



International SOS Connector Guide

Everbridge Suite

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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

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Introduction

This document describes how to set up and use Safety Connection's **International SOS connector**, which allows users to update contacts' Expected Locations from travel itinerary data. These itineraries are made of flights, trains, cars, or hotel bookings. It does **not** create any contacts in Everbridge Suite. The contacts' Expected Location is updated when a positive match can be established.

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

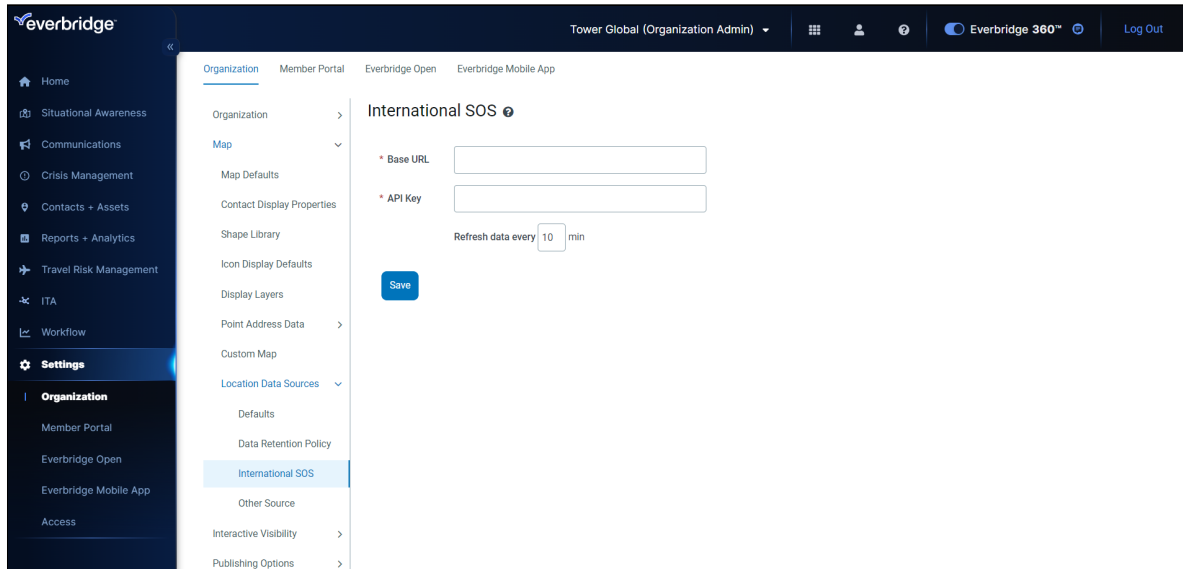
- Air
- Car
- Hotel
- Rail

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

Configuration

To configure the International SOS Connector in Everbridge Suite:

1. From the Organization level, navigate to **Settings > Organization > Map > Location Data Sources > International SOS**.



2. Fill in the following fields:
 - **Base URL** - Refer to the [International SOS API documentation](#). The current known values for International SOS URL are:
 - *https://api.internationalsos.com/traveldata/getTravelLocationPlans* for North America
 - *https://api.internationalsos.com/traveldata_eu/getTravelLocationPlans* for EMEA
 - **API Key** - The client application's client_id supplied by International SOS.
3. Click **Save**.

