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(54) **Title:** COMPARING RESPONSE TIMES WITH GOAL TIMES

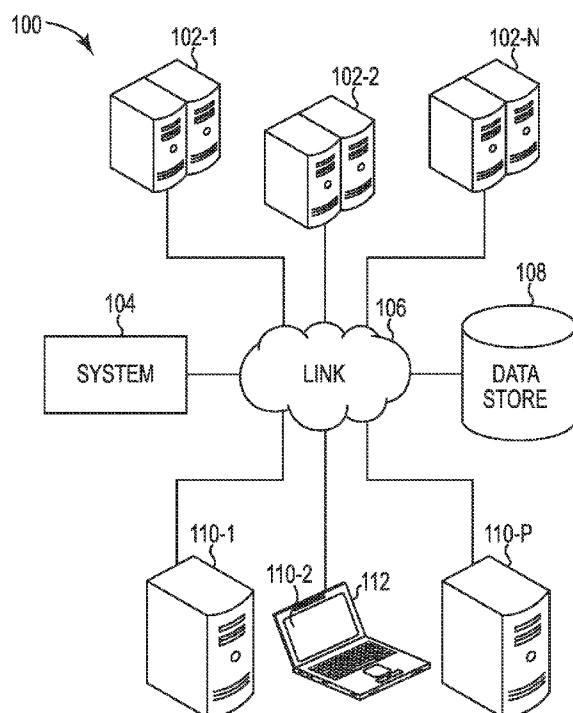


Fig. 1

(57) **Abstract:** Comparing response times with goal times can include recording response times in which a plurality of predefined actions are performed and comparing the response times with a goal time to perform the plurality of predefined actions.



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COMPARING RESPONSE TIMES WITH GOAL TIMES

Background

[0001] Business processes may be a factor in the operational success of an organization. The business processes may be implemented using applications. As such, the organization may have an interest in ensuring that the applications operate properly (e.g., as intended). Therefore, the organization may pursue evaluating and/or fixing issues associated with an application and/or a device utilizing the application.

Brief Description of the Drawings

[0002] Figure 1 illustrates an example of an environment in which various examples can be implemented for comparing response times to goal times according to the present disclosure.

[0003] Figure 2 illustrates a diagram of an example of a user interface for comparing response times to goal times according to the present disclosure.

[0004] Figure 3A illustrates a diagram of an example of a system for comparing response times to goal times according to the present disclosure.

[0005] Figure 3B illustrates a diagram of an example of a computing device for comparing responses to goal times according to the present disclosure.

[0006] Figure 4 illustrates a flow diagram of an example of a method for comparing response times to goal times according to the present disclosure.

Detailed Description

[0007] Applications, such as word processing applications, accounting applications, location indentifying applications, among other applications, can support business processes and/or be included in products produced by the business processes. With increasing pressure on organizations to improve performance of their business processes the organizations may seek to increase efficiencies, for instance, by pursuing efficient resolution of events associated with the applications.

[0008] An event refers to difficulties encountered when executing a function, such as a routine and/or task within a particular application. For example, an event can include a deviation from a performance standard, such as those specified by a service level agreement. Functions can be executed by user devices. A user device refers to an electronic device suitable for executing a function of an application and/or or processing information (e.g., network traffic) related to the application. Examples of user devices can include mobile phones, a payment instruments, desktop/laptop computers, and/or servers, etc. Occurrence of an event may prohibit an application from functioning as intended. For example, occurrence of an event may prohibit a laptop computer from performing a word processing functionality of a word processing application. Accordingly, ensuring proper functionality of the application can be desirable. However, due to the diverse and complex nature of today's business processes, troubleshooting an application experiencing an event (e.g., resolving the event) can be challenging, complex, and/or costly.

[0009] Some previous techniques for troubleshooting applications may rely upon ticketing an event. Ticketing may include identifying a user, a computing device, and/or an application associated with the event. The ticketed information (e.g., a computing device associated with an event) may be provided to an information technology (IT) administrator who may then attempt to develop an approach to troubleshoot the event identified in a ticket. However, such approaches have proven to be complex and/or costly, among other inefficiencies. For instance, such approaches may rely upon the availability of a particular user, for instance, an IT administrator having

knowledge of the interworking of an IT environment and/or a particular application associated with an event. Difficulties associated with troubleshooting can be compounded when the particular user (e.g., the IT administrator) is unavailable.

[0010] In contrast, examples of the present disclosure include methods, systems, and computer-readable and executable instructions for comparing response times to goal times. Comparing response times to goal times can refer to recording response times in which a plurality of predefined actions are performed (e.g., in response to an occurrence of an event) and comparing the response times with a goal time to perform the plurality of predefined actions. Such comparison of response times to goal times can promote consistent and reliable resolution for events (e.g., events including those having predefined actions to troubleshoot), for example, by providing an indication of a plurality of predefined actions to be performed in response to an occurrence of an event, among other advantages.

[0011] A predefined action refers to an action that can be performed (e.g., by a user) in response to an occurrence of an event. Predefined actions can include sending information (e.g., requests) to an application and/or a user, and/or various modifications of an application and/or hardware. Examples of predefined actions can include contacting a user, opening an on-line meeting such as a teleconference, among other actions. A response time refers to a time in which a predefined action is performed (e.g., performed by a user). A goal time refers to a target (e.g., desired) time to perform a predefined action. For example, a goal time can include an targeted amount of time that can elapse between a time of starting to perform a particular predefined action and completion of the particular predefined action and/or the goal time can include a target time, such as a day, time of day, etc., before which the particular predefined action is to be targeted to be performed (e.g., completed).

