



# Advanced Reporting Guide

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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

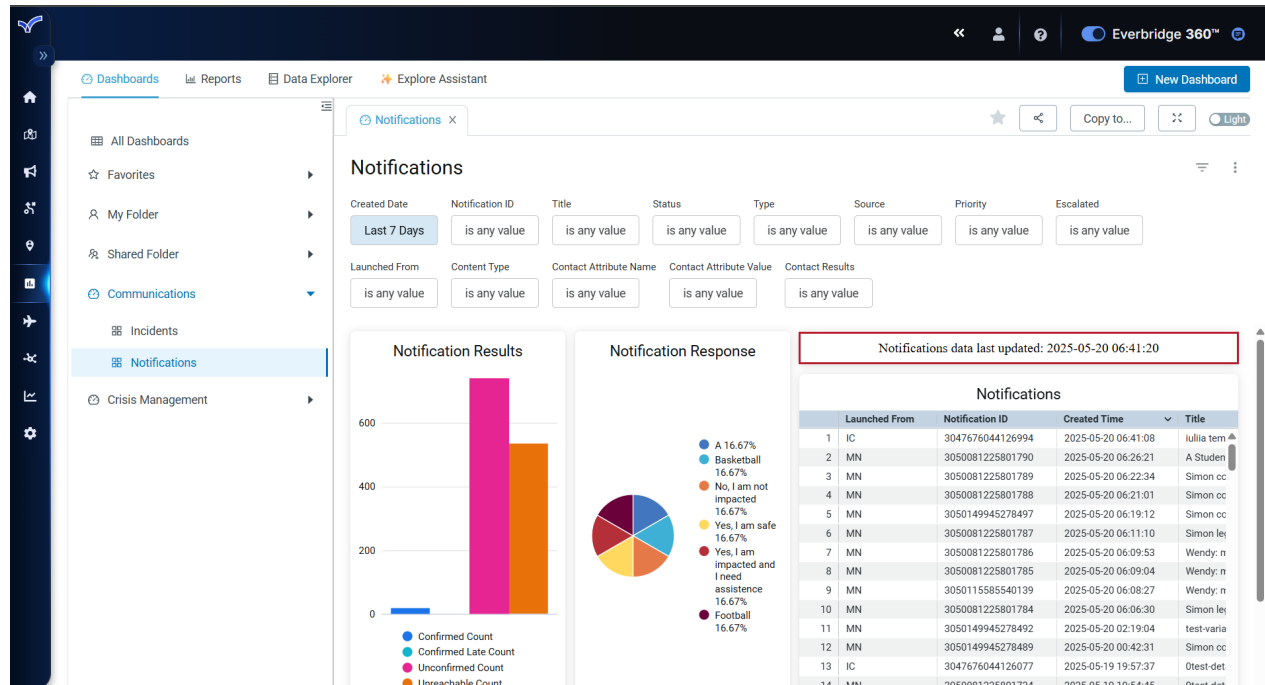
For additional flexibility, Advanced Reporting also supports Custom Role configuration for the following permissions:

- 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 the kebab menu icon and selecting the Time Zone that the data should be displayed in.

**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
- Asia - Calcutta
- America - Vancouver
- America - Montreal
- Asia - Shanghai
- Europe - Berlin
- Pacific - Auckland
- Pacific - Niue

**Viewer Time Zone**

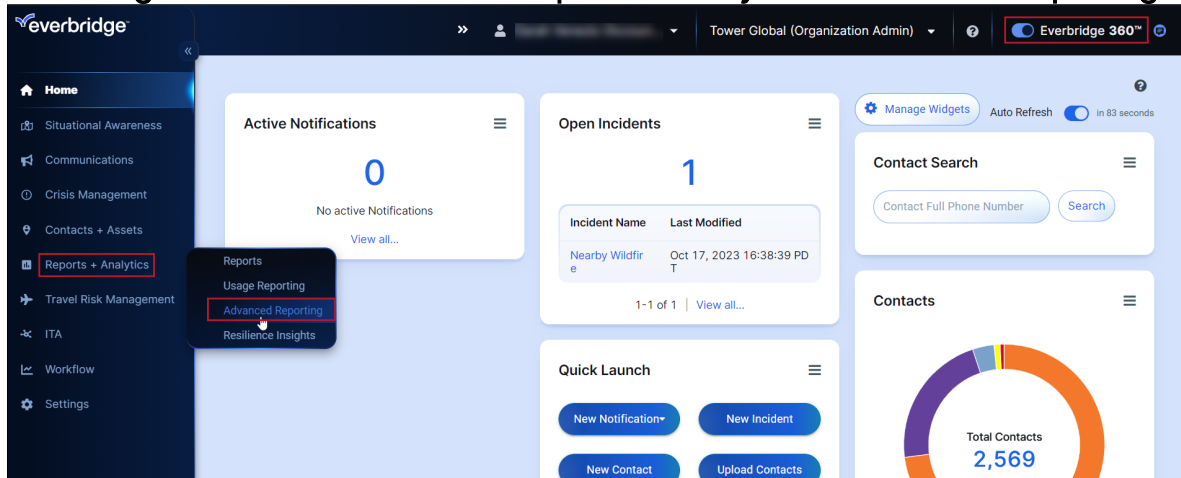
- America - Los Angeles
- UTC
- America - Chicago
- America - Denver
- America - Juneau
- America - Los Angeles
- America - New York
- America - Phoenix
- Pacific - Honolulu
- Asia - Calcutta
- America - Vancouver
- America - Montreal
- Asia - Shanghai
- Europe - Berlin
- Pacific - Auckland
- Pacific - Niue
- Africa - Abidjan
- Africa - Accra

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

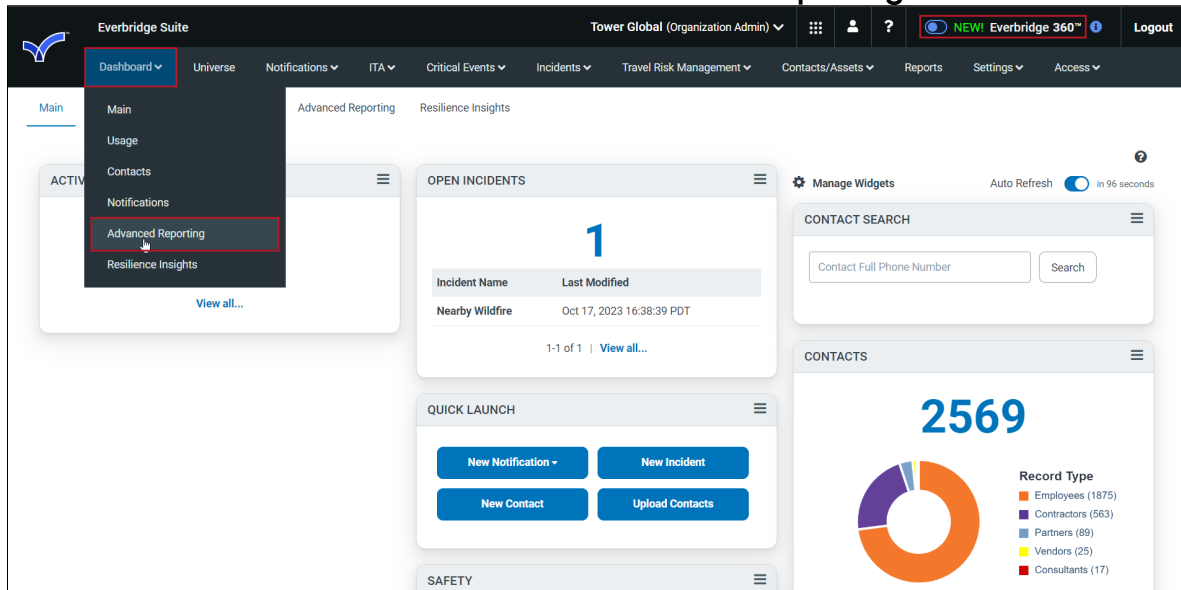
## Accessibility

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

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



- **Classic UI** - Found under **Dashboard > 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.

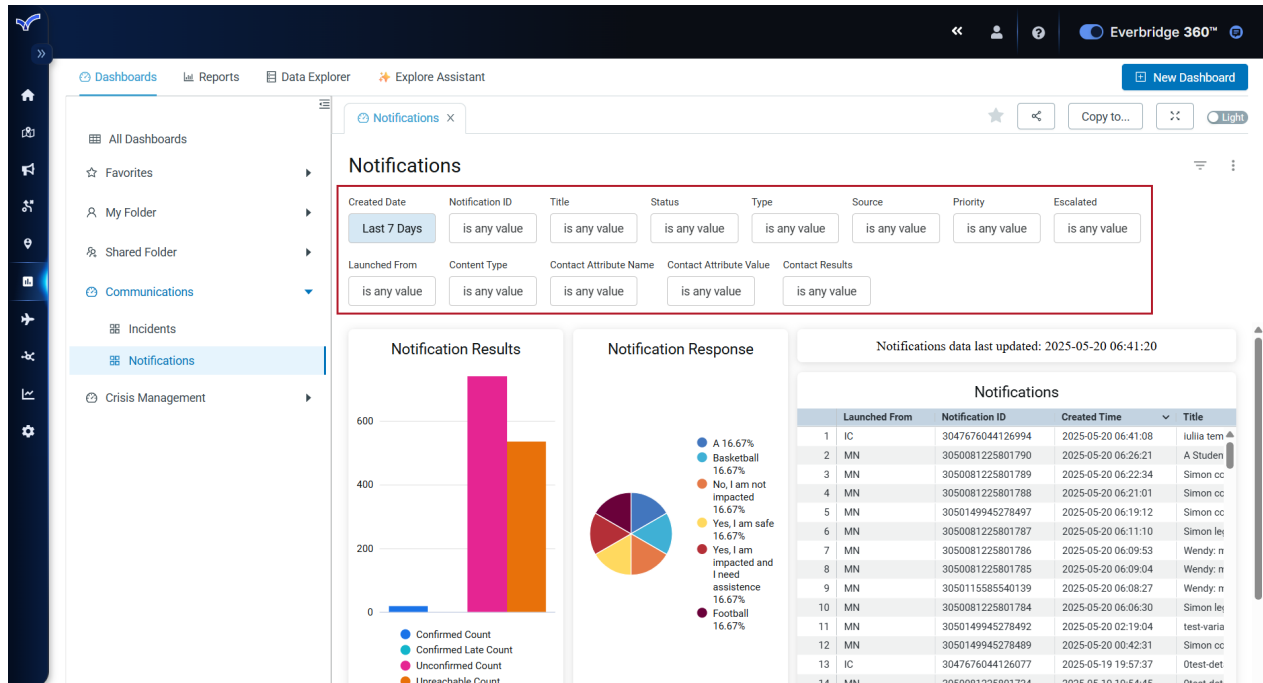
The following table contains the descriptions of these preconfigured dashboards:

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.
Critical Events	Displays all Critical Events generated by an Organization over a specific period.

