



American Express Global Business Travel (AMEX GBT) Connector Guide

Everbridge Suite

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Introduction

Everbridge Safety Connection delivers connectors to create and update contacts' Expected Locations from travel itinerary data. These itineraries are made of flight, train, hotel, and car rental bookings. This document describes how to set up and use the **American Express Global Business Travel (AMEX GBT)** connector.

Prerequisites

Before using the AMEX GBT connectors, actions are required by AMEX GBT to expose these itineraries to the API used by Everbridge:

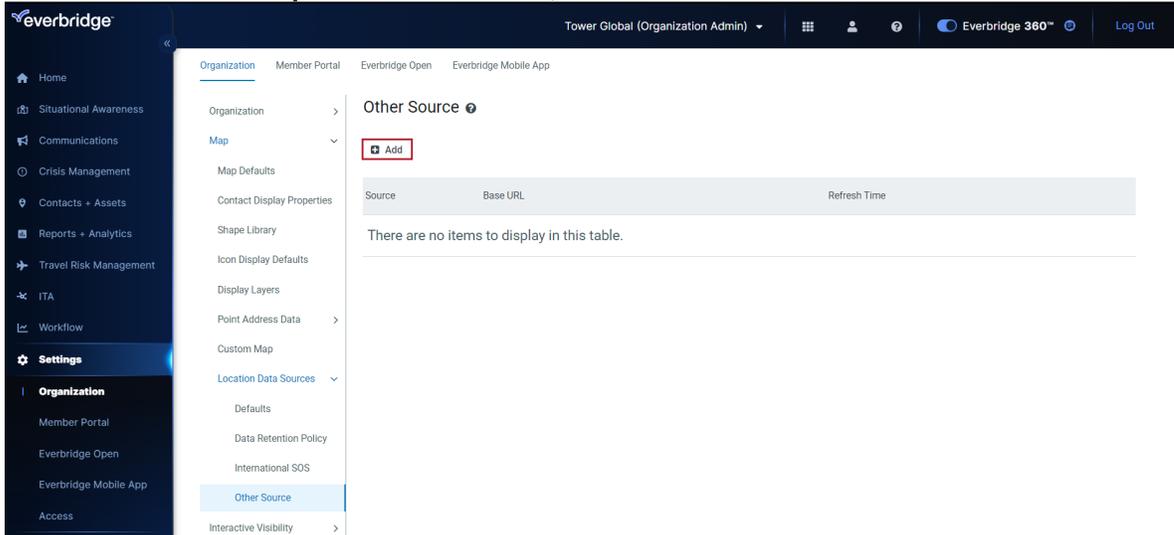
1. Customers must contact their AMEX GBT account manager to request a GTR feed. That request may require a contract amendment between AMEX GBT and their customer.
2. The data feed requirements need to be reviewed between the customer, AMEX GBT, and Everbridge.

Once these steps are completed, the account's Client IDs will be provided by AMEX GBT, enabling the implementation of the connector on the Everbridge side.

