Introduction to EverSmart Incident Data

This document is intended to help Users quickly get started using EverSmart Incident data and assist them in getting answers to many of the common questions they have about employee actions, resolution times, resolution outcomes, and more.

An *alert* is a condition of interest – generally a change in the physical world. For example, your solution might generate an alert when a visitor presses a button, or when a threshold traffic level occurs, or when likely rodent activity is detected.

An incident is a unit of *work* – which is automatically created and escalated as alerts occur at your site. An incident bundles multiple alerts into a single piece of work. Grouping alerts into incidents reduces notification fatigue and allows a worker to address one general issue without having to wade through multiple alerts. As more alerts occur, the priority level of the existing incident is increased.

The *EverSmart* dashboard includes a navigation panel on the left and the tab or page contents on the right. The navigation menu includes tabs for four different ways of looking at your data: *Latest*, *Trending*, *Heatmap*, and *Weekly*.

Each of these tabs can help you answer different questions about your data.

LATEST

1. What are the latest incidents in my spaces?
2. Which spaces have outstanding open incidents?

TRENDING

3. Which spaces have the most incidents? The least?
4. Are there any noticeable patterns of incidents in my spaces?

HEATMAP

5. At which times of the day are the most incidents? The least?
6. On which days of the week are the most incidents? The least?
7. Which times of the day and days of the week have the most incidents?

WEEKLY

8. Are the incidents changing over time?

Latest Tab

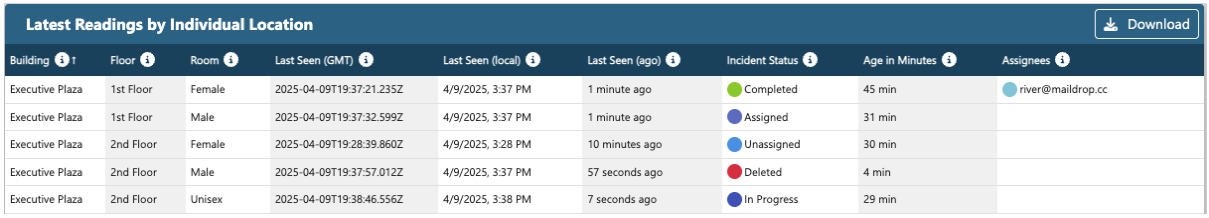
The *Latest Tab* provides the status of the latest incidents at your side

The tab includes the following columns:

- **Building / Floor / Room** - your data can be sorted by building, floor, or room by clicking on these column headers. The twinning configuration of your specific site determine the number and naming of these columns, but *Building*, *Floor*, and *Room* are the defaults.
- **Last Seen (GMT) / Last Seen (local) / Last Seen (ago)** – shows the time of the latest incident for each device – in Greenwich Mean Time, in the local time of the data, and as a description of 'how long ago'.
- **Incident Status** – The current or final status of the latest incident that occurred at a given location
- **Age in Minutes** – How long the incident was open.
- **Assignees** – Who worked on the incident (requires the use of ReactM and/or Routing) for this to be filled in.

Q1. What are the latest incidents in my spaces?

The *Latest Tab* shows the latest incidents reported by all the instrumented spaces configured in the dashboard. Sort by any column you wish and then look over the data for the space you are interested in.



Latest Readings by Individual Location — Download

Building	Floor	Room	Last Seen (GMT)	Last Seen (local)	Last Seen (ago)	Incident Status	Age in Minutes	Assignees
Executive Plaza	1st Floor	Female	2025-04-09T19:37:21.235Z	4/9/2025, 3:37 PM	1 minute ago	Completed	45 min	river@maildrop.cc
Executive Plaza	1st Floor	Male	2025-04-09T19:37:32.599Z	4/9/2025, 3:37 PM	1 minute ago	Assigned	31 min	
Executive Plaza	2nd Floor	Female	2025-04-09T19:28:39.860Z	4/9/2025, 3:28 PM	10 minutes ago	Unassigned	30 min	
Executive Plaza	2nd Floor	Male	2025-04-09T19:37:57.012Z	4/9/2025, 3:37 PM	57 seconds ago	Deleted	4 min	
Executive Plaza	2nd Floor	Unisex	2025-04-09T19:38:46.556Z	4/9/2025, 3:38 PM	7 seconds ago	In Progress	29 min	

