

Response Dashboard.mobile.phone

Armor Knowledge Base

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Response Dashboard

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.

Review Widgets and Graphs

Widget	Description
Response Score	This widget displays the combined average times from the Average Armor Response Time score and the Average Customer Response Time score.
Average Armor Response Time	This widget displays Armor's average time to respond to a Security Incident. To learn how these scores are calculated, see Calculations for Average Response Time .
Average Customer Response Time	This widget displays your average time to respond to a Security Incident. To learn how these scores are calculated, see Calculations for Average Response Time .
Response Score Trend	This graph displays the history of your response scores.
Overall Armor Dwell Time	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 SecurityIncident 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 SecurityIncident in 2 days or more.	Good
8	You or Armor has responded to a SecurityIncident in 3 days or more.	Good
7	You or Armor has responded to a SecurityIncident in 4 days or more.	Fair
6	You or Armor has responded to a SecurityIncident in 5 days or more.	Fair
5	You or Armor has responded to a SecurityIncident in 6 days or more.	Fair
4	You or Armor has responded to a SecurityIncident in 7 days or more.	Fair
3	You or Armor has responded to a SecurityIncident in 14 days or more.	Poor
2	You or Armor has responded to a SecurityIncident in 30 days or more.	Poor
1	You or Armor has responded to a SecurityIncident in 45 days or more.	Poor

Improve Your Response Score

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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2 rates