Usage Overview

Updating the Expected Location

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

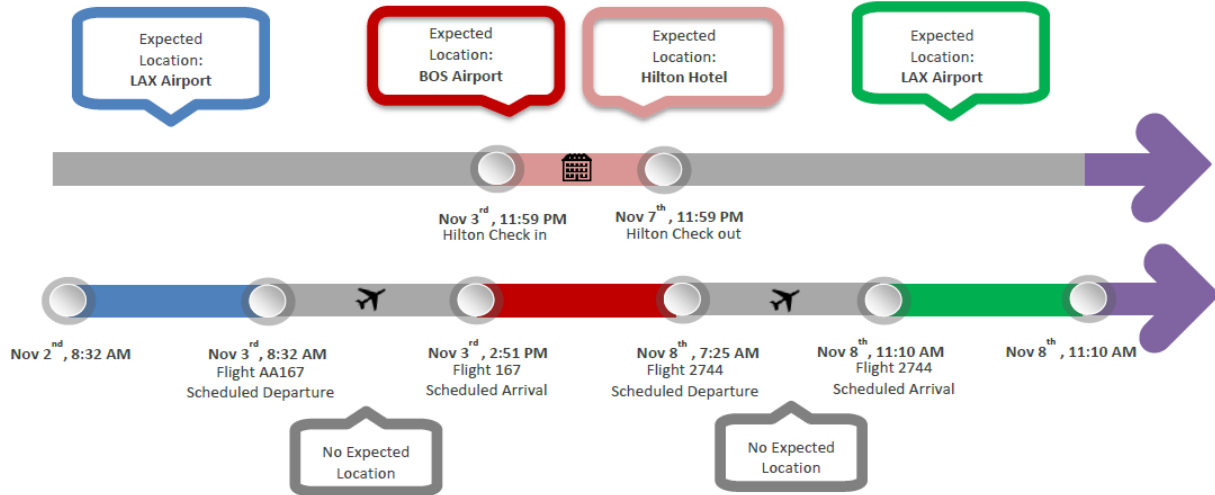
	Booking
Travel Information	Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA 90045 Check-in: November 20th, 5:00 PM Check-out: November 23rd, 10:00 AM
Everbridge Suite Expected Location	Courtyard by Marriott Los Angeles, 616 W Century Blvd, Los Angeles, CA 90045 From November 20th,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

Some hotel bookings will include a time, usually based on check-in and check-out policies. They will be used as time values for the Last Known Locations if provided. If not, then the time 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	Flight AA 1414 Leaving JFK (New York) at 9:00 AM Arriving in ORD (Chicago) at 10:57 AM	Flight AA 2744 Leaving ORD (Chicago) at 12:00 PM Arriving in LAX (Los Angeles) at 2:31 PM
Everbridge Suite Expected Location	JFK at 9:00 AM	ORD from 10:57 AM to 12:00 PM LAX at 2:31 PM

NOTE: 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.



Expected locations with no end date will expire after 24 hours of the start date/time.

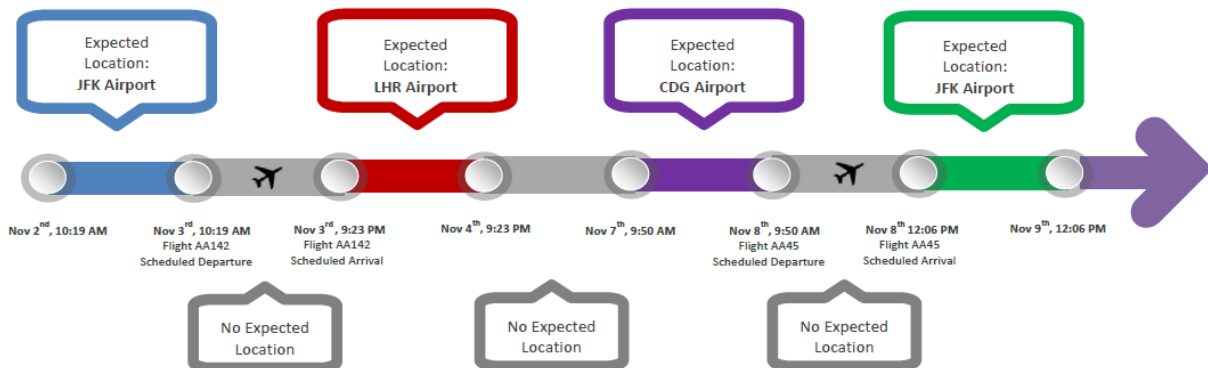
Travelers will be considered in their expected locations 24 hours before the end date/time if no start date is provided.

