



# SAP Concur Connector Guide

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Everbridge Suite

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# Introduction

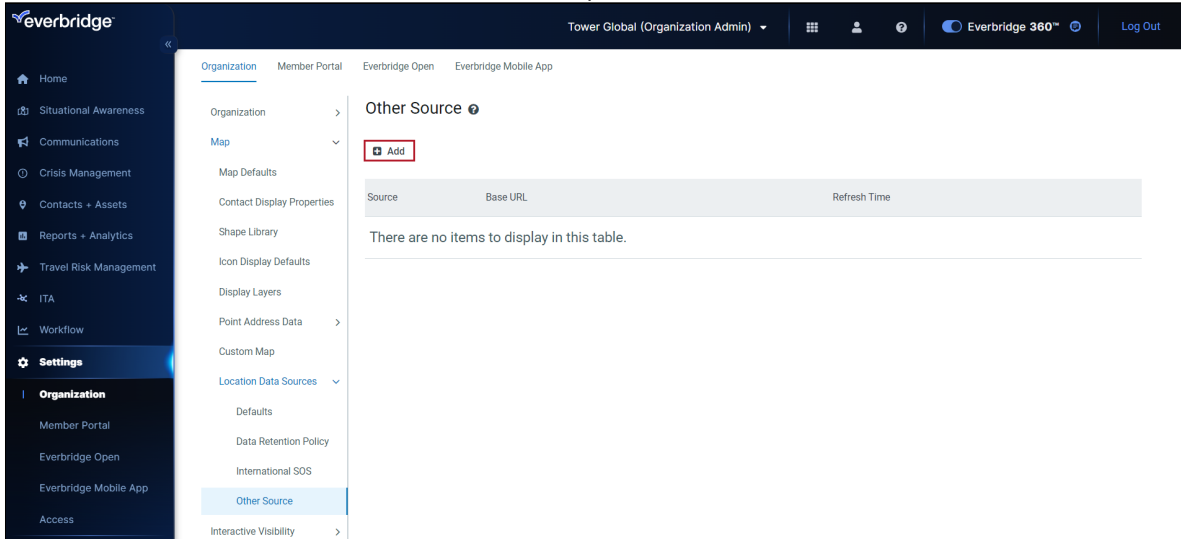
Everbridge Safety Connection delivers connectors to update contacts' Expected Locations from travel itinerary data. These itineraries are made of flights, trains, cars, or hotel bookings.

This document describes how to configure and use the **SAP Concur Connector**.

# Configuration

To configure the SAP Concur Connector:

1. From the Organization level, navigate to **Settings > Organization > Map > Location Data Sources > Other Source**, and click **Add**.



- The **Add a Source** dialog is displayed. Select **Concur** in the **Source** drop-down list.

- Fill in the following fields:
  - Source** - Select "OAuth 2.0". The value "Pre-2017 Auth" is only available for customers using the legacy Concur API.
  - baseURL** - The base URL depends on the geolocation provided by Concur. Current values are:
    - "https://us.api.concursolutions.com" for customers using the Concur US implementation.
    - "https://emea.api.concursolutions.com/oauth2/v0" for customers using the Concur European implementation.
    - "https://cn.api.concursolutions.com/oauth2/v0" for customers using the Concur Chinese implementation.
  - UserName**
  - Password**

- **API Key** - The client application client\_id supplied by SAP Concur.
- **API Secret** - The client application client\_secret supplied by SAP Concur.
- **Request Token** - The Request Token value depends on the geolocation provided by Concur. Current values are:
  - “https://us.api.concursolutions.com/oauth2/v0/token” for customers using the Concur US implementation.
  - “https://emea.api.concursolutions.com/oauth2/v0/token” for customers using the Concur European implementation.
  - “https://cn.api.concursolutions.com/oauth2/v0/token” for customers using the Concur Chinese implementation.