[0012] The predefined actions can be performed in response to an occurrence of an event. An occurrence of an event can be identified by those supporting an application (e.g., a developer of an application and/or an IT administrator) and/or by those using a user device in a live environment. An occurrence of an event, for instance, can identified be based on an SLA (e.g.,

a deviation from a performance standard outlined in the SLA) and/or identified automatically, among other ways to identify an occurrence of an event.

[0013] In the following detailed description of the present disclosure, reference is made to the accompanying drawings that form a part hereof, and in which is shown by way of illustration how examples of the present disclosure can be practiced. These examples are described in sufficient detail to enable those of ordinary skill in the art to practice the examples of this disclosure, and it is to be understood that other examples can be utilized and that process, electrical, and/or structural changes can be made without departing from the scope of the present disclosure.

[0014] As will be appreciated, elements shown in the various examples herein can be added, exchanged, and/or eliminated so as to provide a number of additional examples of the present disclosure. In addition, the proportion and the relative scale of the elements provided in the figures are intended to illustrate the examples of the present disclosure, and should not be taken in a limiting sense. As used herein, "a number of" an element and/or feature can refer to one or more of such elements and/or features. In addition, "for example" and similar phrasing is intended to mean, "by way of example and not by way of limitation".

[0015] Figure 1 illustrates an example of an environment in which various examples can be implemented for comparing responses times to goal times according to the present disclosure. The environment 100 is shown to include a system 104 for comparing response times to goal times, user devices 102-1, 102-2,..., 102-N, support devices 110-1, 110-2,..., 110-P, a data store 108, and a link 106. The data store 108 can be analogous to those discussed with respect to Figure 3A. The system 104 can include a computing device analogous to that discussed with respect to Figure 3B.

[0016] Comparing response times to goal times can be performed using a support device, such as support devices 110-1,..., 110-P. The support devices 110-1,..., 110-P represent computing devices that can generate predefined actions (e.g., electronic data) having browsers and/or other applications to communicate such predefined actions, have the ability to modify the predefined instructions, and/or compare response times to a goal time, among other abilities.

[0017] A support device can be located in a live environment and/or in a support environment. A support environment refers to an environment that can enable support personnel (e.g., an IT administrator) to modify the predefined actions (e.g., an order of the predefined actions) and/or modify a user assigned to perform the predefined actions. Such modifications, as described herein, can be based upon comparing response times to goal times. The response times can be result from completion of predefined actions in response to an occurrence of an event in a live environment.

[0018] A live environment refers to an environment including a user device capable of experiencing an event. The live environment can be separate and distinct from the support environment. As described herein, being separate and distinct refers to an environment being physically separate and/or having separate network resources (e.g., network resources to create network traffic) with respect to another network. In this manner, support personnel (e.g., located in a support environment) can troubleshoot application associated with an occurrence of an event using the predefined actions, thereby avoiding inefficiencies associated with developing responses to events on an individualized basis (e.g., ticketing an event and providing the ticket information to an IT administrator that must both be present and develop troubleshooting actions in an effort to troubleshoot the event), among other advantages.

[0019] The support devices 110-1,..., 110-P can include a digital display such as a graphical user interface (GUI) 112. Similarly, in some examples, the user devices 102-1,..., 102-N can include a digital display (not shown) suitable for display of electronic data.

[0020] A user interface can include hardware components and/or computer-readable instruction components. For instance, hardware components can include input components (e.g., a mouse, a touch screen, and a keyboard) and/or output components (e.g., a display). An example user interface can include a GUI. A GUI can, for example, digitally represent an indicator of the comparison of a response time to a goal time. That is, in some examples, an indicator can be displayed by a user interface of a support device. For example, the indicator could be a numeric indicator (e.g., a percent), a textual indicator, and/or a color (e.g., display of the color green to

indicate a relatively close comparison). Such displays can facilitate interactions between a user and a computer (e.g., allows a user to interact with a computer using images and/or text). That is, a user can, for example, modify the predefined instructions and/or submit to additional training, among other interactions performed in an effort to harmonize the response times to perform the predefined action with a goal time therefore.

[0021] In some examples, automation instructions (e.g., an automation script) can be utilized to automatically cause the support device to compare a response time to a goal time. That is, such a comparison can be accomplished without an input (e.g., mouse clicks, audio inputs, tactile inputs, etc.) from a user. Comparing response times to goal times without reliance on availability of such an input (e.g., a user to provide the input) can promote consistent, effective, and/or efficient event troubleshooting.

[0022] Link 106 (e.g., a network) represents a cable, wireless, fiber optic, or remote connection via a telecommunication link, an infrared link, a radio frequency link, and/or other connectors or systems that provide electronic communication. That is, the link 106 can, for example, include a link to an intranet, the Internet, or a combination of both, among other communication interfaces. The link 106 can also include intermediate proxies, for example, an intermediate proxy server (not shown), routers, switches, load balancers, and the like.

