# ConcreteDirect
Dispatch Activity Screen

November 7, 2019 version 1.49

New Feature: Dispatcher Scorecard

An "Activities" tab has been added to the ConcreteDirect dispatch app which contains several metrics intended to provide insight into the use of ConcreteDirect that affects the customer experience that have occurred within one of the three selected time periods: Day, 7 days, 30 days.

Messages

- **"Avg. answer speed"** = This is the time delay that a customer experiences between the sending of their message and receiving a response. In the case of messages that do not require responses, the time between being sent and the clicking of the "No response required" button will be factored in.
- **Comparision to the national average** = This provides context to compare your "Avg. answer speed" to the national average.
- **"Sent by customers"** = This is the number of messages sent within the selected time period.
- **"Sent by dispatchers"** = This is the number of messages sent within the selected time period.
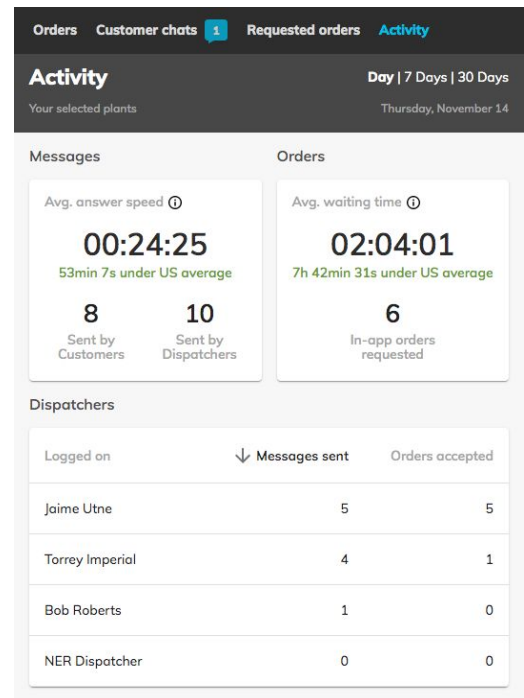
Orders

- **"Avg. waiting time"** = The average responsiveness that a customer experiences when submitting an order. This will be measured starting from the time the customer places an order and ending when they either receive a message from a dispatcher for that order or the order status changes from "requested" to another status (confirmed, unconfirmed, etc.)
- **Comparision to the national average** = This provides context to compare your "Avg. waiting time" to the national average.
- **"In app orders requested"** = This is the number of orders requested by customers through the app within the selected time period.

Dispatchers

- **Dispatchers logged in during the selected time period**

- **"Messages sent"** = The number of messages sent by each dispatcher within that time period.
- **"Orders accepted"** = The number of orders accepted by each dispatcher within that time period.