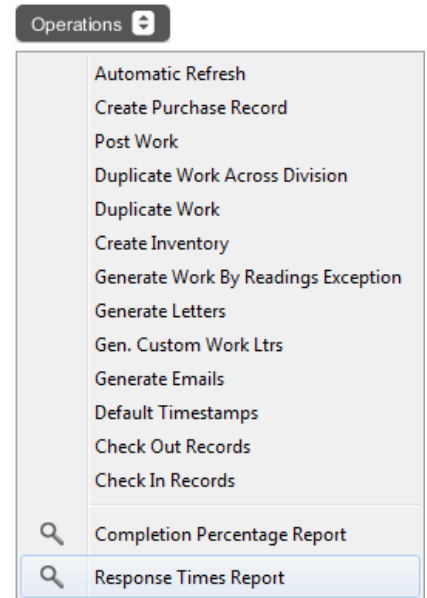


**Response Times Report**

This report displays the response benchmark factors (based upon priorities). For each work record, the Dates/Times Received, Scheduled, and Started are compared. The report is based on the search and sort criteria entered. There is also the option to display only overdue work orders.

Access this report from either the Operations menu on the Work List and select Response Times Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Response Times Report.



**Search window:**

The image shows a search window titled 'Response Times Search'. It contains several input fields and controls:
 

- Value:** A dropdown menu set to 'Date Received' and a date field set to 'January 14, 2008' with a calendar icon.
- Range:** A dropdown menu set to 'Billable' and two dropdown menus set to 'No' and 'Yes' respectively, with a 'to' label between them.
- Overdue Only:** A checkbox that is currently unchecked.
- Type:** Radio buttons for 'Detail' and 'Summary', with 'Summary' selected.
- Sort:** A dropdown menu set to 'Work Type'.
- Subsort:** A dropdown menu set to 'None'.


 At the bottom of the window are three buttons: 'Search', 'Cancel', and 'Clear'.

This report is sorted according to the selection made on the search window (Priority, Property, Work Type, Department, Assigned To, Project, Work Category).

In addition to displaying the Received, Scheduled and Started Dates/Times, the report will also show the Response Time and the overdue amount.

**Note:** Response Time = the difference between the Received and Started Dates/Times.

**Example of the Response Times Report:**

 <b>Response Times Detail Report</b> <b>DIG Property Group</b> 50 Congress Street Boston, Massachusetts 02109											
Search Ranges:		Date Received: January 14, 2008									
Work	Assigned To	Work Type	Work Status	Received Date	Received Time	Scheduled Date	Scheduled Time	Started Date	Started Time	Response Time	Overdue
<b>Work Type - SECURITY</b>											
0069	SMARTY.HAR OLD	SECURITY	TEST3	Jan 14 08	11:21	Jan 20 08	10:00	Jan 20 08	10:00	5:22:39	
										<b>Average:</b>	5:22:39
<b>Work Type - SNOW</b>											
0025	SMITH.ANN	SNOW	CLOSED	Jan 14 08	15:35	Jan 14 08	16:05	Jan 14 08	15:45	00:10	
										<b>Average:</b>	00:10
<b>Work Type - TRASH</b>											
0024	SMITH.ANN	TRASH	PENDING	Jan 14 08	15:34	Jan 15 08	15:35	Jan 15 08	18:20	1:02:46	02:45
										<b>Average:</b>	1:02:46
Records printed: 3											

As the sample report shows, the response time and overdue amounts for each work type are calculated and displayed.