[0023] The system 104 for comparing response times to goal times, as described herein, can represent different combinations of hardware and instructions to compare response times to goal times. The system 104 for comparing response times to goal times can include a computing device (not shown), for instance, computing device 355 as discussed with respect to Figure 3B.

[0024] Figure 2 illustrates a diagram of an example of a user interface for comparing response times to goal times according to the present disclosure. The user interface 215 can be displayed via a display of a support device. As illustrated in Figure 2, the user interface 215 can include a plurality of predefined actions 217-1, 217-2, ..., 217-A and/or a plurality of goal times 220-1, 220-2, ..., 220-G. The predefined actions 217-1, ..., 217-A can each include a respective description 222 of the predefined action. The description

222 can, for example, facilitate (e.g., a user assigned to perform the predefined action) to performance of the predefined action. The description 222 can include a note area 224 in which notes (e.g., free text) can be entered. For example, a user can enter notes regarding best practices for performing a particular predefined action.

[0025] As illustrated in Figure 2, the goal times 220-1,..., 220-G can include respective goal times for each of the predefined actions 217-1,..., 217-A. However, the present disclosure is not so limited. That is, the goal times 220-1,..., 220-G can include a group goal time (not shown) and/or can include a total goal time (not shown), as described herein.

[0026] The predefined actions 217-1,..., 217-A can be assigned to a user and/or a plurality of users 218-1, 218-2,..., 218-R, as illustrated in Figure 2. The predefined actions can each have a status associated therewith and/or a status indicator, such as status indicators 223-1, 223-2,..., 223-I. The status indicators can provide an indication of (e.g., an electronic representation) of a status of a given predefined action. For instance, an indication of completion of a given predefined action (e.g., not complete or completed). The user interface 215 can provide an indication of who a particular predefined action was completed by 219. Such a user that completed a given predetermined action may or may not be a user initially assigned to perform a predefined action.

[0027] Figure 3A illustrates a diagram of an example of a system for comparing response times to goal times according to the present disclosure. The system 340 can include a data store 308 (e.g., analogous to data store 108 as referenced in Figure 1), a comparing system 342, and/or a number of engines. The comparing system 342 can be in communication with the data store 308. The comparing system 342 can include a number of engines (e.g., identify engine 343, generate engine 344, record engine 346, compare engine 348, etc.). The comparing system 342 can include additional or fewer engines than illustrated to perform the various functions described herein.

[0028] The number of engines can include a combination of hardware and programming to perform a number of functions described herein (e.g., recording response times and/or comparing the response times with a goal time, etc.). Each of the engines can include hardware or a combination of

hardware and programming designated or designed to execute a module (e.g., a particular module). The programming can include instructions (e.g., software, firmware, etc.) stored in a memory resource (e.g., computer-readable medium) as well as a hard-wired program (e.g., logic).

[0029] The identify engine 343 can include hardware and/or a combination of hardware and programming to identify an occurrence of an event, as described herein, and identifying an account associated with the event. The generate engine 344 can include hardware and/or a combination of hardware and programming to generate a plurality of predefined actions. The generate engine 344 can generate the plurality of predefined actions based on an account associated with an event, for instance, in response to the identification of the event (e.g., identification by the identify engine 343). An account refers to a user, a user device, a business unit of an organization, and/or a support personal (e.g., IT administrator) associated with an event. The account can be identified based on information associated with the event, such as a user device associated with the event.

[0030] In some examples, the generate engine 344 can generate a plurality of event responses. An event response refers to a particular set of predefined actions to be performed in response to an occurrence of an event. The set of predefined actions included within a given event response can be based upon an account, a scenario, and/or a severity associated with an event.

[0031] For instance, the generate engine 344 can generate a plurality of event responses based on an account associated with an event. That is, the plurality of event responses can, in some examples, have dissimilar predefined actions included therein for responding to a particular event for different accounts. For example, two accounts (e.g., two users) experiencing the same event may be each be provided an indication of a plurality of predefined actions, however, at least some of the predefined actions will differ for the respective accounts. Such differences can correspond to different event responses. For instance, an event response provided to an IT administrator having access privileges to modify applications may be different than an event response provided to a user who is without such access privileges.

[0032] Basing the predefined instructions in an event response on an account can include generating the predefined instructions based on a user device associated with the event. For example, two user devices experiencing an event (e.g., the same event) can be provided different event responses. That is, each user device can be provided with differing predetermined actions that can be performed. The differences in the event response/predetermined actions can account for different user device types and/or models, different locations within a network, different governing SLA requirements, different desired functionalities, among other differences between two user devices. For instance, a printer experiencing an event (e.g., a power outage) can have a different event response provided thereto than an event response provided to a server experiencing the same event.

[0033] Generating the plurality of predefined actions can include the generate engine 344 accessing predefined actions from a data store. That is, the predefined actions can be stored in a data store, for example, along with respective goal times for performing the predefined actions, and/or information (e.g., metadata) associated with the predefined actions. The information can, for example, include a time of generation of the predefined action, among other information to promote comparing response times to goal times. The generate engine 344 can generate the predefined actions upon request (e.g., initiated by an IT administrator), or upon an occurrence of an event.