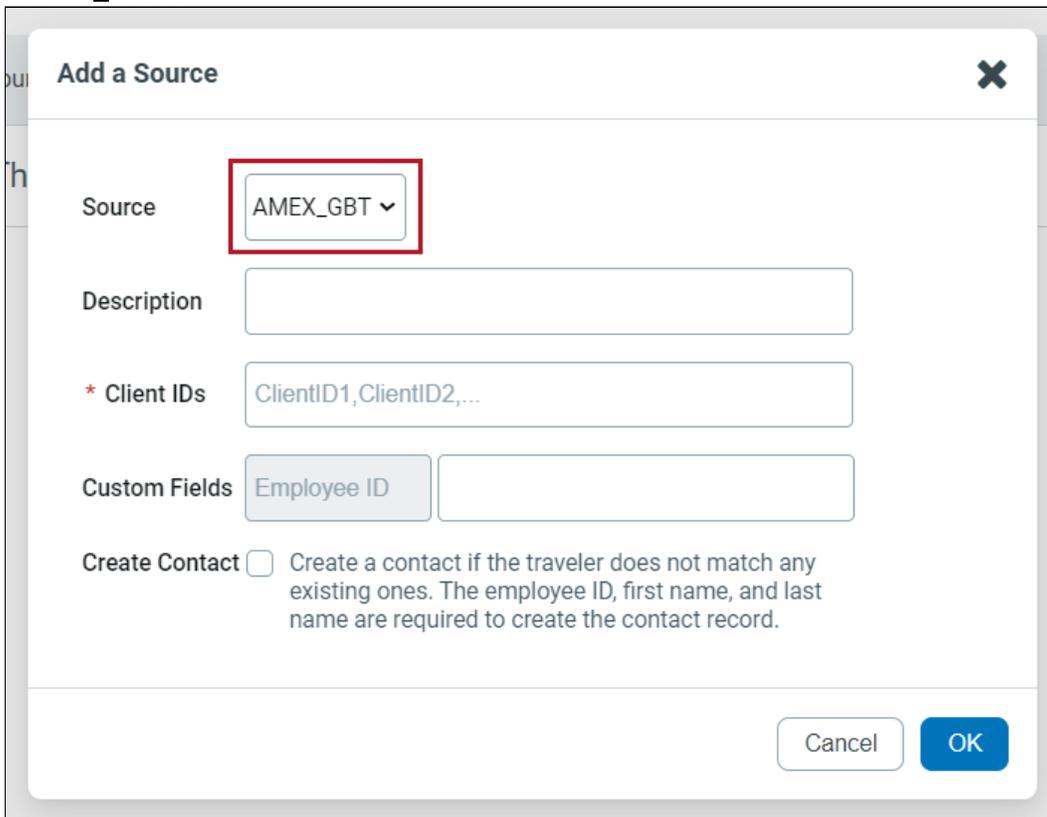
Configuration

To configure the AMEX GBT Connector:

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



2. The **Add a Source** dialog is displayed. From the **Source** drop-down list, select **AMEX_GBT**.



3. Fill in the following fields:
 - **Description** - A free-entry field used to identify the connector.
 - **Client IDs** - Enter all the client IDs provided by AMEX GBT separated by a comma.
 - **Custom Fields** - Optional. If the Employee ID is recorded in AMEX GBT in a custom property, the name of that property can be entered here. Values found in that custom property will be used to match AMEX GBT travelers to Everbridge Suite contacts (External ID).
 - **Create Contact** - Optional. Contacts can be created by the connector if all matching rules used to reconcile AMEX GBT travelers to Everbridge Suite contacts have failed.
4. Click **OK**.

Usage Overview

This connector is used to update the Everbridge Suite contacts' Expected Locations from travel itineraries. The contact's Expected Location is updated when a positive match can be established. See the relevant section below for details. Different types of itineraries can be retrieved from the booking/travel application:

- Air
- Train
- Hotel
- Car Rental

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

The itinerary ingestion process is as follows:

- Each itinerary is identified by a **Passenger Named Record (PNR)**.
- Travelers associated with each itinerary are matched against Everbridge contacts and eventually get created if needed.
- Segments attached to each itinerary generate expected locations for all contacts associated with it.

Matching Contacts

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

- Official names are usually needed for travel booking. Given names or nicknames may be in use in Everbridge Suite.
- Passports may still have the maiden's 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 an algorithm that consider the following properties:

- The Employee ID that is sometimes found in the AMEX GBT custom properties. If set in the Configuration page, this Employee ID is matched against the Everbridge Suite contact's External ID.
- The traveler's email address.
- The traveler's first and last names.
- The traveler's phone number
- The Everbridge Suite Travel Arranger properties.

