



# Travel Itinerary Connector by Magnatech

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Everbridge Suite

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# Introduction

Everbridge Safety Connection delivers connectors to update contact expected locations from travel itinerary data. These itineraries are made of flights and hotel bookings.

This document describes how to configure and use the **Travel Itinerary Connector by Magnatech**.

## Prerequisites

Before using the Magnatech connectors, actions are required by the **Travel Management Company (TMC)** used by the customer to place itineraries into specific queues provided by Everbridge. The Travel Itinerary Connector by Magnatech will retrieve all itineraries in these queues and assign them across Everbridge Suite organizations using the TMC account numbers and optionally the Office ID/Booking PCC number(s).

1. Customers must contact their TMC and ask them to place all itineraries in a specific queue identified by a **Pseudo City Code (PCC)**. One queue exists per **Global Distribution System (GDS)**:

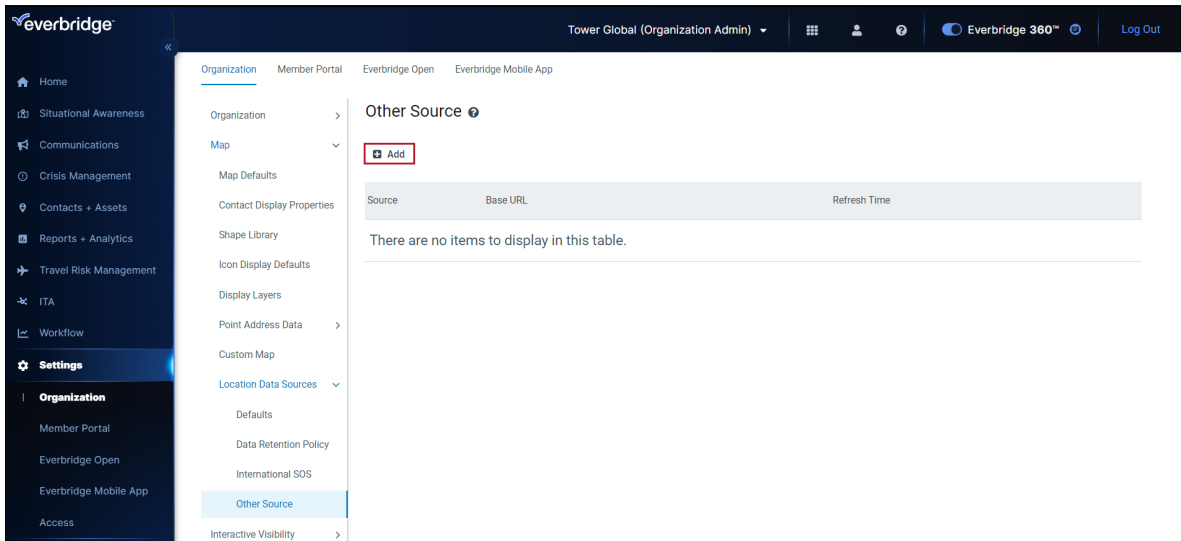
GDS	PCC
Sabre	PK0I ("Papa-Kilo-Zero-India")
Apollo	2I5W ("Two-India-Five-Whiskey")
Galileo	Contact Everbridge Support
Worldspan	Contact Everbridge Support

2. The TMC then executes a one-time script that automatically puts all new itineraries from selected accounts into the relevant queue identified by the PCCs above.
3. The customer TMC account number(s) are required by the connector and must be identified.
4. If the TMC Office ID(s) / Booking PCC number(s) can be identified, they can be provided while configuring the connector. These are optional values.

