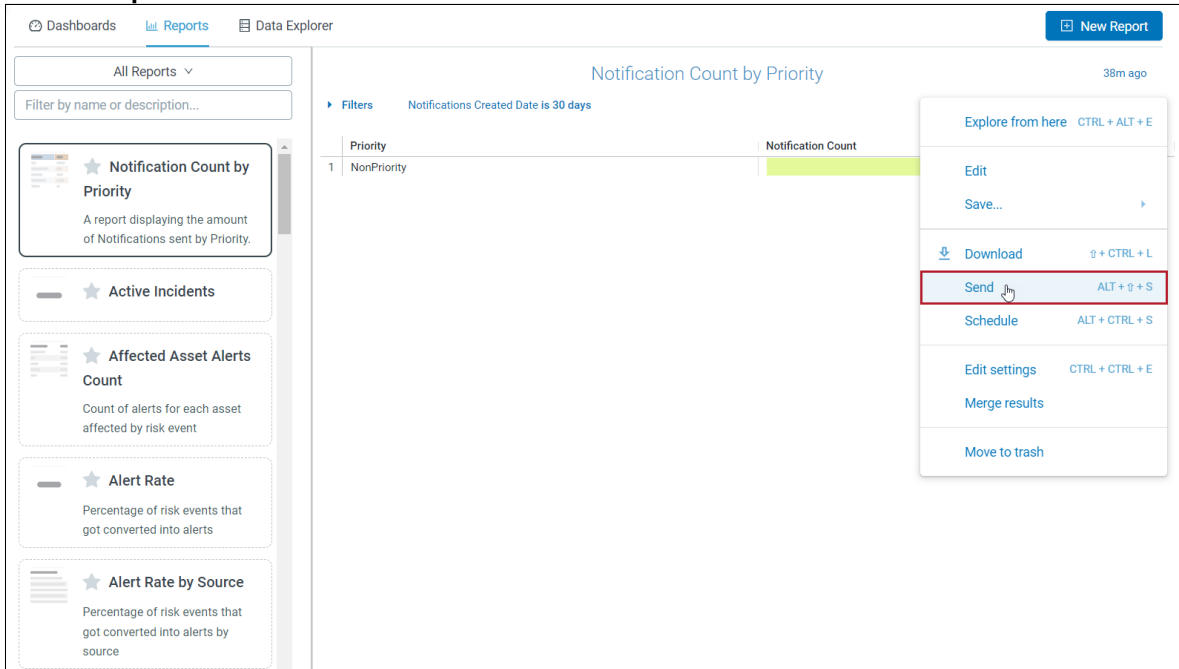
Send and Schedule Reports

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.

Where should this data go?

Email

Who should it be emailed to?

Add

@everbridge.com ✕

Include a custom message...

Data Table

Visualization

CSV

XLSX

JSON – Simple

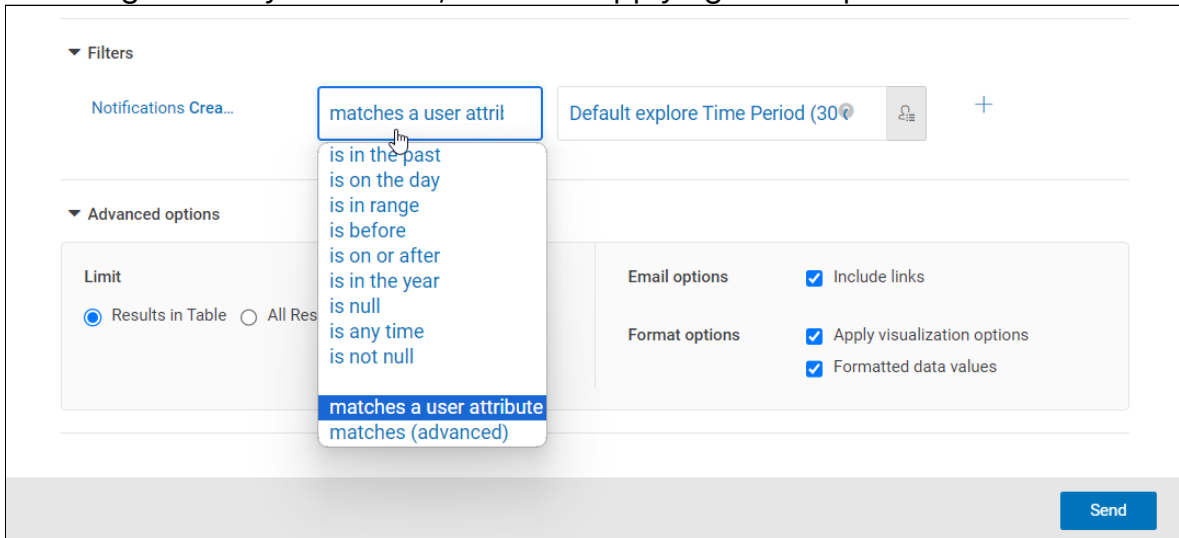
Text

HTML

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**:

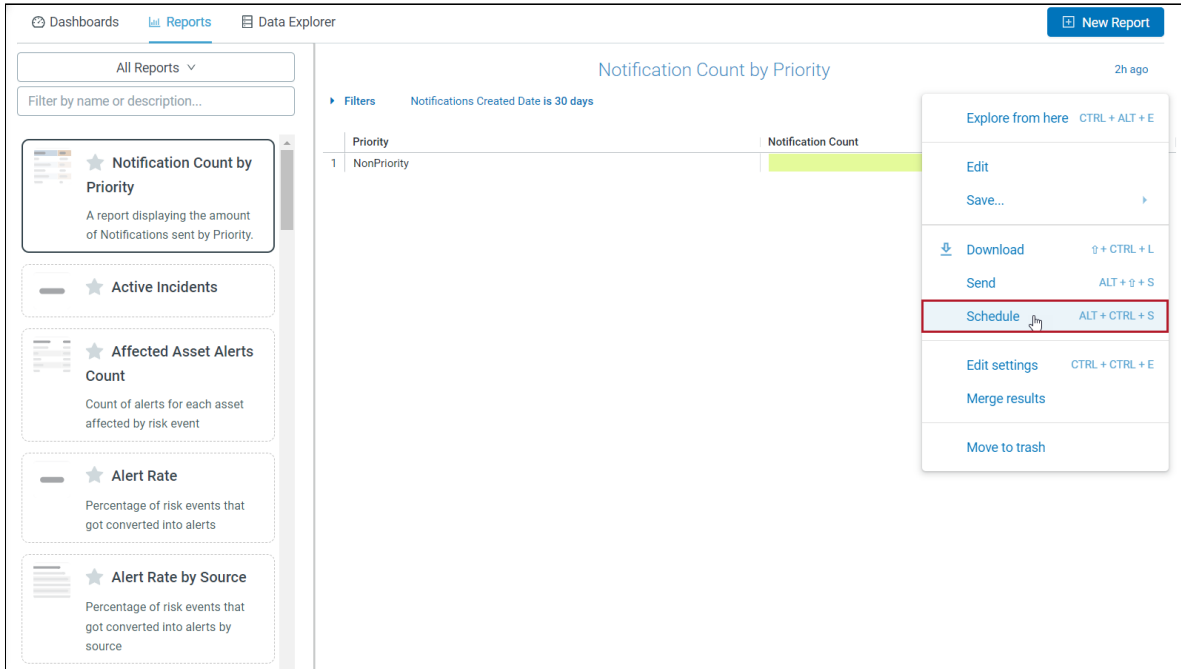
- **Limit**
 - Results in table
 - All results
- **Email Options**
 - Include links
- **Format Options**
 - Apply visualization options
 - Formatted data values