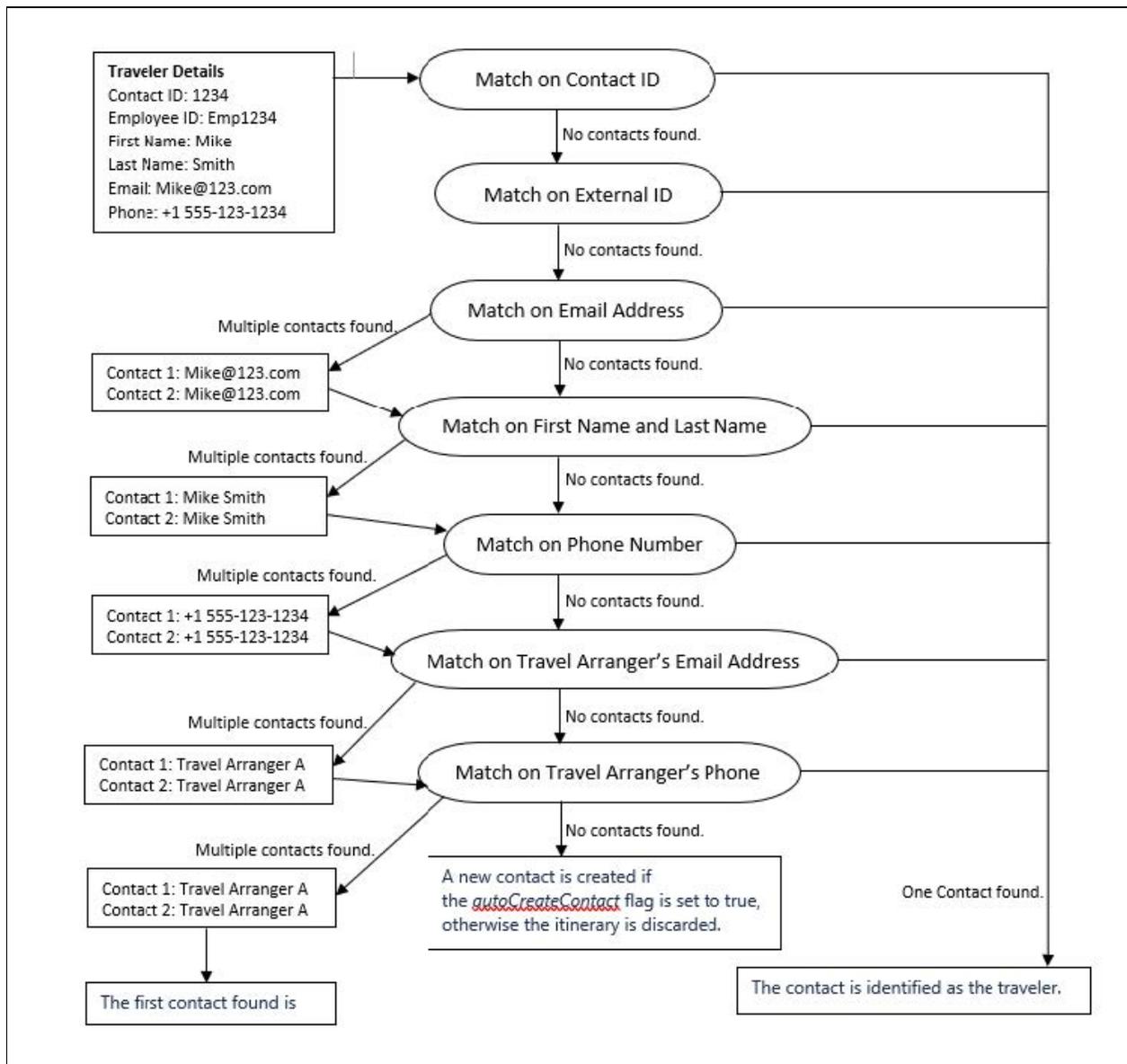
NOTE: A single itinerary may contain multiple travelers with different sets of properties. For instance, an employee could travel with family members; in that case, we may get one Employee ID for the first traveler but only first and last names for the rest.

The algorithm is as follows:

Steps	Matching Criteria	Two or More Contacts Were Found in the Previous Step	No Contacts Were Found in the Previous Step	One Contact is Found	More Than One Contact is Found	No Contact is Found
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1	Contact ID	N/A	N/A	The contact is identified as the traveler.	N/A	The next matching step is applied.
2	External ID	N/A	N/A		N/A	The next matching step is applied.
3	Email	N/A	N/A		The next matching step is applied to refine this result.	The next matching step is applied.
4	First Name + Last Name	Contacts from the last step are filtered out using the First Name and the Last Name.	The entire contact list is used to search for contacts matching the First Name and the Last Name.		The next matching step is applied to refine this result.	The next matching step is applied.
5	Phone Number	Contacts from the last step are filtered out using the Phone Number.	The entire contact list is used to search for contacts matching the Phone Number.		The next matching step is applied to refine this result.	The next matching step is applied.
6	Travel Arranger Email Address	Contacts from the last step are filtered out using the Travel Arranger's Email Address.	The entire contact list is used to search for contacts matching the Travel Arranger's Email Address.		The next matching step is applied to refine this result.	The next matching step is applied.

7	Travel Arranger Phone Number	Contacts from the last step are filtered out using the Travel Arranger's Phone Number.	The entire contact list is used to search for contacts matching the Travel Arranger's Phone Number.	The first contact in the list is identified as the traveler.	A new contact is created if the autoCreateContact flag is set to true; otherwise, the itinerary is discarded.
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If no contact is matched against a traveler and the option to generate new contacts is checked in the Configuration screen of the AMEX GBT connector, a new Everbridge Suite contact will be created. At a minimum, the traveler's External ID, First Name, and Last Name must be provided to enable the contact creation.

