E911 Cloud Solutions and Everbridge Suite Integration Guide

Everbridge Suite

May 2023

RedSky Technologies, Inc.
2023
Printed in the USA.

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Introduction

RedSky's E911 Cloud Solutions, E911 Anywhere® and Horizon Mobility® have been integrated with Everbridge's **Incident Communications** feature. This integration allows RedSky's E911 Cloud Solutions to act as an Incident Communications Operator and launch an Incident out of Everbridge Suite when an emergency call is placed.

Getting Started

In order to use the integration:

1. Your RedSky environment must be licensed and enabled with **Enhanced Notifications**, which includes Call Recording, Call Monitoring, and the Everbridge connector.
2. Your Everbridge Suite environment must be licensed and enabled with **Incident Communications**, available through many of the packages and solutions Everbridge provides. If you are using Mass Notification and do *not* have the Incident communications feature, please contact your Account Manager.
3. Reach out to your Account Manager to request the connector. They will notify you once it's configured and ready for use.

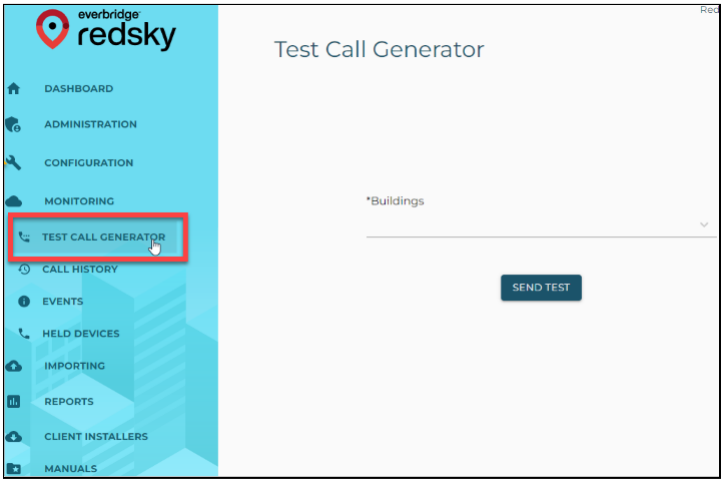
System Configuration

Your Everbridge Suite and RedSky environments are now connected, and you can use the **RedSky E911 Call Initiated** template for Incidents. With this connection now active, any time a 9-1-1 is received by the E911 Cloud Solutions platforms, contacts will be notified out of Everbridge Suite and the 9-1-1 Call captured in the Everbridge Suite Manager Portal Incident view.

Test Calls

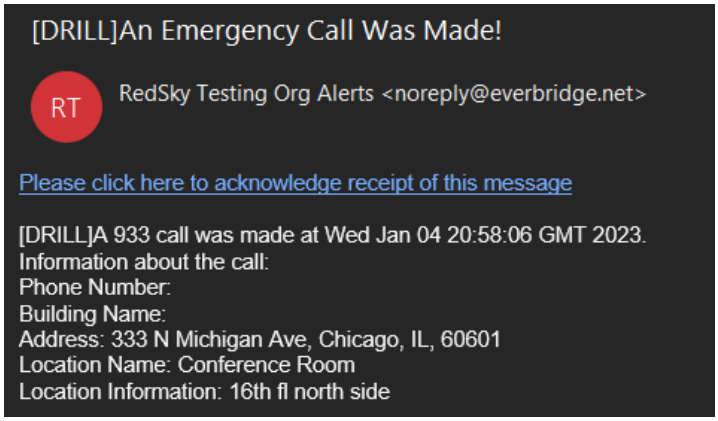
You can initiate test calls in two ways: either by calling **9-3-3** or by using the **Test Call Generator** feature within the E911 Cloud Solutions platform. Please note that these test calls will not be routed to the Emergency Communications center (also known as a Public Safety Answering Point, or PSAP), but instead, will be directed to the test call system. The test call system will answer the calls and read out the currently known location of the caller.

The Test Call Generator is located under the Monitoring section of the E911 Cloud Solutions platform.