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, a traveler's itinerary might be incomplete. For instance, when they arrive at one location and depart from another one. In the 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 Leaving JFK (New York) at 10:19 AM Arriving in LHR (London) at 09:23 PM	JFK airport: <ul style="list-style-type: none"> No start date/time End 10:19 AM on Nov. 3rd
		LHR airport: <ul style="list-style-type: none"> From 9:23 PM on Nov. 3rd No end date/time
Outbound	Flight AA 45 on Nov 8th Leaving CDG (Paris) at 9:50 AM Arriving in JFK (New York) at 12:06 PM	CDG airport: <ul style="list-style-type: none"> Not start date/time Outbound - End 9:50 AM on Nov. 8th
		JFK airport: <ul style="list-style-type: none"> From 12:06 PM on Nov. 8th No end date/time

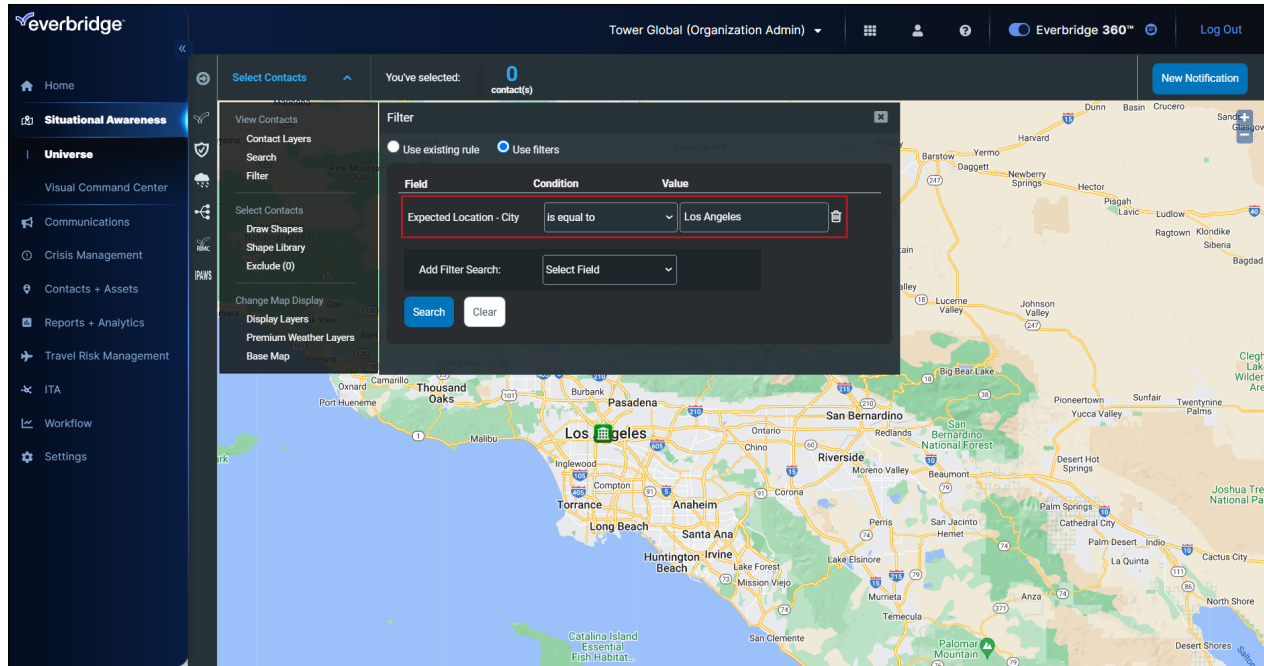


Viewing and Using the Expected Location

The Expected Location appears on the **Contact Information** page in the **Dynamic Location(s) – Expected** section. Click the down arrow for each location to review its details:

Dynamic Location(s) - Expected	
Location Name	Date Range
> Enterprise Rent-A-Car	Jun 23, 2043 12:00:00 EDT - Jun 23, 2043 13:00:00 EDT
> Los Angeles International Apt	Jun 13, 2043 22:00:00 EDT - Jun 13, 2043 23:00:00 EDT
▼ Embassy Suites by Hilton Los Angeles	Nov 28, 2023 21:00:00 EST - Jun 18, 2043 11:00:00 EDT
Location Name	Embassy Suites by Hilton Los Angeles
Date Range	Nov 28, 2023 21:00:00 EST - Jun 18, 2043 11:00:00 EDT
Country	US
Address	1440 E Imperial Ave
Apt/Suite/Unit	
City	Segundo
State / Province	CA
Postal Code	90245
Source	International SOS
Location	Latitude 33.930569 Longitude -118.400735
> Enterprise Rent-A-Car	Nov 28, 2023 19:00:00 EST - Nov 28, 2023 20:00:00 EST
> Denver Intl Apt	Nov 28, 2023 07:00:00 EST - Nov 28, 2023 09:00:00 EST

The Expected Location is used to locate contacts in a specific area. For instance, on the Universe view by applying a **Filter** or a **Contact Layer**:

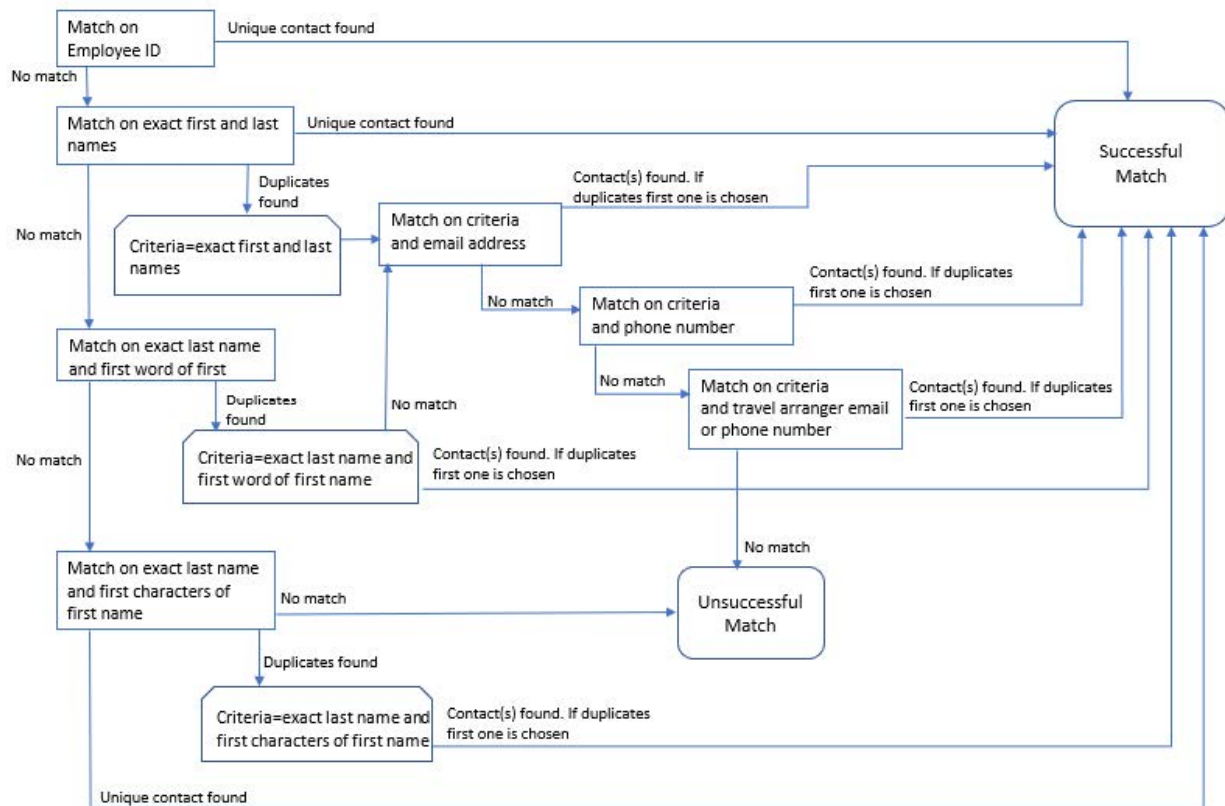


Matching Everbridge Suite Contacts to Travelers

Everbridge Suite contacts and travelers' details may not always match. Keep in mind that:

- 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 EB Suite contacts and travelers' details and maximize positive matching across the two repositories, the connector uses the following algorithm:



Matching Locations Across International SOS and Everbridge Suite