Contacts are generated using the default Contact Report Type set at the Organization level; if the email address and phone number are found in AMEX GBT, they are associated with the created contact using the first relevant modality found.

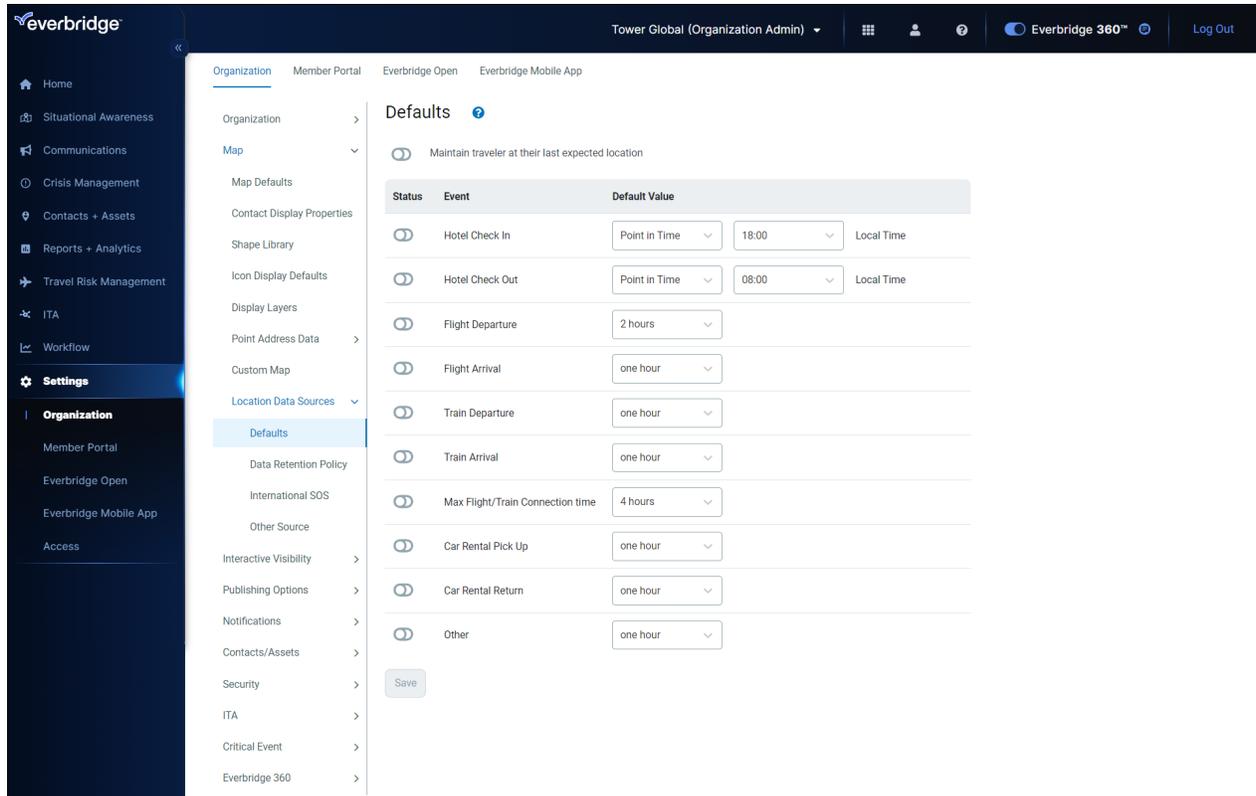
Processing Segments and Generating Expected Locations

Each itinerary contains one or multiple segments that are used to generate expected locations.

- Hotel segments only create one expected location for the duration of the stay.
- Train and flight segments typically generate two expected locations - at the departure airport/train station and the arrival one. In some situations where the traveler is considered in transit in between two flight or train segments, only one expected location is generated.
- Car rental segments generate two expected locations at check-in and car rental return date/time.

Expected Locations use a default 24-hour rule before departure or after arrival. For instance, a flight segment will generate two Expected Locations:

- The first one at the departure airport will start 24 hours before the flight's scheduled departure date/time and will end at that date/time.
- The second one at the arrival airport, will start at the scheduled arrival date/time and will last for 24 hours.
- To adjust the default 24-hour rule in the Manager Portal, navigate to **Settings > Organization > Maps > Location Data Source > Defaults**.



