Component Types

The following component types are available. For additional information on adding, editing, and moving components, please refer to the related topics in this section.

Component Name	Description
Average Completion Time	- This component shows the average business hours taken to complete tenant requested work where the date completed is within the selected interval. Completion time is the difference between the date required and the date completed. - This component can also show the average completion times for the previous three full months. In addition, it can calculate the difference between the current and three month average completion times; the difference indicates how much better or worse the current average completion times are. - Track current completion times to understand if service delivery is improving over time or if there are problem areas.
Average Response Time	- This component shows the average business hours taken to respond to tenant requested work where the date responded is within the selected interval. Response time is the difference between the date required and the date responded. - This component can also show the average response times for the previous three full months. In addition, it can calculate the difference between the current and three month average response times; the difference indicates how much better or worse the current average response times are. - Track current response times to understand if service delivery is improving over time or if there are problem areas.
Delayed TR Work Orders	- This component shows how long work orders have been delayed. - Identify possible reasons for recurring or lengthy delays.
	This component shows TR work orders that are currently in an escalated state. Level 1 and Level 2 escalations include open work orders; Level 3

Escalation Breakdown	escalations include both open and delayed. • Keep tenant dissatisfaction at a minimum by addressing TR work that falls outside your service level targets.
Outstanding TR Workload	• This component shows currently open and delayed TR work orders. Workload is differentiated between backlog and today's requirements. • Gain visibility into outstanding work and better distribute your workload.
TR Work Order Aging	• This component shows work order aging for Open or Delayed TR work orders. • Identify TR work orders that are past due, analyze their aging, and understand if the overall trend is increasing or decreasing.
PM Work Order Aging	• This component shows work order aging for Open or Delayed PM work orders. • Identify PM work orders that are past due, analyze their aging, and understand if the overall trend is increasing or decreasing.
PM Work Order Status Breakdown	• This component shows the current status of PM work orders that are scheduled during the selected interval. • Track work order completion and monitor manually and automatically canceled work orders.
Tenant COI Status	• This component shows Tenant Certificates of Insurance that are Compliant (current or expired) and Non-Compliant (current or expired). Tenants who are missing COIs are also shown. • Ensure all your tenants are insured. • Tenants that are not required to have a COI (**Is COI Required** is not checked in their tenant details) are not counted on this chart.
Vendor COI Status	• This component shows Vendor Certificates of Insurance that are Compliant (current or expired) and Non-Compliant (current or expired). Vendors who are missing COIs are also shown. • Ensure all your vendors are insured.
Expected Visitors	• This component shows the number of visitors expected at your properties by date or time of day. This component can also show the average number of expected visitors during the previous three full months.

	• Staff your security desks accordingly.
Visit Pre-Registration	• This component shows the percentage of visits that have been pre-registered an employee, instead of the tenant. • Easily identify those tenants not using their Service Portal for visitor pre-registration. Identify where you can automate the visitor pre-registration process, increasing efficiencies.