## Additional Notes

There are some details to consider when configuring the SAP Concur Connector:

- Concur OAuth 2.0 requires specific credentials in addition to the UserName and Password. The ClientId, (API KEY), ClientSecret (API Secret), and Geolocation (used in the URLs) can be obtained from SAP Concur. The process to get these values is outlined in the [SAP Concur API documentation](#).
- A “Client Web Services” license is needed to get access to the Concur API. This license can be acquired by contacting your SAP Concur account manager.
- The Concur test environment base URLs (such as “https://implementation.concursolutions.com”) cannot be used as they do not expose travel itineraries. If this value is used, a change to the production base URL will require modifications on the Everbridge backend servers due to caching. If this is needed, please contact the Everbridge support team.
- If the legacy Concur API is used, it is strongly recommended to instead use the latest, more secure one that relies on OAuth 2.0. Please contact your Account Manager to enable the new SAP Concur API. It is available at no cost for existing customers using the Concur connector.

## Usage Overview

The connector is used to update the Everbridge Suite contacts' Expected Locations from travel itineraries. It does not create any contacts in Everbridge Suite. The contact's Expected Location is updated when a positive match can be established between the traveler in the third-party product and an Everbridge Suite contact. See the relevant section below for details on how this relationship is established.

Different types of itineraries can be retrieved from the booking/travel application:

- Air
- Car
- Hotel
- Rail

All other bookings (such as dining, limo or shuttle services, parking, etc.) are not considered.



## Updating the Expected Location

There are different scenarios tied to travel itineraries. The main ones are described below.

### Hotel Booking

A contact has booked a hotel in Los Angeles for a few days.

<b>Travel Details</b>	<b>Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA, 90045</b>  <b>Check-in: Nov. 20th, 5:00 PM</b> <b>Check-out: Nov. 23rd, 10:00 AM</b>
<b>Everbridge Suite Expected Location</b>	<b>Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA, 90045</b>  <b>From Nov. 20th, 5:00 PM to Nov. 23rd, 10:00 AM</b>

If no check-in or check-out times are provided in any booking, all times are set to 12:00 AM.

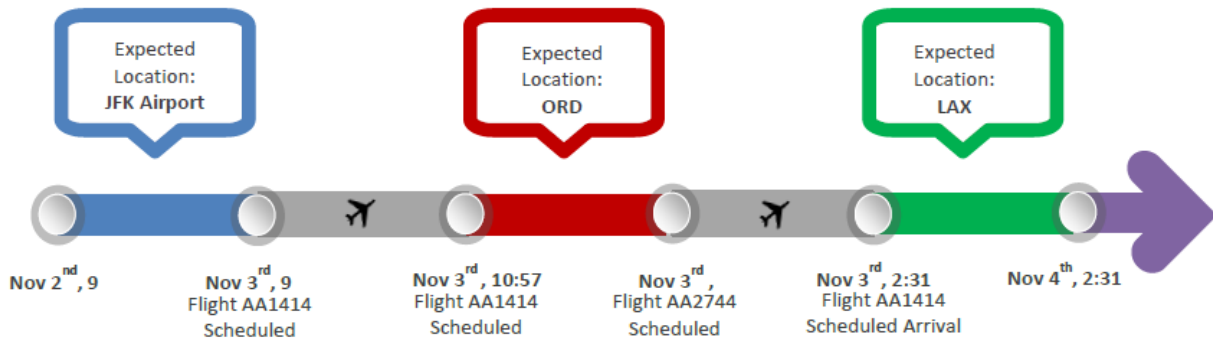
### Flight Booking With a Stopover

A contact is traveling by plane from New York to Los Angeles with a short stopover in Chicago.

<b>Travel Details</b>		<b>Everbridge Suite Expected Location Records</b>
<b>Segment 1</b>	Flight AA 1414 on Nov. 3rd  Leaving JFK (New York) at 9:00 AM Arriving in ORD (Chicago) at 10:57 AM	<b>JFK airport:</b> <ul style="list-style-type: none"> <li>• No start date/time</li> <li>• End at 9:00 AM on Nov. 3rd</li> </ul>
<b>Segment 2</b>	Flight AA 2744 on Nov. 3rd	<b>ORD airport:</b> <ul style="list-style-type: none"> <li>• From 10:57 AM on Nov. 3rd</li> </ul>

	Leaving ORD (Chicago) at 12:00 PM Arriving at LAX (Los Angeles) at 2:31 PM	<ul style="list-style-type: none"> <li>To 12:00 PM on Nov. 3rd</li> </ul> LAX airport: <ul style="list-style-type: none"> <li>From 2:31 PM on Nov. 3rd</li> <li>No end date/time</li> </ul>
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Note that if no start date/time is provided, it is set to the ending date/time minus 24 hours. If no end date/time is provided, it is set to the start date/time plus 24 hours.