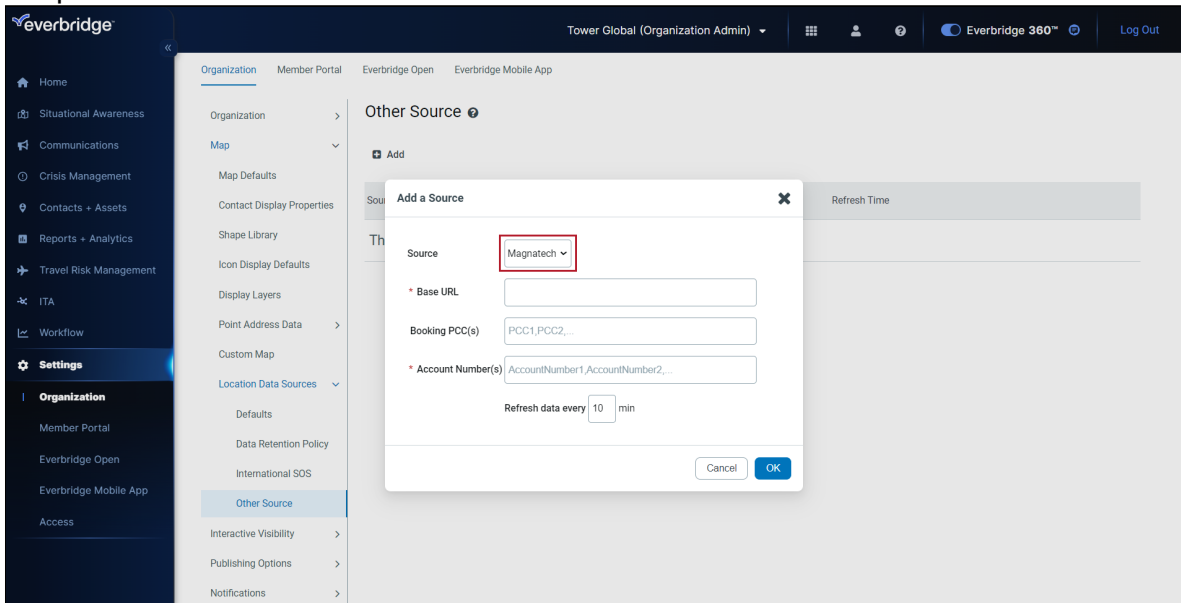
# Configuration

To configure the Travel Itinerary Connector by Magnatech in the Manager Portal:

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



3. The **Add a Source** dialog is displayed. Select **Magnatech** from the **Source** dropdown menu.



4. Fill in the following fields:

Field	Value
Description	A free-entry field used to identify the connector.

Base URL	Enter: <a href="https://s2gservices.magnatech.com/planetrisk/retrieveitinerary/pcc/PK0I">https://s2gservices.magnatech.com/planetrisk/retrieveitinerary/pcc/PK0I</a>
Booking PCC(s)	Optional. The Pseudo City Code (PCC) values. If multiple values are provided, they must be comma-separated.
Account Number(s)	The Account Number(s). If multiple values are provided, they must be comma-separated.

5. Click **OK**.



## 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. See the relevant section below for details.

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

- Air
- Hotel

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

## Updating the Expected Location

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: Nov. 20th, 5:00 PM Check-out: Nov. 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 Nov. 20th, 5:00 PM to Nov. 23rd, 10:00 AM</p>

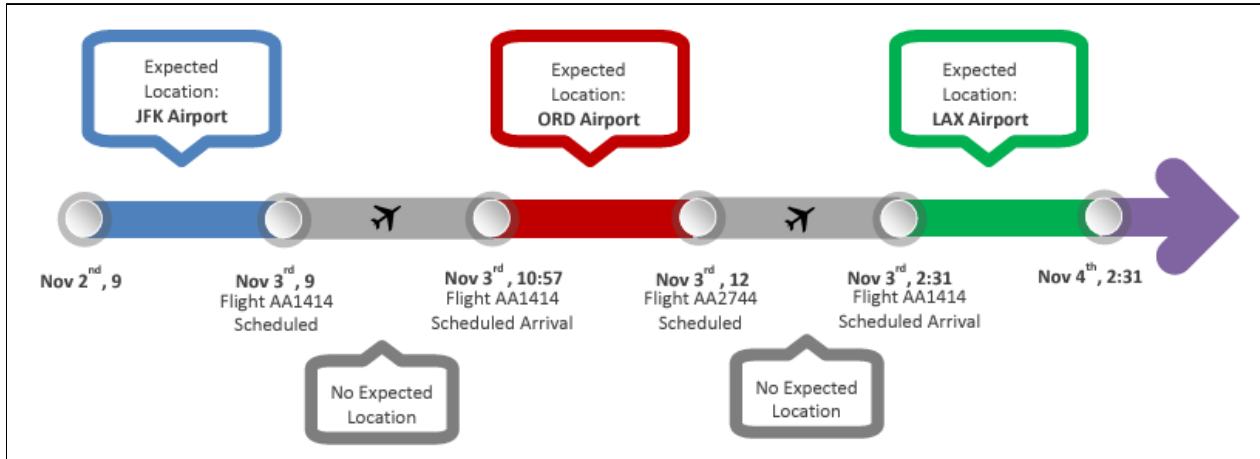
If hotel bookings will carry check-in and check-out times, these will be used for the Last Known Locations. If not, then times will be set to midnight.