## 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.

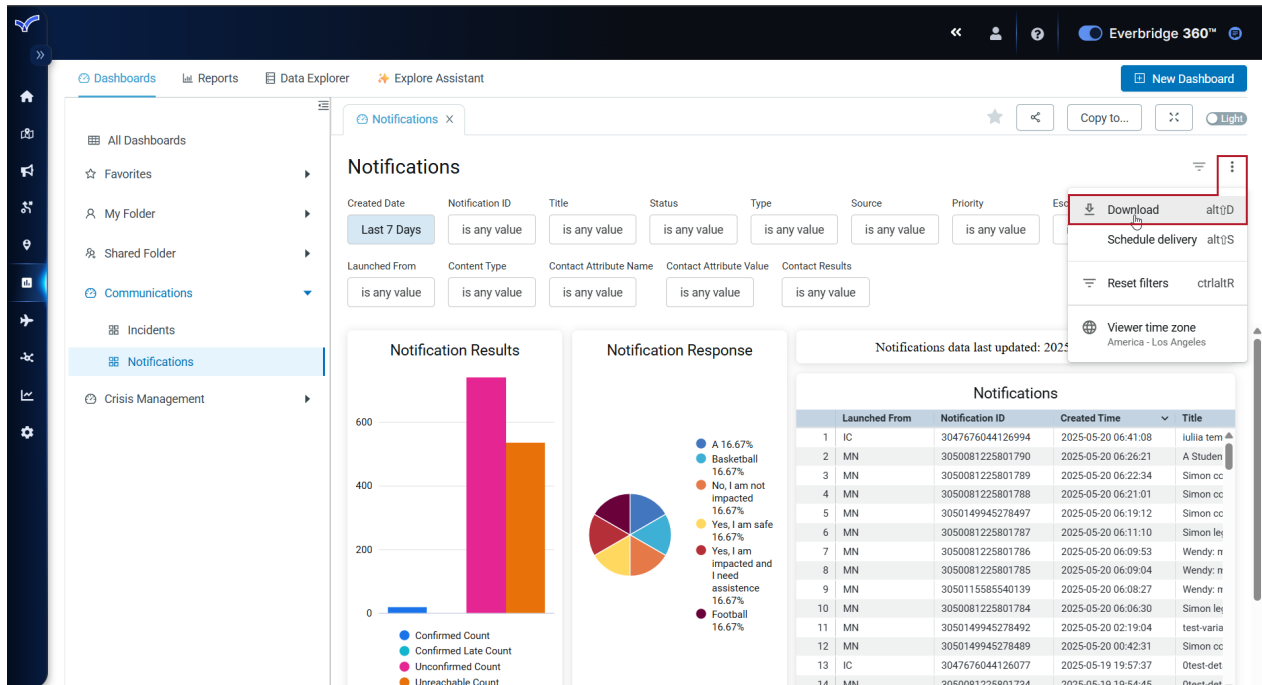




**NOTE:** Each dashboard has a set of default filters.

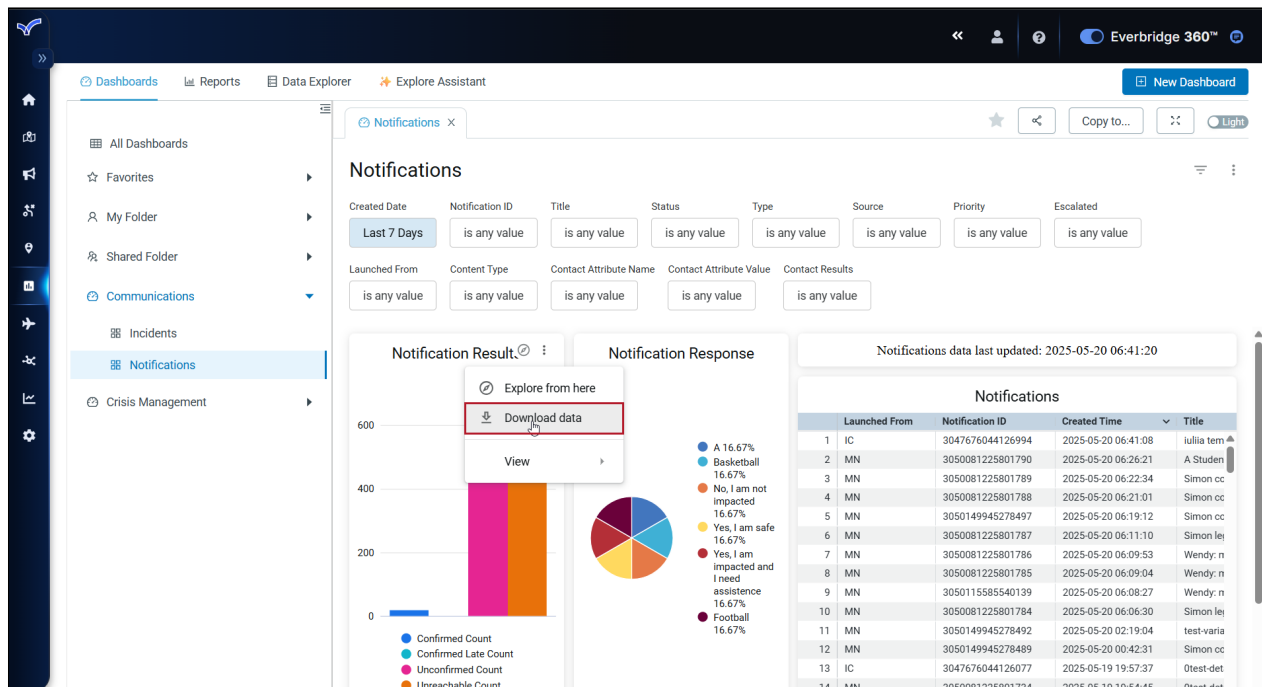
## Download Dashboard Data

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

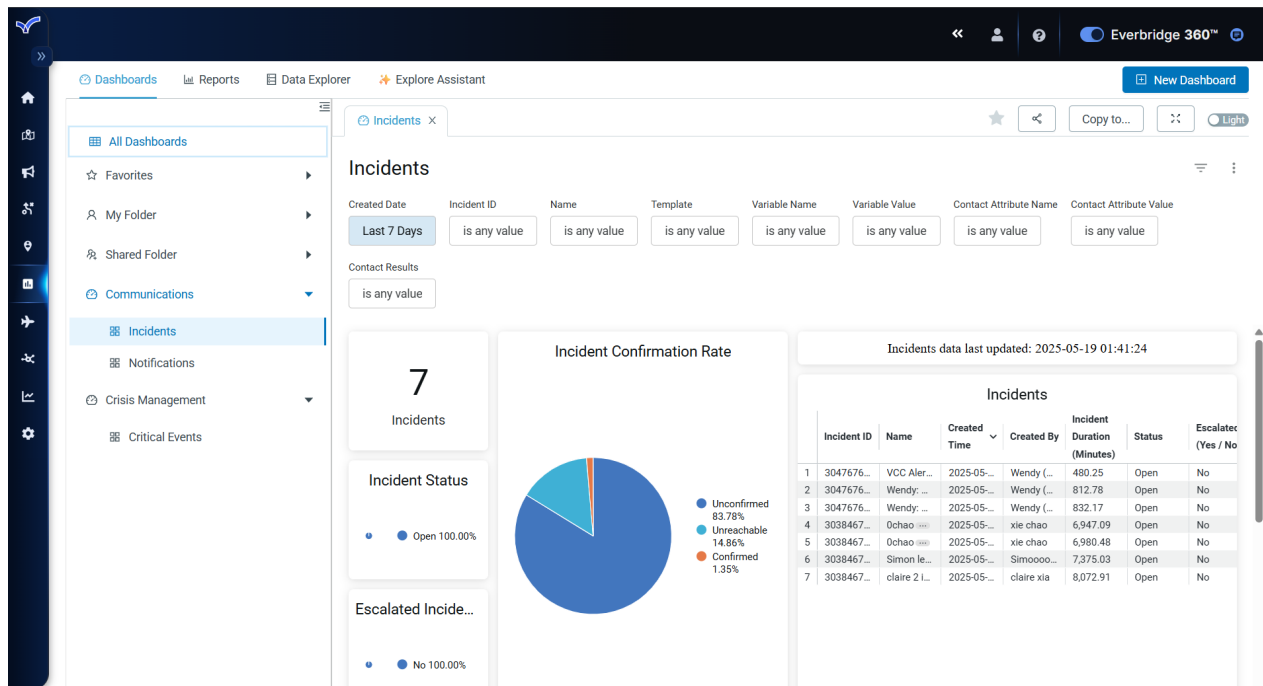
Download

## 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

The Incidents Dashboard is comprised of the following widgets:

Widget	Data	Visualization Type	Description
Incidents Count	Incidents	Single 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,

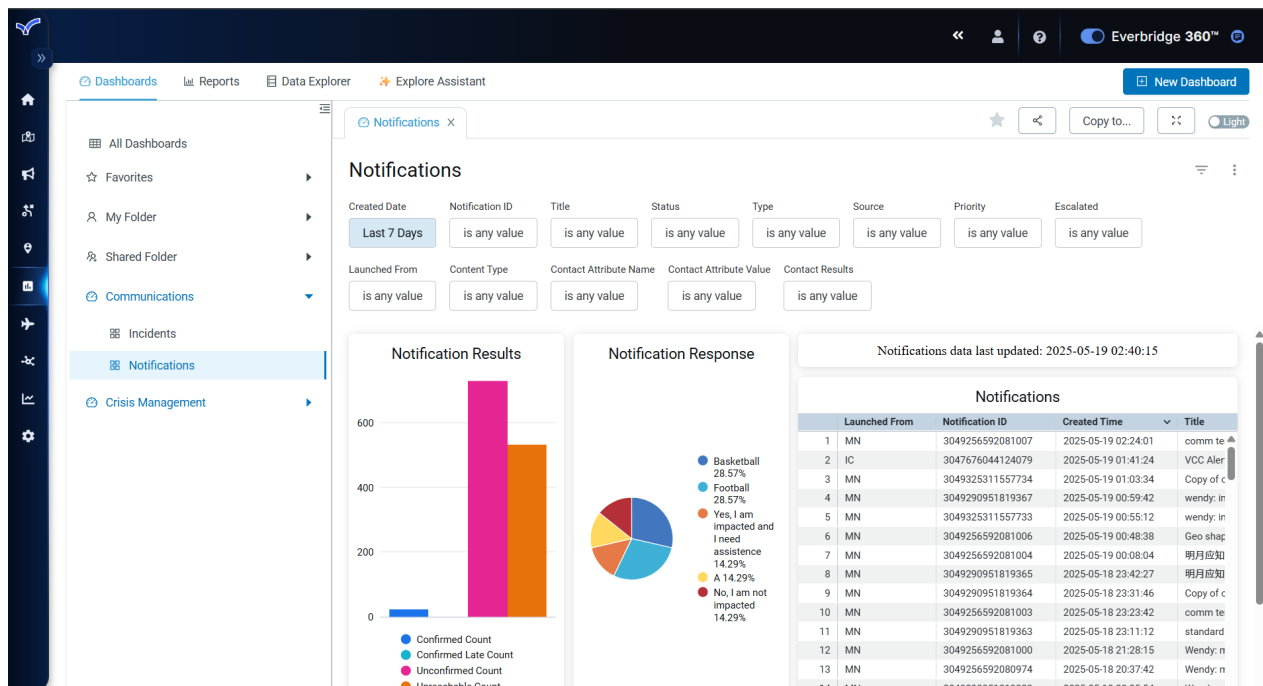
			average time to acknowledge, status, and more.
Confirmation Rate by Delivery Method	Incidents	Pie Chart	Displays different delivery methods to reach contacts and how they responded (Yes or No) to Incidents launched over a time period.
Confirmation Rate by Attribute	Incidents	Bar Chart	Displays different 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	Visualization 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.



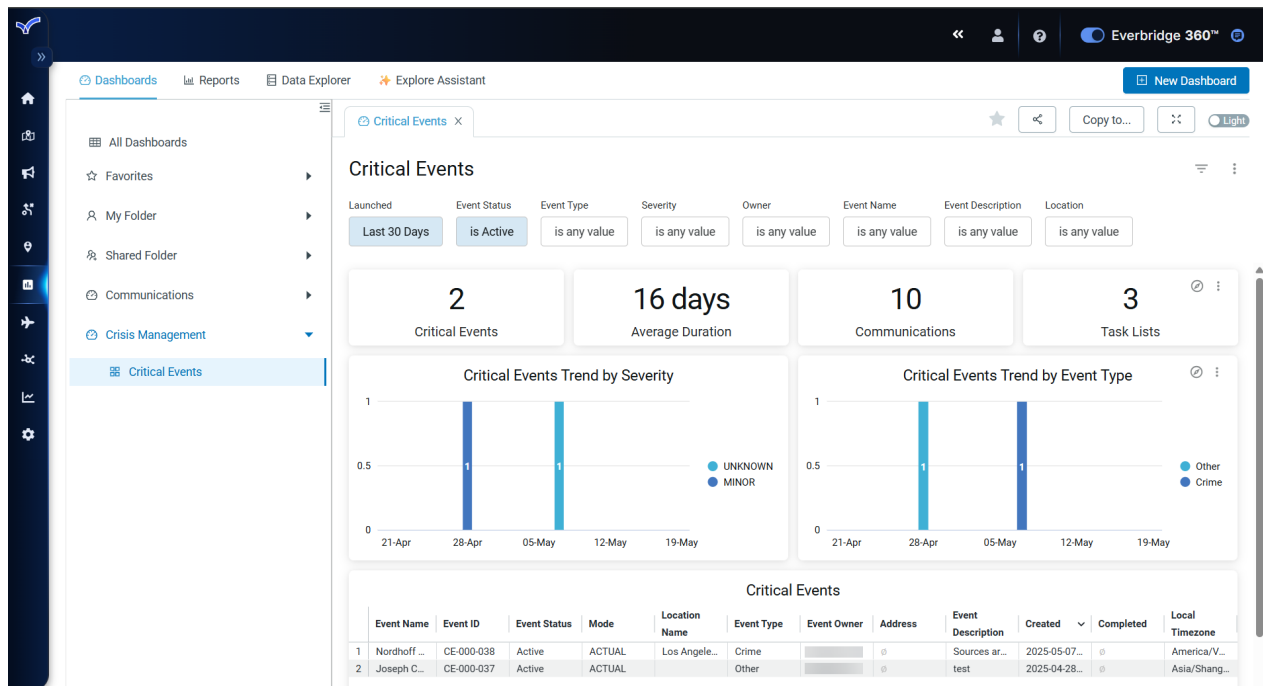
Notifications	Notifications	Table	Tabular view of individual Notifications launched over a time period containing granular details including time, status, source, priority, and more.
Notification Contacts	Notifications	Table	Tabular view of individual contacts, their attributes, and their responses to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

## Critical Events Dashboard

The **Critical Events Dashboard** displays all the Critical Events launched in an Organization over a specific time period. The Critical Event data can be filtered across time, status, Event Type, Severity, Location, and more.

This preconfigured dashboard helps users answer the following types of questions:

- What trends can we determine by looking at Critical Event Severity or Event Type?
- How long does it take to resolve Critical Events on average?
- How many Communications have been sent out connected to a Critical Event?
- How many Task Lists have been assigned and to whom?



## Critical Events Dashboard Filters

The following filters can be applied to the Critical Events Dashboard:

Filters	Description
Launched	When the Critical Event was launched.
Event Status	The status of the Critical Event.
Event Type	The Critical Event's Event Type.

Severity	The Critical Event's Severity.
Owner	The Owner of the Critical Event.
Event Name	The name of the Critical Event.
Event Description	The description of the Critical Event.
Location	Where the Critical Event occurred.