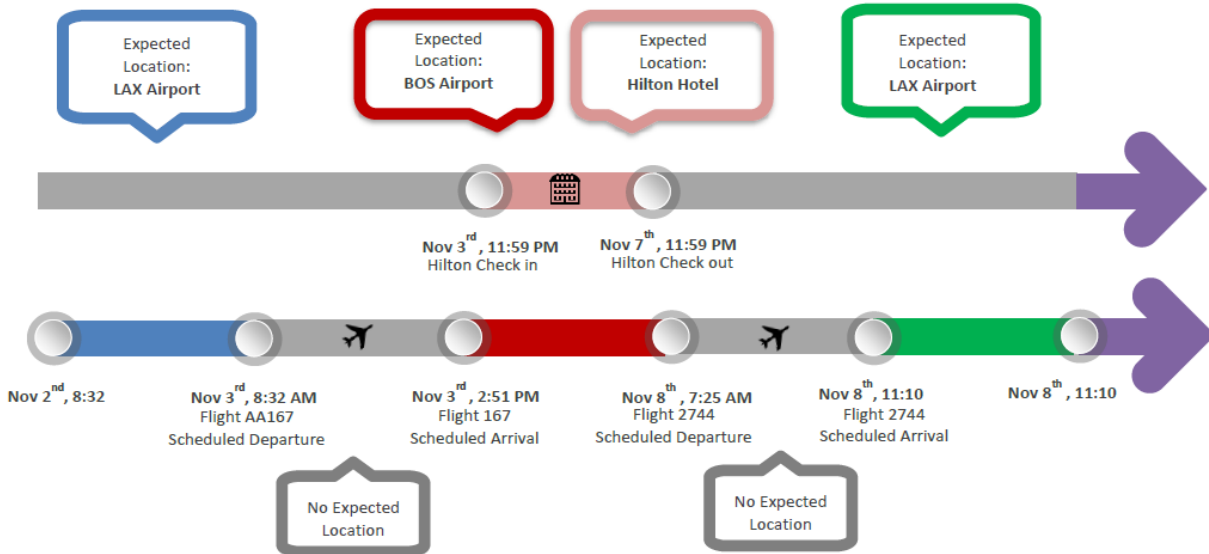


### Flight and Hotel Booking Combination

A traveler is going from Los Angeles to Boston and stays in Boston for a few days.

Travel Details		Everbridge Suite Expected Location Records
Inbound Flight	Flight AA 167 on Nov. 3rd  Leaving LAX (Los Angeles) at 8:32 AM Arriving in BOS (Boston) at 2:51 PM	LAX airport: <ul style="list-style-type: none"> <li>Not start date/time</li> <li>End at 8:32 AM on Nov. 3rd</li> </ul>
Hotel	Hilton Boston Back Bay 40 Dalton St, Boston, MA 02115  Check-in: Nov. 3rd Check-out: Nov. 8th	BOS airport: <ul style="list-style-type: none"> <li>From 2:51 PM on Nov. 3rd</li> <li>To 7:25 AM on Nov. 8th</li> </ul> Hilton - 40 Dalton St, Boston, MA 02115 <ul style="list-style-type: none"> <li>From 12:00 AM on Nov. 3rd</li> <li>To 12:00 AM on Nov. 8th</li> </ul>
Outbound Flight	Flight AA 2744 on Nov. 8th	LAX airport: <ul style="list-style-type: none"> <li>From 11:10 AM on Nov. 8th</li> </ul>

	Leaving BOS (Boston) at 7:25 AM Arriving in LAX (Los Angeles) at 11:10 AM	<ul style="list-style-type: none"> <li>No end date/time</li> </ul>
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### Additional Notes

- Expected locations with no end date will expire after 24 hours of the start date/time.
- Travelers will be considered in their expected locations 24 hours before the end date/time if no start date is provided.
- There are two overlapping expected locations in the example above corresponding to the hotel stay and flight travel. Both are represented in Everbridge Suite.

### Disconnected Itineraries

In some scenarios, travelers’ itineraries may be incomplete, for instance when they arrive at one location and depart from another. In the case scenario below, a traveler is going from New York to London, then from Paris to New York. There are no itinerary details from London to Paris as the traveler may have booked another flight outside of the reservation system considered, taken the train, or driven between the two cities.