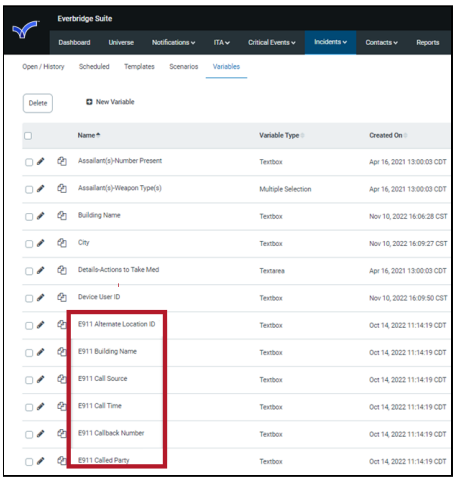
When a test call is placed by dialing 9-3-3 or using the Test Call Generator, the E911 Called Party variable will be set to "933" or "***TEST***", respectively, indicating that an Incident will be launched in Exercise Mode. Launching an Incident in Exercise Mode will prepend "[DRILL]" to the message title and/or text.

For example:

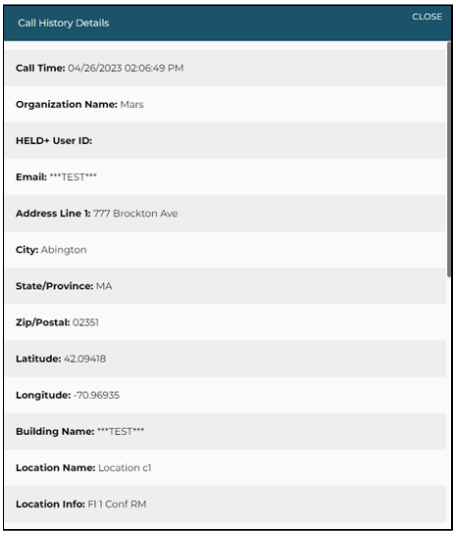


Incident Variables

On the RedSky E911 Call Initiated template you will see a number of standard variables. These 9-1-1 variables are prepended with "**E911**" to make them easy to identify (e.g., E911 Called Party, E911 Phone Number, E911 Location Name). These variables will be described in more detail in the Appendix.



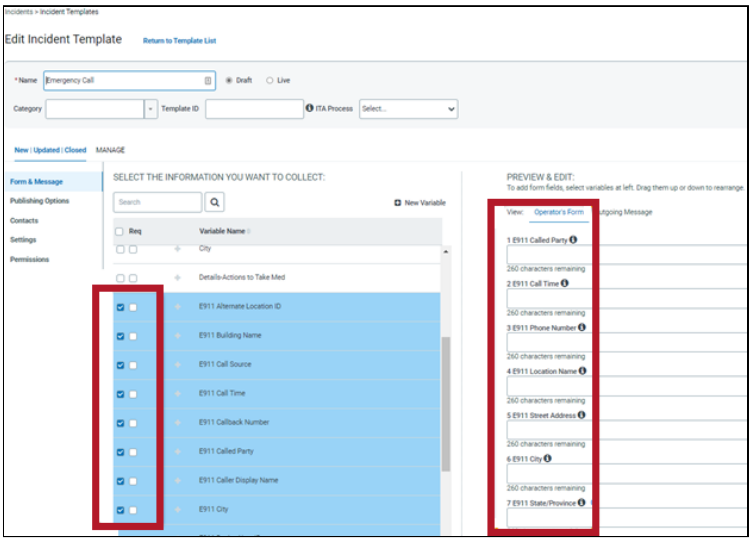
The integration between E911 Cloud Solutions and Everbridge Suite has been designed such that all information collected during a 9-1-1 call in E911 Cloud Solutions is seamlessly transferred to the Incident and is immediately accessible for use in outgoing Incident Notifications. The data in the Incident is identical to the Call History Detail found in E911 Cloud Solutions platforms. It is normal to utilize only a small subset of the available data, and it should be expected. It should be noted that not every 9-1-1 call will populate all variables since the amount of information available is influenced by the calling platform used and the organization's configured emergency location data in RedSky.