## Critical Events Dashboard Widgets

The Critical Events Dashboard is comprised of the following widgets:

Widget	Data	Visualization Type	Description
Critical Events	Critical Event	Single Value	Shows the number of active Critical Events.
Average Duration	Critical Event	Single Value	The average duration of Critical Events for this Organization.
Communications	Critical Event	Single Value	The number of Communications sent for active Critical Events.
Task Lists	Critical Event	Single Value	The number of Task Lists launched with Critical Events.
Critical Event Trend by Severity	Critical Event	Column	Critical Event trends by Severity.
Critical Event Trend by Event Type	Critical Event	Column	Critical Event trends by Event Type.
Critical Event Details	Critical Event	Table	A table displaying Critical Events and their key details: <ul style="list-style-type: none"> <li>• Event Name</li> <li>• Event ID</li> <li>• Event Status</li> <li>• Mode</li> <li>• Location Name</li> <li>• Event Type</li> </ul>

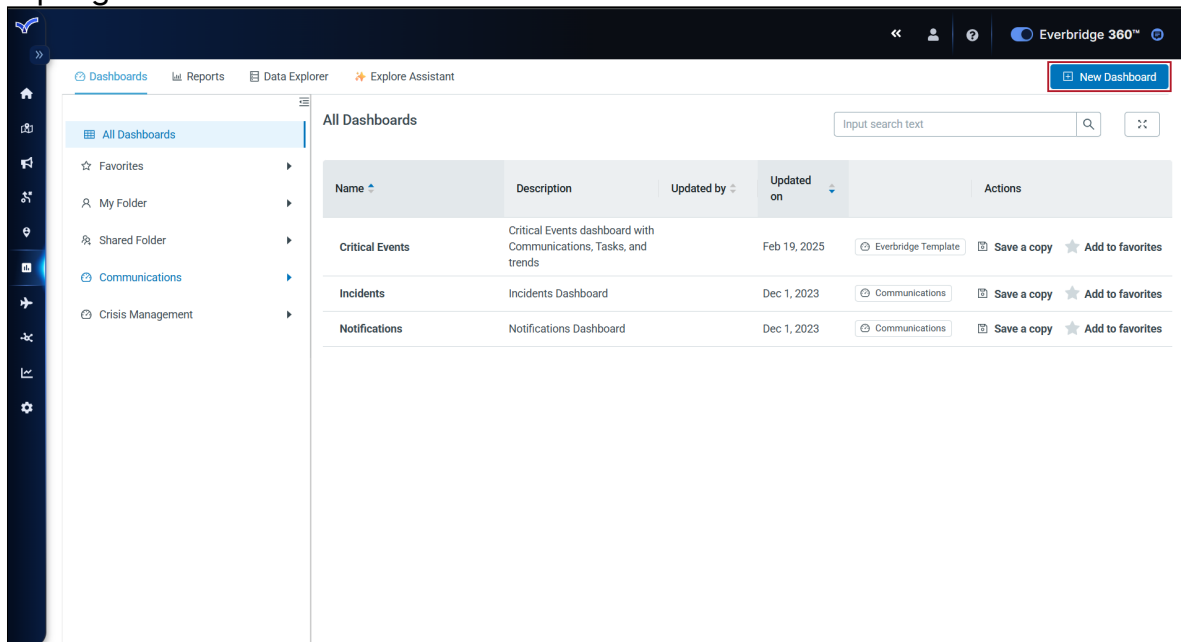
			<ul style="list-style-type: none"> <li>• Event Owner</li> <li>• Address</li> <li>• Event Description</li> <li>• Created</li> <li>• Completed</li> <li>• Local Timezone</li> </ul>
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## Create New Dashboard

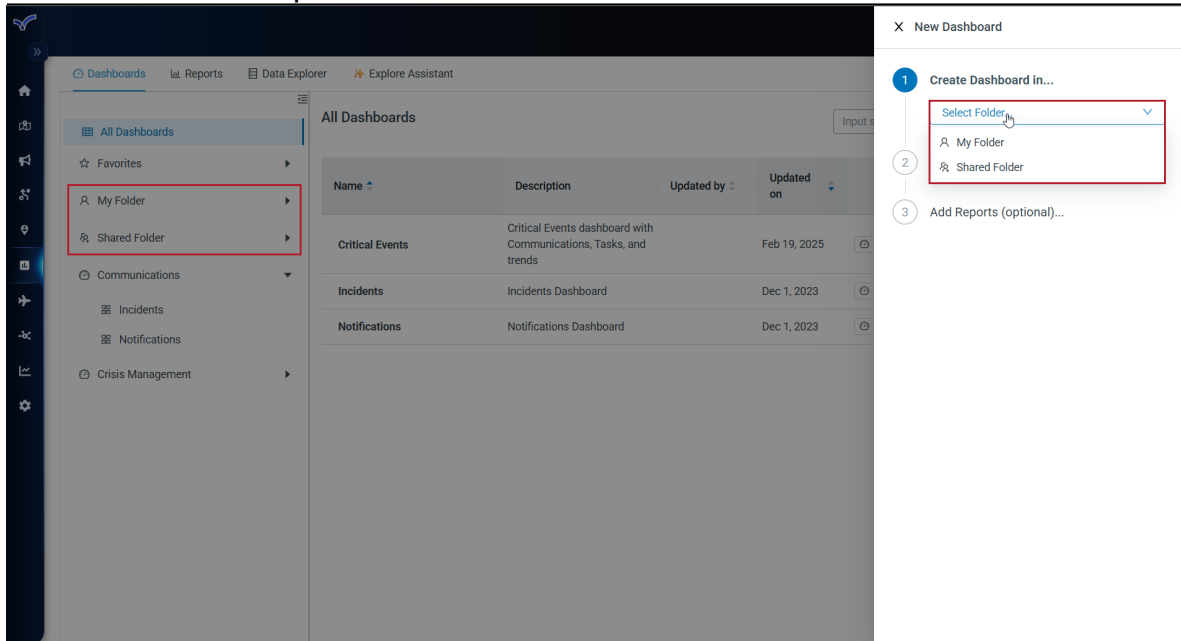
In addition to the preconfigured dashboards, users can create their own custom dashboards to display the data that matters most to them.

To create a dashboard:

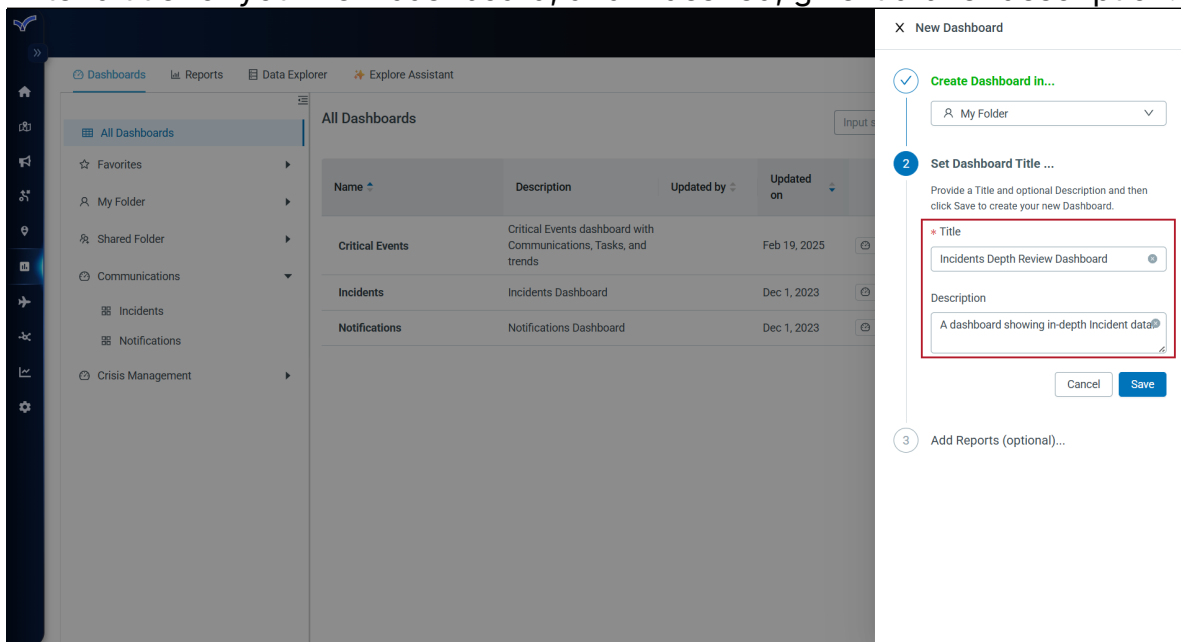
1. From the **Dashboards** tab in Advanced Reporting, click **New Dashboard** in the top-right corner.



- The **New Dashboard** side panel will open. Select the desired destination folder from the dropdown menu.

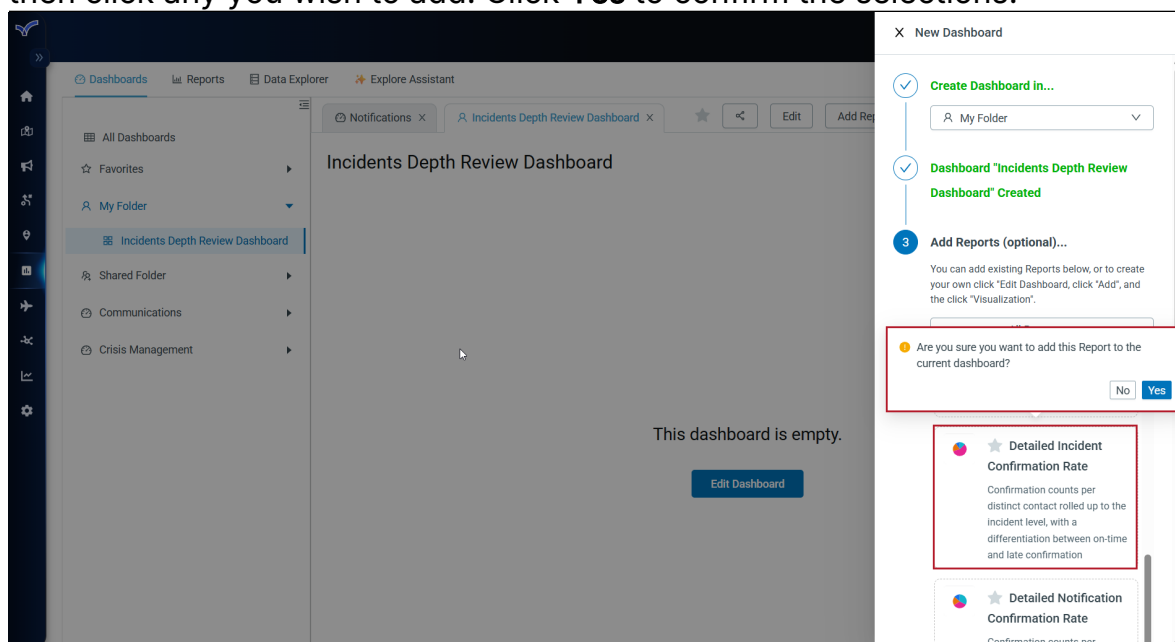


- Enter a title for your new dashboard, and if desired, give it a brief description.

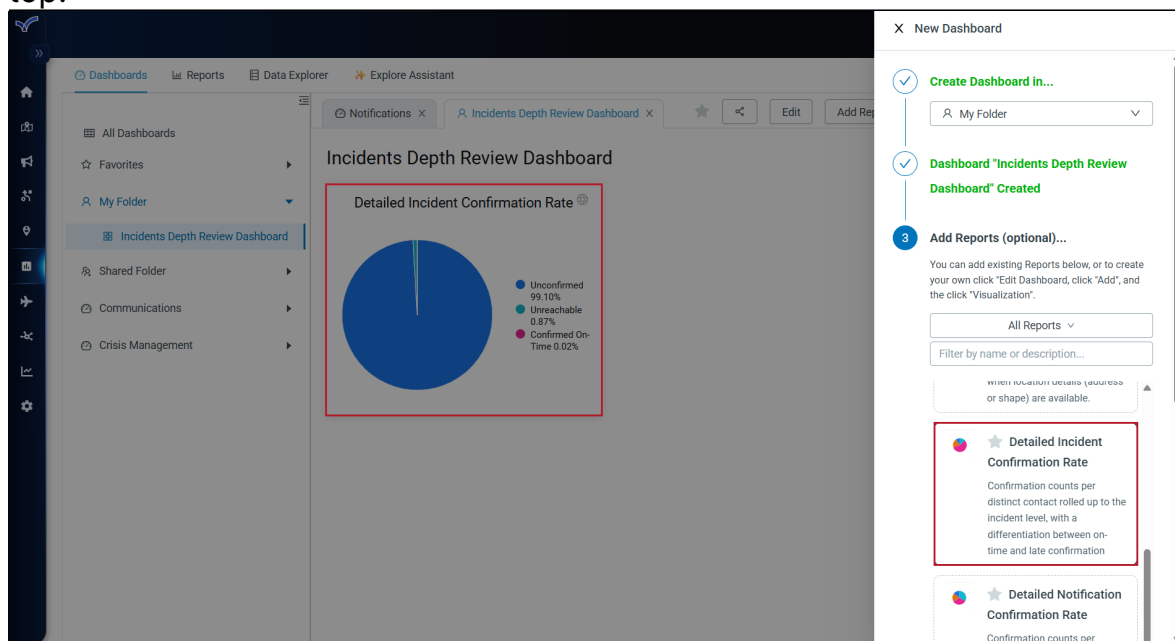


- Click **Save** to advance to the optional **Add Reports** section. The preview of the new dashboard can be seen to the left of the panel.
- The **Add Reports** section of the modal expands, offering a list of Communication and (if purchased) Resilience Insights reports that can be attached to this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

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

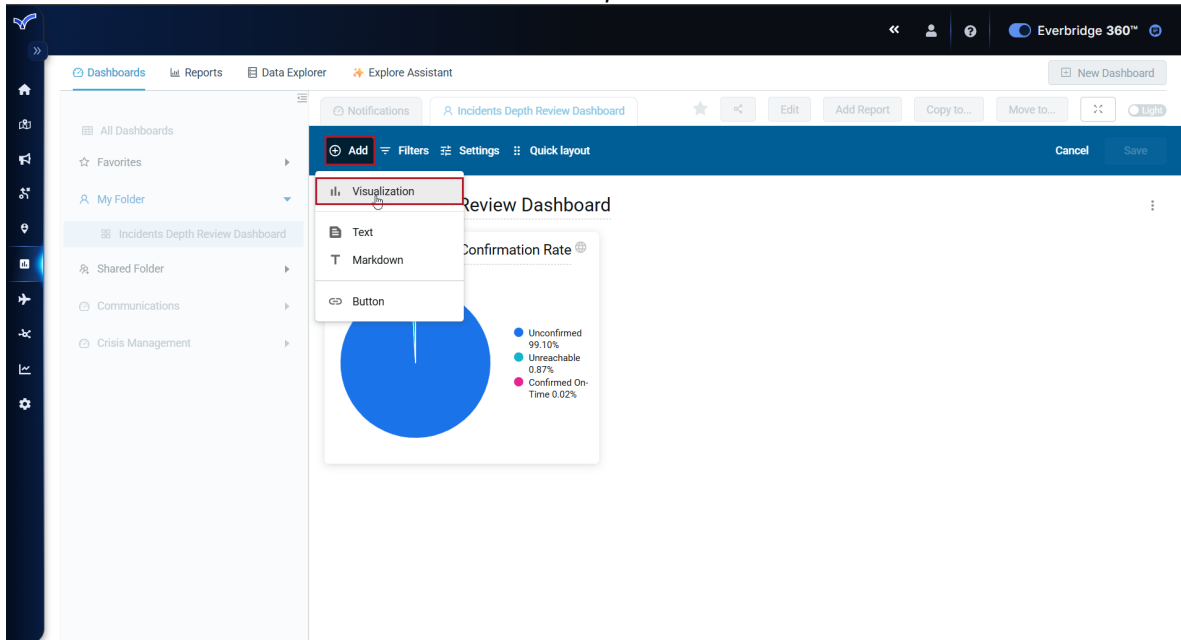


- The report will appear in the preview to the left of the panel. Add as many reports as needed (if any), then close the side panel by clicking the X at the top.