[0034] The generate engine 344 can generate a plurality of predefined actions based on a scenario associated with the event. A scenario refers to a sequence of information, such as inputs, associated with an event. For example, a user may provide inputs via a user device. The inputs can be provided prior to a time of occurrence of an event, during the event, and/or subsequent to the time of occurrence of the event. The information can be stored in a data store, for instance, stored along with an event the information is associated with.

[0035] The generate engine 344 can generate a plurality of predefined actions based on a severity associated with the event. A severity associated with an event can be based upon an SLA and/or can be based upon a number of users and/or user devices experiencing (e.g., impacted by) an

event. The severity can be a measure of a number of users that can be involved to troubleshoot the event. That is, an event having comparatively higher severity can result in a comparatively higher number of users performing predefined actions and/or can result in recording response times for a comparatively higher total number of users performing the predefined actions. For example, an event with a severity of 1 can have a single user perform the predefined actions in response to an occurrence of the event, whereas an event with a comparatively higher severity (e.g., a severity of 4) can have multiple users perform the predefined actions upon occurrence of the event with the comparatively higher severity. The addition of multiple users can expedite resolution of events and/or facilitate resolution of comparatively more complex events (e.g., events involving multiple users and/or user devices), among other advantages.

[0036] The record engine 346 can include hardware and/or a combination of hardware and programming to record response times in which the plurality of predefined actions are performed. Recording refers to calculating response times (e.g., a difference in time between initiation and completion of a predefined action(s)) and/or can include storing the response times in a data store. The record engine 346 can, in some examples, record a real-time timeline of an occurrence of an event, response times, and/or a scenario associated with the occurrence of the event. That is, in some examples, the record engine 344 can record a real-time timeline of the response times in which the plurality of predefined actions are performed.

[0037] A modify engine (not shown) can include hardware and/or a combination of hardware and programming to modify the predefined actions (e.g. an order of the predefined actions) and/or a user assigned to perform the predefined actions. For example, the modify engine can modify the predefined actions by addition, removal, and/or alteration of predefined actions, among other modifications. The modify engine can modify predefined actions stored in the data store and/or those included in an event response, as described herein.

[0038] The modify engine can modify an order of the predefined actions. Such modification of the order can be based on a comparison of a response time to a goal time. For example, a response time for a predefined

action that exceeds a goal time can result in an order of the predefined actions being modified in an effort to resolve/mitigate effects of the response time for the predefined action exceeding the goal time. For example, the order of the predefined actions can be modified to have the action performed (e.g., initiated) comparatively sooner in the order in an effort to avoid the action being the final action to complete. Advantageously, such modification can reduce a total response time to perform the predefined actions (e.g., a cumulative time to perform all predefined actions in response to an event).

[0039] Modification of the predefined actions can include modifying a user assigned to perform a predefined action. For example, a user who is assigned to perform a predefined action in response to occurrence of an event that exceeds a respective goal time to perform the predefined action may result in another user being assigned to perform the predefined action (e.g., in response to a future occurrence of the event). Modifying a user assigned to perform a predefined action can include removing a user assigned to a predefined action and/or assigning a user to a predefined action.

[0040] A user can be assigned to perform a group of predefined actions. A group of predefined actions refers to two or more predefined actions. The group of predefined actions can include a group goal time to perform each of the predefined actions of the group. That is, the group goal time refers to a cumulative time to perform each of the predefined actions of the group. For example, a group can include a predefined action A (having a goal time of X) and a predefined action B (having a goal time of Y). In such an example, the group goal can time can be the cumulative time obtained by adding the goal time X to the goal time Y. Similarly, a group response time can include a cumulative time obtained by adding the response times of each of the respective predefined actions in a group. However, while the group goal time and group response times are described above with respect to a particular user the present disclosure is not so limited. That is, the group of predefined actions, group goal times, group response times can be assigned to a number of users (e.g., a number of users within a particular business group each of whom may be able to perform some or all of the group of

predefined actions) and/or assigned in another manner to promote comparing response times to goal times.

[0041] The compare engine 348 can include hardware and/or a combination of hardware and programming to compare the response times with a goal time to perform the plurality of predefined actions. The comparison can compare a goal time for a respective predefined action, a total goal time for performing all predefined actions in response to an occurrence of an event, and/or a group goal time with a response time for the predefined action, the total response time for the event, and/or a group response time, respectively, among other comparisons. The compare engine 348 can, in some examples, have an ability to automatically compare the recorded response times to the goal times.

[0042] Figure 3B illustrates a diagram of an example of a computing device for comparing response times to goal times according to the present disclosure. The computing device 355 can utilize software, hardware, firmware, and/or logic to perform a number of functions described herein.

[0043] For example, the computing device 355 can be a combination of hardware and instructions to compare a response time to a goal time. The hardware, for example can include a processing resource 360 and/or a memory resource 364 (e.g., computer-readable medium (CRM), database, etc.) A processing resource 360, as used herein, can include a number of processors capable of executing instructions stored by a memory resource 364. Processing resource 360 can be integrated in a single device or distributed across multiple devices. The instructions (e.g., computer-readable instructions (CRI)) can include instructions stored on the memory resource 364 and executable by the processing resource 360 to implement a desired function (e.g., compare a response time to a goal time, etc.).