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.

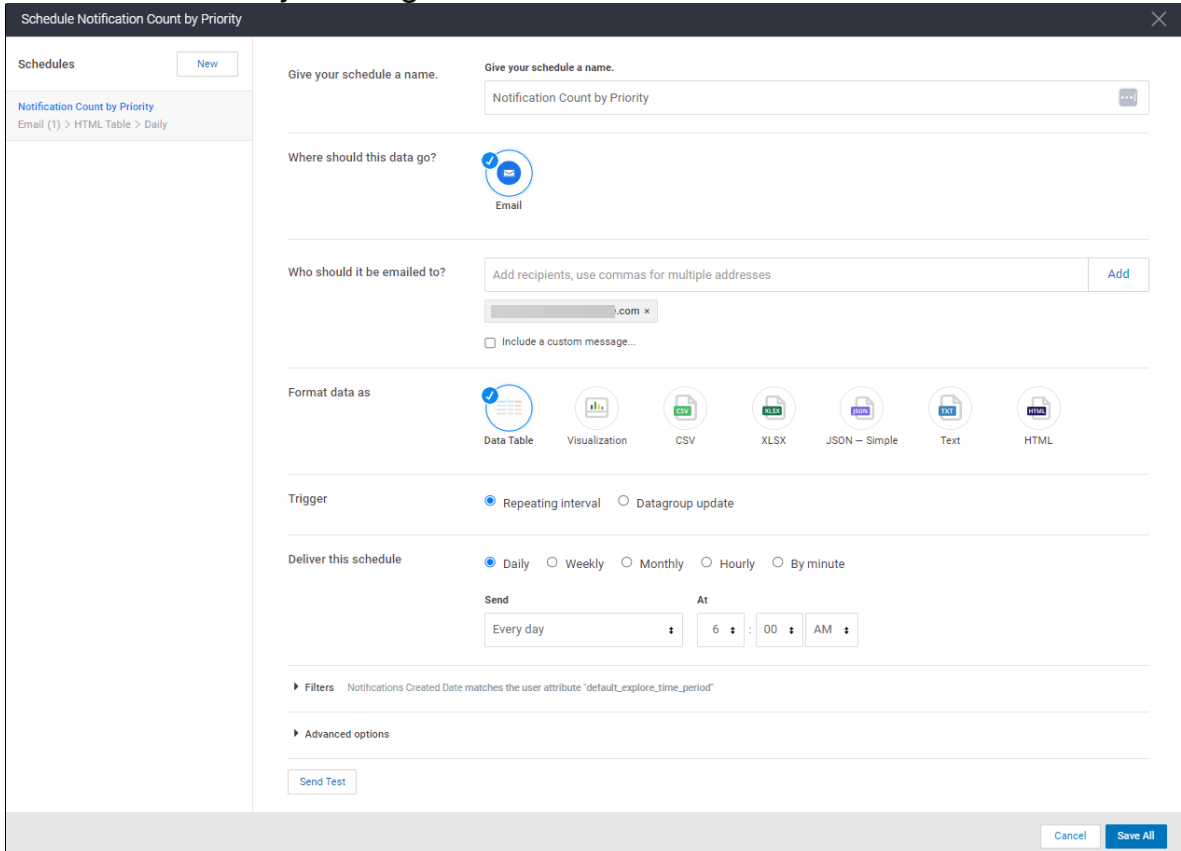
Schedule Report

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 ▾

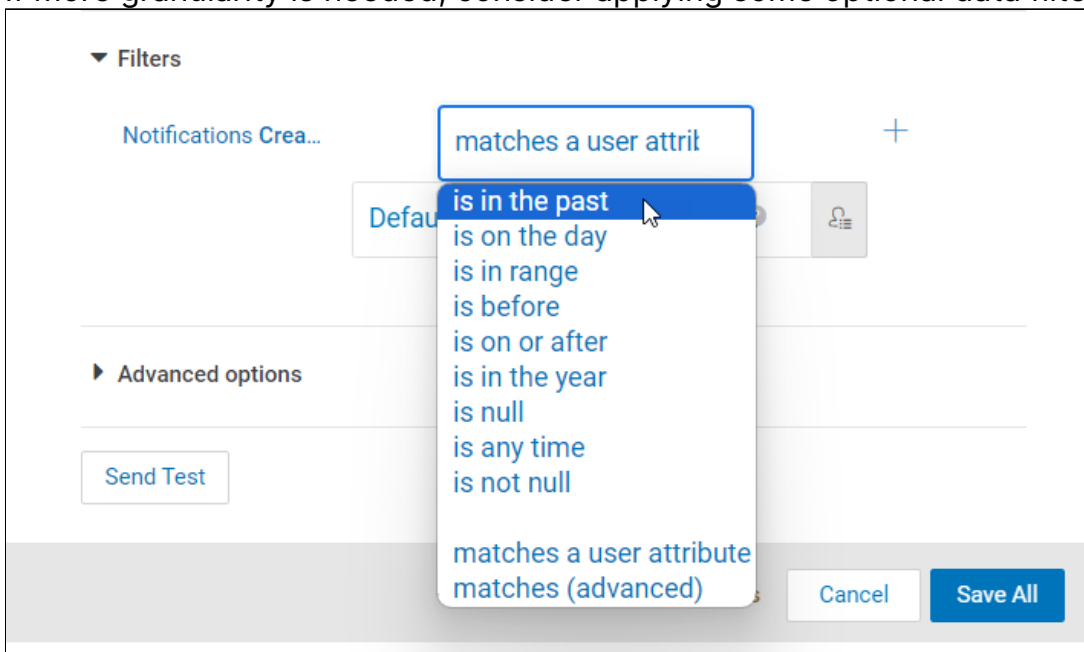
At

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 res

there are results

there are no results

there are either results or no results

Limit

Results in Table All Results

Email options Include links

Format options Apply visualization options

Formatted data values

Timezone America

Send Test

⚠ Unsaved Changes
Cancel
Save All

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

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

▼ Advanced options

<p>Send this schedule if</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>Limit</p> <p><input checked="" type="radio"/> Results in Table <input type="radio"/> All Results</p>	<p>Email options</p> <p><input checked="" type="checkbox"/> Include links</p> <p><input checked="" type="checkbox"/> Apply visualization options</p> <p>Format options</p> <p><input checked="" type="checkbox"/> Formatted data values</p> <p>Timezone</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">America ⌵</div>
--	--

Send Test ✔ On its way!

⚠ Unsaved Changes
Cancel
Save All

- 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.