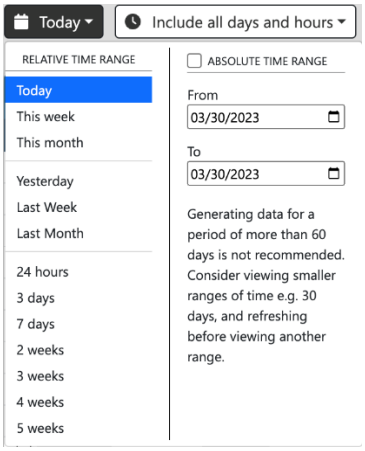
Q2. Which spaces have outstanding open incidents?

Look for open incidents in the *Incident Status* column. In the example above, there are three outstanding incidents (all in the Executive Plaza) waiting for a staff response – the 1st Floor Male restroom has been assigned but has not been started. The 2nd Floor Female restroom has not been assigned yet, and someone is working on the 2nd Floor Unisex restroom.

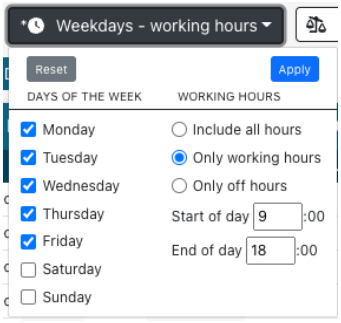
Trending Tab

The *Trending Tab* visualises how the data in your site's spaces changes over time. See which spaces are the most and least busy. The trending tab shows you how a **single field** at a time in your data varies **over time** as well as over space.

The Trending Tab has a range of filters to allow you to refine the display of data:

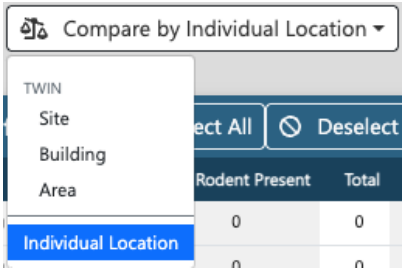


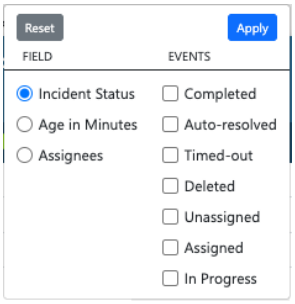
Time Range picker
Select a relative time range from the list provided OR specify a custom absolute time range. Once you have picked a time range, the beginning and end of the time range will be displayed below.



Day / Hour filter
To filter by days of the week and / or working hours, select the desired settings then click *Apply*.

Compare by picker
To choose whether to group your data by site, building, by area, or simply to graph by individual location, select a comparison level from the dropdown list provided. The options provided in this dropdown depend on the twinning configuration of your specific site.



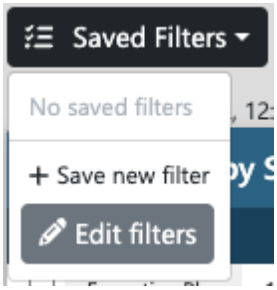


Field picker
To choose which field to graph, select the field and the operator (or states). Then click *Apply.*

Location filter

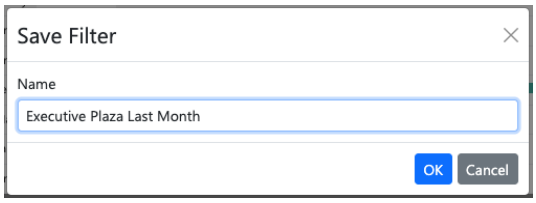
To filter the contents of the summary table at the top of the page as well as the rest of the visuals below, select which Sites, Building(s), Area(s) and Location(s) to include then click *Apply*.