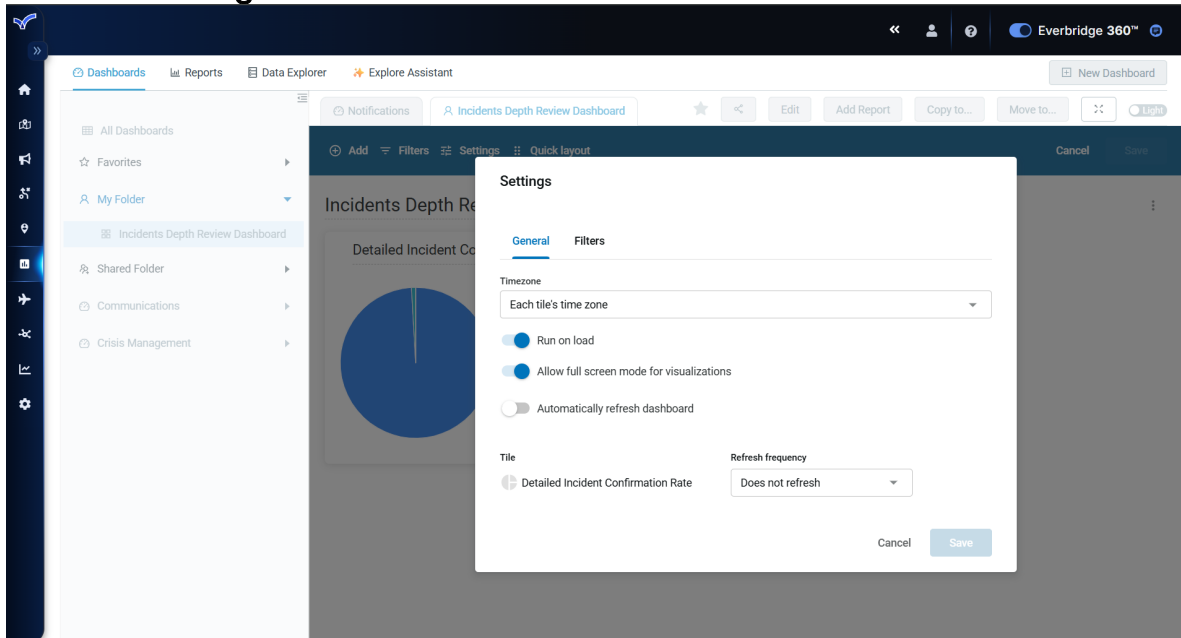


- Click **Add > Visualization** to create a visualization for this dashboard. See [Create Visualizations](#) for more details. Text, buttons, and markdown

content can be added to the dashboard, as well.



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



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

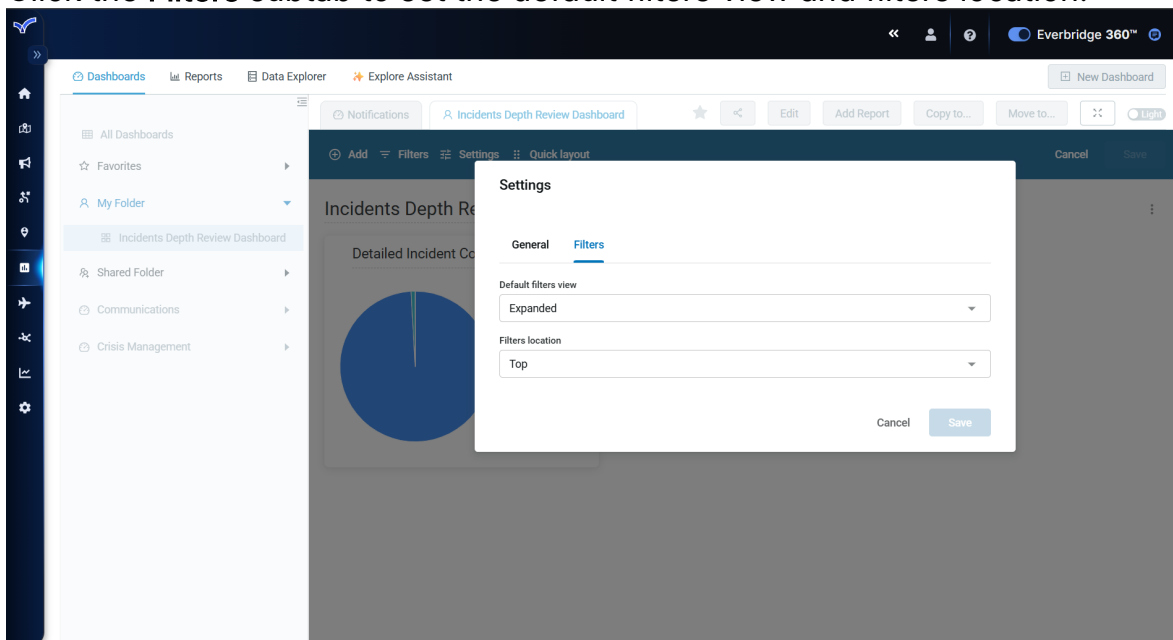
- Timezone
- Run on load
- Allow full-screen mode for visualizations
- Automatically refresh dashboard

9. Set the refresh frequency for the individual tiles on the dashboard.

10. Click **Save** once the selections have been made on the **General** subtab.



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

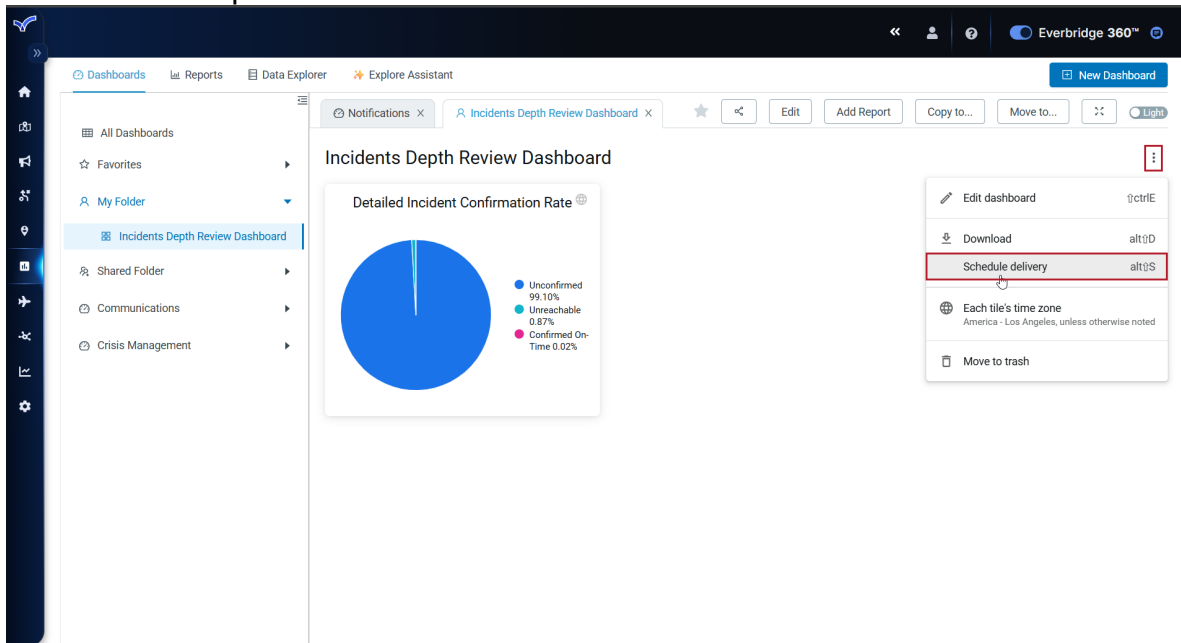


12. Once satisfied with the content and layout of the dashboard, click **Save**. It can always be edited again later as needed.

## 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 kebab menu icon to open the **Actions** menu.



- 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

X

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 Message0/1500

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

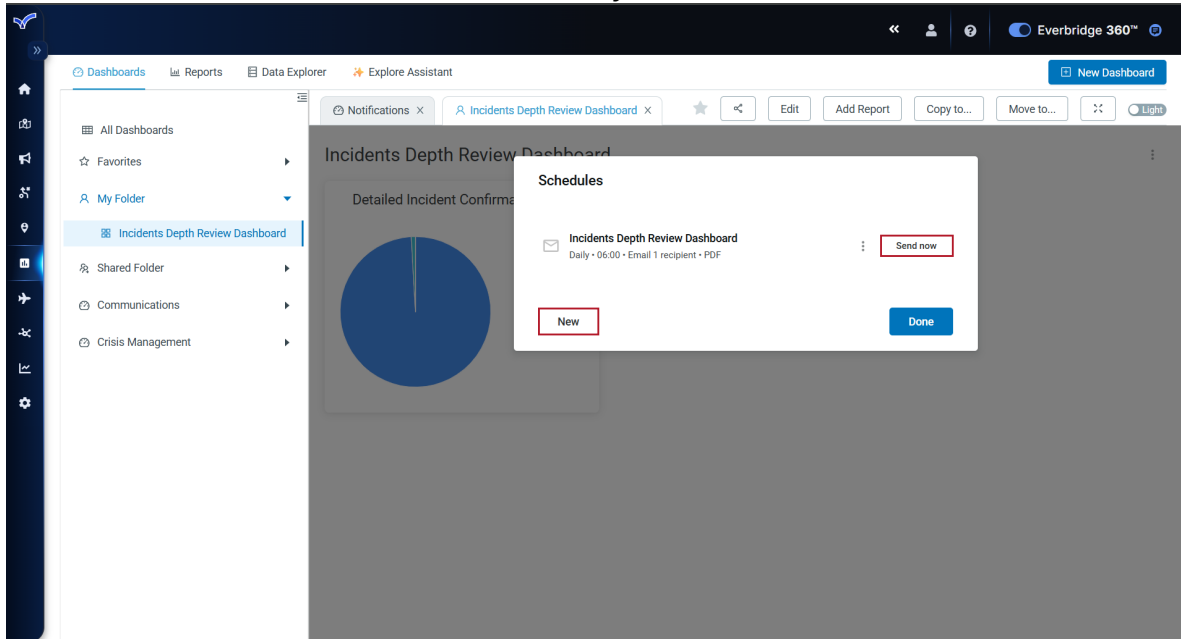
Cancel

Save

Configure the following:

- Custom message
- Include links

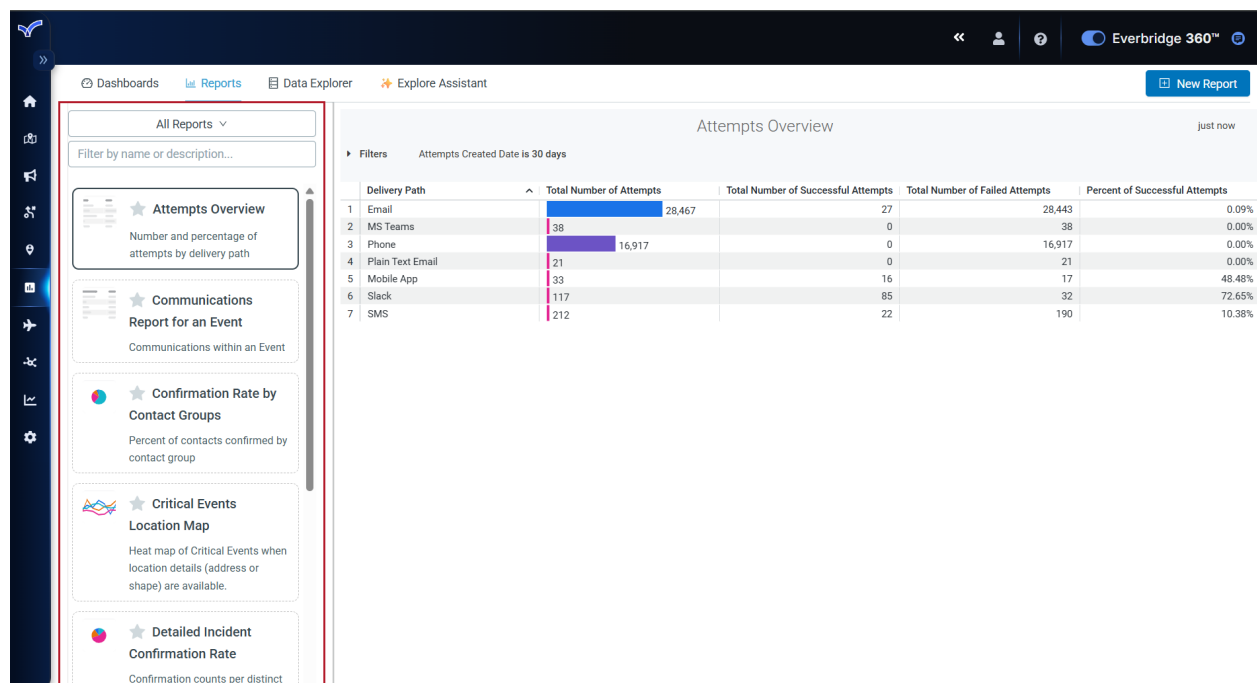
- Expand tables to show all rows
  - Arrange dashboard tiles in a single column
  - Paper size
  - Delivery Timezone
4. Click **Save**. The dashboard will refresh, and the scheduled delivery will appear. Optionally, click **Send now** to send the dashboard out immediately, or click **New** to create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