Travel Details	Everbridge Suite Expected Location Records
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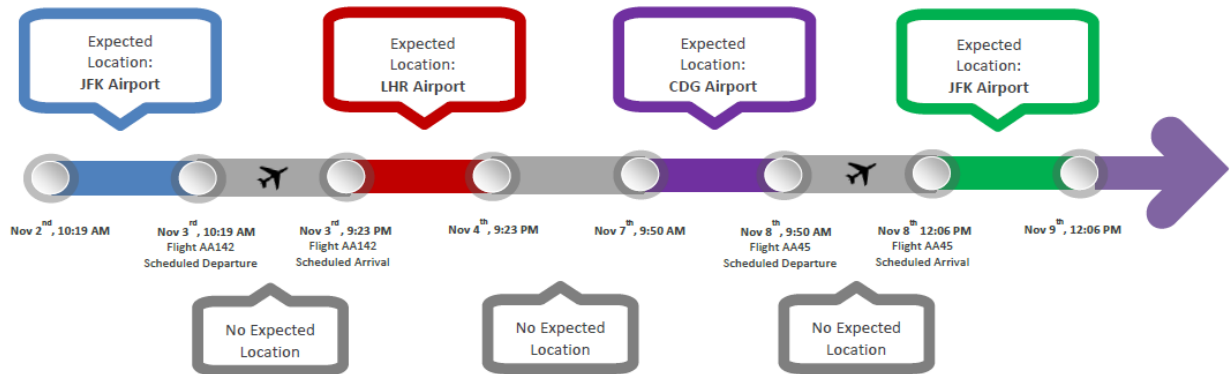


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<p>Inbound Flight</p>	<p>Flight AA 142 on Nov. 3rd Leaving JFK (New York) at 10:19 AM Arriving in LHR (London) at 09:23 PM</p>	<p>JFK airport:</p> <ul style="list-style-type: none"> <li>• Not start date/time</li> <li>• End 10:19 AM on Nov 3rd.</li> </ul>
<p>Outbound Flight</p>	<p>Flight AA 45 on Nov. 8th Leaving CDG (Paris) at 9:50 AM Arriving at JFK (New York) at 12:06 PM</p>	<p>LHR airport:</p> <ul style="list-style-type: none"> <li>• From 9:23 PM on Nov. 3rd</li> <li>• No end date/time</li> </ul> <p>CDG airport:</p> <ul style="list-style-type: none"> <li>• Not start date/time</li> <li>• End 9:50 AM on Nov. 8th</li> </ul> <p>JFK airport:</p> <ul style="list-style-type: none"> <li>• From 12:06 PM on Nov. 8th</li> <li>• No end date/time</li> </ul>



## Viewing and Using the Expected Location

The expected location appears on the **Contact Detail** page in the **Dynamic Location(s) – Expected** section:

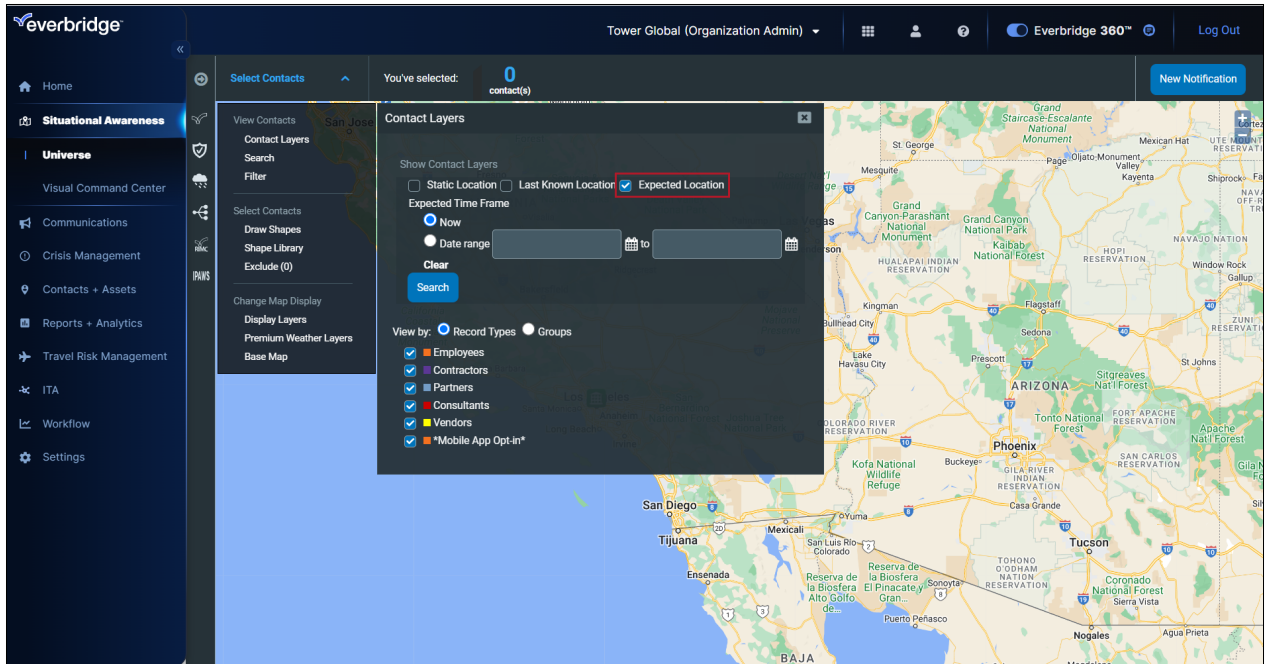
Dynamic Location(s) - Expected		Click to sort ascending
Location Name	Date Range	
> Los Angeles International Apt	Nov 10, 2023 20:35:00 EST - Jan 01, 2029 21:35:00 EST	📍
> Los Angeles International Apt	Jul 25, 2023 13:00:00 EDT - Jul 25, 2028 18:00:00 EDT	📍
> Detroit Coleman A.Yound Muni Airport	Jul 25, 2023 05:00:00 EDT - Jul 25, 2023 07:00:00 EDT	📍

View 1 - 3 of 3 < 1 > 10 ▾

Each Expected Location can be viewed in detail by clicking the arrow to expand it.

▼ Detroit Coleman A.Yound Muni Airport		Jul 25, 2023 05:00:00 EDT - Jul 25, 2023 07:00:00 EDT	📍
<b>Location Name</b>	Detroit Coleman A.Yound Muni Airport		
<b>Date Range</b>	Jul 25, 2023 05:00:00 EDT - Jul 25, 2023 07:00:00 EDT		
<b>Country</b>	US		
<b>Address</b>	Detroit Coleman A.Yound Muni Airport		
<b>Apt/Suite/Unit</b>			
<b>City</b>	Detroit		
<b>State / Province</b>	MI		
<b>Postal Code</b>			
<b>Source</b>	Concur		
<b>Location</b>	Latitude 42.4	Longitude -83	

The Expected Location is used to locate contacts in a specific area; for instance, on the Universe view:

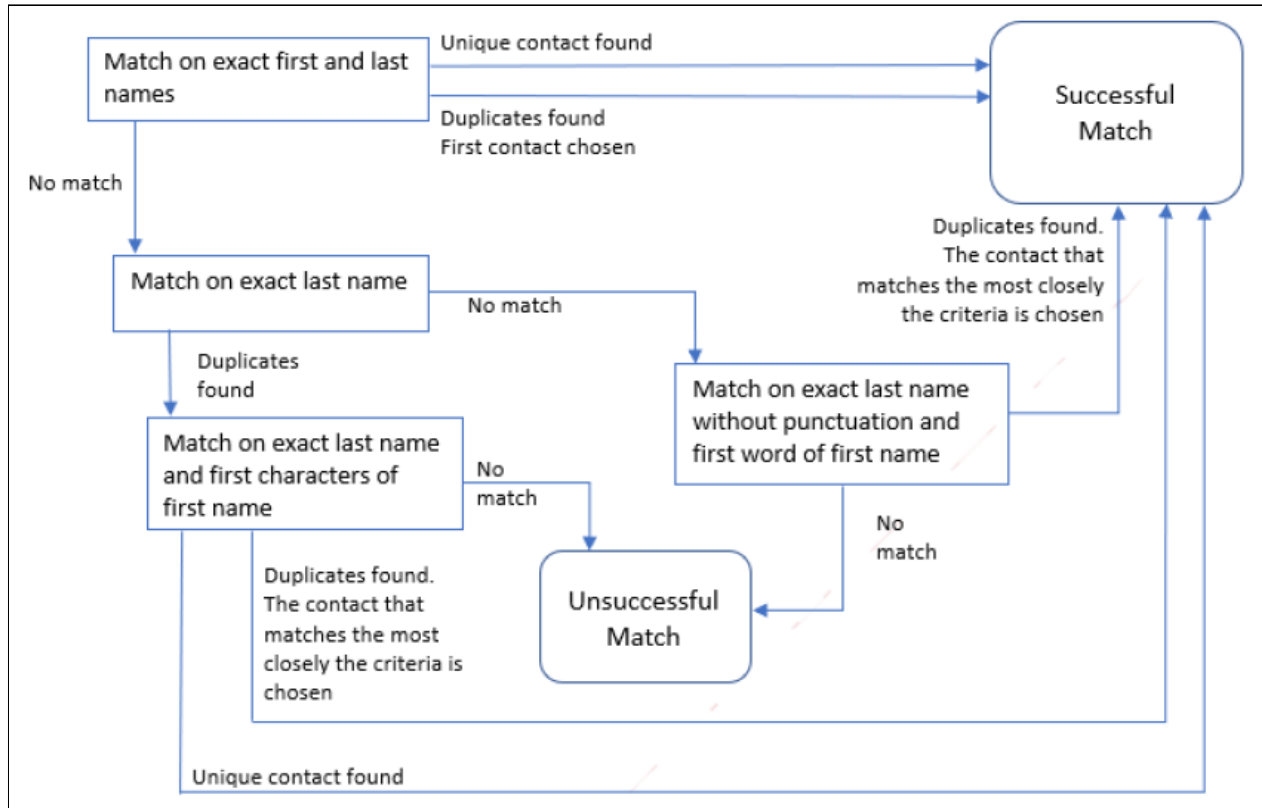


## Matching Everbridge Suite Contact to Travelers

Everbridge Suite contacts and travelers' details may not always match:

- Official names are usually needed for travel booking. Given names, Nicknames may be in use in Everbridge Suite.
- Passports may still have the maiden name for married women; flight tickets must match names on identification documents.
- The middle name can be provided in one system and not the other.
- Major US airlines concatenate the middle name initial with the first name.

To overcome differences between Everbridge Suite contacts and travelers' details and maximize positive matching across the two repositories, the connector uses the following algorithm:



## Concur Data Processing

The connector runs regularly according to the refresh time interval value set on the configuration page; the default is 10 minutes. To avoid timeout and performance issues, the connector only loads 5 days of data each time it is run. After setting up the connector, the travel data in Everbridge Suite will only be up to date once the connector has run at least 73 times.

During the implementation of the connector, the recommendations are:

- Keep the refresh time interval at 10 minutes. With this value, it will take up to 13 hours to load the full history of travel itineraries into Everbridge Suite.
- Once the data is fully synchronized, the refresh time interval can be set to a higher value such as 1440 for a daily update.