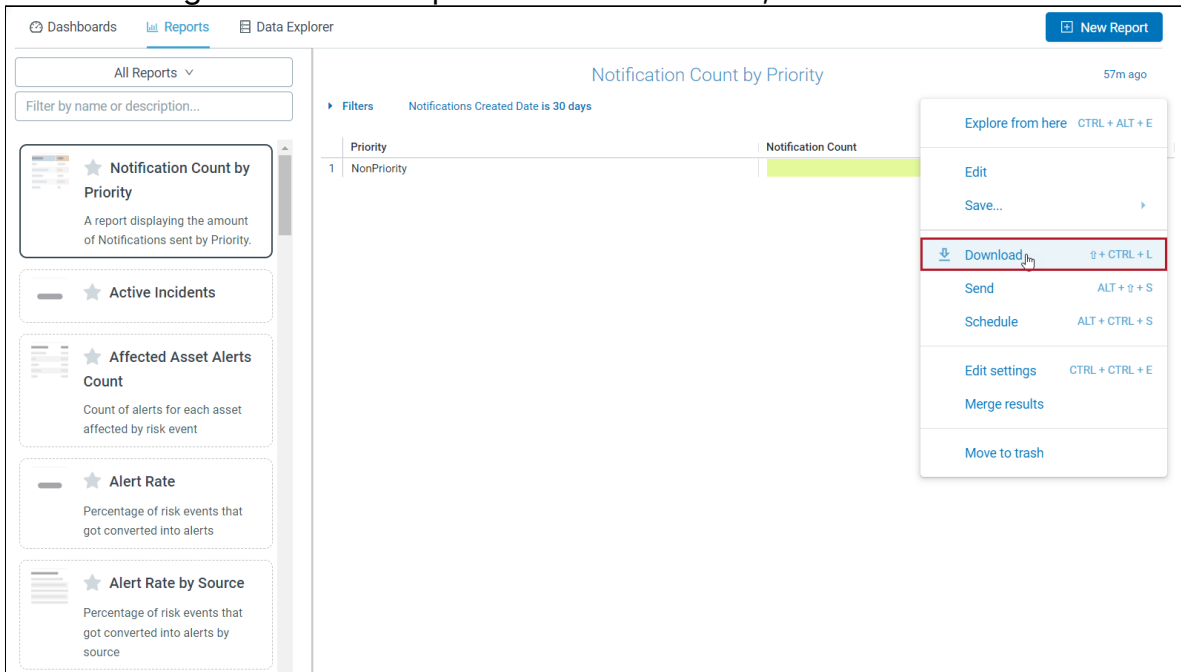
The screenshot displays a modal window titled "Schedule Notification Count by Priority". On the left, a sidebar shows a "Schedules" section with a "New" button and a breadcrumb trail: "Notification Count by Priority" > "Email (1)" > "HTML Table" > "Daily". The main area contains the following sections:

- Give your schedule a name.** A text input field containing "Notification Count by Priority".
- Where should this data go?** A selection of "Email" (indicated by a checkmark and a blue circle).
- Who should it be emailed to?** A text input field with "Add recipients, use commas for multiple addresses" and an "Add" button. Below it, a recipient "sarah.venezio@everbridge.com" is listed with a close icon.
- Include a custom message...
- Format data as** A row of icons for "Data Table" (selected), "Visualization", "CSV", "XLSX", and "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 filter for 'Notifications Created Date is 30 days'. A table shows the following data:

Priority	Notification Count
1 NonPriority	6

The interface also includes a 'New Report' button, a 'Run' button, and a 'Viewer Time Zone' dropdown set to 'America - Los Angeles'. A download notification is visible in the top right corner.

