

# ANYWHERE Response Dashboard

## Armor Knowledge Base

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In the **Response** screen, the **Response** score includes information about the response time between you and Armor for **Security Incidents**.

**Security Incidents** are open or pending support tickets that are considered important, security-focused issues.

### Widgets and Graphs

Widget	Description
<b>Response Score</b>	This widget displays the combined average times from the <b>Average Armor Response Time</b> score and the <b>Average Customer Response Time</b> score.
<b>Average Armor Response Time</b>	This widget displays Armor's average time to respond to a Security Incident. To learn how these scores are calculated, see <a href="#">Calculations for Average Response Time</a> .
<b>Average Customer Response Time</b>	This widget displays your average time to respond to a Security Incident. To learn how these scores are calculated, see <a href="#">Calculations for Average Response Time</a> .
<b>Response Score Trend</b>	This graph displays the history of your response scores.
<b>Overall Armor Dwell Time</b>	This graph displays Armor's average time to resolve a Security Incident across all Armor users. The data in this graph includes information from all Armor users; this graph is not specific to your account. This graph will update on a monthly basis.

### Calculations for Average Response Times

The **Average Armor Response Time** and **Average Customer Response Time** scores are based on how long Armor or you (or someone on your account) take to respond to a **Security Incident**.

Review the following table to understand how a score is determined.

If you or Armor responds to a ticket within 1 day, then a score will not be assigned.

Score	Description	Health Status
10	You or Armor has responded to a <b>SecurityIncident</b> in 2 days or less. If you do not have any tickets opened, then you will receive a score of 10.	Good
9	You or Armor has responded to a <b>SecurityIncident</b> in 2 days or more.	Good
8	You or Armor has responded to a <b>SecurityIncident</b> in 3 days or more.	Good
7	You or Armor has responded to a <b>SecurityIncident</b> in 4 days or more.	Fair
6	You or Armor has responded to a <b>SecurityIncident</b> in 5 days or more.	Fair
5	You or Armor has responded to a <b>SecurityIncident</b> in 6 days or more.	Fair
4	You or Armor has responded to a <b>SecurityIncident</b> in 7 days or more.	Fair
3	You or Armor has responded to a <b>SecurityIncident</b> in 14 days or more.	Poor
2	You or Armor has responded to a <b>SecurityIncident</b> in 30 days or more.	Poor

1	You or Armor has responded to a <b>SecurityIncident</b> in 45 days or more.	Poor
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### Improve your Response score

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The **Response** score is based on how long Armor or you (or someone on your account) take to respond to a **Security Incident**. As a result, to improve your score, be sure to promptly reply to a support ticket from Armor.

You can update your notification settings so that you are notified about a support ticket via email.

To learn more, see [Configure notification preferences](#).



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