Itineraries may contain one or multiple locations. For example - a contact has booked a hotel in Los Angeles:

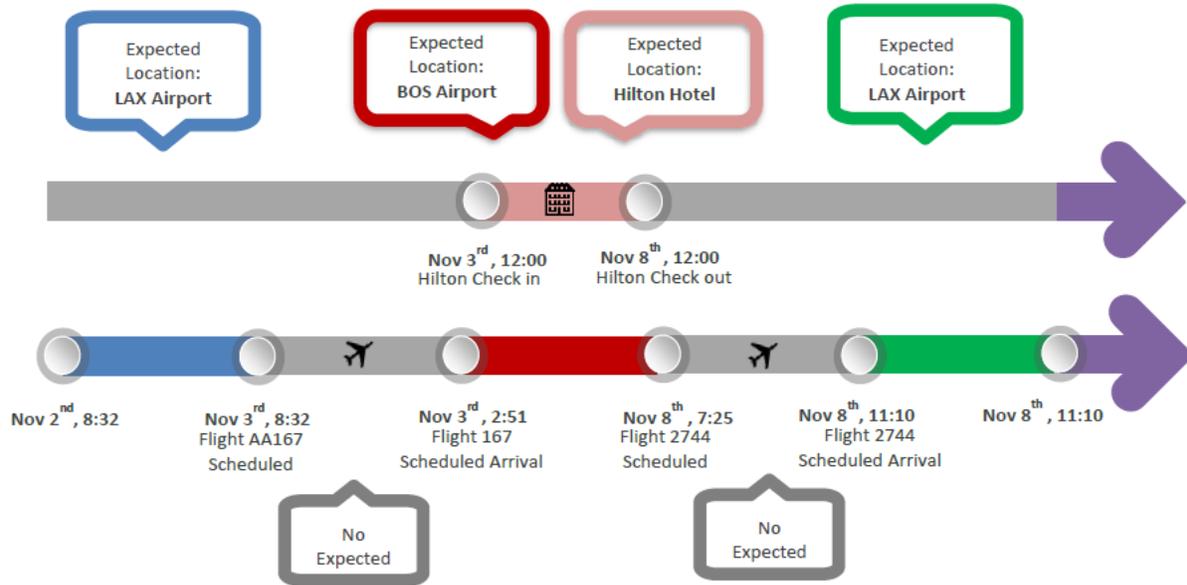
	Booking
Travel Information	<p>Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA, 90045</p> <p>Check-in: November 20th, 5:00 PM Check-out: November 23rd, 10:00 AM</p>
Everbridge Suite Expected Location	<p>Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA, 90045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

If hotel bookings will carry check-in and check-out times, these will be used for the Last Known Locations. If not, then times will be set to midnight. For example, a contact travels from New York to Los Angeles with a stopover in Chicago.



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"> • No start date/time • End at 8:32 AM on Nov. 3rd
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"> • From 2:51 PM on Nov. 3rd • To 7:25 AM on Nov. 8th Hilton - 40 Dalton St, Boston, MA, 02115 <ul style="list-style-type: none"> • From 12:00 AM on Nov. 3rd • To 12:00 AM on Nov. 8th
Outbound Flight	Flight AA 2744 on Nov. 8th Leaving BOS (Boston) at 7:25 AM Arriving at LAX (Los Angeles) at 11:10 AM	LAX Airport: <ul style="list-style-type: none"> • From 11:10 AM on Nov. 8th • No end date/time



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.

NOTE:

Expected locations may overlap. In the example above, expected locations generated from hotel stay and flight travels overlap each other's. Both are represented in Everbridge Suite.

Viewing and Using the Expected Location

Once imported, itineraries are only available in the Manager Portal as expected locations. There are many places where they can be accessed. Two common ways to view expected locations are:

- From the **Contact Details** page
- In Universe

From Contact Details

From the **Contacts** tab, click **Contact List** and select a contact by clicking on his/her first name. The Expected Locations are displayed in the **Dynamic Location(s) – Expected** section. Clicking the arrow on the left will display additional details for each Expected Location:

Dynamic Location(s) - Expected

Location Name	Date Range	
> Conway Rd & Hoffner	Jan 01, 2024 14:28:00 EST - Jan 31, 2024 14:28:00 EST	
▼ Charleston Municipal Airport	Jun 23, 2023 12:00:00 EDT - Jun 23, 2023 13:00:00 EDT	