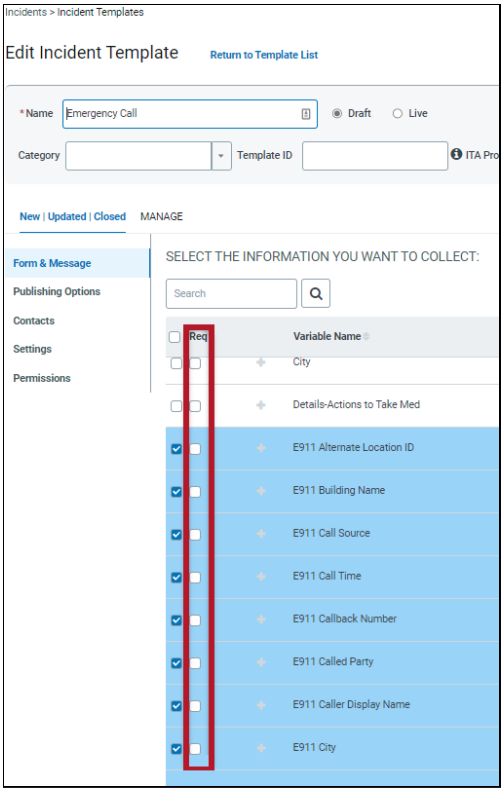
Customizing the Incident Template

By default, the RedSky E911 Call Initiated Incident Template will have every E911 variable enabled. As discussed above, a variable may not pertain to an organization based on the configuration in the E911 Cloud Solutions platforms, so it can be removed from the **Operator's Form** of the template. As the default template is just a default, you may need to customize it to meet your organization's needs.

For example:



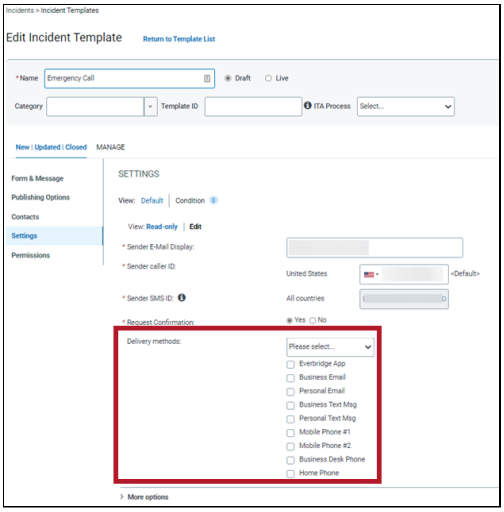
NOTE: When customizing the template, DO NOT select "required" on any of the variables or rename the variables. Doing so may result in an Incident failing to launch if an emergency call does not include the required information, such as it is blank for the call. Also, variable names MUST remain unchanged. The connector is looking for specific variable names to populate data in them. If the name is altered, notifications will fail!



A default delivery method has been configured for your organization. Please review the delivery method to ensure that it meets your business needs, and adjust as necessary.

> **NOTE:** If no delivery method is selected, the Incident will fail to launch. The delivery methods available will will depend on how your environment is configured.

For example:

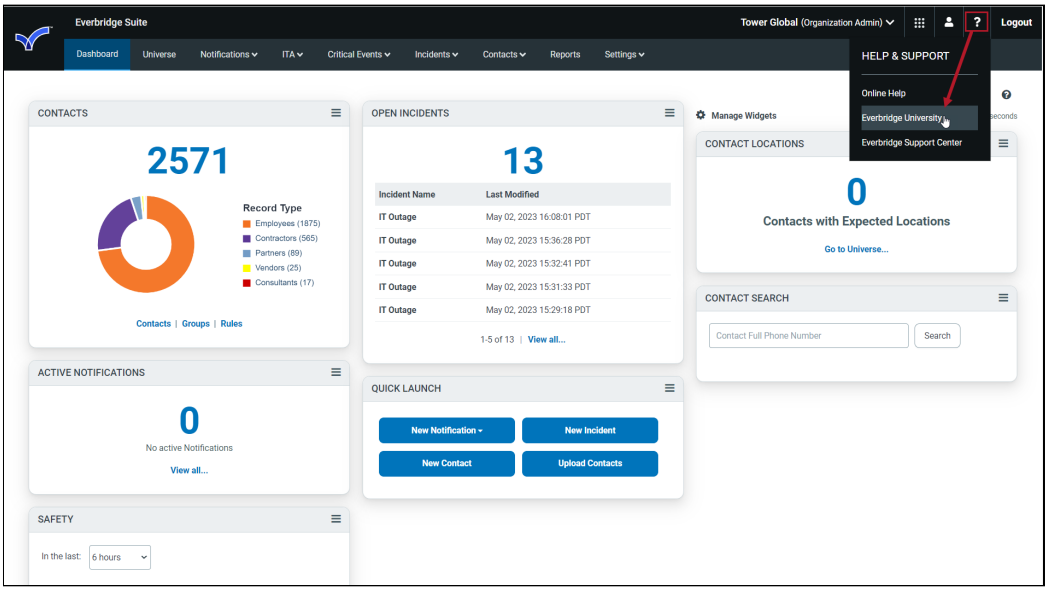

Incidents > Incident Templates
Edit Incident Template
Return to Template List
*Name
Emergency Call
Draft
Live
Category
Template ID
ITA Process
Select...
New | Updated | Closed
MANAGE
Form & Message
Publishing Options
Contacts
Settings
Permissions
SETTINGS
View: Default | Condition
View: Read-only | Edit
* Sender E-Mail Display:
* Sender caller ID:
United States
<Default>
* Sender SMS ID:
All countries
* Request Confirmation:
Yes
No
Delivery methods:
Please select...
Everbridge App
Business Email
Personal Email
Business Text Msg
Personal Text Msg
Mobile Phone #1
Mobile Phone #2
Business Desk Phone
Home Phone
More options

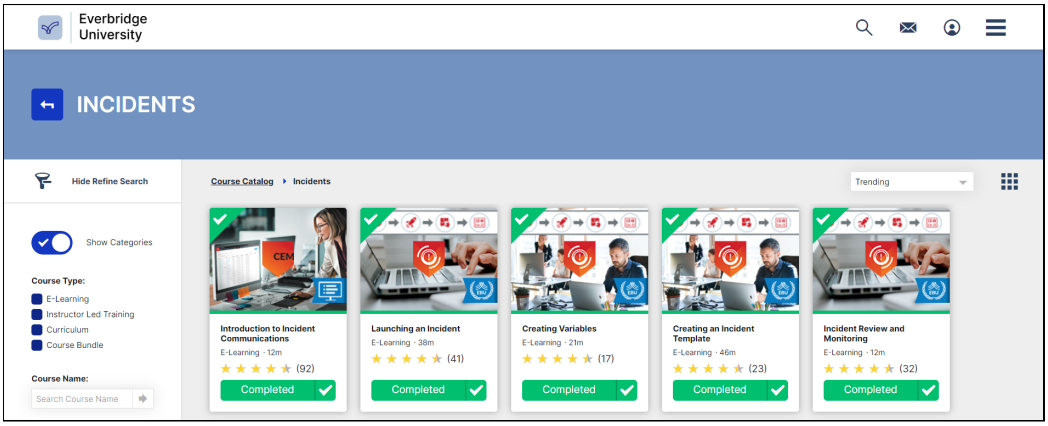
Conditions

Conditions can be used to define who receives an Incident communication when an emergency call is made, which can be done by specifying individuals, groups, or rules. Using Conditions allows for various groups or contacts to be alerted to an emergency call based on a call's location, time of the call, or other call information.

NOTE: One **EXTREMELY** important thing to note is that the Portal Buildings and Locations data defined in the E911 Cloud Solutions platform is **not** the same Contact and Asset data set used in the Everbridge Suite Manager Portal. At this time things like building names, location names, and caller names may be different than how they are named in the other system. Also, the 9-1-1 system used to identify the address of a building can be different than how the address is known in Maps or by the post office. Any Conditions built on specific variable data should be using E911 Cloud Solutions platform's values in logic rules.