For example - a contact is traveling from New York to Los Angeles with a stopover in Chicago.

	Segment 1	Segment 2
Travel Information	<p>Flight AA 1414</p> <p>Leaving JFK (New York) at 9:00 AM</p> <p>Arriving in ORD (Chicago) at 10:57 AM</p>	<p>Flight AA 2744</p> <p>Leaving ORD (Chicago) at 12:00 PM</p> <p>Arriving at LAX (Los Angeles) at 2:31 PM</p>
Everbridge Suite Expected Location	JFK at 9:00 AM	<p>ORD from 10:57 AM to 12:00 PM</p> <p>LAX at 2:31 PM</p>



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.



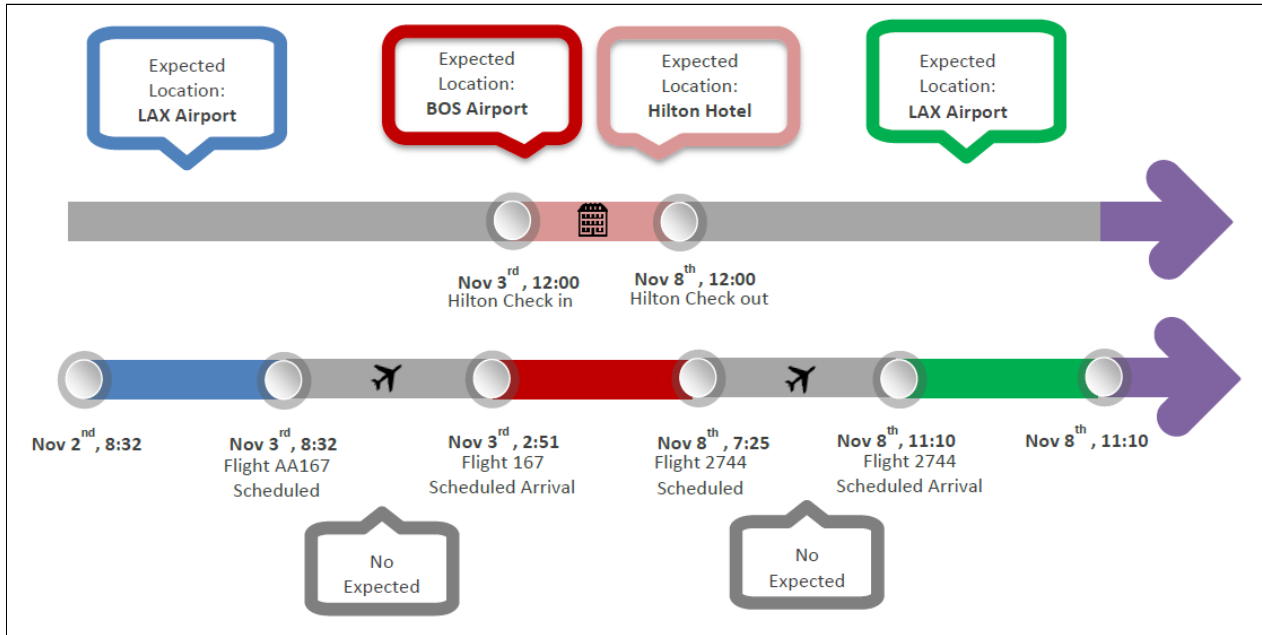
These calculations are performed automatically. The expected locations in Everbridge Suite will show no start or end date if none exists.

## 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
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>No 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 Leaving BOS (Boston) at 7:25 AM Arriving at LAX (Los Angeles) at 11:10 AM	LAX airport: <ul style="list-style-type: none"> <li>From 11:10 AM on Nov. 8th</li> </ul>