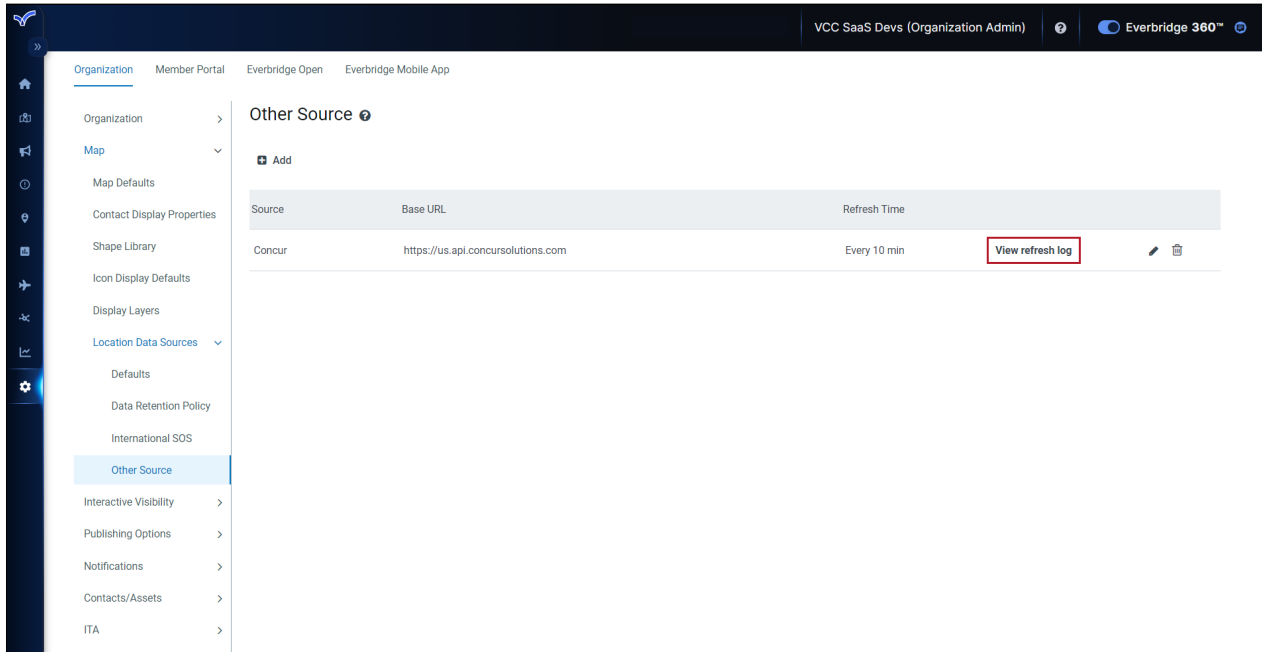
## Update Rules

- Contacts are expected to exist in Everbridge Suite when loading itinerary data. If contacts do not exist, corresponding itinerary data is discarded.
- Only ticketed or confirmed itineraries update the contact expected locations.
- If an itinerary has been updated in between two or more connector runs, the contact expected location(s) will be accordingly updated.
- If an itinerary has been canceled or deleted the corresponding contact expected location(s) that have been previously created will be deleted.
- New contacts created after the connector has been set up and successfully run will only get their recent itineraries loaded in Everbridge Suite. In this case scenario, the connector does not reload the 12 months of historical itinerary data for these contacts.
- All expected location records are automatically purged if more than one year old.

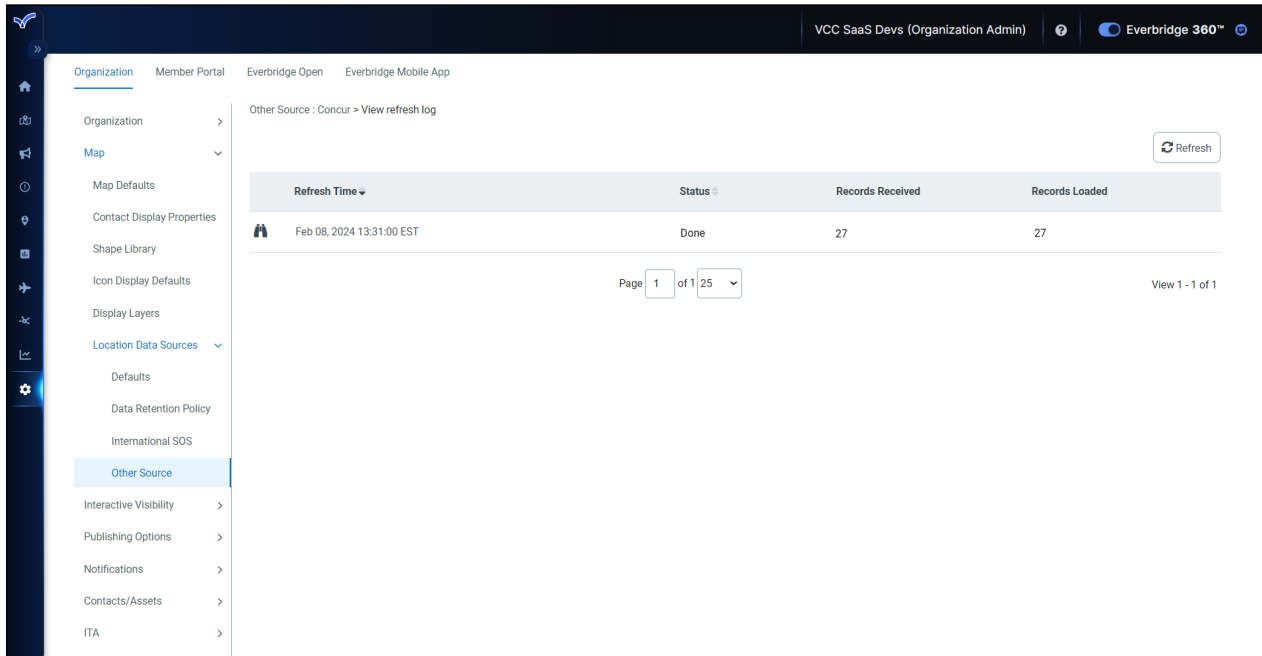
If a connector is deleted or no longer able to connect to the third-party product, all existing location data generated by the connector will be kept in Everbridge Suite. It will be purged if older than 12 months.

