Visual Command Center Operator Guide

Everbridge Suite

June 2024

What is Visual Command Center?

Visual Command Center serves as the visualization and orchestration engine for the Everbridge Critical Event Management platform. Visual Command Center enables you to assess, locate, act upon, and analyze critical events, enabling you to better manage operational risk. As a result, critical events that might threaten lives or impact business can be identified and responded to quickly. Visual Command Center allows you to:

1. Visualize the things you care about, people and buildings. In other words, your assets.
2. Understand the risk events affecting your assets; for example, weather or civil unrest.
3. Handle alerts on risk events depending on the timing and location of the risk event. Alerts are triggered when Visual Command Center determines that the risk has an impact on your assets. Specifically, when the event overlaps your assets within a certain location or time frame.

For example, for a retail company:

- Your assets are shops, warehouses, employees, and supply chains.
- Risk Events are anything and everything going on around the world. One of the greatest challenges is parsing through the Risk Event information to identify credible threats. Visual Command Center helps cut through the noise made by multiple, unrelated risk sources. For example, any disruption to supply chains, like weather, or any event that may affect the safety of warehouses or shops, like fire or civil unrest.
- Alerts are risk events that are important to your business/organization. The result of an alert could be a notification to all staff who work at a particular retail outlet to explain that they should stay at home because of civil unrest.

Related Documentation and Training

Documentation and training are provided to help you implement and run the Everbridge Critical Event Management Suite of products.

Related Everbridge Documentation

Documentation for Everbridge products is available from:
- Online Help. Selecting **Online Help** provides help for the Everbridge Suite system. In addition, select (?) on a page to access context-sensitive help.
- [Everbridge Support Center](). Guides are available as PDFs. You can either:
    - go to **Home** > **Documents** > **CEM User Guides** and select the guide you want.
    - in **Search**, type the name of the desired guide.

The following documentation can be found on the Everbridge Support Center.
- Everbridge Suite Crisis Management User Guide
- Everbridge Suite Mobile App User Guide
- Everbridge Suite User Guide
- Everbridge Interactive Visibility User Guide
- Everbridge IT Alerting User Guide
- Everbridge Rest Application Programming Interface Guide
- Everbridge Safety Connection User Guide
- Everbridge Scheduling User Guide
- Everbridge SMART Weather Alerting User Guide

Visual Command Center Training

Visual Command Center Operator Certification training is available in Everbridge University, Everbridge's self-service, online training resource for the Everbridge Platform.

Visual Command Center Operator Certification

Visual Command Center Operator Certification covers concepts and navigation essential for an Operator or Analyst to successfully use the Visual Command Center. It allows you to explore simulated dashboards and respond to use-case situations, all while familiarizing yourself with the CEM workflow. At successful completion, you receive certification for a Visual Command Center Operator.

You must complete the following courses.

Training course	Description
[Introduction to Visual Command Center](#)	This course provides an introduction to the Visual Command Center and its functionality. It covers what Visual Command Center does, how it does it, and how it can be applied in example situations. All of this is framed in the context of Critical Event Management. Lessons are taught using a combination of images, text, and videos, with a Knowledge Check at the end.
[Visual Command Center: Assess and Locate](#)	This use-case focused course covers the Assess and Locate functions of Critical Event Management through Visual Command Center. Emulating real life situations, it first reviews and then walks through the steps of finding alerts, reviewing assets, viewing risk events and contextual Items. Lessons are taught through a combination of images, text, and videos. This course contains audio.
[Visual Command Center: Act and Analyze](#)	This use-case focused course covers the Act and Analyze phases of Critical Event Management through Visual Command Center. Emulating real life situations, it first reviews and then walks through the steps of evaluating response options for various alerts, launching an incident, and accessing analytical reports. Lessons are taught through a combination of images, text, and videos. This course contains audio.

Visual Command Center Release Training

[Visual Command Center Release Training](#) provides information added to Visual Command Center in 2021. It is an ongoing record, adding topics based on the features as they are released. Feature are listed chronologically.

How do I Manage Critical Events in Visual Command Center?

When critical events occur, you need to manage them based on:

- When and where are the events happening?
- Who or what is affected?
- What will the impact be?

Critical event management helps you work through a response to such events.