For each location, international SOS provides a set of properties:

- An address
- A geolocation as longitude and latitude coordinates

Geolocating the address provided by International SOS could be challenging as parsing and identifying the different components (street address, ZIP code, etc.) from a unique string does not always provide accurate results. This address provided by International SOS typically does not contain a country.

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

Everbridge Suite Properties	Geolocation is Provided by International SOS	Geolocation is Not Provided by International SOS
GeoLocation	International SOS geolocation	Geolocation is obtained from the combination of the address and the country associated with the fromIATA property.
Street Address	International SOS address	
State	Empty	
City	Empty	
Country	Country associated with the fromIATA property	

Update Rules

There are some rules to consider surrounding updates:

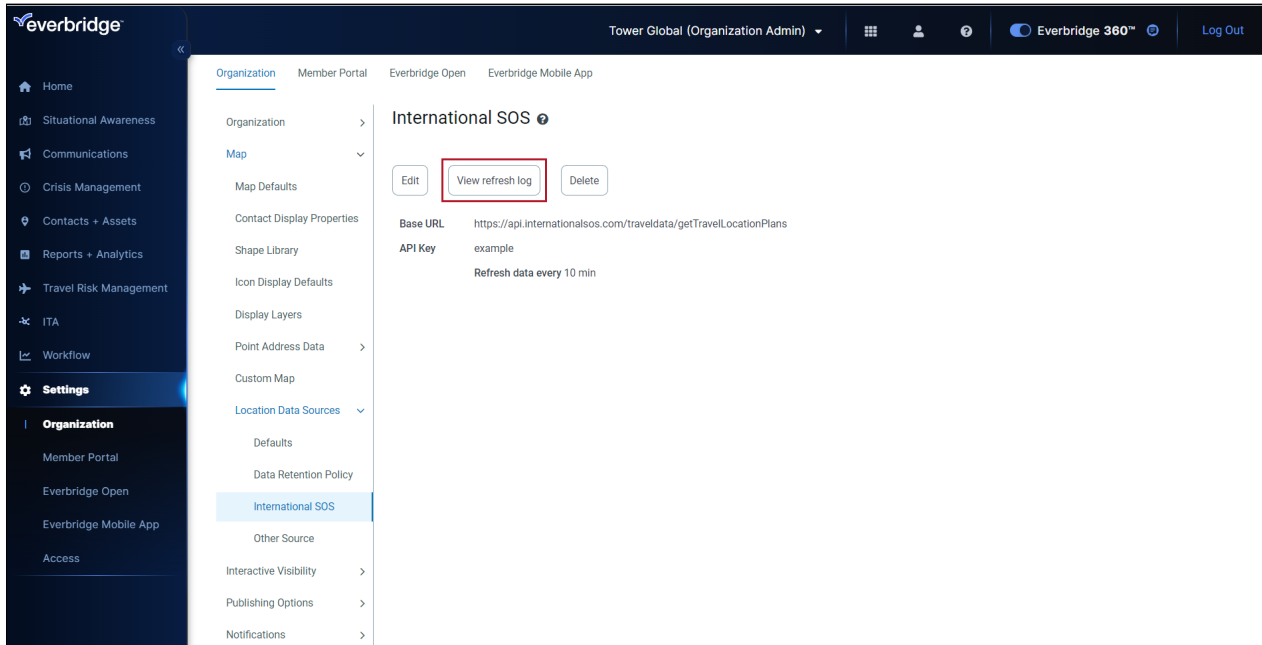
- Contacts are expected to exist in Everbridge Suite when loading itinerary data. If contacts do not exist, corresponding itinerary data is discarded.
- Only ticketed or confirmed itineraries update the contact's Expected Locations.
- If an itinerary has been updated in between two or more connector 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 location records are automatically purged if more than one year old.