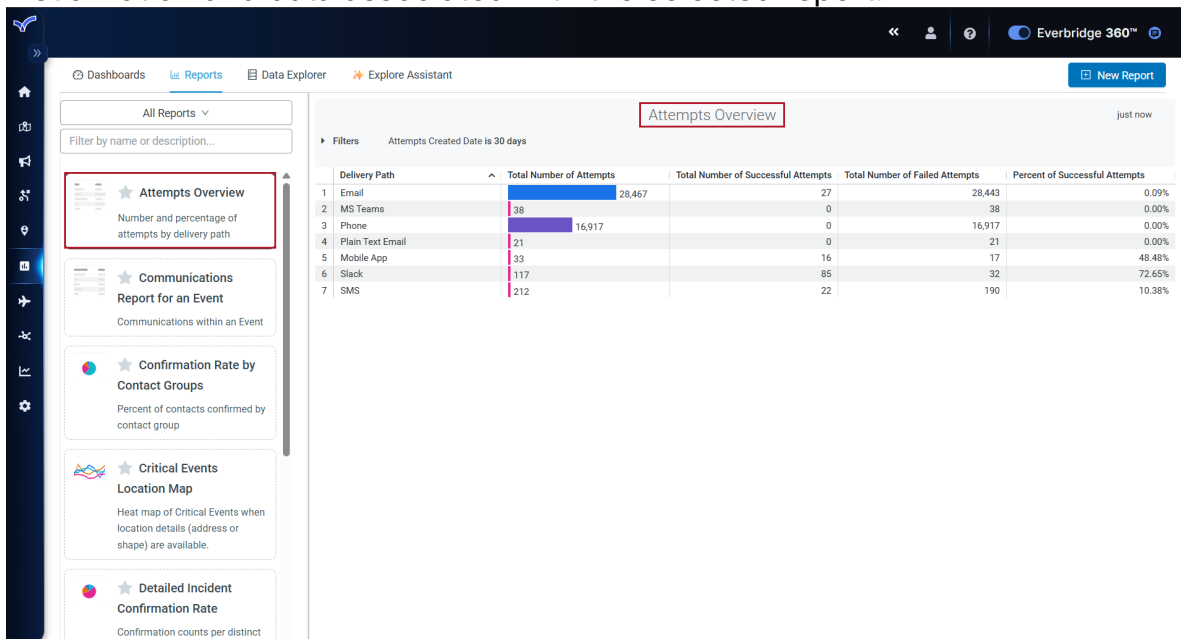


Top 5 Categories	Total number of Risk Events for top 5 categories.
Total Alerts	Total alerts by severity.
Total Alerts Created	Total number of alerts created.
Total Number of Risk Events	Total number of Risk Events created.

## View Reports

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

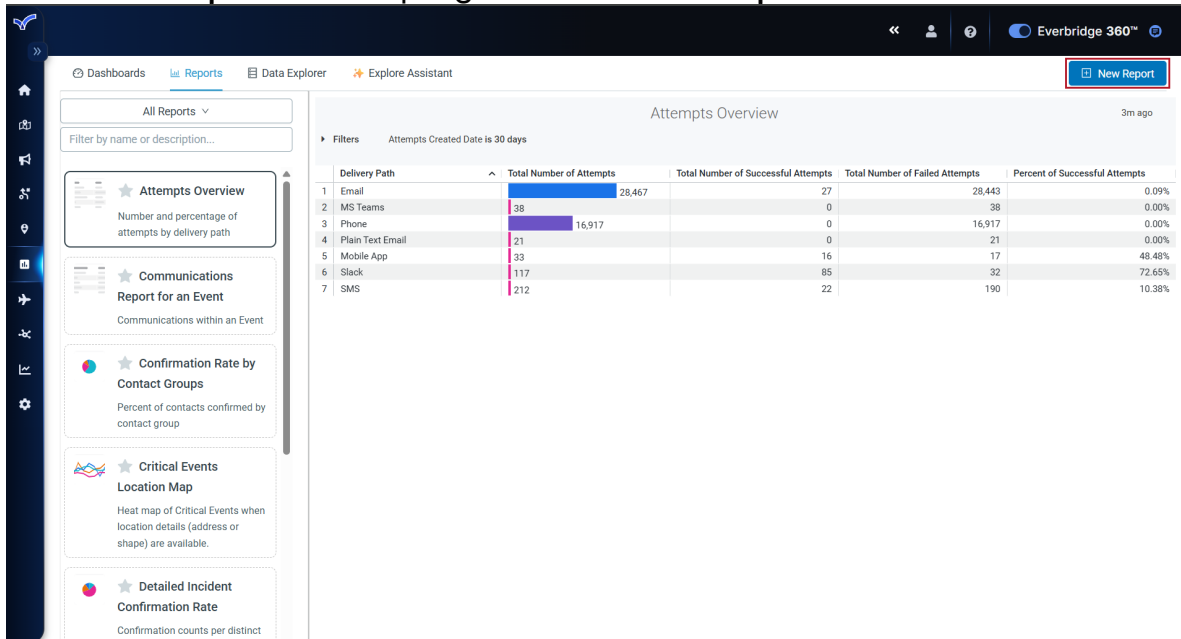
1. Scroll down the list to find a specific report, or, optionally, enter search terms to find it. You can also hover the cursor over **All Reports** and choose from one of the following options to filter the results:
  - All Reports
  - Favorites
  - My Folder
  - Shared Folder
  - Quick Reports
    - 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.



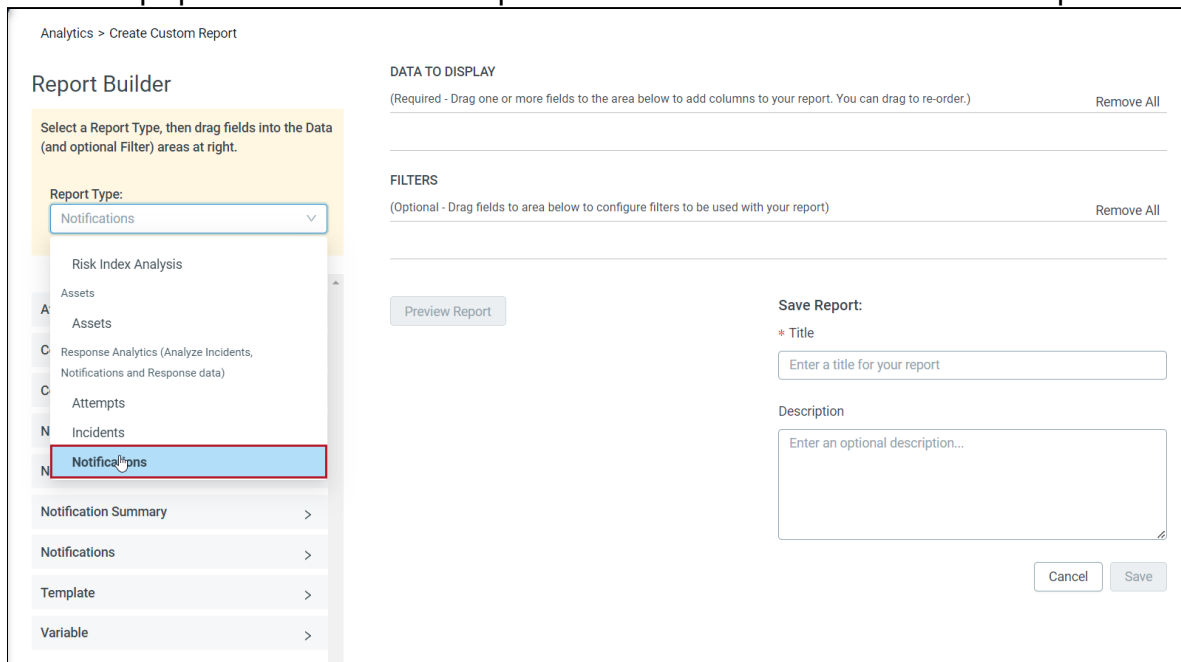
## Create Reports

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.

Analytics > Create Custom Report

Report Builder

Select a Report Type, then drag fields into the Data (and optional Filter) areas at right.

Report Type:  
Notifications

≡ Last Modified Name

Display Filter

≡ Launch Type

Display Filter

≡ Notification ID

Display Filter

≡ Priority

Display Filter

≡ Sender Username

Display Filter

≡ Source

Display Filter

▶ Start Date

Display Filter

≡ Status

Display Filter

≡ Text Message

Display Filter

≡ Title

Display Filter

≡ Type

Display Filter

MEASURES

≡ Notification Count

DATA TO DISPLAY

(Required - Drag one or more fields to the area below to add columns to your report. You can drag to re-order.)

Remove All

≡ Priority

X

≡ Notification Count

X

FILTERS

(Optional - Drag fields to area below to configure filters to be used with your report)

Remove All

Preview Report

Save Report:

\* Title

Enter a title for your report

Description

Enter an optional description...

Cancel Save

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.

Home

Situational Awareness

Communications

Crisis Management

Contacts + Assets

Reports + Analytics

Analytics > Create Custom Report

Report Builder

Select a Report Type, then drag fields into the Data (and optional Filter) areas at right.

Report Type: Notifications

Contact Attributes

DATA TO DISPLAY

(Required - Drag one or more fields to the area below to add columns to your report. You can drag to re-order.)

Notification Count

Priority

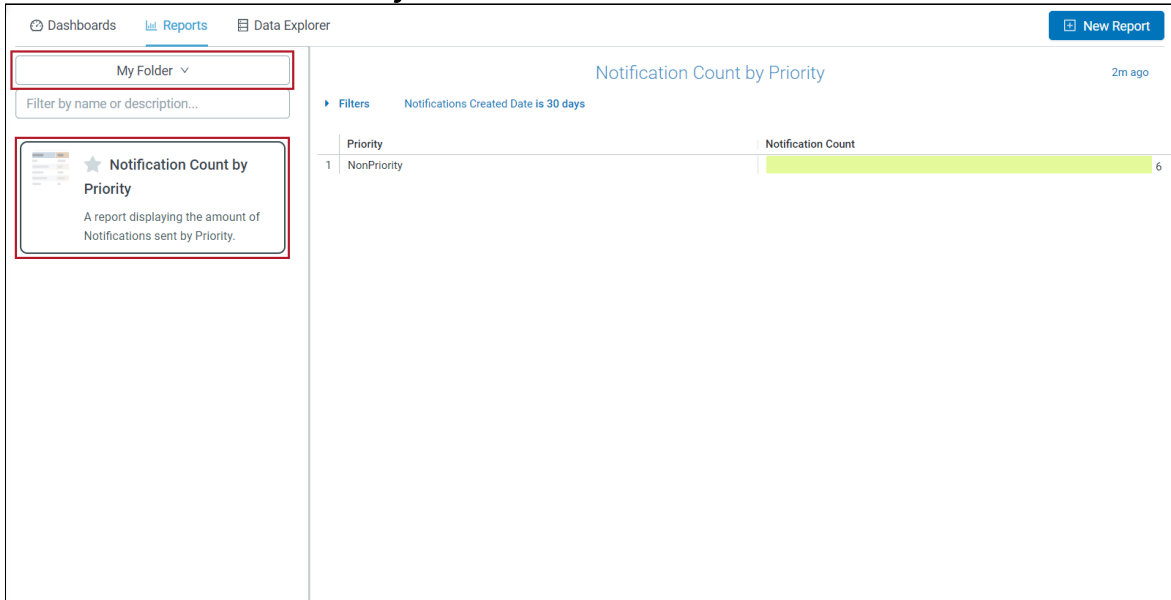
FILTERS

(Optional - Drag fields to area below to configure filters to be used with your report)

Preview Report

Notifications Priority	Notifications Notification Count
NonPriority	6

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 tabs for Dashboards, Reports, and Data Explorer. A 'New Report' button is in the top right. Below the tabs, there's a 'My Folder' dropdown menu and a search bar labeled 'Filter by name or description...'. The main content area displays a report titled 'Notification Count by Priority' with a subtitle 'A report displaying the amount of Notifications sent by Priority.' The report is shown as a table with one row: 'NonPriority' with a count of 6. The table has columns for 'Priority' and 'Notification Count'. A filter is applied: 'Notifications Created Date is 30 days'.