Location Name Charleston Municipal Airport

Date Range Jun 23, 2023 12:00:00 EDT - Jun 23, 2023 13:00:00 EDT

Country US

Address Charleston Municipal Airport

Apt/Suite/Unit

City Charleston

State / Province SC

Postal Code

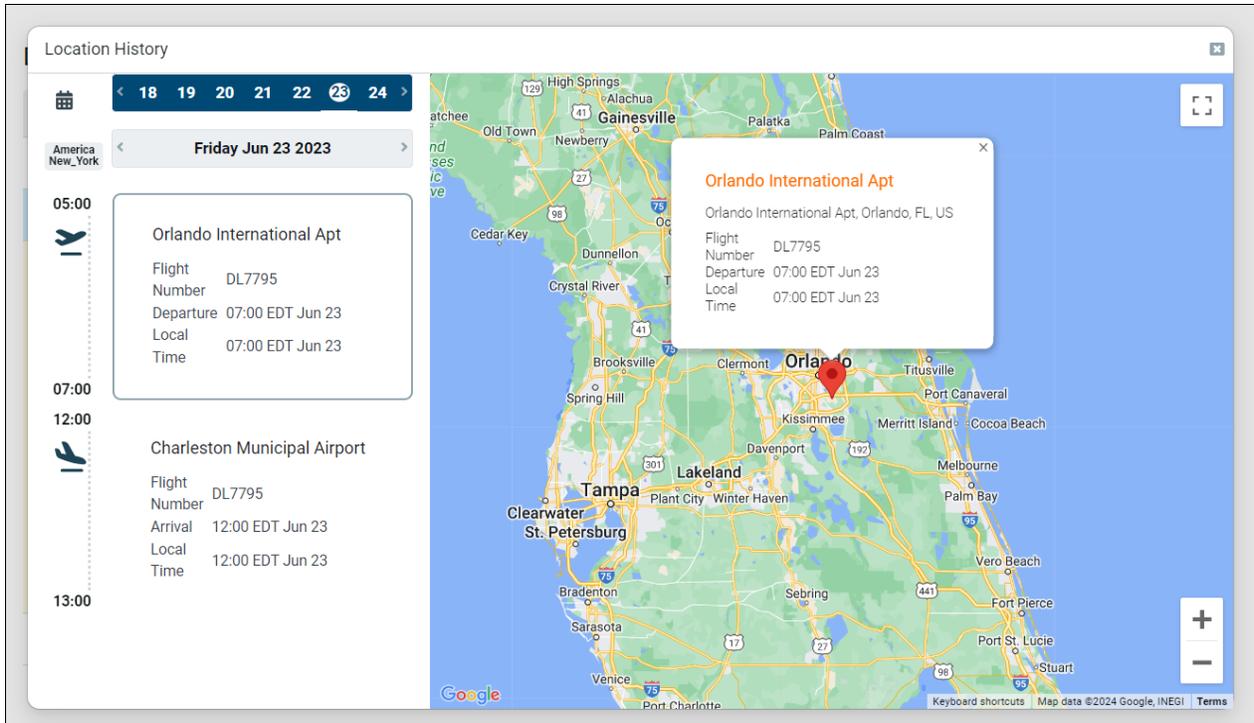
Source Travel_API

Location Latitude 32.89861111111111 Longitude -80.04055555555556

> Orlando International Apt	Jun 23, 2023 05:00:00 EDT - Jun 23, 2023 07:00:00 EDT	
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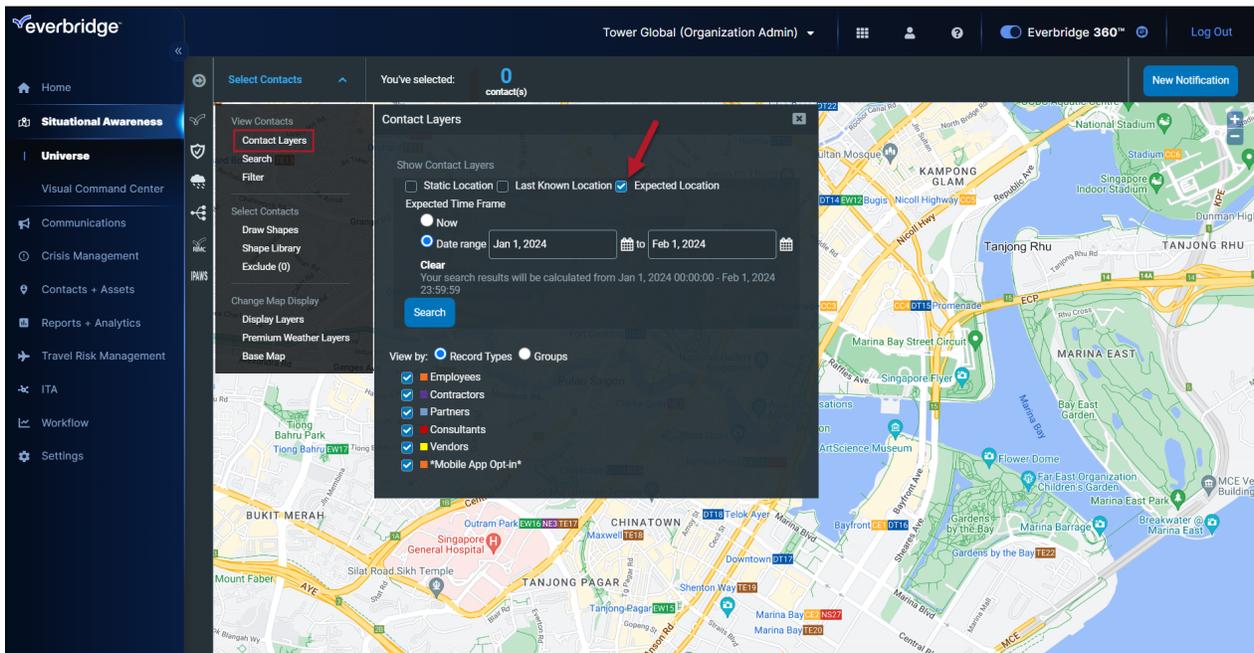
View 1 - 3 of 3 < **1** > 10 ▾

Clicking the **Show on Map** icon (on the right of a location's header) opens a window that displays expected locations day-by-day. Highlighting an expected location on the calendar on the left side of the screen reveals its position on the map:



From Universe

Use the **Select Contacts > Contact Layers** option in Universe to filter out the contacts by Expected Location and a specific date/time range.