- No end date/time



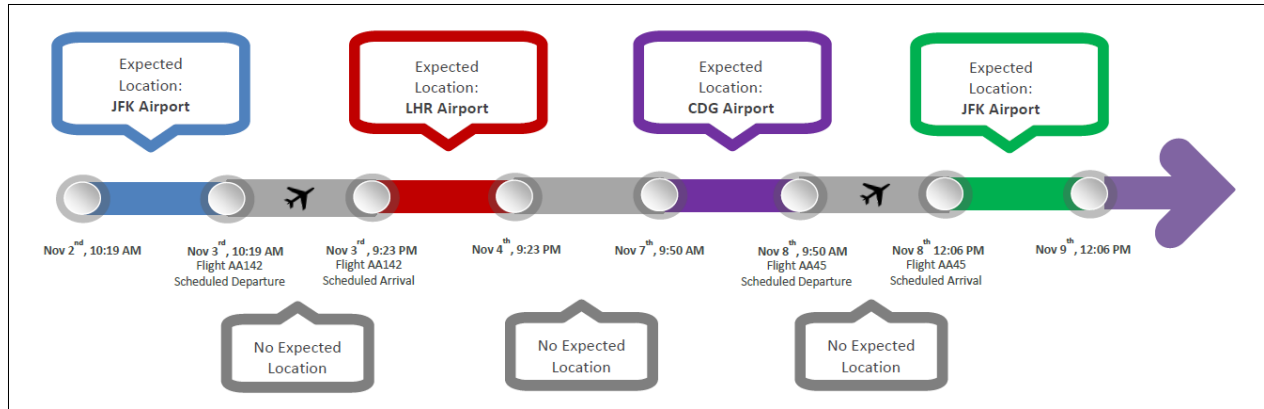
Expected Locations with no end date will expire after 24 hours of the start date/time. If no start date is provided, travelers will be considered in their expected locations 24 hours before the end date/time.

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, a traveler's itinerary might be incomplete. For instance, when they arrive at one location and depart from another one. 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 might 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
Inbound Flight	Flight AA 142 on Nov. 3rd	JFK airport: <ul style="list-style-type: none"> <li>No start date/time</li> <li>End 10:19 AM on Nov. 3rd</li> </ul>
	Leaving JFK (New York) at 10:19 AM Arriving at LHR (London) at 09:23 PM	LHR airport: <ul style="list-style-type: none"> <li>From 9:23 PM on Nov. 3rd</li> <li>No end date/time</li> </ul> CDG airport: <ul style="list-style-type: none"> <li>No start date/time</li> <li>End 9:50 AM on Nov. 8rd</li> </ul>
Outbound Flight	Flight AA 45 on Nov. 8th  Leaving CDG (Paris) at 9:50 AM Arriving in JFK (New York) at 12:06 PM	JFK airport: <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 Information page in the **Dynamic Location(s) – Expected** section:

Dynamic Location(s) - Expected		
Location Name	Date Range	
> Los Angeles International Apt	Sep 15, 2042 10:00:00 EDT - Sep 15, 2042 11:00:00 EDT	
> Disney's Grand Floridian Resort	Sep 13, 2042 18:00:00 EDT - Sep 15, 2042 08:00:00 EDT	
> Detroit Coleman A.Young Muni Airport	Sep 13, 2042 05:00:00 EDT - Sep 13, 2042 07:00:00 EDT	
> Disney's Grand Floridian Resort	Apr 24, 2023 18:00:00 EDT - Apr 24, 2040 08:00:00 EDT	

View 1 - 4 of 4 < 1 > 10 v

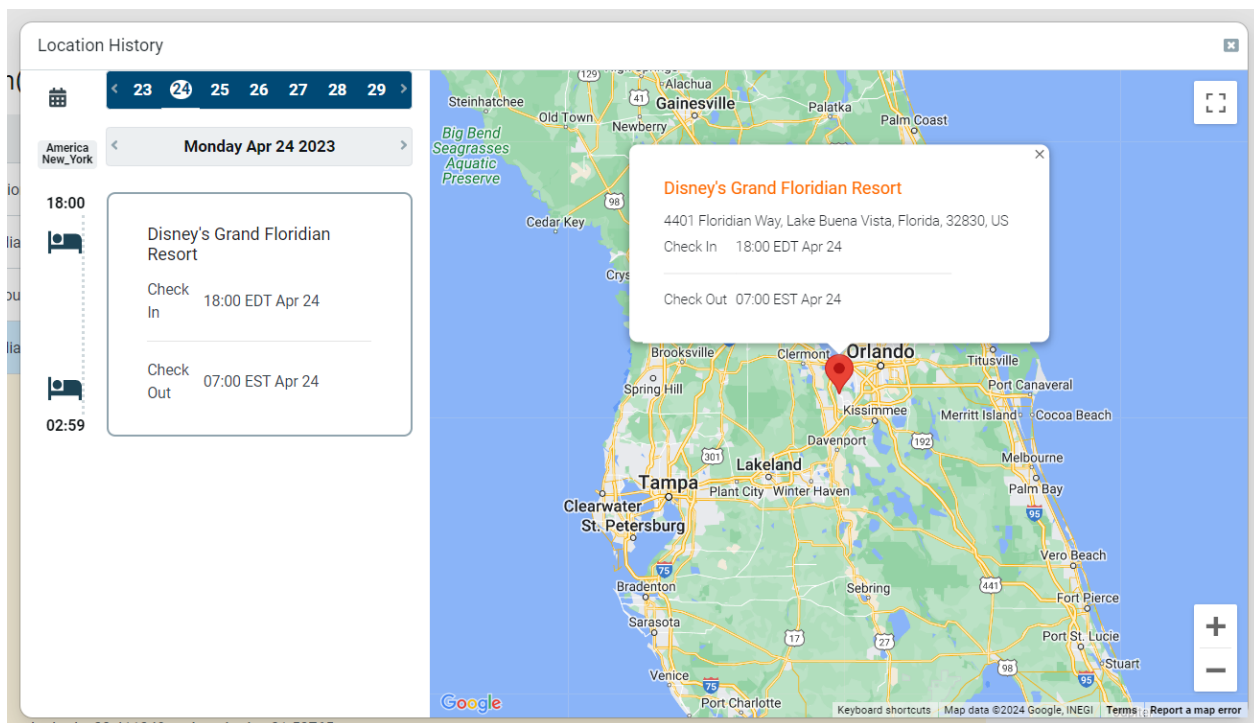
Each individual Expected Location can be viewed by clicking the corresponding hyperlink:

Dynamic Location(s) - Expected		
Location Name	Date Range	
> Los Angeles International Apt	Sep 15, 2042 10:00:00 EDT - Sep 15, 2042 11:00:00 EDT	
> Disney's Grand Floridian Resort	Sep 13, 2042 18:00:00 EDT - Sep 15, 2042 08:00:00 EDT	
> Detroit Coleman A.Young Muni Airport	Sep 13, 2042 05:00:00 EDT - Sep 13, 2042 07:00:00 EDT	
▼ Disney's Grand Floridian Resort	Apr 24, 2023 18:00:00 EDT - Apr 24, 2040 08:00:00 EDT	

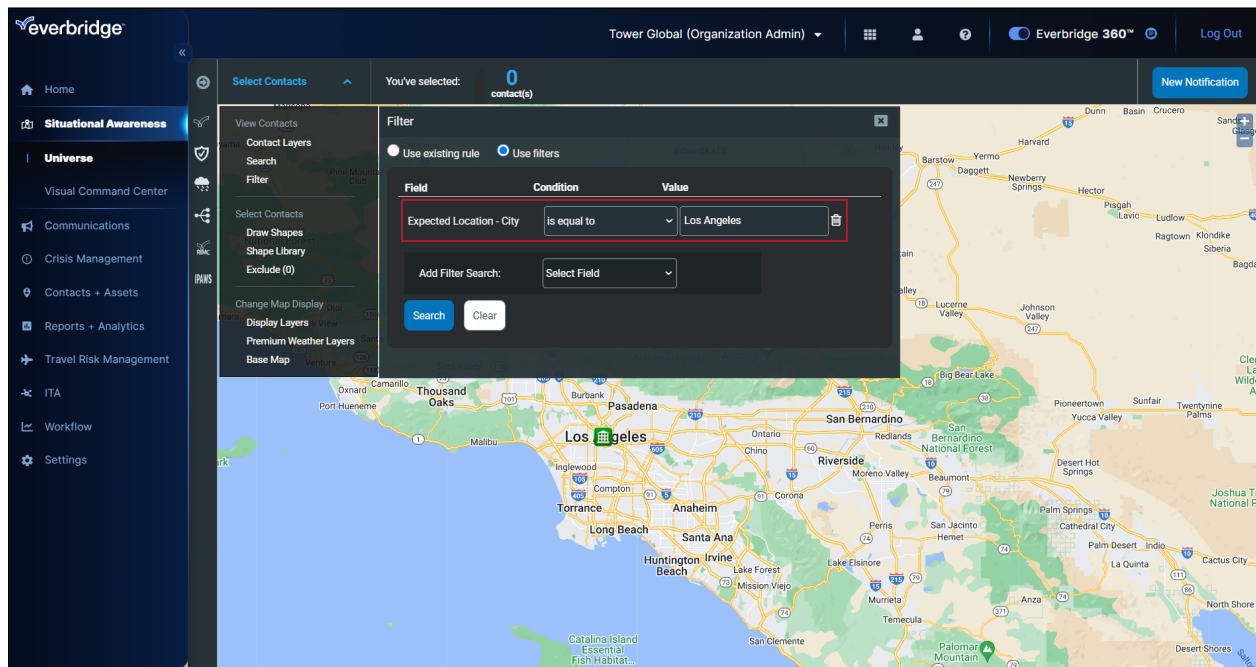
<b>Location Name</b>	Disney's Grand Floridian Resort
<b>Date Range</b>	Apr 24, 2023 18:00:00 EDT - Apr 24, 2040 08:00:00 EDT
<b>Country</b>	US
<b>Address</b>	4401 Floridian Way
<b>Apt/Suite/Unit</b>	
<b>City</b>	Lake Buena Vista
<b>State / Province</b>	Florida
<b>Postal Code</b>	32830
<b>Source</b>	Magnatech
<b>Location</b>	Latitude 28.411349 Longitude -81.58765