The options provided in this dropdown depend on the twinning configuration of your specific site. Using this dialog can help you reduce the table to a more manageable height when you already know which data you are interested in drilling down into.

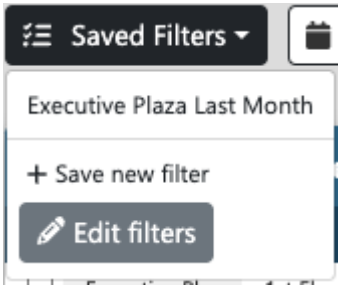


Saved Filters

To save the existing filter settings so that you can restore them all at once at any time in the future, click *Saved Filters* and then *Save new filter*.



You will be prompted to enter a name for the new filter.



Once you have entered a name and clicked OK to save, the new filter will appear in the *Saved Filters* dropdown menu.

To rename or delete any existing Saved Filters, click the *Edit Filters* button. To finalize any changes to saved filters, you must click the OK button.

Note: The *Reset* button clears the selections in the respective dialogs. You will still need to click *Apply* to apply the cleared settings.

To choose exactly which location (or site or building depending on what you selected in the *Compare by* picker) to graph, check or uncheck the pertinent row(s) in the table immediately under the filters.

Sections

In a bustling environment, ensuring that operations are efficient and timely is critical to maintaining high standards of customer satisfaction. The ticketing system dashboard provides a data-driven approach to managing requests, tracking staff performance, and optimizing response times to incidents. By leveraging this system, managers gain full visibility into the status of incidents, staff assignments, and the efficiency of their operations. The following guide will help you understand how to utilize the system's features to extract valuable business insights and improve overall operational performance.

1. Incident Status

The **Incident Status** section provides an overview of all incidents and their current status. You can switch between two views using the "Incident Status/Open" dropdown:

- **Incident Status**: This view provides a breakdown of incidents based on their latest or resolution status:
    - The following categories indicate the resolution status for incidents that have been closed.
        - **Completed**: Incidents that have been successfully resolved.
        - **Deleted**: (aka cancelled) Incidents that were explicitly deleted, requiring no further action.
        - **Auto-resolved**: Incidents that were resolved automatically by the system based on predefined rules or event data.
        - **Timed-out**: Incidents that were not resolved within a specific timeframe, highlighting potential inefficiencies.
    - The following categories indicate incidents that are currently active and require action from the staff.
        - **Unassigned**: (aka Needs Assignment) Incidents waiting for someone to claim and handle them.
        - **Assigned**: Incidents assigned to a staff member but with no action yet taken.
        - **In Progress**: Incidents that are currently being addressed by a staff person.

By turning ON **Show Advanced Fields** in the Settings dropdown, you can also view more detailed insight into the efficiency of your staff by tracking various time-based metrics:

- **Open Incident Status**: All closed incidents are marked as **Closed**, allowing you to cut out some of the noise and focus on the status of the open incidents
- **Closed Incident Status**: All open incidents are marked as **Open**, allowing you to cut out some of the noise and focus on the status of the closed incidents

Business Value:

- **Improving Resource Allocation**: By tracking incident status, managers can spot trends. For example, high numbers of open incidents in specific areas may signal that more resources are required there.
- **Identifying Trends for Automation**: If many incidents are auto-resolved, it indicates opportunities for more automation. Alternatively, if many incidents are timed-out, the workflow may need improvement to ensure timely resolution.

Example: Suppose locations in one area consistently show a higher number of timed-out incidents compared to another area. This could indicate understaffing or a need for different scheduling patterns, prompting a resource reallocation to address high-traffic areas.

2. Age in Minutes / Timing Fields

The **Age** field allows you to analyze the time taken by your team to respond to and resolve incidents.

- **Age In Minutes**: The duration from when an incident was first created until it was fully resolved.