[0044] The memory resource 364 can be in communication with a processing resource 360. A memory resource 364, as used herein, can include a number of memory components capable of storing instructions that can be executed by processing resource 360. Such memory resource 364 can be a non-transitory CRM. Memory resource 364 can be integrated in a single device or distributed across multiple devices. Further, memory resource 364 can be fully or partially integrated in the same device as

processing resource 360 or it can be separate but accessible to that device and processing resource 360. Thus, it is noted that the computing device 355 can be implemented on a support device and/or a collection of support devices, on a user device and/or a collection of user devices, and/or on a combination of the support devices and the user devices.

[0045] The memory resource 364 can be in communication with the processing resource 360 via a communication link (e.g., path) 362. The communication link 362 can be local or remote to a computing device associated with the processing resource 360. Examples of a local communication link 362 can include an electronic bus internal to a computing device where the memory resource 364 is one of volatile, non-volatile, fixed, and/or removable storage medium in communication with the processing resource 360 via the electronic bus.

[0046] The memory resource 364 can include a number of modules such as a provide module 366, a record module 368, and a compare module 370. The number of modules 366, 368, 370 can include CRI that when executed by the processing resource 360 can perform a number of functions. The number of modules 366, 368, 370 can be sub-modules of other modules. For example, the record module 368 and the compare module 370 can be sub-modules and/or contained within the same computing device. In another example, the number of modules 366, 368, 370 can comprise individual modules at separate and distinct locations (e.g., CRM, etc.).

[0047] Each of the number of modules 366, 368, 370 can include instructions that when executed by the processing resource 360 can function as a corresponding engine, including those as described herein. For example, the record module 368 can include instructions that when executed by the processing resource 360 can function as the record engine 346. For instance, the record module 368 can include CRI that when executed by the processing resource 360 can record response times in which the plurality of predefined actions are performed. Similarly, the provide module 366 can include instructions that when executed by the processing resource 360 can function as a provide engine (not shown), for instance, to provide an indication of a plurality of predefined actions to be performed in response to an occurrence of an event.

[0048] Figure 4 illustrates a flow diagram of an example of a method for simulating sensors according to the present disclosure. As shown at block 484, in various examples, the method 480 can include causing a support device to display an indication of a plurality of predefined actions via a graphical user interface of the support device having the ability to modify the plurality of predefined actions. In some examples, causing a display of the indication of the plurality of predefined actions can include causing the display without user input, for instance, upon automatic detection of an occurrence of an event. Such automated detection can be performed by a BSM, as described herein.

[0049] Causing can include executing instructions stored in memory to directly cause a support device to display, for example, a plurality of predefined actions and/or to communicate data with an expectation that it be processed by another device to cause the support device to display the plurality of predefined actions. Similarly, blocks 486, 488, and 490 can include executing instructions stored in memory to perform the examples of the method described therein.

[0050] As shown at block 486, in various examples, the method 480 can include recording response times for a plurality of users to perform the plurality of predefined actions in response to occurrence of a plurality of events. In some examples, recording can include recording a group response time for a user of the plurality of users to perform predefined actions of the plurality of predefined actions assigned to the user. For instance, a difference in time between initiation and completion of performance of a predefined action (e.g., a time of day of completion of the predefined action) can be recorded. In some examples, recording can include recording a change time. A change time refers to an amount of time to change between performing a predefined action (e.g., a time of day associated with completion of the predefined action) and a time associated with initiating performance of a different predefined action of the plurality of predefined actions. The change time can, in some examples, include an amount of time to change between a given user performing a particular predetermined action to change to another user that can initiate performance of a different predetermined action. In some examples, a total change time, for instance, a cumulative amount of

time to change between performing each of the predefined actions can be recorded.

[0051] As shown at block 488, in various examples, the method 480 can include comparing the response times to respective goal times to perform each of the plurality of predefined actions. In some examples, comparing the response times includes comparing a group response time for a user of the plurality of users to perform predefined actions assigned to the user to a group goal time for the user to perform the predefined actions. The comparison can identify whether or not a particular user has met a goal time for a given predefined action and/or a group goal time for a group of predefined actions. In the event a user has goal time, the user can, for example, be scheduled to have training. Training can include providing the user with information (e.g., additional to previous training), for example, on performing predetermined actions assigned to a user.

[0052] In some examples, comparing can include comparing the change time, as described herein, to a goal change time. The goal change time refers to a target time to change between performing a predefined action to performing a different predefined action of the plurality of predefined actions. Similarly, a total change time can, for example, be compared with a total goal change time. A total goal change time refers to a cumulative amount of time targeted within which changing from performing each of the predefined actions.

[0053] As shown at block 490, in various examples, the method 480 can include causing the support device to display an electronic representation indicative of the comparison of the response times to the goal times. Causing the support device to display the electronic representation includes causing the display of a color indicative of the comparison of the response times relative to the goal time. For example, green can indicate that the comparison is favorable (e.g., that a response time is equal to or less than a goal time) and red can indicate that the comparison is not favorable (e.g., that a response time is greater than a goal time).

[0054] As used herein, "logic" is an alternative or additional processing resource to execute the actions and/or functions, etc., described herein, which includes hardware (e.g., various forms of transistor logic, application specific

integrated circuits (ASICs), etc.), as opposed to computer executable instructions (e.g., software, firmware, etc.) stored in memory and executable by a processing resource.