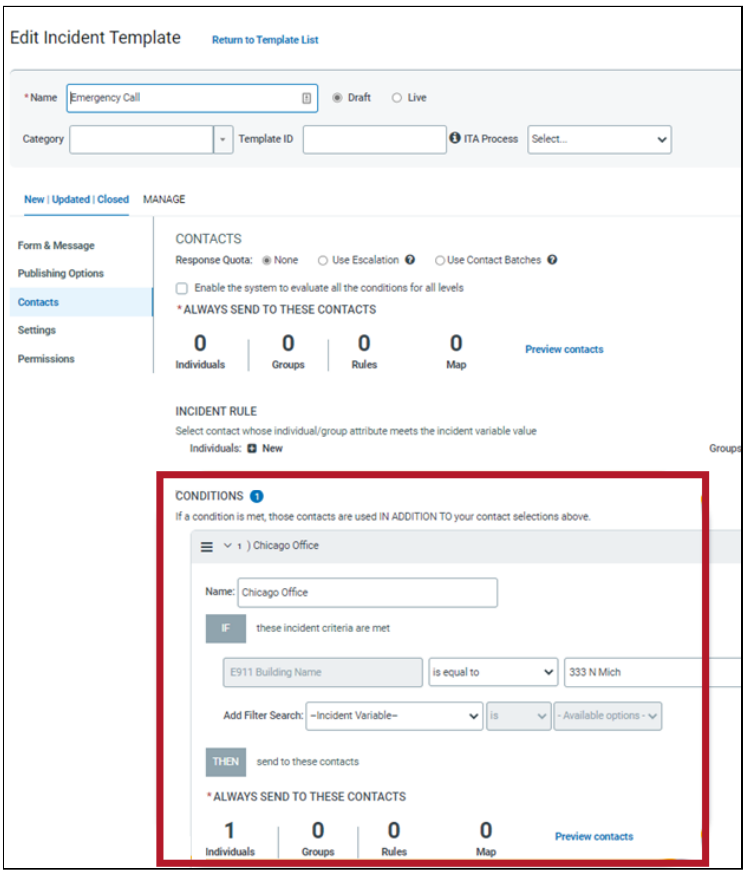
Administrators wishing to make use of Conditions should first be well-educated in how to set them up. Everbridge provides several Incident-related courses through **Everbridge University** that can be accessed through the **Help & Support** menu in Everbridge Suite, and then by selecting Incidents from the Course Catalog.





Additionally, if you'd like assistance with more advanced configurations, speak with your account manager on purchasing professional services.