Each of the Expected Locations of all contacts matching the criteria will be displayed on the map.

The same contact may appear with multiple dots if multiple expected locations exist for that contact. Clicking on the dot representing the contact/Expected Locations will provide details on the contact and location.

AMEX GBT Data Processing

Data Refresh

The connector runs every 15 minutes, and that interval cannot be modified. During the implementation of a new connector, itineraries that have been created in the past month will be loaded into the system. This process may take up to nine hours. From that point moving forward, the connector will run every 15 minutes to process any new itineraries created or updated since the last time it was successfully run.

Update Rules

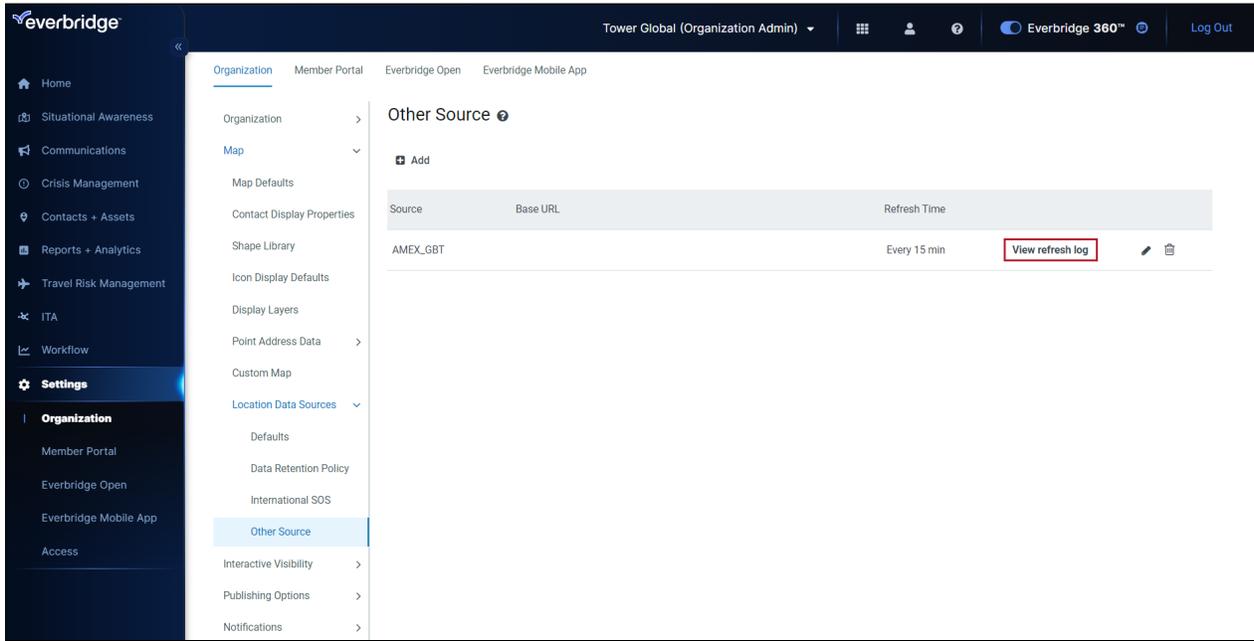
Keep the following rules in mind regarding updates:

- If contacts do not exist and/or cannot be created, corresponding itinerary data is discarded.
- Only ticketed or confirmed itineraries update the contact's Expected Locations.
- If an itinerary has been updated in between two or more connector runs, the contact's Expected Location(s) will be accordingly updated.
- If an itinerary has been canceled or deleted, the corresponding contact's 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 Locations are automatically purged by default after 12 months and itinerary dates after 18 months. These default values can be overwritten using the data retention policy page available in the Manager Portal.

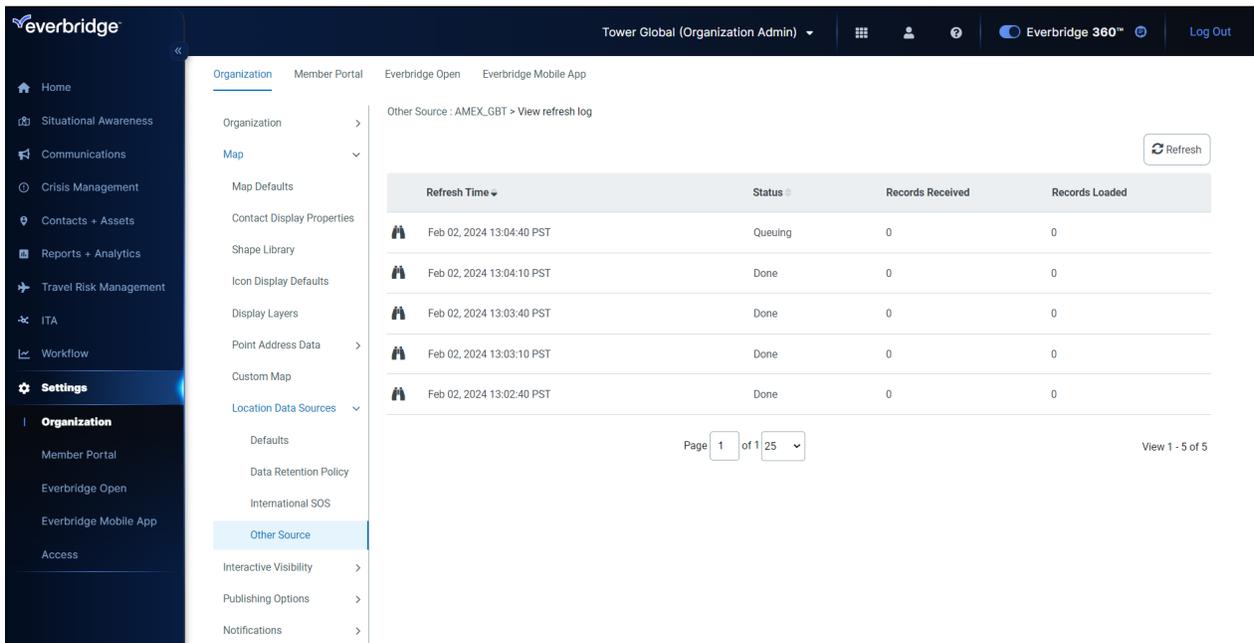
If a connector is deleted or no longer able to connect to the third-party product, all existing location data generated by the connector will be kept in Everbridge Suite. It will be purged if older than 18 months.

Logging

From the **Other Source** configuration page, click **View Refresh Log** hyperlink for AMEX_GBT.



The list of all attempts to connect to the third-party travel itinerary provider is displayed.



Each line corresponds to one data load. Click the **View** icon to get details on each data load. The page is broken into three tabs to display:



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

If the refresh fails, the error code and message will be displayed under **Header Errors**.

Refresh Time	Jun 13, 2022 13:32:00 UTC
Batch ID	2905893268187316
Status	Failed
Records Received	0

Header Errors

Error Code	Error Message
EXP_LOC_SYNC_ERROR	AMEX GBT Http Client Failed.

[Loaded without error\(0\)](#)
[Loaded with error\(0\)](#)
[Not loaded - critical error\(0\)](#)

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