View 1 - 4 of 4 < 1 > 10 v

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:



The Expected Location can also be used to locate contacts that are expected to be in a specific area, like on the Universe view by using **Filters** or **Contact Layers**.

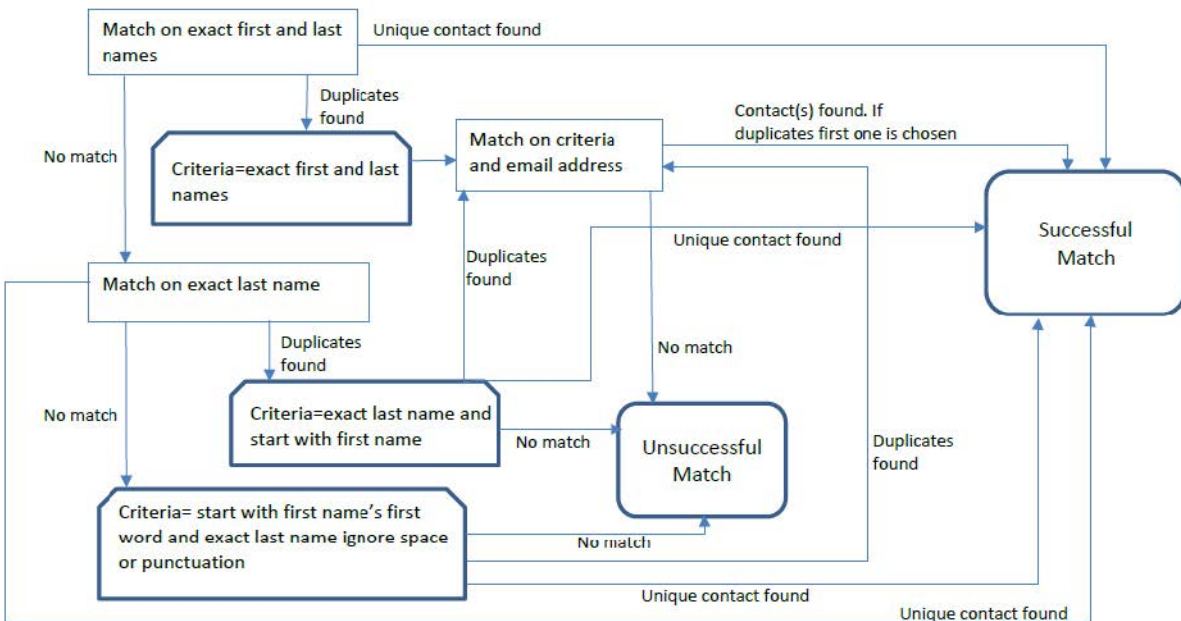


## Matching Everbridge Suite Contacts to Travelers

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

- 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 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:



## Matching Locations across the Travel Itinerary Connector and Everbridge Suite

For each location, Magnatech provides a set of properties:

- An address
- A city code
- A country code
- A geolocation as longitude and latitude coordinates

The following logic is used to fill the geolocation and address properties in Everbridge Suite:

Everbridge Suite Properties	Geolocation is provided by Magnatech	Geolocation is not provided by Magnatech
GeoLocation	Magnatech geolocation.	Geolocation is obtained using the combination of the address, city code, and country code properties.
Street Address	Magnatech address.	
State	Empty.	
City	City associated with the city code property.	
Country	Country associated with country code property.	



## Magnatech 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 a maximum of 500 itineraries 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 loaded all historical itineraries for the past year, 500 at a time.