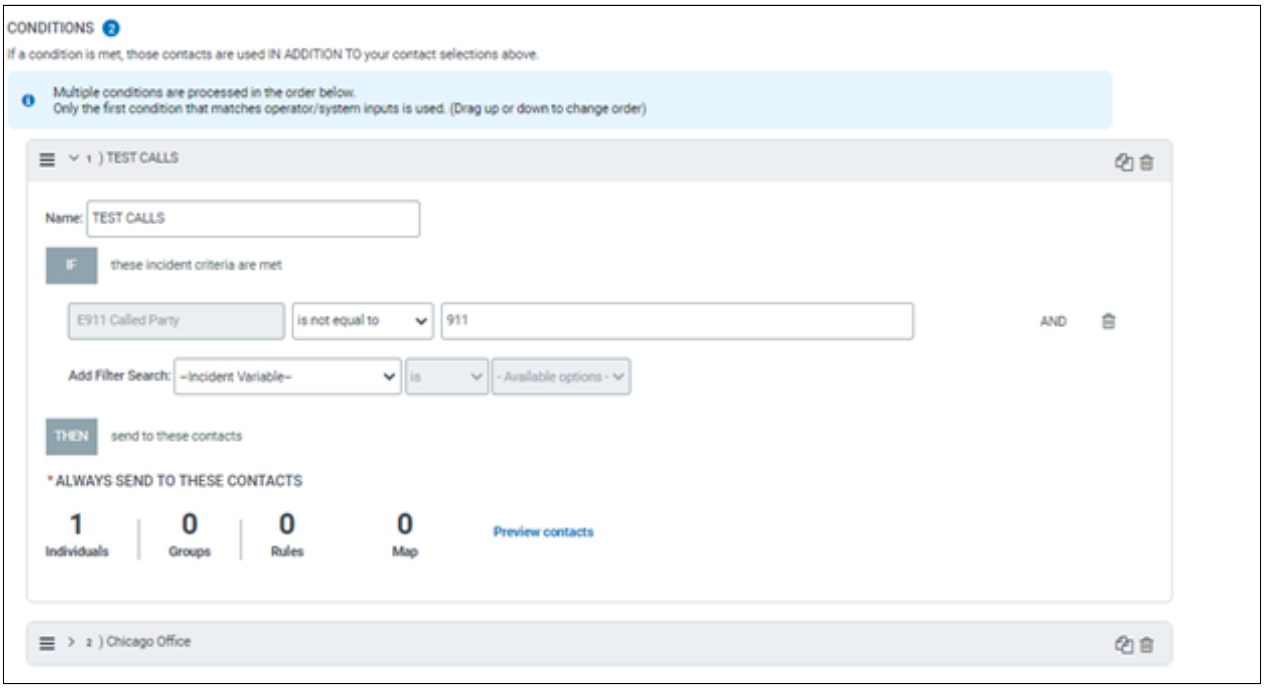
For example:



Test Call Template Configuration

It is **strongly** suggested that a Condition is specifically created for test calls, whereby the E911 Called Party variable value does **not** equal "911." This will ensure only certain individuals or groups will receive Incident Notifications when test calls are made, or no Incident Notification is wanted for these types of calls. This condition should precede other Conditions in the order of processing.

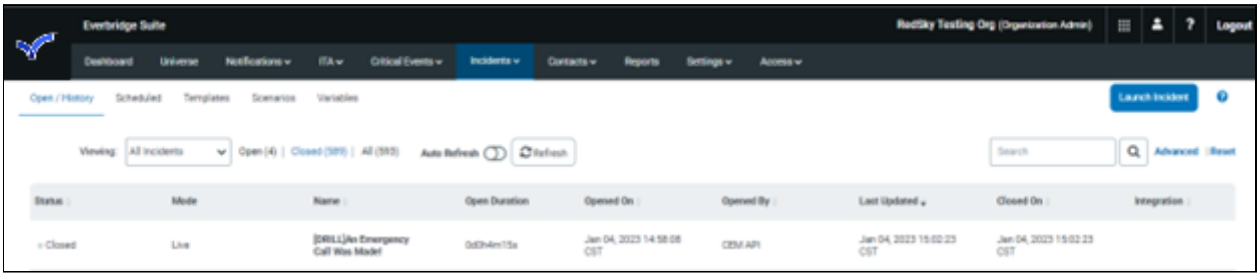
For example:



Viewing Emergency Call Incidents

When an emergency call is made, it will appear in the **Open/History** page of the Incident Communications module in the Everbridge Suite Manager Portal. You can click on the name of the Incident to review the details that were sent and to whom.

For example:



Appendix - E911 Variables

Caller Information Variables

The variables listed below contain information about the person that placed the 9-1-1 call.

