Agency Response Report

The **Agency Respons**e report lists the details regarding Agency (or Agencies) response(s) including times and details of their response.

Report Parameters

- **Customer ID** - Filters which customer, or range of customers to include in the report results. Please note, that the report server searches the database numerically if you are searching for a range.
- **Customer Name** - Filters the report results based on the name, or range of names of a customer. This is rarely used alone and will load with the customer name values after selecting the Customer ID.
- **Dealer ID** - Filters results based on which dealer, or range of dealers, to include.
- **Branch ID** - Filters results based on which branch, or range of branches, to include.
- **Group Code** - Filters the report results based on which Group code, or range of codes, applied to accounts, to include.
- **Class Code** - Filters the report results based on which Class code, or range of codes, applied to the accounts, to include.
- **Zip Code** - the Zip/Postal Code, or range, of the account(s) for the report.
- **User ID** - filters the report results based on the user ID(s) selected.
- **Agency ID** - filters the report results based on the Agency ID.
- **Team Name** - filters the data based on the specific selected Team Name.

- **Date** - Range of dates to look for the items.

- **Minimum Onsite Minutes** - filters out any onsite times less than the defined value.
- **Include details** - includes the history details of the response.
- **Monitoring Status** - Which accounts to include based on their state.
    - **Pending** - New Account not yet active.
    - **Inactive** - Non-monitored account that receives signals.
    - **Active** - Monitored Account
    - **Deactivated** - Non-monitored, non-logged account.

Options

The Options allow the filtering of the report results by Event Codes and Event Categories.

Advanced

The advanced selection allows the filtering by address or Company User Defined fields.