Mobile Application

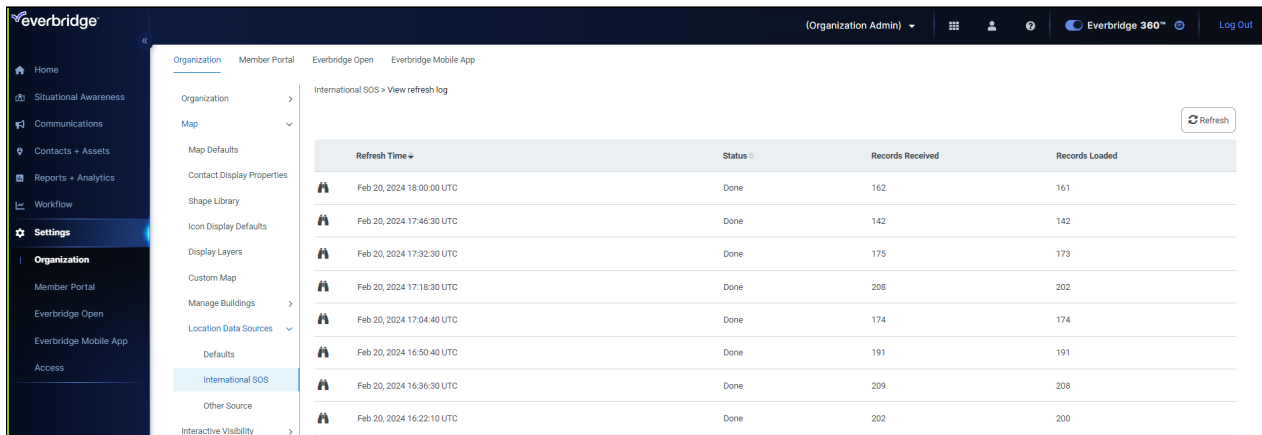
International SOS provides a mobile application to its travelers. Among all the features provided, a “check-in” enables the traveler to report his/her current location. This data is imported by the International SOS Connector and updates the Last Known Location of existing Everbridge contacts.