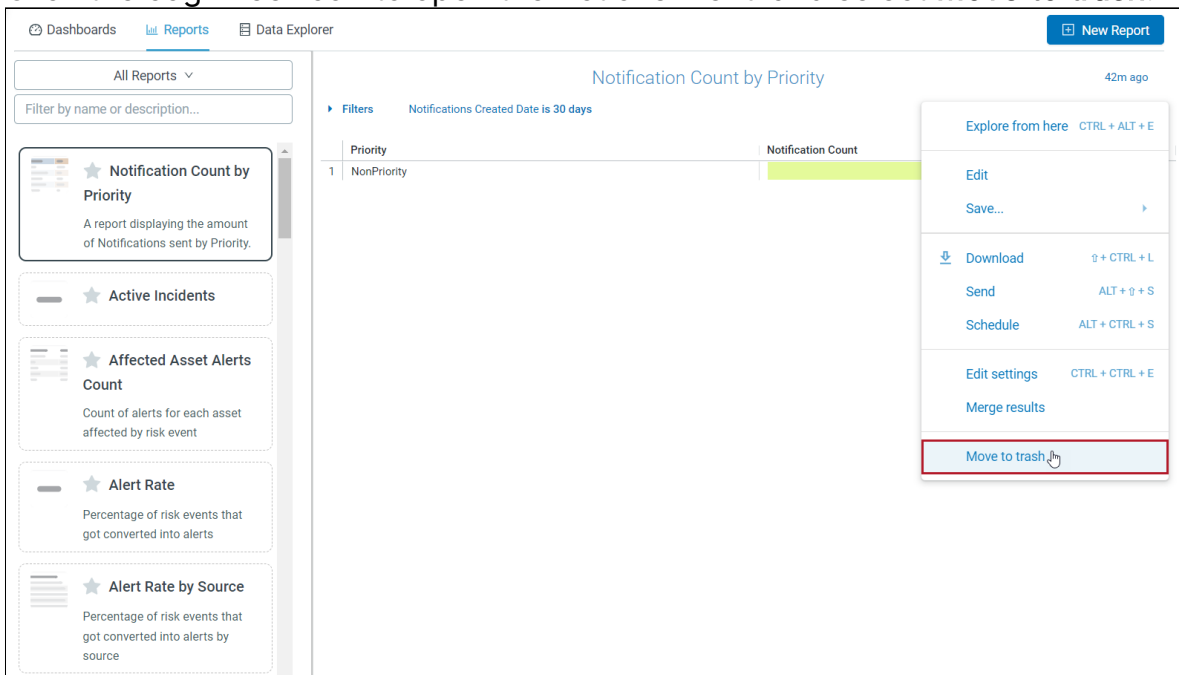
Delete Reports

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

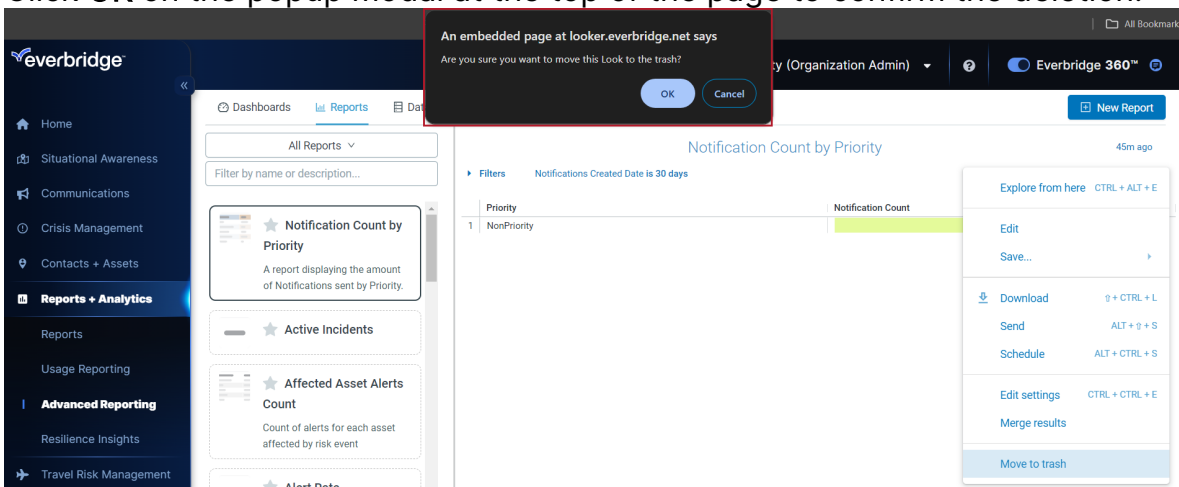
NOTE: The default, out-of-the-box reports cannot be deleted.

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

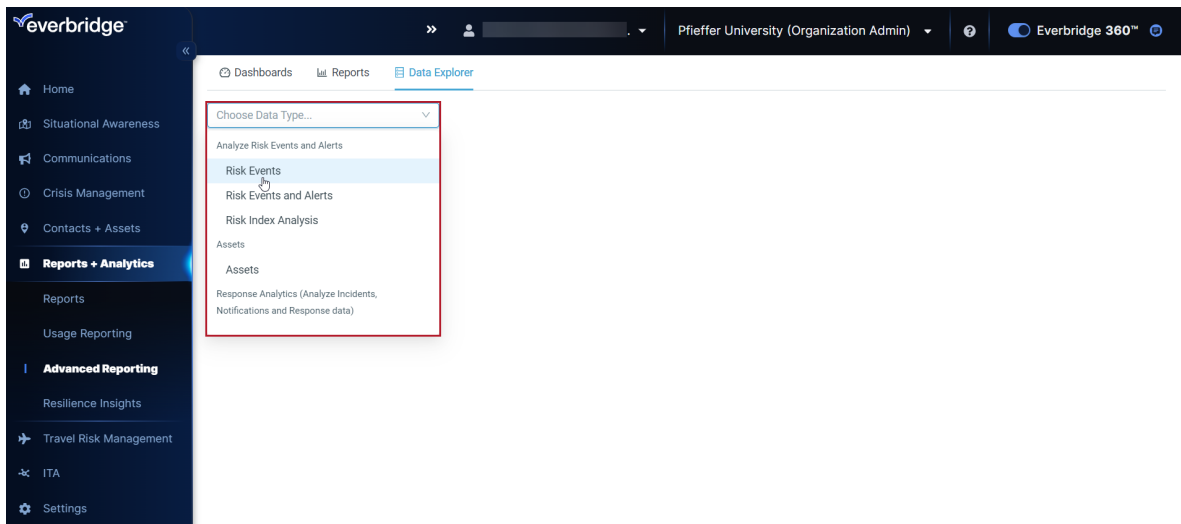
Resilience Insights customers also have access to additional items:

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

Create Visualizations

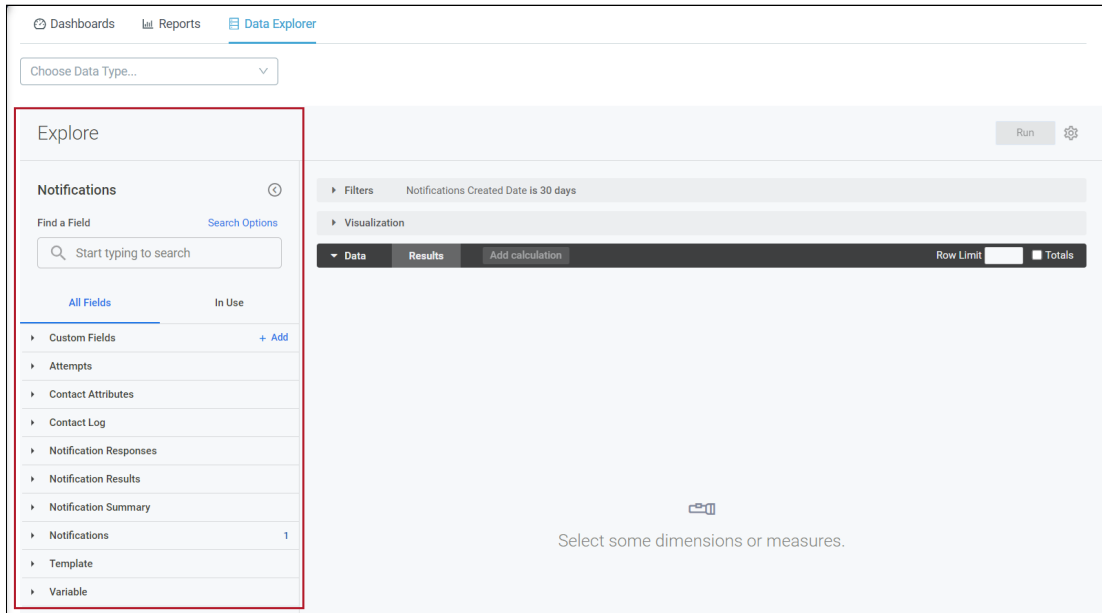
To create a new visualization or widgets:

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



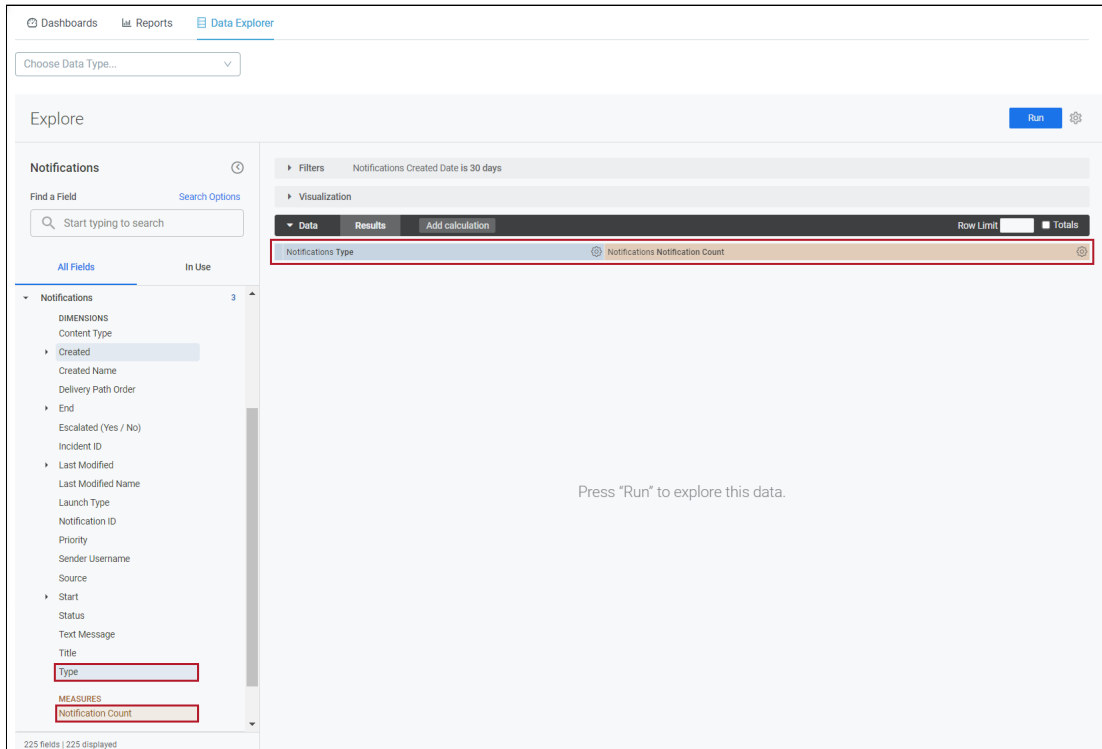
3. The **Explore** panel for the selected data type (Notifications, in this example) will appear, including a list of available fields to the left. Two items are required to create a visualization (bar chart, pie chart, line graph, etc.):
 - **Dimension** - Used to group or identify data for analysis. 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.

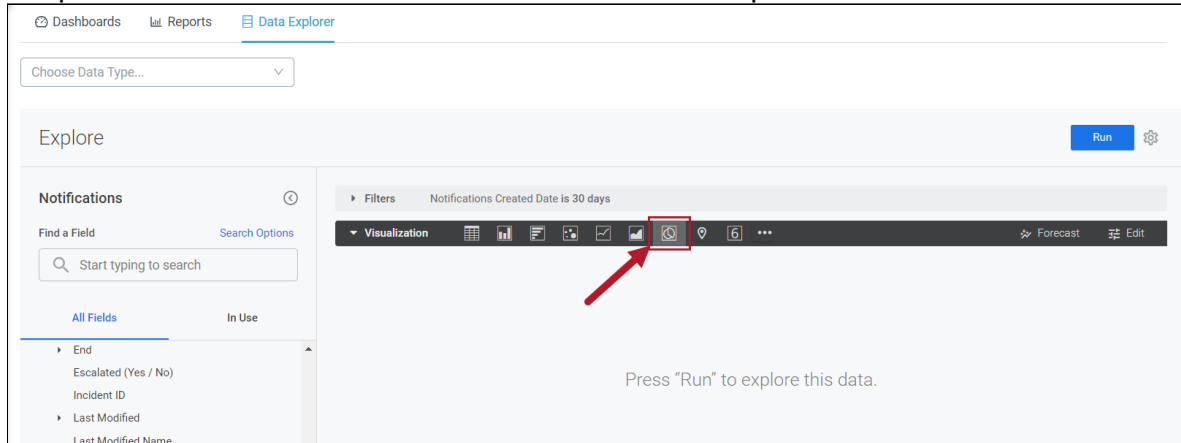


4. Choose a Dimension and a Measure, which will appear on the list to the right once selected. In this example, we want to create a visualization representing the breakdown of the Notifications launched by an Organization by Type. To do this apply:

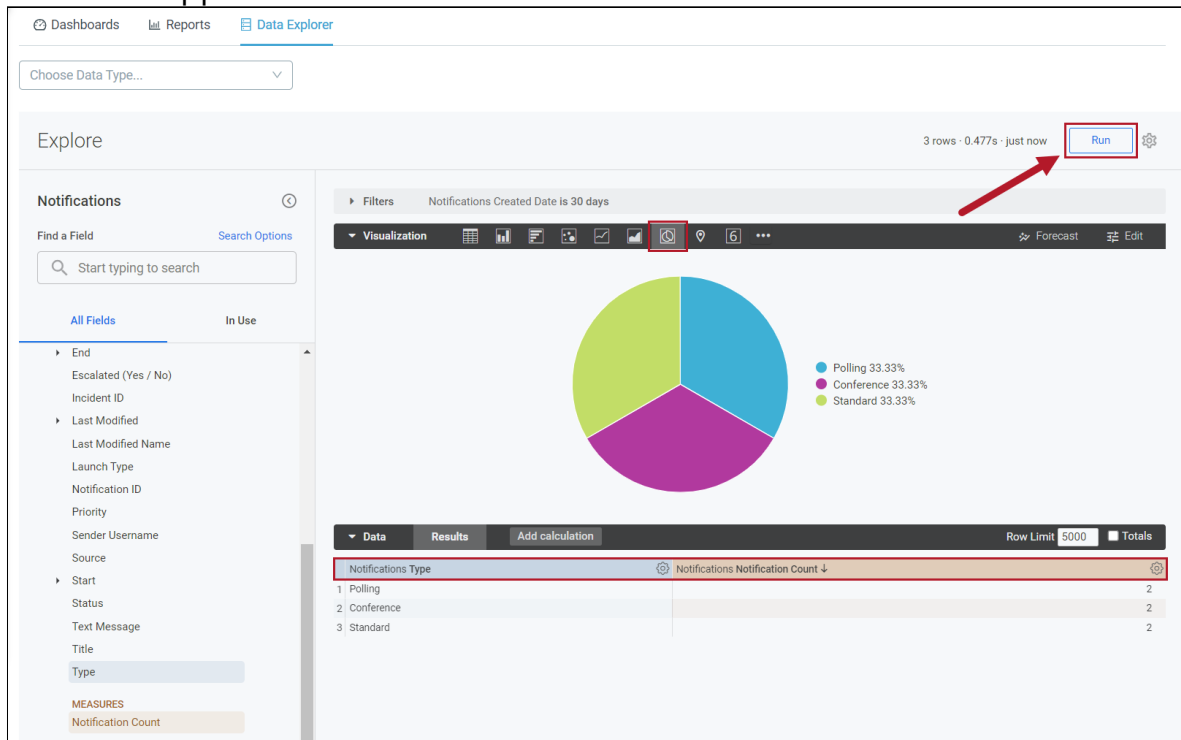
- **Dimension:** *Notifications > Type*
- **Measure:** *Notifications > Measure*



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



- 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.



- 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.

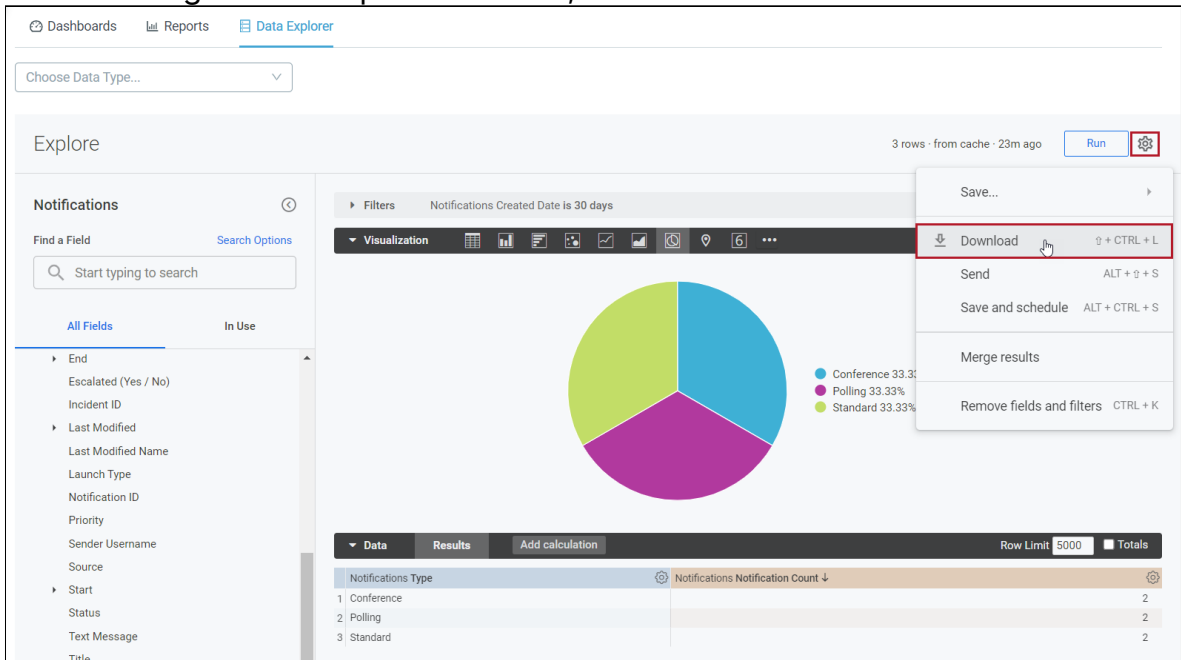
The screenshot shows the Everbridge Data Explorer interface. At the top, there are navigation tabs for Dashboards, Reports, and Data Explorer. Below this is a 'Choose Data Type...' dropdown. The main area is titled 'Explore' and shows a pie chart visualization of 'Notifications Created Date is 30 days'. The chart is divided into 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 three rows of data for 'Notifications Type': Polling, Conference, and Standard, each with a count of 2.

Notifications Type	Count
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.

Explore Assistant

The AI-powered **Explore Assistant** helps users automatically create visualizations based on their Incident and Alert history, Assets, and Risk Events by entering a text-based prompt to be parsed into applicable fields and filters.

The screenshot shows the Everbridge Explore Assistant interface. On the left, a text prompt asks: "Globally, how many of our Assets are currently affected by a Weather Alert?". Below the prompt are several example questions. The main interface is divided into sections: "Risk Events and Alerts" with a search bar, "All Fields" and "In Use" sections, and a "Filters" section. The filters section shows "Assets Name" set to "is not blank" and "Risk Events Alerts Category" set to "Weather". The visualization section shows a bar chart titled "Total Number of Alerts" with the following data:

Name	Total Number of Alerts
1 Route Label	95
2 Murchison & El Camino - Burlingame	74
3 Broadway & Laguna - Burlingame	74
4 Parkway Centre	17
5 California To Hub	13
6 California From Hub	13
7 Albertsons-Tracy #7295	11
8 South West To Hub	8
9 South West From Hub	8