[0055] The figures herein follow a numbering convention in which the first digit or digits correspond to the drawing figure number and the remaining digits identify an element or component in the drawing. Similar elements or components between different figures may be identified by the use of similar digits. For example, 108 may reference element "08" in Figure 1, and a similar element may be referenced as 308 in Figure 3.

[0056] The specification examples provide a description of the applications and use of the system and method of the present disclosure. Since many examples can be made without departing from the spirit and scope of the system and method of the present disclosure, this specification sets forth some of the many possible example configurations and implementations.

What is claimed:

1. A non-transitory computer-readable medium storing a set of instructions executable by a processing resource to:
 - provide an indication of a plurality of predefined actions to be performed in response to an occurrence of an event;
 - record response times in which the plurality of predefined actions are performed; and
 - compare the response times with a goal time to perform the plurality of predefined actions.
2. The medium of claim 1, wherein the instructions to compare include instructions executable by the processing resource to compare the response times with respective goal times for each of the plurality of predefined actions.
3. The medium of claim 1, wherein the response times include a total response time to perform the plurality of predefined actions, wherein the goal time includes a total goal time, and wherein the instructions to compare include instructions executable by the processing resource to compare the total goal time to the total response time.
4. The medium of claim 1, wherein the instructions to record include instructions executable by the processing resource to record a real-time timeline of the response times in which the plurality of predefined actions are performed.
5. The medium of claim 1, wherein the instructions to provide the indication include instructions executable by the processing resource to provide an indication of a predefined action of the plurality of predefined actions to troubleshoot the event.
6. A system, comprising a processing resource in communication with a non-transitory computer-readable medium having instructions executable by the processing resource to implement:

an identify engine to identify an occurrence of an event and an account associated with the event;

a generate engine to generate a plurality of predefined actions based on the account associated with the event in response to the identification of the event;

a record engine to record response times in which the plurality of predefined actions are performed; and

a compare engine to compare the response times with a goal time to perform the plurality of predefined actions.

7. The system of claim 6, wherein the instructions to implement the generate engine to generate include instructions executable by the processing resource to implement the generate engine to generate a plurality of event responses based on a plurality of accounts associated with the event.

8. The system of claim 6, wherein the instructions to implement the generate engine include instructions executable by the processing resource to implement the generate engine to generate the plurality of predefined actions based on a scenario including a sequence of inputs associated with the event

9. The system of claim 6, wherein the instructions include instructions executable by the processing resource to implement a modify engine to modify an order of the predefined actions based on the comparison of the response times to the goal time.

10. The system of claim 6, wherein the instructions include instructions executable by the processing resource to implement a modify engine to modify a user assigned to perform a predefined action of the plurality of predefined actions based the comparison of the response times to the goal time.

11. A method for comparing response times to goal times, comprising:

causing a support device to display an indication of a plurality of predefined actions via a graphical user interface of the support device having the ability to modify the plurality of predefined actions;

recording response times for a plurality of users to perform the plurality of predefined actions in response to occurrence of a plurality of events;

comparing the response times to respective goal times to perform each of the plurality of predefined actions; and

causing the support device to display an electronic representation indicative of the comparison of the response times to the goal times.

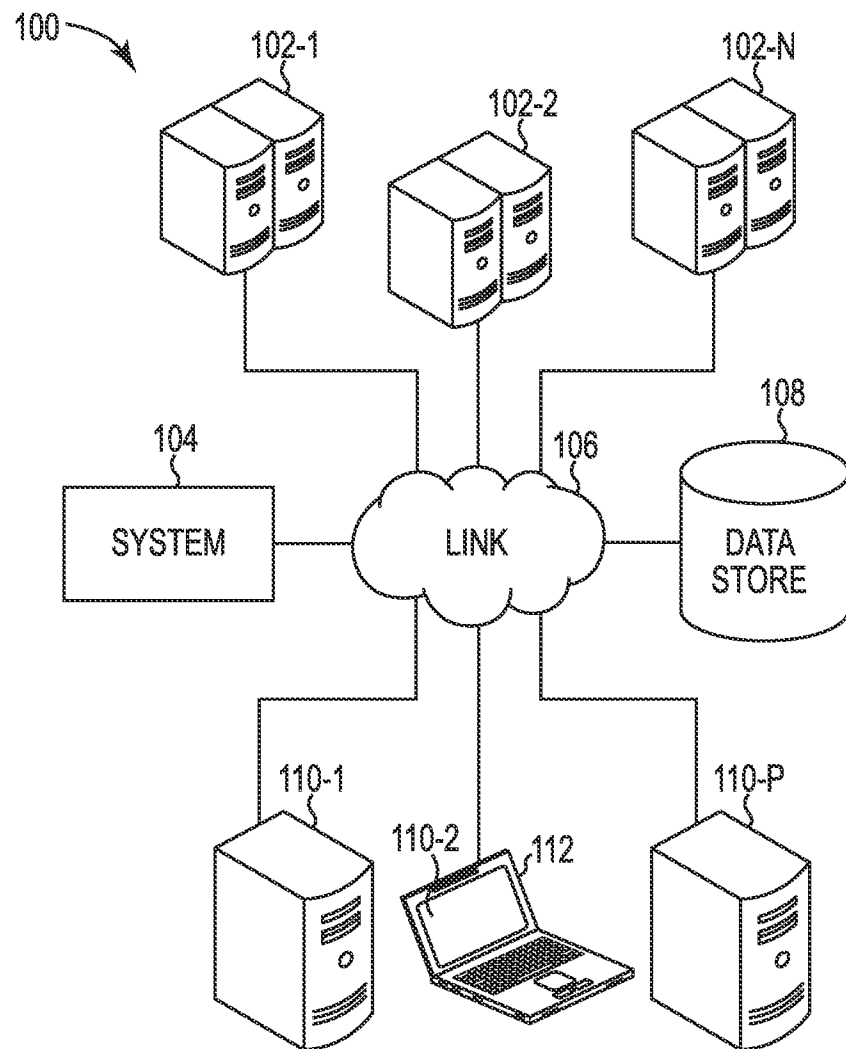
12. The method of claim 11, wherein recording the response times includes recording a goal time for a user of the plurality of users to perform predefined actions of the plurality of predefined actions assigned to the user.

