



Agent Alert Dashboard — Frequently Asked Questions

How do I know the information is accurate and reliable?

Agent Alert Dashboard is an extension of the [RZAlert](#) product suite developed in 2008 to assist catastrophe managers monitor and report on the impact of natural disasters for insurance carriers and public utilities. The tool was developed by applying advanced wildfire science and deep wildfire management experience to data that is regularly compiled from several public, private and proprietary resources. Data is confirmed by RedZone's proprietary algorithm to deliver reliable outcomes and the most up-to-date information.

Further, content and outcomes are reviewed by professional fire science experts, including the U.S. Forest Service, Federal Emergency Management Strategy (FEMA) and the National Cohesive Wildland Fire Management Strategy. To confirm accuracy, selective communities also review the data during local fire planning projects and insurance carrier organizations regression test model outcomes for efficacy against actual claims data. Additionally, RedZone's Intel Center is staffed seven days a week with highly qualified analysts and experienced natural disaster professionals who constantly monitor and review information for the most severe events.

How do I get my policyholders' properties loaded into the software?

RedZone provides a link with easy-to-use download instructions to load property PIF from your agency management system.

How does RedZone decide for which wildfires to provide information?

There are approximately 75,000 confirmed wildfires each year. Roughly three percent result in damage to properties. RedZone uses proprietary algorithms to identify the most severe events with the potential to grow and threaten homes and properties. You will only receive alerts for wildfires that impact the PIF you've uploaded.



How do I update the data when I have new customers?

Simply repeat the upload process. We recommend uploading PIF at consistent intervals to maintain the most up-to-date data. The RedZone support team will send out reminders at the agreed upon intervals.

Does this tool help my team save time and money?

Most users previously report spending hours collating information from a variety of sources, including calling emergency responders and watching news, to determine which clients might be impacted. Agent Alert Dashboard does this research for you within minutes of a confirmed natural disaster, then provides pre-populated email templates to communicate immediately delivery with your clients.

Does this integrate with other software?

The Agent Alert Dashboard is a unique standalone tool designed to support risk managers, business development professionals and agency executives.

How much does it cost? What is the set-up process like?

The cost is determined based on the number of users and peril types your agency chooses.

RedZone's streamlined on-boarding process is designed to help you and your team through implementation and training to follow-up and support. [Contact RedZone](#) for a quote.