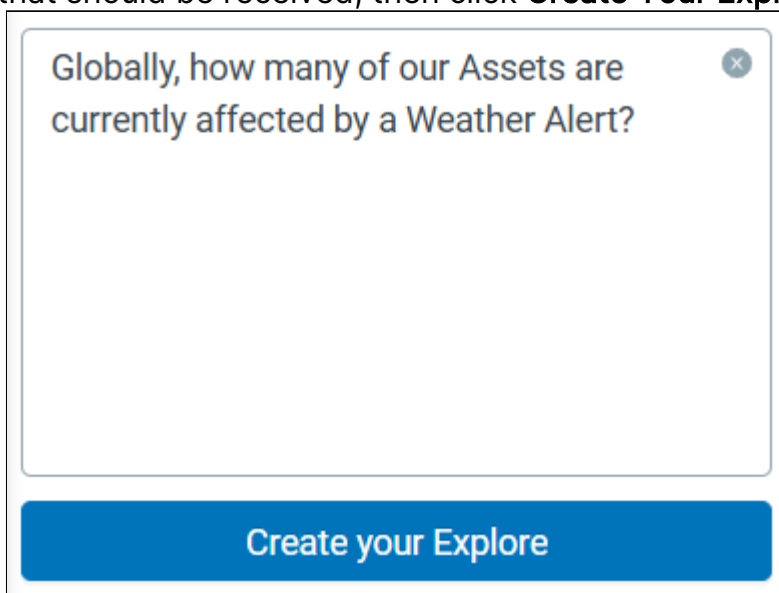
Below the chart is a table view of the same data. The interface also shows a "Data Type" dropdown set to "Risk Events" and a "Row Limit" of 5000.

IMPORTANT: The AI-generated Explore serves as a starting point, and results may vary. Adjust the automated fields, filters, or visualization as needed to isolate the desired data or clarify the wording in the prompt and try again.

Using Explore Assistant

To start using Explore Assistant, navigate to **Advanced Reporting > Explore Assistant**. From there:

1. Enter a prompt in the field in the top-left corner describing the type of data that should be received, then click **Create Your Explore**.



The screenshot shows a rectangular dialog box with a white background and a thin grey border. Inside the dialog, there is a text input field containing the prompt: "Globally, how many of our Assets are currently affected by a Weather Alert?". A small grey 'x' icon is located in the top right corner of the input field. Below the input field is a solid blue button with the text "Create your Explore" in white.

- Refer to the **Examples** section below for effective prompts to use in Explore Assistant. Examples are organized by data type: Risk Events, Assets, and Alerts. Simply click an example to run the corresponding

prompt.

Examples
Recent History

Data Type:

Risk Events ▼

What were the most common types of risk near Cairo, EG the last 2 quarters?

Show me the trend of risk events by type for the last quarter.

What were the most common types of crime risk events in Istanbul the last 4 weeks?

What does the severity of the risk events in the Rome area look like over the past 7 weeks?

What were the sources of risk events for last week?

- Click **Recent History** to see a list of the most recently used prompts. A prompt can be run again by clicking on it, or the list can be wiped by

selecting **Clear**.

Examples
Recent History
clear

Globally, how many of our Assets are currently affected by a Weather Alert?

How many Alerts are currently affecting our Assets?

How many active Risk Events are there in Ukraine right now?

How many Alerts were sent out within the last three years?

How many Notifications were sent but not received by the targeted audience in the last three calendar years?

2. Explore Assist will automatically apply any relevant filters or fields based on the query and display the preliminary results in the **Explore** section. Review the following areas and adjust the criteria as needed:
 - The applied fields can be seen under the **In Use** tab. Switch to the **All Fields** tab to add more as needed.

Risk Events and Alerts ⏪

Find a Field Search Options

🔍 Start typing to search

All Fields
In Use

▼ Alerts

Total Number of Alerts

▼ Assets

Name ⌵

▼ Risk Events Alerts

Category
⌵

Effective Date • Effective Date
⌵

[Clear all](#) [Clear fields keep filters](#)

4 fields | 4 displayed

Risk Events and Alerts ⏪

Find a Field Search Options

🔍 Start typing to search

All Fields
In Use

▶ Custom Fields	+ Add
▶ Alert Action Summary	
▶ Alerts	1
▶ Alerts Action History	
▶ Alerts Affected Asset By Proximity	
▶ Assets	1
▶ Assets Properties	
▶ Crisis Event Incident	
▶ Crisis Events	
▶ Crisis Task	
▶ Incidents	
▶ Notifications	
▶ Risk Events Alerts	2

- Under **Filters**, check that the correct data points and filters were applied from the prompt. If not, adjust as needed.

▼ Filters

AND

⚙️ Assets Name is not blank ▼ + ×

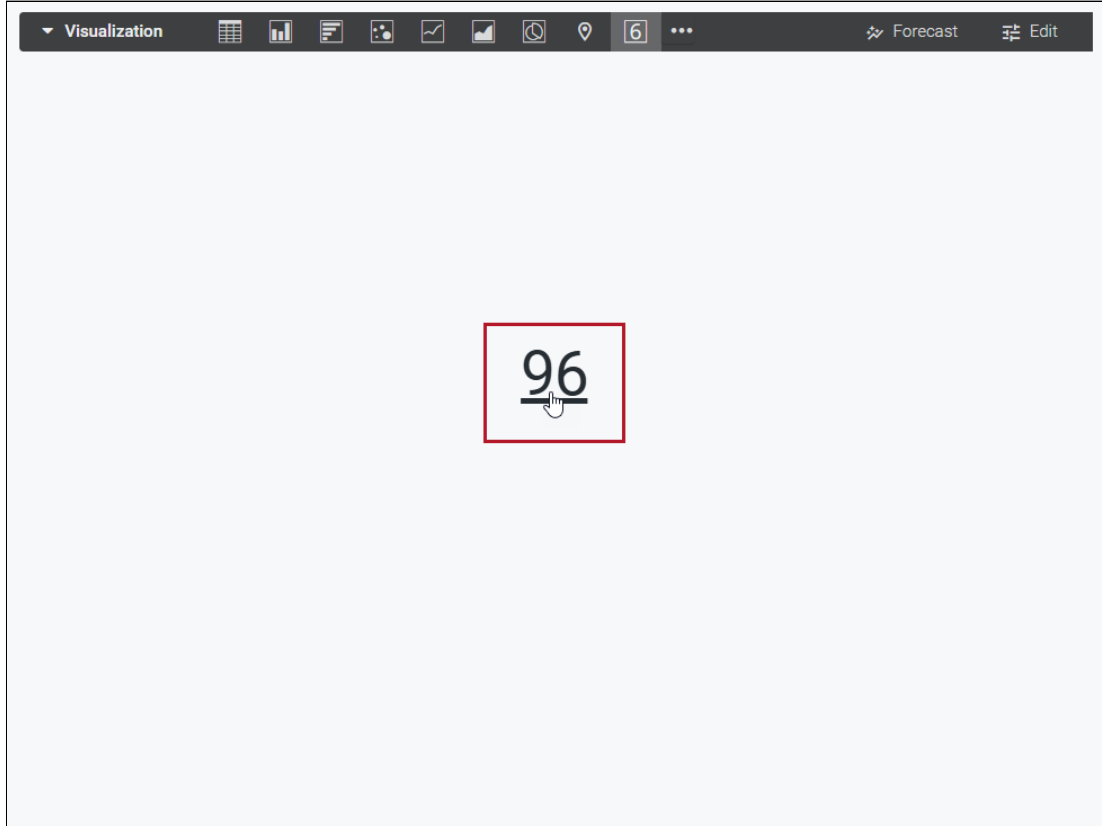
⚙️ Risk Events Alerts Category is ▼ Weather × | × | ▼ + ×