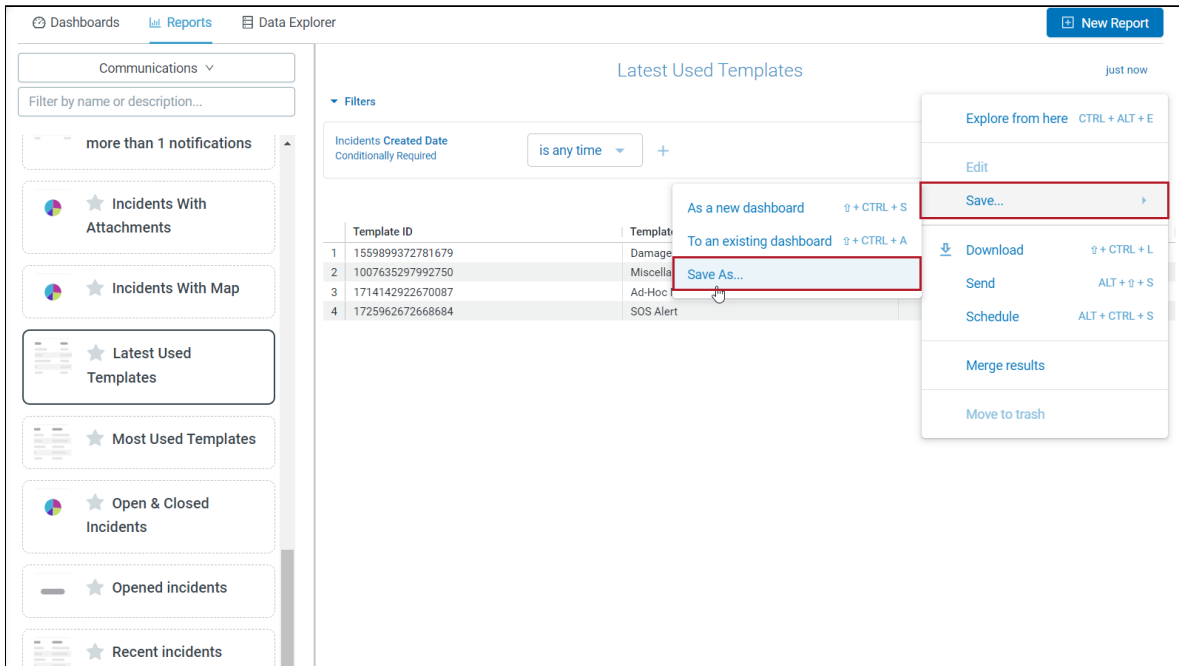
Priority	Notification Count
1 NonPriority	6

## 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. On the left, there's a sidebar with navigation options: Dashboards, Reports (selected), and Data Explorer. Below this is a filter section for 'Communications' and a list of report templates including 'Incidents With Attachments', 'Incidents With Map', 'Latest Used Templates' (selected), 'Most Used Templates', 'Open & Closed Incidents', 'Opened incidents', and 'Recent incidents'. The main area displays the 'Latest Used Templates' report with a table of template IDs and descriptions. A context menu is open over the table, showing options like 'Explore from here', 'Edit', 'Save...', 'Download', 'Send', 'Schedule', 'Merge results', and 'Move to trash'. The 'Save...' option is highlighted, and a sub-menu is visible with options: 'As a new dashboard', 'To an existing dashboard', and 'Save As...' (which is highlighted).

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

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.

My Folder

Filter by name or description...

Latest Used Templates

Notification Count by Priority

A report displaying the amount of Notifications sent by Priority.

Latest Used Templates

47m ago

Filters

Incidents Created Date

Conditionally Required

is in the year

2024

+

	Template ID	Template Name	Re
1	1559899372781679	Damaged Building	

Explore from here

CTRL + ALT + E

Edit

Save...

Download

⌘ + CTRL + L

Send

ALT + ⌘ + S

Schedule

ALT + CTRL + S

Edit settings

CTRL + CTRL + E

Merge results

Move to trash

## 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**.

The screenshot shows the Everbridge Reports interface. On the left, there's a sidebar with a list of reports: 'Notification Count by Priority', 'Active Incidents', 'Affected Asset Alerts Count', 'Alert Rate', and 'Alert Rate by Source'. The main area displays the 'Notification Count by Priority' report, which includes a table with columns 'Priority' and 'Notification Count'. The table has one row with 'NonPriority' and a count of 1. A right-hand menu is open, showing options like 'Explore from here', 'Edit', 'Save...', 'Download', 'Send' (highlighted with a red box), 'Schedule', 'Edit settings', 'Merge results', and 'Move to trash'. The 'Send' option is accompanied by the keyboard shortcut 'ALT + ⌘ + S'.

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 recipients, use commas for multiple addresses

Add

@everbridge.com x

☐ 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"

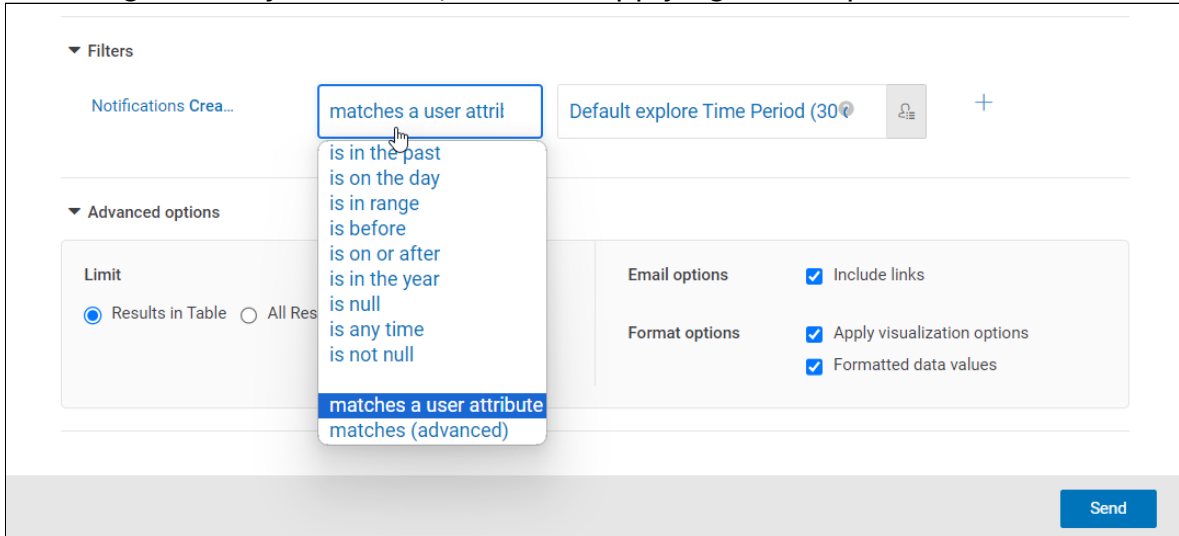
Advanced options

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:



The screenshot shows the 'Filters' section of the Everbridge reporting interface. A dropdown menu is open, displaying the following options:

- matches a user attril
- is in the past
- is on the day
- is in range
- is before
- is on or after
- is in the year
- is null
- is any time
- is not null
- matches a user attribute
- matches (advanced)

The 'Advanced options' section is also visible, including:

- Limit:** Results in Table (selected), All Res
- Email options:** Include links (checked)
- Format options:** Apply visualization options (checked), Formatted data values (checked)

A 'Send' button is located at the bottom right of the interface.

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**.

The screenshot shows the Everbridge Reports interface. On the left, there's a sidebar with various report cards: 'Notification Count by Priority', 'Active Incidents', 'Affected Asset Alerts Count', 'Alert Rate', and 'Alert Rate by Source'. The main area displays the 'Notification Count by Priority' report with a table showing one row for 'NonPriority'. A right-hand menu is open, showing options like 'Explore from here', 'Edit', 'Save...', 'Download', 'Send', 'Schedule' (highlighted with a red box), 'Edit settings', 'Merge results', and 'Move to trash'.

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.

The screenshot shows the 'Schedule Notification Count by Priority' modal. It has a left sidebar with 'Schedules' and a 'New' button. The main area contains fields for 'Give your schedule a name' (with 'Notification Count by Priority' entered), 'Where should this data go?' (with 'Email' selected), 'Who should it be emailed to?' (with a text input and 'Add' button), 'Format data as' (with 'Data Table' selected), 'Trigger' (with 'Repeating interval' selected), 'Deliver this schedule' (with 'Daily' selected), and a 'Send' field (set to 'Every day' at '6:00 AM'). There are also 'Filters' and 'Advanced options' sections at the bottom, and 'Send Test', 'Cancel', and 'Save All' buttons at the bottom right.

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

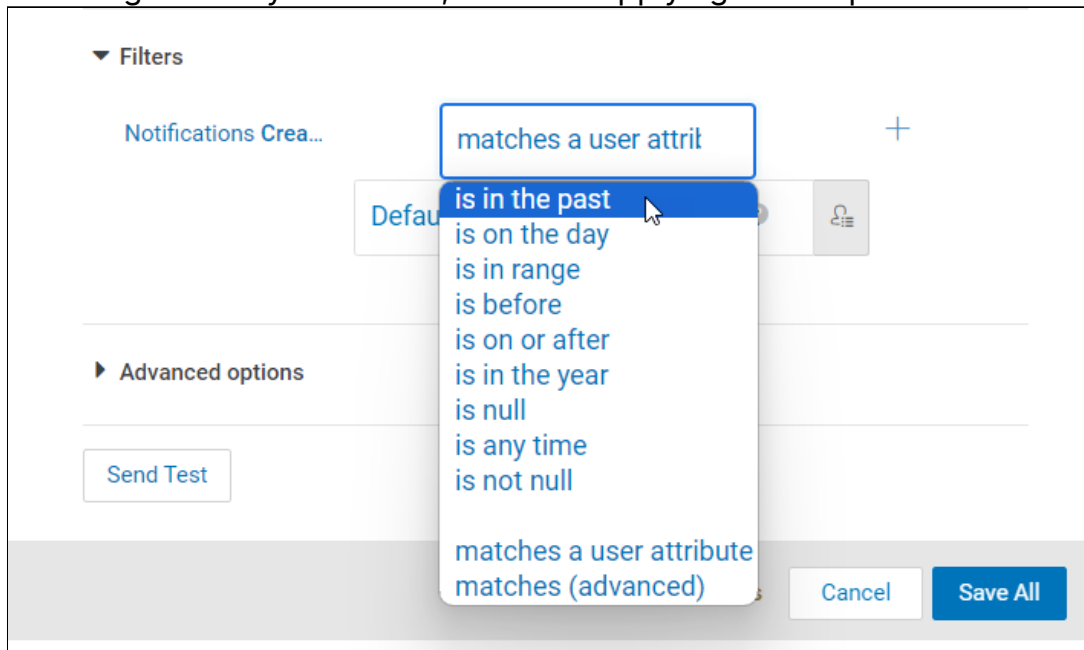
**At**

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

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**



- ▼ Advanced options

Send this schedule if

there are either results or no results

☐ and results changed since last run

Limit

☒ Results in Table ☐ All Results

Email options

☒ Include links

Format options

☒ Apply visualization options

☒ Formatted data values

Timezone

America

Send Test

✔ On its way!

⚠ Unsaved Changes

Cancel

Save All

-

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

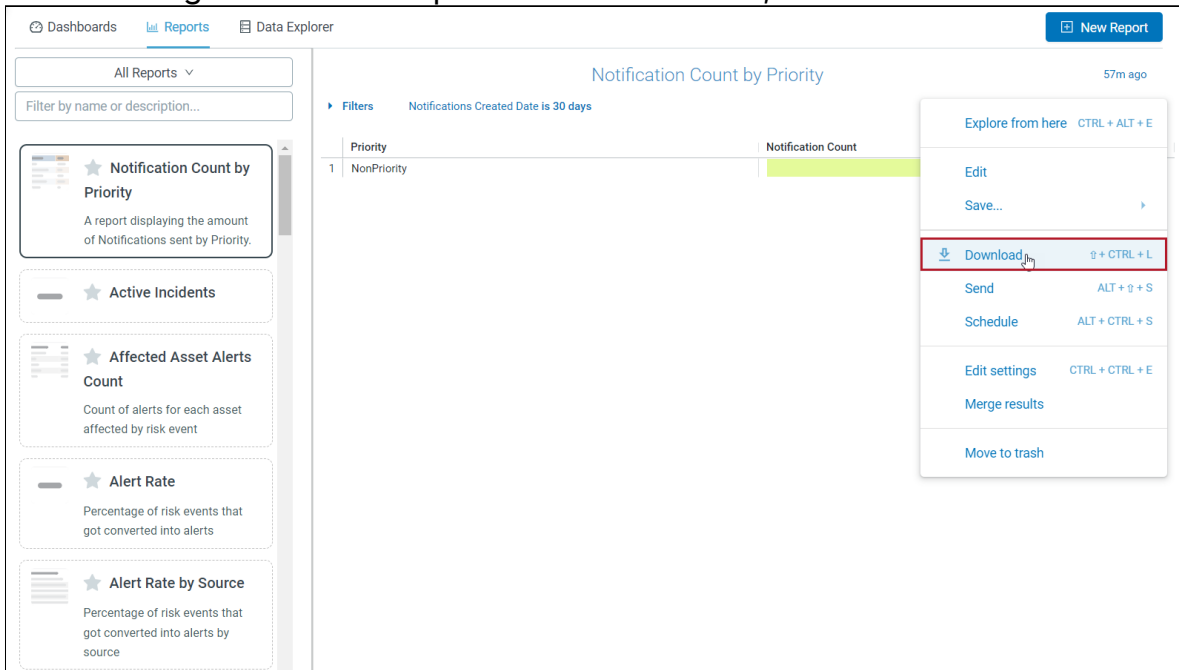
JSON

Simple

## 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**.



The screenshot shows the Everbridge Reports interface. On the left, there's a sidebar with a list of reports: 'Notification Count by Priority', 'Active Incidents', 'Affected Asset Alerts Count', 'Alert Rate', and 'Alert Rate by Source'. The 'Notification Count by Priority' report is selected. The main area displays a table titled 'Notification Count by Priority' with a filter 'Notifications Created Date is 30 days'. The table has two columns: 'Priority' and 'Notification Count'. The first row shows 'NonPriority' with a count of 1. An Actions menu is open on the right, showing options like 'Explore from here', 'Edit', 'Save...', 'Download' (highlighted with a red box), 'Send', 'Schedule', 'Edit settings', 'Merge results', and 'Move to trash'.

Priority	Notification Count
1 NonPriority	

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 + Analytics interface. On the left is a navigation sidebar with options: Home, Situational Awareness, Communications, Crisis Management, Contacts + Assets, Reports + Analytics (selected), Reports, Usage Reporting, Advanced Reporting, and Resilience Insights. The main content area is titled 'Notification Count by Priority' and shows a report card with a star icon and a description: 'A report displaying the amount of Notifications sent by Priority.' To the right of the report card is a table with the following data:

Priority	Notification Count
1 NonPriority	6

At the top right of the interface, a notification box indicates: 'Notification Count by Priority 2024-06-21T1617.txt 45 B - Done'. The interface also includes a 'New Report' button and a 'Run' button for the report.