13. The method of claim 12, wherein comparing the response times includes comparing the group response time for the user of the plurality of users to perform the predefined actions assigned to the user to a group goal time for the user to perform the predefined actions.

14. The method of claim 11, wherein the method includes recording a change time including a time to change between performing a predefined action to performing a different predefined action of the plurality of predefined actions.

15. The method of claim 14, wherein the method includes comparing the change time to a goal change time.

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**Fig. 1**

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218-2

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☐ CLOSE
☒ CREATE
☒ TIMELINE
☐ VOID

P. MEREL <2013-06-27 10:58> - LINE1

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ADD

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EDIT TIMELINE SETUP

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COMPLETED BY: CSR
 STATUS: COMPLETED
 END TIME: 2013-06-26 10:26

☐ ACTION APPLIES?

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 US FORMAT: (P1 OR P2) / EVENT NUMBER / BRIEF EVENT DESCRIPTION /
 PLEASE JOIN MML (MML NUMBER) AND WARROOMMM (8FVR LINK)

CLOSE PANEL

SAVE CHANGES

218-2

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NOTES EDITOR

SELECT NOTES RELATED TO THE ACTION WOULD BE PLACED HERE T.FLYNN: 2013-06-28 10:16

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INCIDENT PLAYBOOK

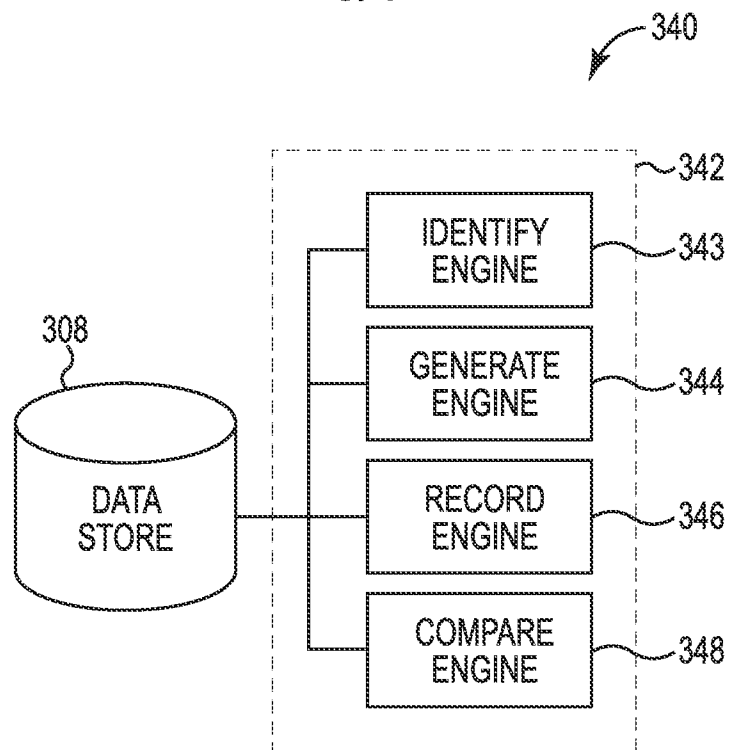
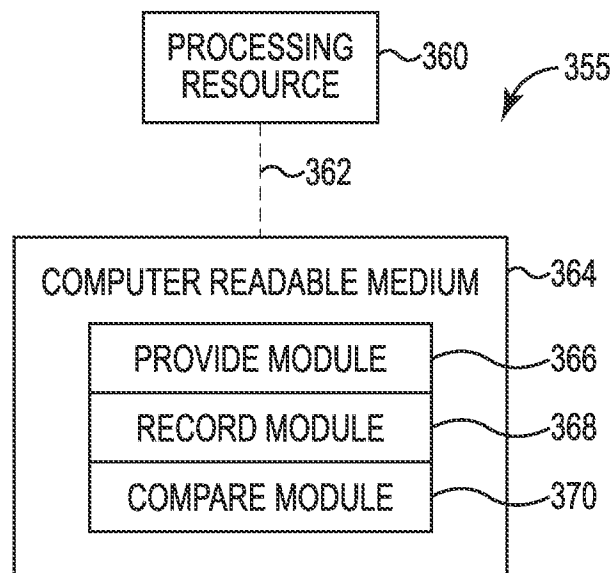
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☒	SEND OUT WRITE-UP	CSRJBL	2013-06-26 10:29
☒	SEND OUT MAL UPDATE	CSRAES	2013-06-26 12:11
☒	SEND REVISED PAGE	CSRAES	2013-06-26 12:11
☒	SET SMT TICKET TO RELOAD	CSRARK	2013-06-26 12:11
☒	END OF SHIFT HANDOVER	CSRARK	2013-06-26 14:11