⚙️ Risk Events Alerts Effective Date matches a user attribute ▼ | Default explore Time Period (30 days) ▼
Conditionally Required

+ Filter

+ New group
+ Custom expression

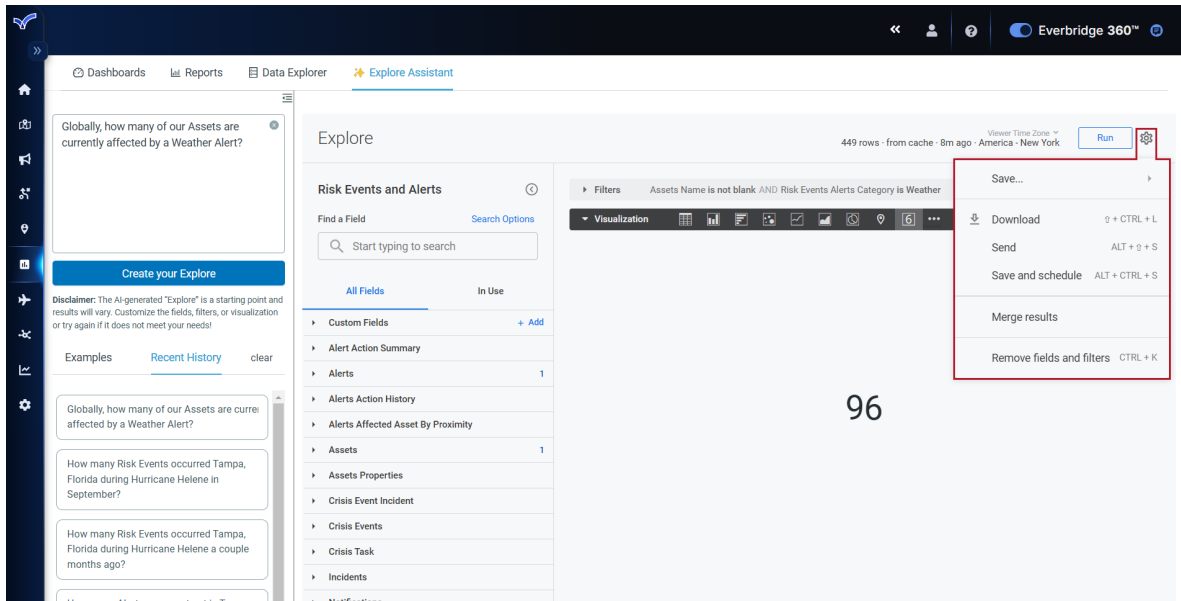
- Explore Assistant will choose a visualization that best meets the prompt's criteria, but it can easily be changed by clicking any of the different options in the Visualization section. Some visualizations provide more detailed information by clicking on the elements they contain.



RISK EVENTS AND ALERTS (4 Filters) Explore Download X

	Alert Acknowledge Date	Category	Severity	Effective Date	Source	Headline	Description	Affected Asset Count	Time to Acknowledge (in minutes)
1	2024-11-15	Weather	Extreme	2024-11-15	OPERATORENT EREDRISK	Label: risk_items_query Automation Polygon: Create REI OER Polygon: All data test Weather - Sev: Extreme 1731679612	Event Description: risk_items_query Automation Polygon Create REI OER Polygon: All data test Weather - Sev: Extreme 1731679612	4	0
2	2024-11-15	Weather	Extreme	2024-11-12	OPERATORENT EREDRISK	Label: risk_items_query Automation Polygon: Create REI OER Polygon: All data test Weather - Sev:	Event Description: risk_items_query Automation Polygon Create REI OER Polygon: All data test	4	4,381

3. Once satisfied with the data and format of the Explore, it can be utilized in several ways by clicking the **Options** cogwheel in the top-right corner.



Select one of the following options:

- **Save**
 - As a new Dashboard
 - To an existing Dashboard
 - As a Look

- **Download** - Choose a file format, data format, result types, and data values to download the results.

Download

Format

TXT (tab-separated values) ▼

Filename

risk_events_look_ml risk_events_alerts 2024-11-18T1119

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](#)

- **Send** - Add a name, data format, and recipient email addresses to send the results to other users.


Send Risk Events Look MI Risk Events Alerts
✕

Title Give your schedule a name.

Risk Events Look MI Risk Events Alerts
⋮

Where should this data go?

✓



Email

Who should it be emailed to?


Add recipients, use commas for multiple addresses
Add

✕


Include a custom message...

Format data as


✓




Data Table




Visualization




CSV




XLSX



JSON – Simple



Text



HTML

▶ Advanced options

Send

- Save and schedule - Add a title, optional description

Save Look
✕

i You must save a Look before it can be scheduled.

Title

Description
optional

Folder My folder

My folder	<input style="width: 80%;" type="text" value="Filter by title..."/>
Group	This folder is empty.

- Merge Results

Choose an Explore
✕

Find an Explore

Analyze Risk Events and Alerts

Risk Events

Risk Events and Alerts

Assets

Assets

ICS Analytics

Attempts

Incidents

Notifications

Select an Explore to get started.

- Remove fields and filters

Explore Assistant Feedback

Explore Assistant may not immediately provide the desired content, and learns from user input. If users are dissatisfied with a response, they're encouraged to leave detailed feedback in the field found at the top of the page, and then adjust their prompt or manually apply the desired fields as needed.

Help improve future results by rating the response: 👍 Looks good 👎 Needs improvement

Optional: Share your thoughts

Send
Cancel