During the implementation of the connector, the recommendations are:

- Keep the refresh time interval to 10 minutes. This value will minimize the time taken to load the full history of travel itineraries into Everbridge Suite. This action may take several hours.
- Once the data is fully synchronized, the refresh time interval can be set to a higher value such as 1440 for a daily update. The refresh time interval must be set per the maximum number of itineraries that could be generated in the period considered.

## Update Rules

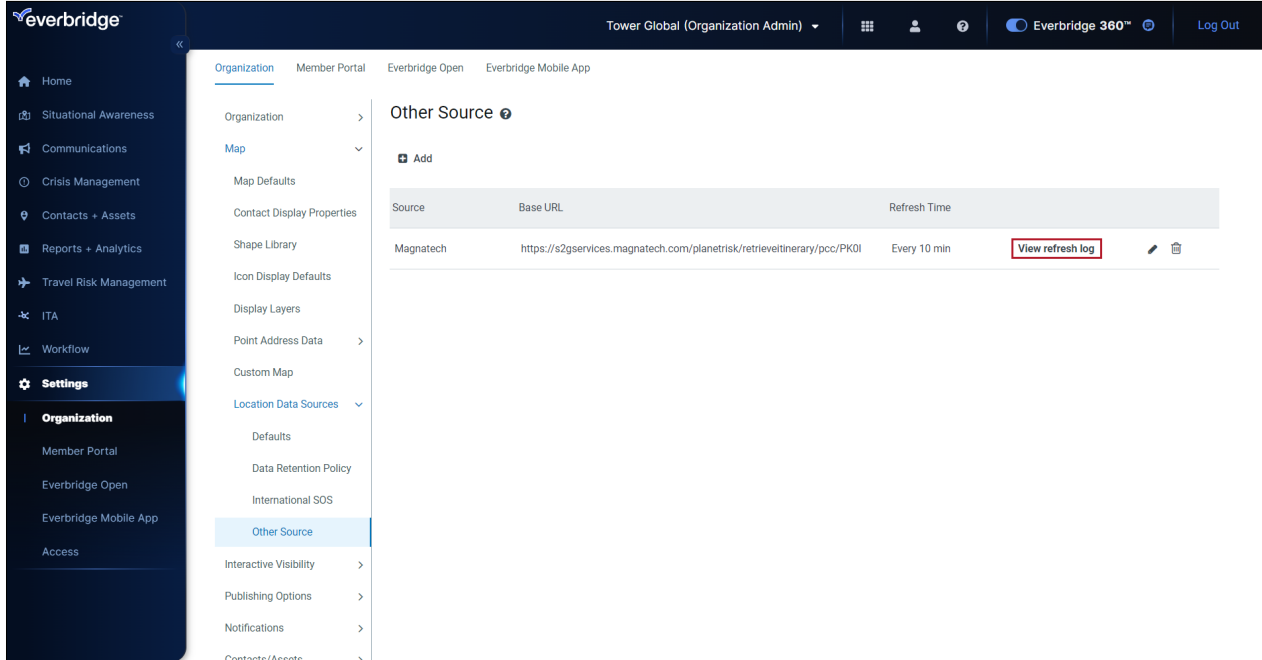
The following rules should be considered regarding updates:

- 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.