Logging

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

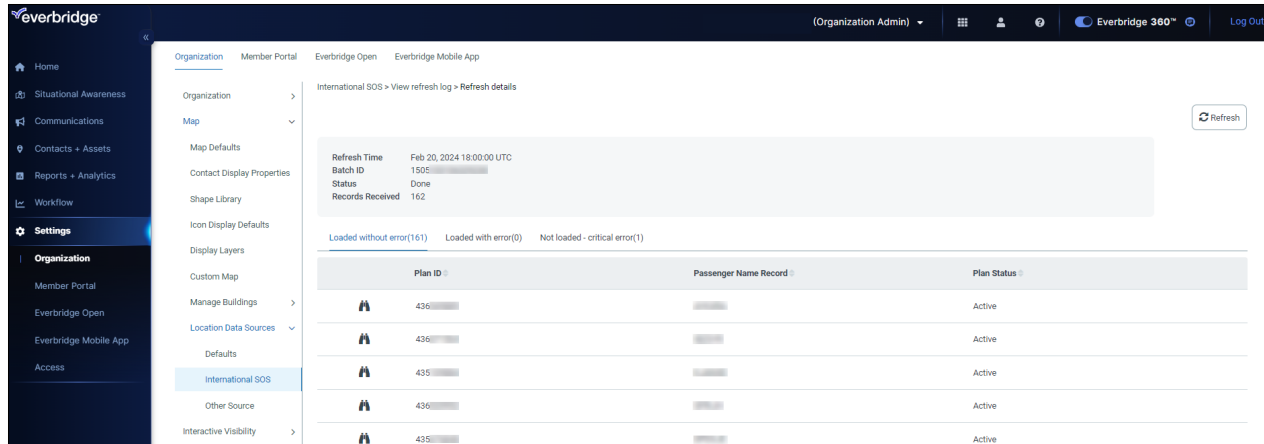


Each line corresponds to one data load based on the refresh rate in minutes specified on the configuration page of the connector.

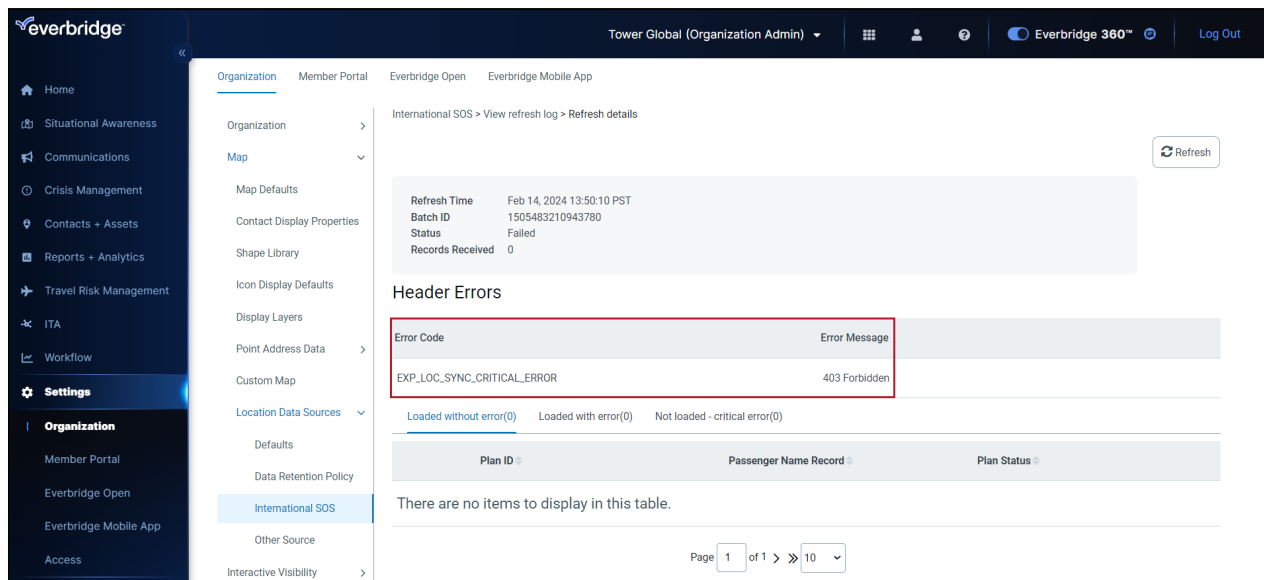


Clicking on the binoculars icon will open the **Refresh Details** for that line, which is broken into three sections:

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



Reviewing the **Header Errors** section can provide additional information about why a refresh failed, including an Error Code and Error Message.



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

Loaded without error ✕

Travel Plan

Plan ID 4365

Passenger Name Record

Plan Status Active

Traveler Profile

Profile ID 111

First Name JOHN

Last Name SMITH

Email Address [REDACTED]

OK