Name	Description	Notes
E911 Called Party	Identifies if the call was made to 9-1-1 or 9-3-3.	
E911 Phone Number	This is the 10-digit phone number of the emergency caller, if they were provisioned with one.	Not all employees can be called directly by a 10-digit phone number so this field may be empty.
E911 Device User ID	This is the Device User ID that is associated with the emergency call.	As an alternative to an employee having a 10-digit phone number, they may simply have an extension. If so, then this field will have that extension number.
E911 Callback Number	This is the callback number provided for the location or user from where/who the emergency call originated.	When E911 Device User ID is used, then Callback Number is a 10-digit number provisioned by the caller in case the caller and PSAP get disconnected.
E911 First Name	This is the first name of the person who made the emergency call.	First name is not a mandatory field in the E911 Cloud Solutions platforms.
E911 Last Name	This is the last name of the person who made the emergency call.	Last name is not a mandatory field in the E911 Cloud Solutions platforms.
E911 Caller Display Name	This is the Display Name value in the From Header of the incoming SIP Invite.	For some calling platforms, such as MS Teams, the name of the caller is sent as part of the 9-1-1 call data. If so, then that name is contained in this variable.

E911 Email	This is the email address associated with the originator of the emergency call.	The E911 Cloud Solutions platforms use email address as the main contact identifier.
E911 HELD+ User ID	This is the HELD+ User ID that is associated with the emergency call.	Another identifier for a caller, but this field is used to identify a user in some calling platforms, such as Webex, when using their softphone client.
E911 Alternate Location ID	This is the Alternate ID that is associated with the location from where the emergency call originated.	This is the same principle as the Device User ID field, but for locations, such as a hotel room, that you cannot call directly but has an extension number.

Location Information Variables

The variables listed below contain information where the 9-1-1 caller is located at the “dispatchable location.”

Name	Description	Notes
E911 Building Name	This is the name of the building from where the emergency call originated.	This is a unique name given to the building to identify it for an organization. An organization cannot have two Building 1, for example.
E911 Location Name	This is the name of the location from where the emergency call originated.	This is a unique name given to the location to identify it for a building in an organization. Locations are only unique within a building, so you can have a Room 100 in Building 1 and Room 100 in Building 2.
E911 Supplemental Information	This is the additional building information sent with the emergency call.	This is optional data that can be sent along with the 9-1-1 call to the PSAP, but only if the E911 Location Information field is blank for the 9-1-1 Call.
E911 Street Address	This is the street number and name from	Example: 555 NW Main St.

	where the emergency call originated.	
E911 Location Information	This is the dispatchable location sent with the emergency call.	Most people will know this as Address Line 2, but it is the 20 characters “dispatchable location” where the call was sent from. Example: "Room 102," "NW Corner," "Flr 8," "Suite 1070," "Apt. 3B."
E911 City	This is the city from where the emergency call originated.	Example: "Anytown."
E911 State/ Province	This is the state/ province from where the emergency call originated.	State will be the 2-letter identifier for any of the 50 states, plus DC and 13 US territories. If the call originates in Canada, then this is the 2-character Province.
E911 Zip/Postal Code	This is the ZIP/postal code from where the emergency call originated.	Either the 5-digit ZIP Code or the 6-character Canadian Postal code.
E911 Latitude	The Latitude of the location from where the emergency call originated.	This is NOT the latitude of the caller, such as on a cell phone, but is the geocoded rooftop location of the building.
E911 Longitude	The Longitude of the location from where the emergency call originated.	This is NOT the longitude of the caller, such as on a cell phone, but is the geocoded rooftop location of the building.
E911 Location HTML Link	The hyperlink to documentation associated with the location from where the emergency call originated.	E911 Cloud Solutions allow an HTML link to be tied to a location and delivered as part of the call notification. The link could be a URL, such as a map or a floor plan.

Misc. 9-1-1 Call Information Variables

The variables listed below contain general information about the 9-1-1.

Name	Description	Notes
E911 Call Time	This is the date and time that the emergency call originated.	
E911 organization Name	This is the organization associated with the emergency call.	This is the name of the organization as provisioned in E911 Cloud Solutions.
E911 organization Name Override	The organization Name Override value associated with the location from where the emergency call originated.	If necessary, an organization can provide a name to the PSAP that's different than their provisioned name. This is typically used if the name on the front of the building, such as "Baker's Choice," is different than the actual organization name, "Bakers, LLC."
E911 Call Source	This is the identifier of the SIP Trunk that the emergency call came in on.	This is mainly used to identify what call server sent the call to the E911 Cloud Solutions platforms, should the organization have multiple call servers.