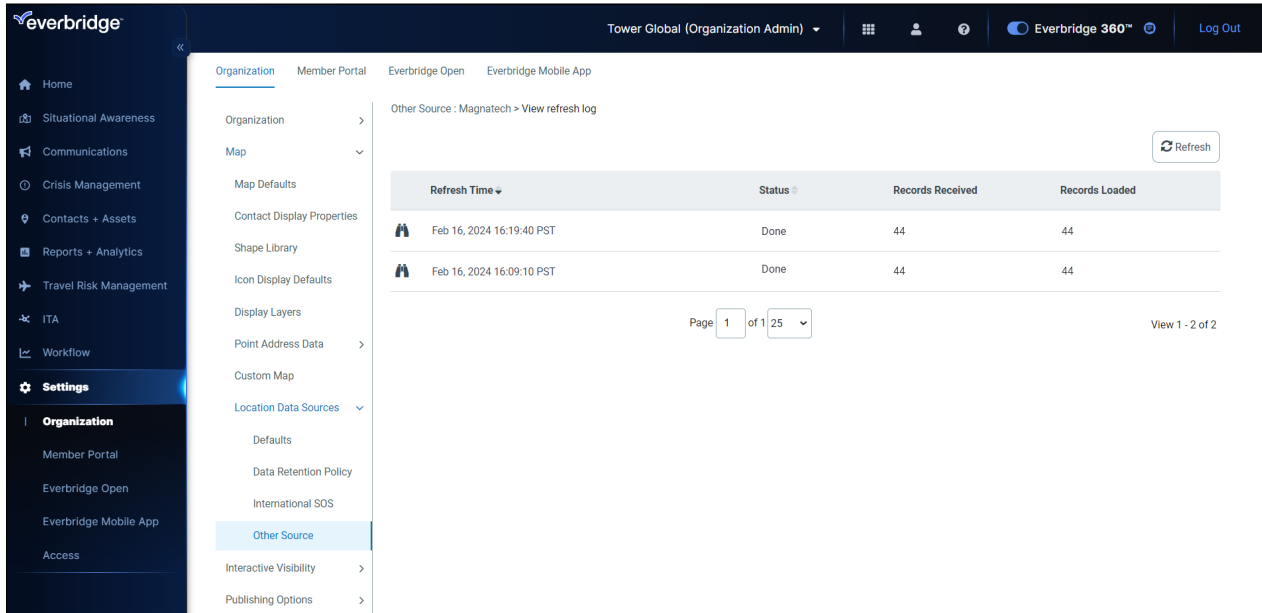
If a connector is deleted or no longer able to connect to the third-party product, all existing location data generated by the connector will be kept in Everbridge Suite. It will be purged if older than 12 months

# Logging

From the connector configuration page, click **View Refresh Log**.



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

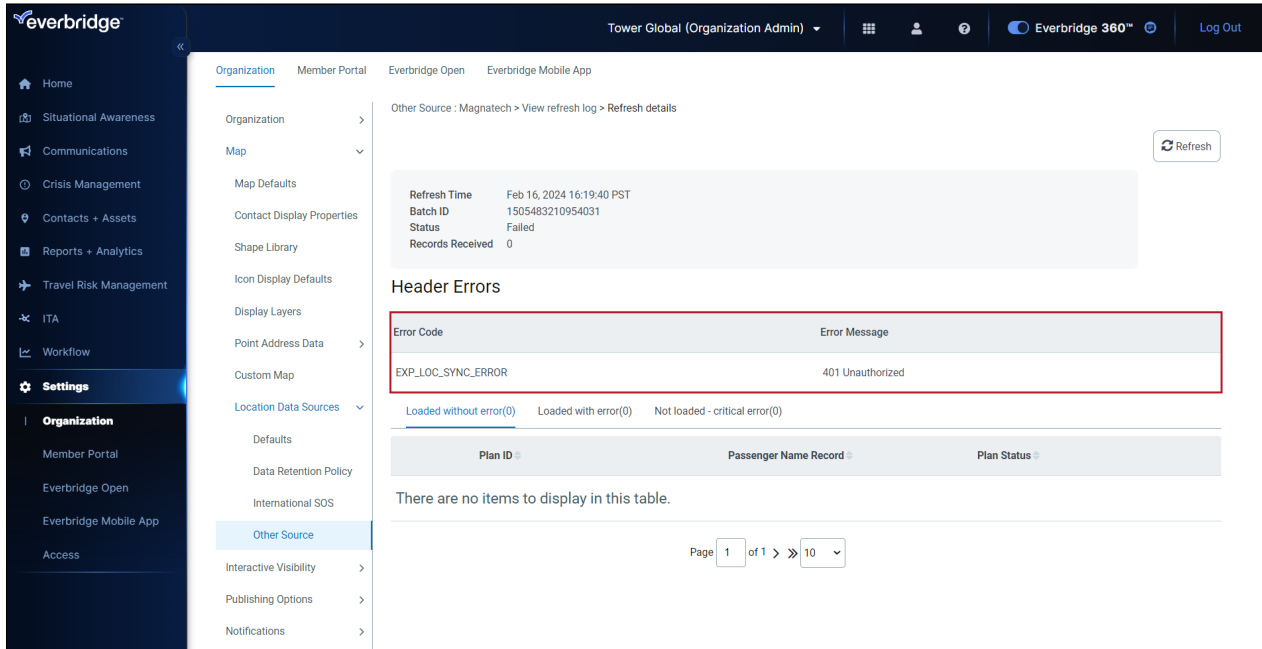


Each line corresponds to one data load based on the refresh rate in minutes specified on the configuration page of the connector.

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

- Itineraries loaded without errors.
- Itineraries loaded with errors.
- Itineraries not loaded due to a critical error.

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



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