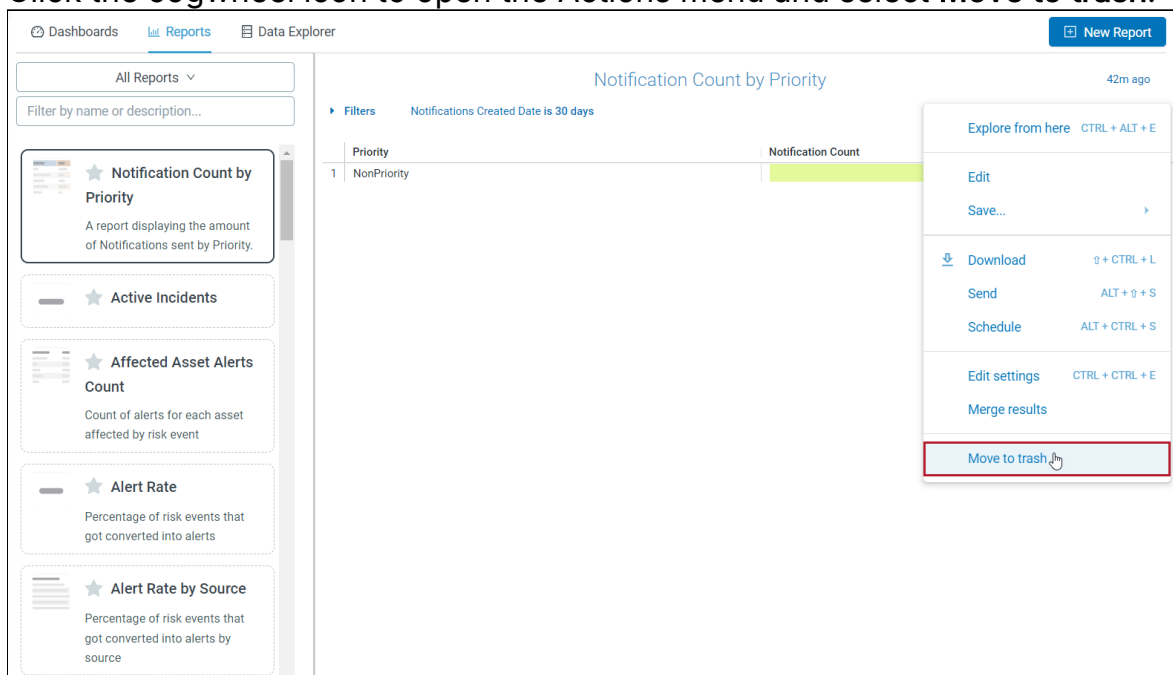
## Delete Reports

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

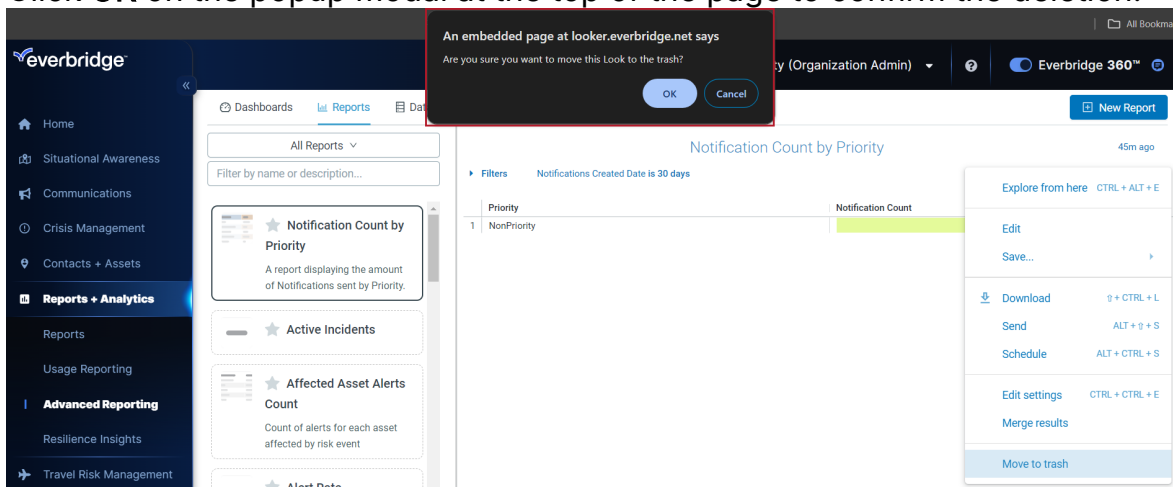
**NOTE:** The default, out-of-the-box reports cannot be deleted.

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

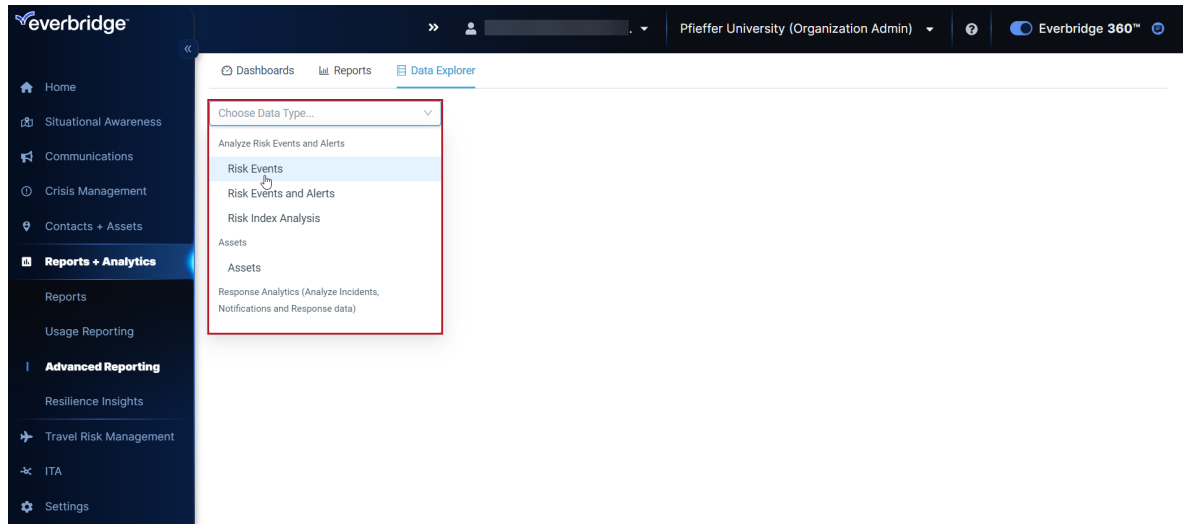
Resilience Insights customers also have access to additional items:

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

## Create Visualizations

To create a new visualization or widgets:

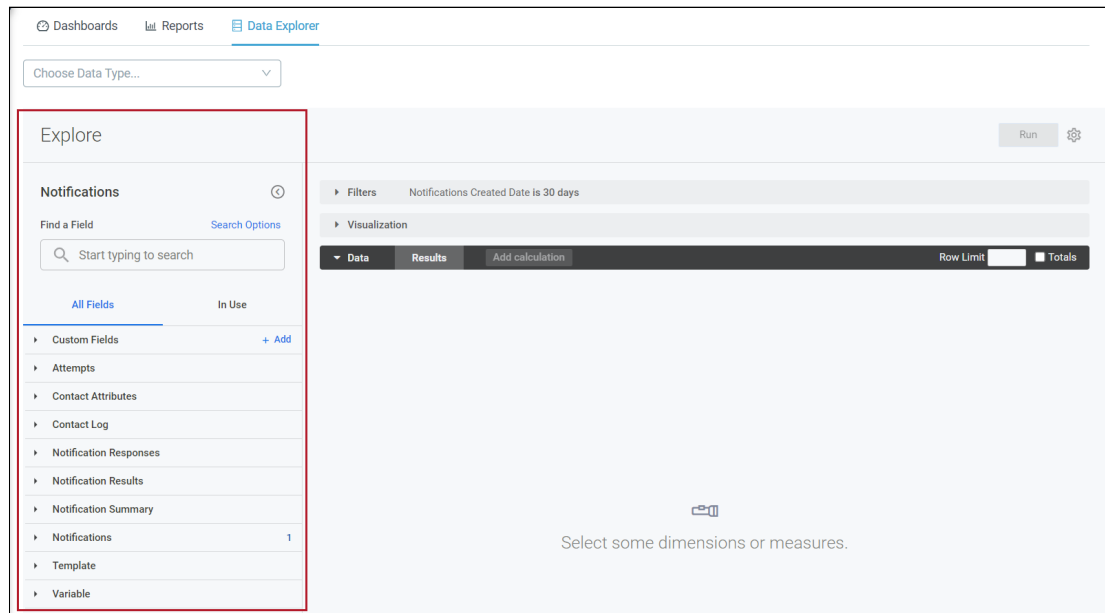
1. Navigate to **Advanced Reporting > Data Explorer**.
2. Select the desired data type from the drop-down menu.



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

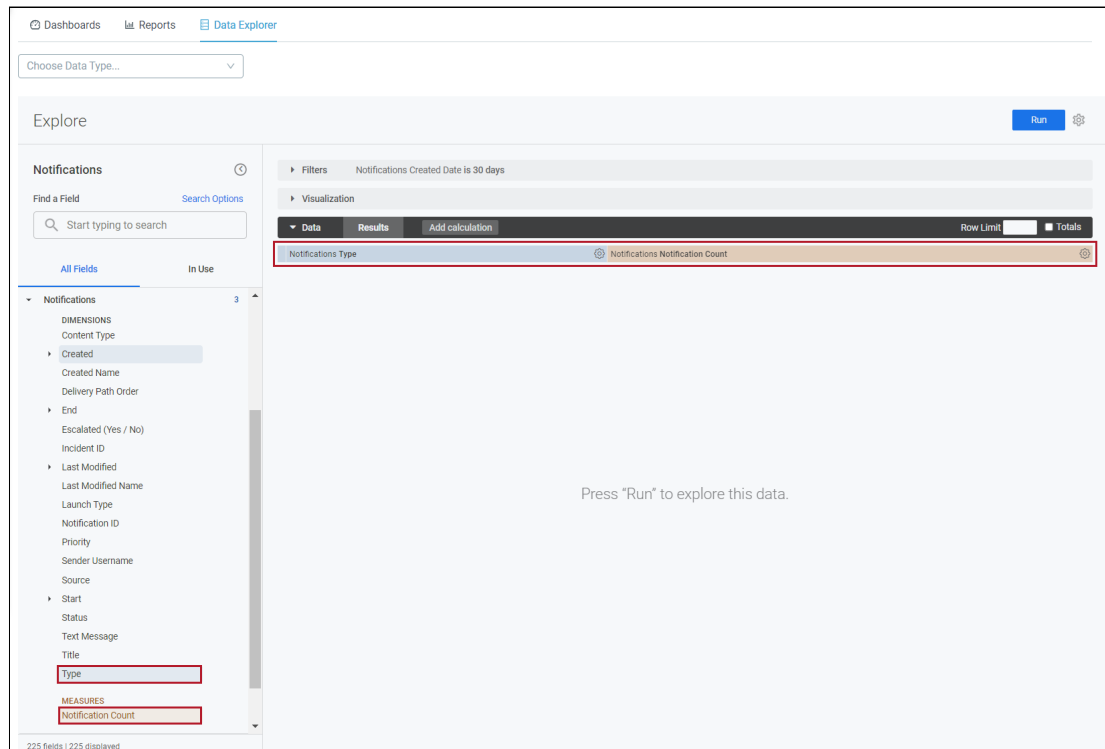


variable.

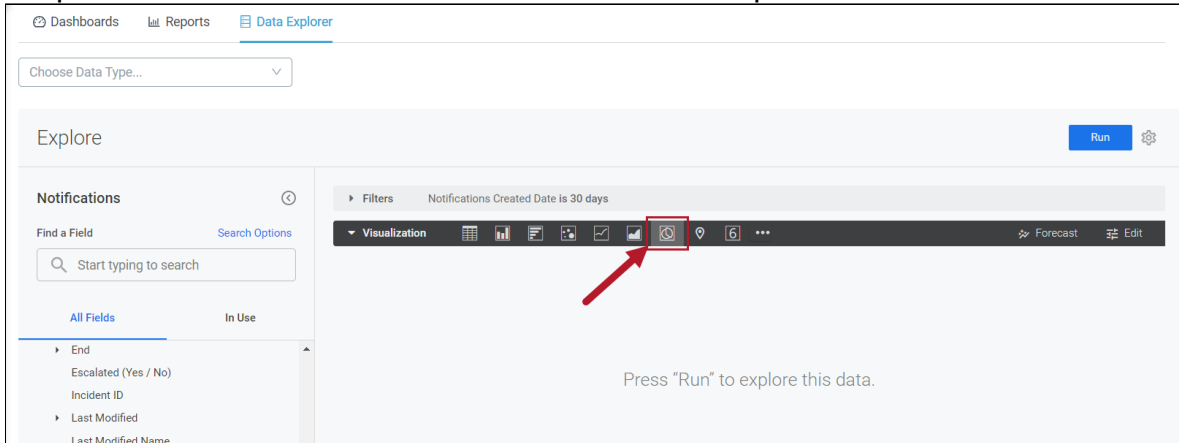


4. Choose a Dimension and a Measure, which will appear on the list to the right once selected. In this example, we want to create a visualization representing the breakdown of the Notifications launched by an Organization by Type. To do this apply:

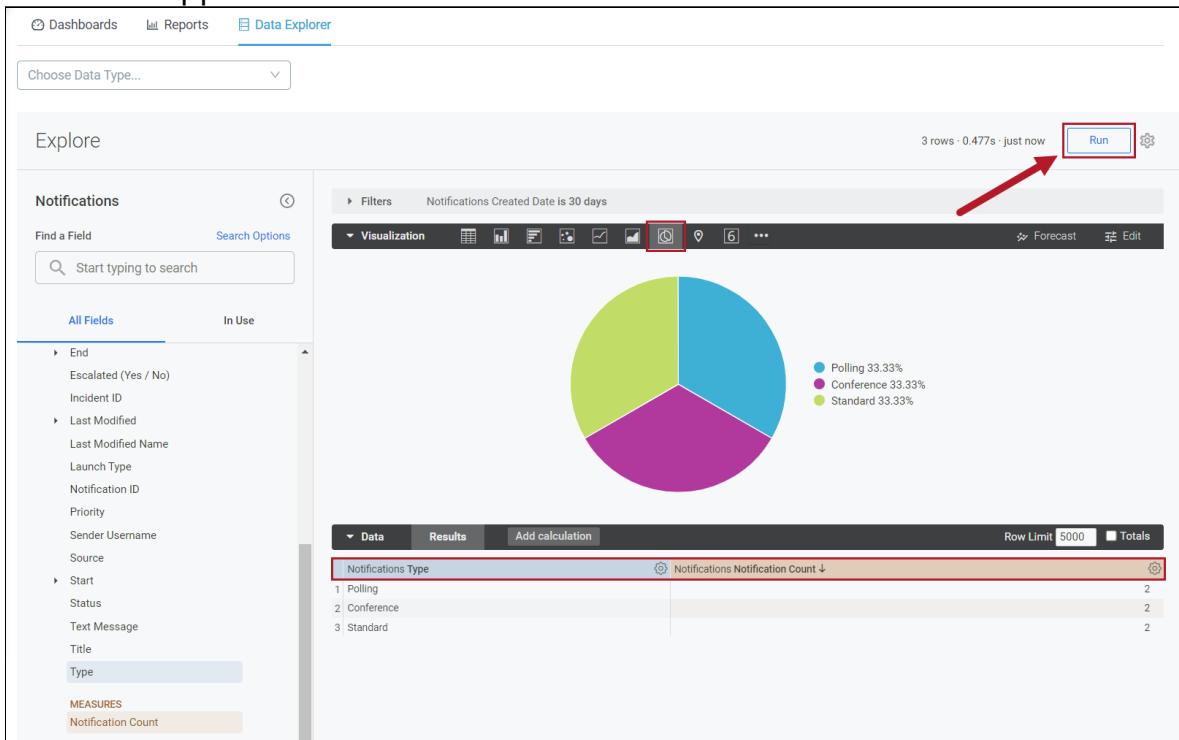
- **Dimension:** Notifications > Type
- **Measure:** Notifications > Measure



- 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.

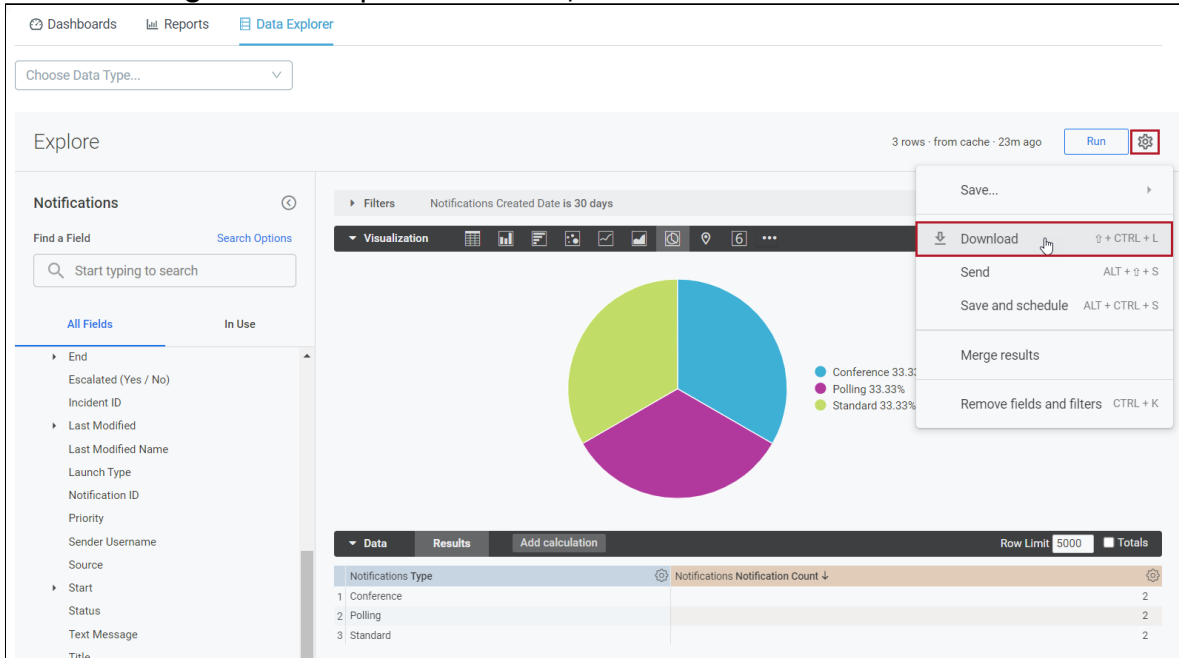
The screenshot shows the Everbridge Data Explorer interface. On the left, there's a sidebar with 'Notifications' and a list of fields. The main area displays a pie chart visualization titled 'Notifications Created Date is 30 days'. A context menu is open over the chart, showing options like 'As a new dashboard', 'To an existing dashboard', 'As a Look', and 'Save...'. The 'Save...' option is highlighted. Below the chart, there's a table with columns 'Data', 'Results', and 'Totals'. The table shows notification counts for different types: Polling, Conference, and Standard.

Notifications Type	Notifications Notification 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**.



The screenshot shows the Everbridge Data Explorer interface. The top navigation bar includes 'Dashboards', 'Reports', and 'Data Explorer'. The main area is titled 'Explore' and shows a pie chart visualization for 'Notifications'. The chart is divided into three segments: Conference (33.33%), Polling (33.33%), and Standard (33.33%). A menu is open over the chart, with the 'Download' option highlighted. The data table below the chart shows the following data:

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

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

Download

Format

TXT (tab-separated values)

Filename

response\_analytics\_risk notifications 2024-06-18T1232

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

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 360 Explore Assistant interface. On the left sidebar, there's a prompt: "Globally, how many of our Assets are currently affected by a Weather Alert?". The main area is titled "Explore" and shows a table of Assets with columns for Name and Total Number of Alerts. The table is filtered by "Assets Name" and "Risk Events Alerts Category". The visualization shows a bar chart of the total number of alerts for each asset.

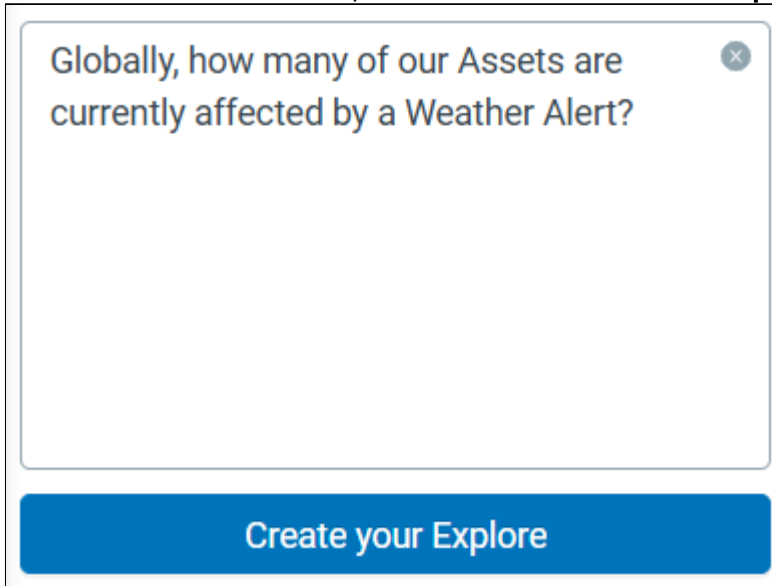
Assets Name	Total Number of Alerts
1 Route Label	95
2 Murchison & El Camino - Burlingame	74
3 Broadway & Laguna - Burlingame	74
4 Parkway Centre	17
5 California To Hub	13
6 California From Hub	13
7 Albertsons-Tracy #7295	11
8 South West To Hub	8
9 South West From Hub	8

**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**.



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

Create your Explore

- 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

▶ Alerts Action History

▶ Alerts Affected Asset By Proximity

▶ Assets

▶ Assets Properties

▶ Crisis Event Incident

▶ Crisis Events

▶ Crisis Task

▶ Incidents

▶ Notifications

▶ Risk Events Alerts

1

1

2

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

▼ Filters

⚙️ 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) ▼

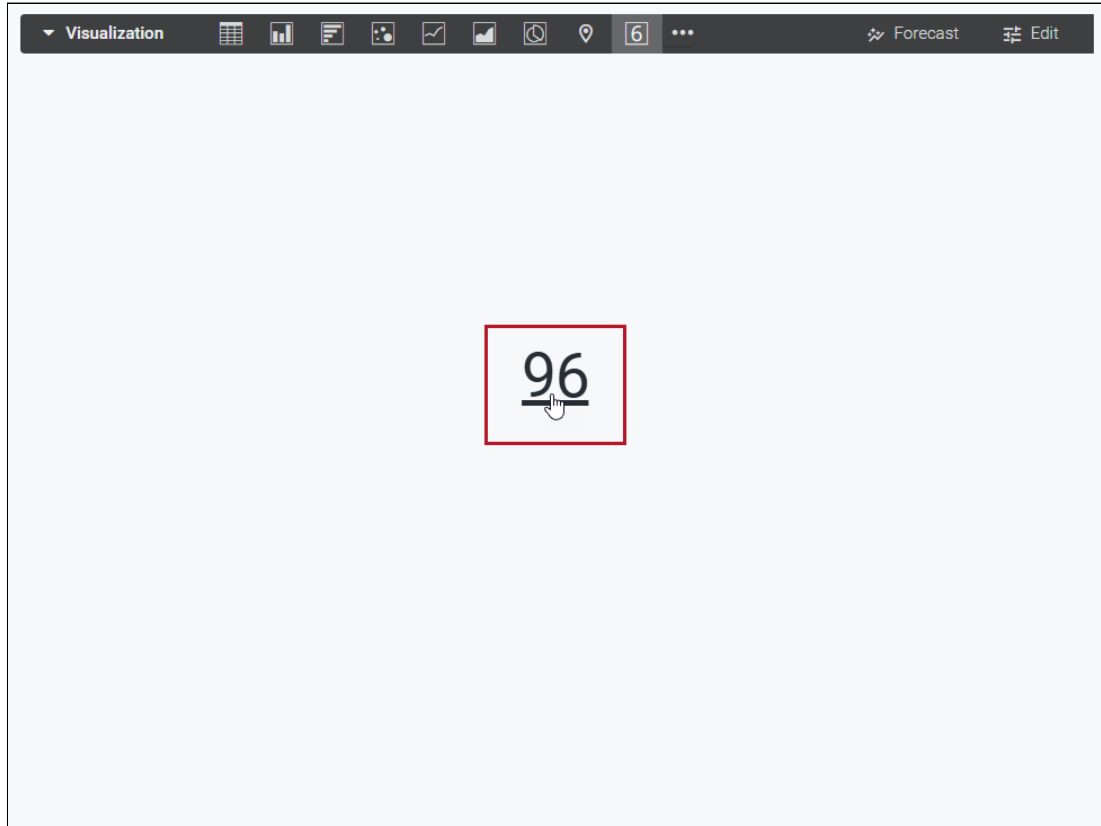
AND

+ Filter

+ New group

+ Custom expression

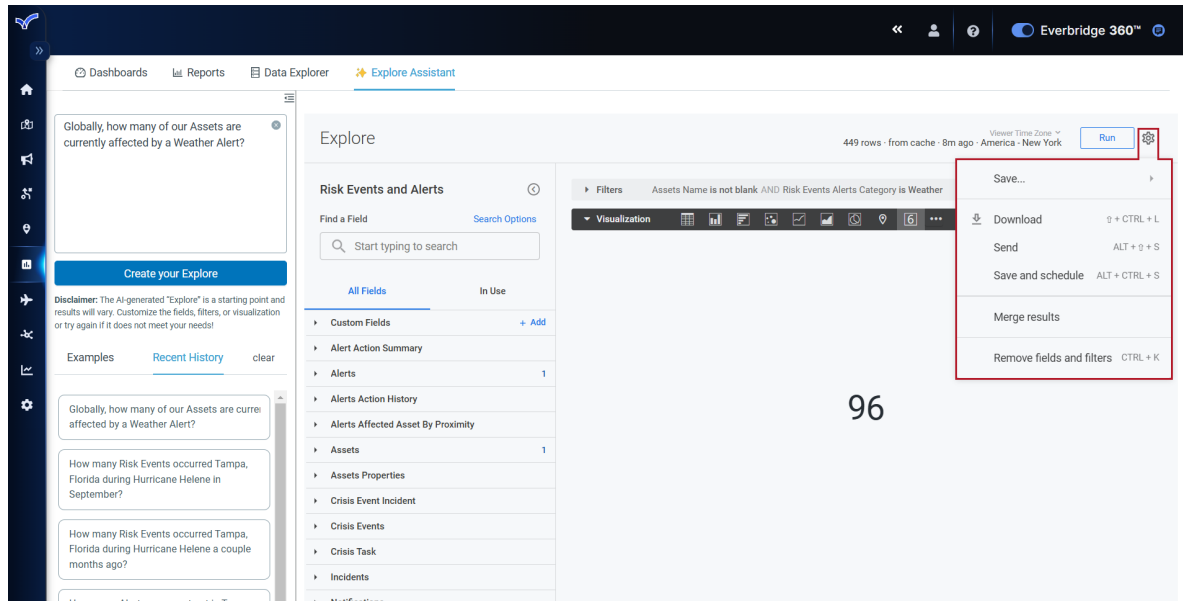
- Explore Assistant will choose a visualization that best meets the prompt's criteria, but it can easily be changed by clicking any of the different options in the Visualization section. Some visualizations provide more detailed information by clicking on the elements they contain.



RISK EVENTS AND ALERTS (4 Filters) Explore Download ×

	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

- 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

x

☐ 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

You must save a Look before it can be scheduled.

Title

Description

optional

Folder

My folder

My folder

Filter by title...

Group

This folder is empty.

Save & View Look

- 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