218-1 220-1

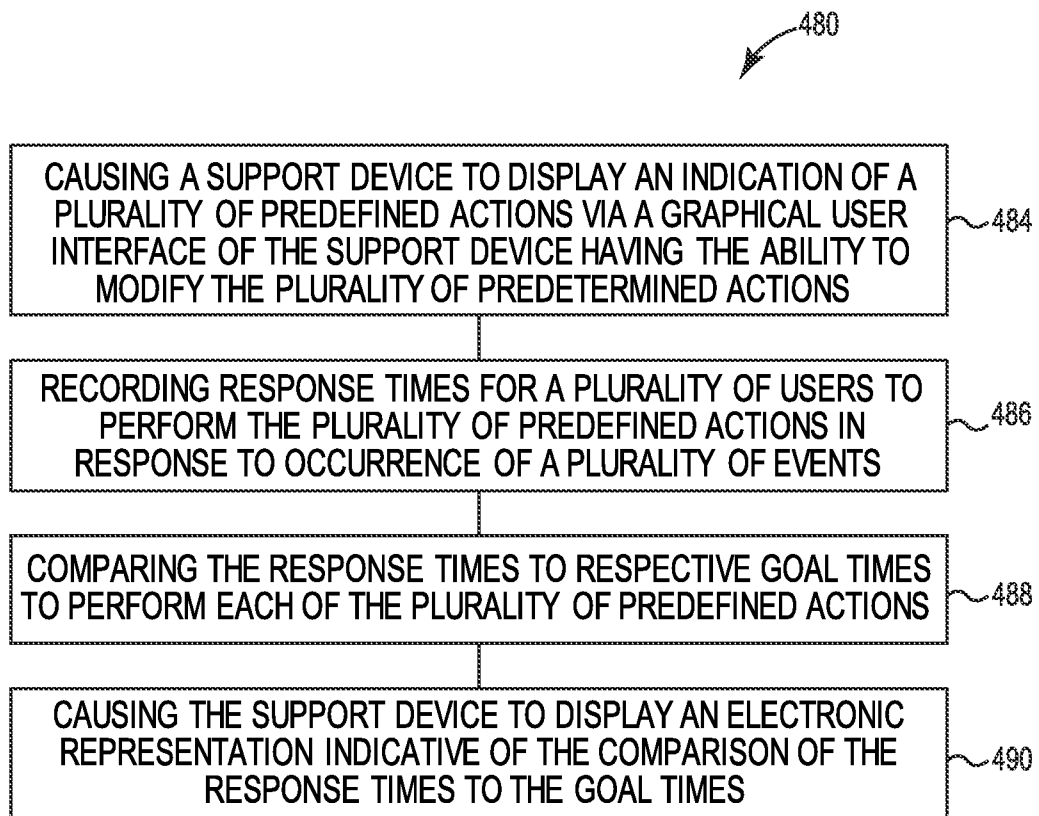
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Fig. 2

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**Fig. 3A****Fig. 3B**

4/4

**Fig. 4**

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US2013/052980**A. CLASSIFICATION OF SUBJECT MATTER****G06F 17/00(2006.01)i, G06F 9/44(2006.01)i**

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

G06F 17/00; G06F 15/16; G06F 15/173; G06F 17/30; G06F 9/46; G06F 9/44

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Korean utility models and applications for utility models

Japanese utility models and applications for utility models

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

eKOMPASS(KIPO internal) & Keywords: application operate, response time, goal time, compare, business process, and similar terms.**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2009-0125619 A1 (ANTANI, SNEHAL S.) 14 May 2009 See paragraphs [0031]-[0033], [0036]-[0037], [0040]-[0041], and [0054]; claim 1; and figures 2-4.	1-6,9,11-13
A		7-8,10,14-15
Y	US 2008-0172419 A1 (RICHARDS, ANITA et al.) 17 July 2008 See paragraphs [0035], [0060]-[0066], and [0111]; and figures 4 and 8.	1-6,9,11-13
A	US 2013-0081025 A1 (NARDELLI, NICOLAS X. et al.) 28 March 2013 See paragraphs [0051]-[0055] and figures 4-5.	1-15
A	US 7,010,593 B2 (RAYMOND, ROBERT) 7 March 2006 See column 9, line 55 - column 10, line 7; column 16, line 55 - column 17, line 21; and figures 1 and 5.	1-15
A	US 7,269,651 B2 (OLSSON, STIG ARNE et al.) 11 September 2007 See column 7, line 34 - column 9, line 14; and figure 2.	1-15

☐ Further documents are listed in the continuation of Box C.☒ See patent family annex.

* Special categories of cited documents:

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"E" earlier application or patent but published on or after the international filing date

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"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

28 April 2014 (28.04.2014)

Date of mailing of the international search report

28 April 2014 (28.04.2014)

Name and mailing address of the ISA/KR

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INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.

PCT/US2013/052980

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
US 2009-0125619 A1	14/05/2009	US 8108522 B2	31/01/2012
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