# Logging

From the configuration page, click **View Refresh Log**. The list of all attempts to connect to the third-party travel itinerary provider is displayed.



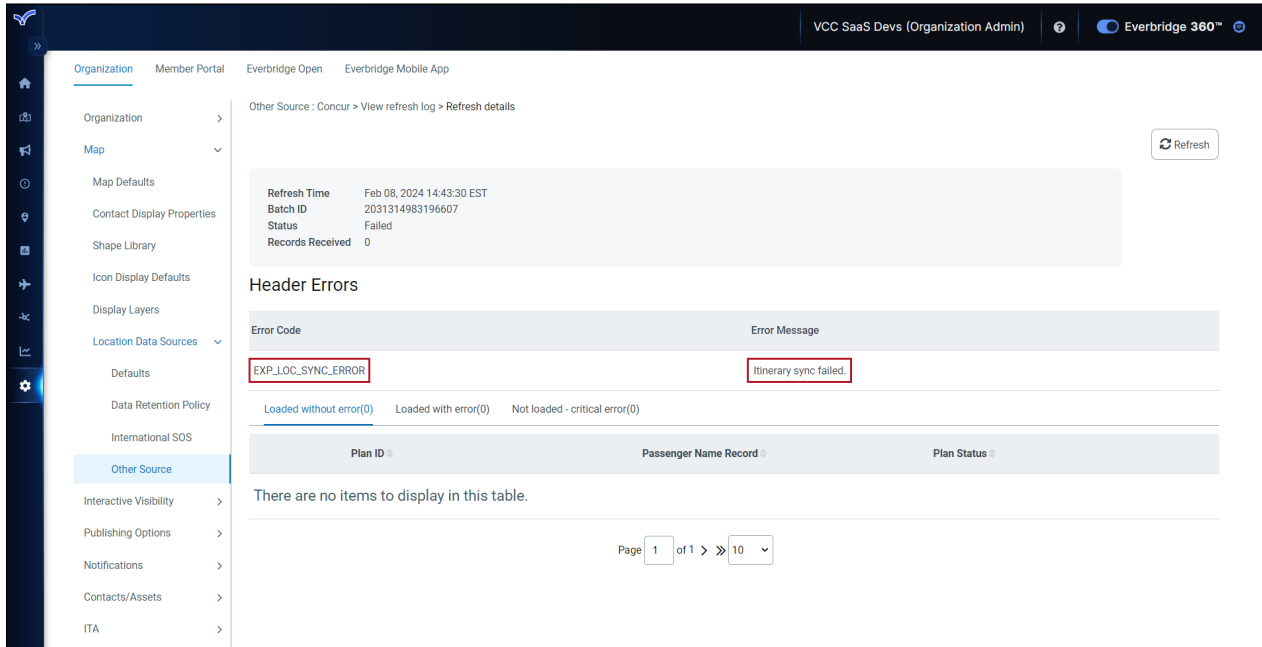
Each line corresponds to one data load based on the refresh rate in minutes specified on the connector's configuration page.



Click on the binocular icon to get details on each data load. This page has three tabs:

- itineraries loaded without errors
- itineraries loaded with error
- itineraries not loaded due to a critical error

If a refresh fails, check the **Header Errors** section to review the error code and message:



For each record on all tabs, the list of all itineraries (Plan ID), passenger names, and itinerary status is displayed. The details of the itinerary can be accessed by clicking on the **View** icon.