By turning ON **Show Advanced Fields** in the Settings dropdown, you can also view more detailed insight into the efficiency of your staff by tracking various time-based metrics:

- **Minutes as Unassigned**: The time an incident remains unclaimed after being generated. Long unassigned times indicate potential delays in responding to incidents.
- **Minutes as Assigned**: The time between when an incident is assigned to a staff member and when they begin to take action.
- **Minutes as In Progress**: The duration from when an assignee starts the task to when they complete it.
- **Minutes until In Progress**: The time from when an incident is assigned to a staff member to when they begin working on it.
- **Minutes until Completed**: The total time from when an incident is created until it is resolved, including all stages.

Business Value:

- **Reducing Response Times**: Monitoring **Minutes as Unassigned** and **Minutes until In Progress** helps pinpoint areas where staff may be slow to start tasks. This enables management to improve task dispatching or set up real-time notifications for urgent tasks.
- **Optimizing On-site Time**: By reviewing **Minutes as In Progress**, management can identify areas that take longer to address and investigate why. This insight helps with resource allocation and adjusting schedules.

Example: If you notice that staff in one section of the site take longer to complete tasks compared to others, it could indicate that those areas require more attention. You could either assign more staff to that area or adjust the schedule to ensure adequate coverage.

2. Assignees (Tracking and Performance Metrics)

The **Assignees** field provides insights into which staff member is assigned to specific locations and how many incidents they have handled. This section helps with tracking individual staff performance and accountability.

- **Assignments**: Each entry shows which staff member is responsible for particular areas, allowing management to monitor who is handling specific incidents.
- **Workload Tracking**: Track the number of requests handled by each staff member, helping management ensure an even distribution of workload across all staff.
- **Event Timeline and Date Metrics**: View the timeline of incidents assigned to each staff member and track the number of incidents handled by date. This visual representation helps assess whether incidents are being handled efficiently over time.

Business Value:

- **Maximizing Efficiency**: Tracking the number of incidents handled by each staff member helps identify top performers. You can use this information to replicate their practices across the team or to reward them for their performance.
- **Balancing Workloads**: By ensuring an even distribution of incidents across staff, you can reduce the risk of burnout and improve overall satisfaction. If one staff member is handling significantly more incidents than others, you can investigate whether more resources are needed for that shift or location.

Example: If one staff member is consistently handling incidents faster than others, you might want to look at their methods and share best practices with the entire team. If another staff member is taking too long to respond to incidents, they may need additional training or support to improve efficiency.

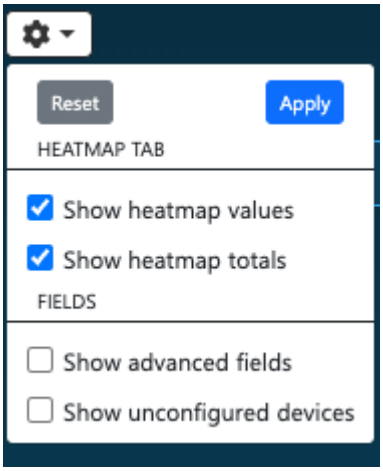
Conclusion:

By using the Incident Status, Timing, and Assignees data, managers can make data-driven decisions that optimize operations at their sites. The system allows for efficient resource allocation, performance tracking, and response time optimization, ensuring that high-traffic areas are covered and incidents are resolved promptly. The insights gained from these metrics lead to better operational efficiency and an overall improved customer experience.

Appendix - Advanced Topics

Settings

Click the gear icon in the upper left corner to show the *Settings*.



- Select *Show heatmap values* to display the numeric values in all *Heatmap* tables on the *Heatmap* tab
- Select *Show heatmap totals* to include a row for the *Hourly* totals and a column for the *Daily* totals in all *Heatmap* tables on the *Heatmap* tab
- Select *Show advanced fields* to display extra fields for some types of EverSmart data for troubleshooting purposes
- Select *Show unconfigured devices* to include locations which have **not** been paired to physical devices. Unconfigured devices are marked with a wrench icon in tables where they appear. If this setting is OFF, then these locations are completely filtered out of the dashboard.