Assess Visual Command Center helps you track assets, contacts, and risk events geospatially. There are many risk data sources feeding Visual Command Center information about what is happening in the world. You can determine the risk sources you want to track and identify the assets you want to monitor.
Locate What makes a risk event relevant? A risk event is relevant based on its proximity to the things you care about, for example, your people or buildings. Visual Command Center allows you to see your assets in the context of their geographical location and the surrounding events and conditions.
Act Once you know that an event is going to impact your assets, you need to make some decisions to protect those people and assets. For example, implementing standard operating procedures, team activation, situational reporting to key stakeholders, and notifying employees in an impacted location, can all be automated in Visual Command Center.
Analyze Data is collected throughout the critical event management workflow in Visual Command Center allowing you to improve your standard operating procedures and track your decision-making performance.

Logging into Visual Command Center

For a list of supported browsers and PC requirements, see Visual Command Center - Supported Browsers.

How you log in to Visual Command Center depends on whether SSO is enabled or not. For more information, see VCC: What URL Should Be Used to Logon to Visual Command Center (VCC) When Using Single Sign-On (SSO)?

1. From a browser, type the URL you use to login to Everbridge Suite, for example, `https://vcc.everbridge.us/` or `https://vcc.everbridge.eu/`. The **Everbridge Suite Sign-In** page is displayed.

   > **NOTE:** Contact your Everbridge representative if you are not sure which URL you use to log in to Everbridge Suite.

2. Type your username and password. You must use the same sign-in credentials that you use for Everbridge Manager Portal. If you do not know your username and/or password, select **Forgot Username** or **Forgot Password**, depending on your requirements.

3. Select **Sign In**.

Getting Started with Visual Command Center

Visual Command Center serves as a visualization of your asset and risk data.

1. You can zoom and pan to an area on a map. If you select an alert, Visual Command Center automatically displays the location on the map where the alert is visible.

   > **TIP:** Selecting the total count of alerts in the **Alerts** feed enables you to quickly zoom out again to view all visible alerts.

2. In the feeds panel, you can select a feed to display all items in a feed on the map, or expand the feed and select categories within the feed.
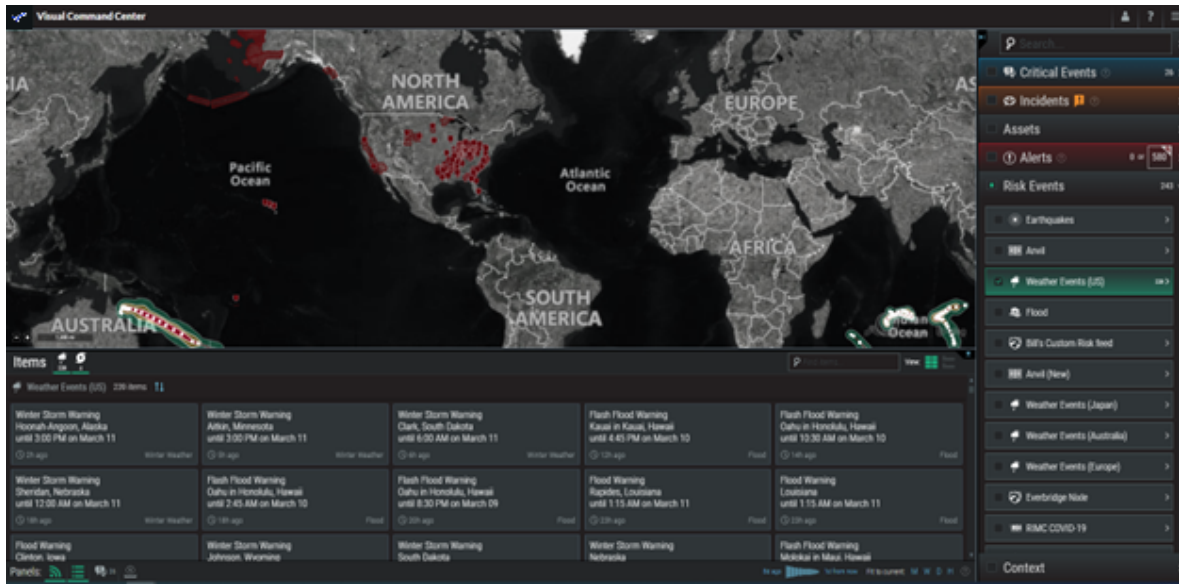
3. Use the **Items** panel to filter the items displayed on your map.
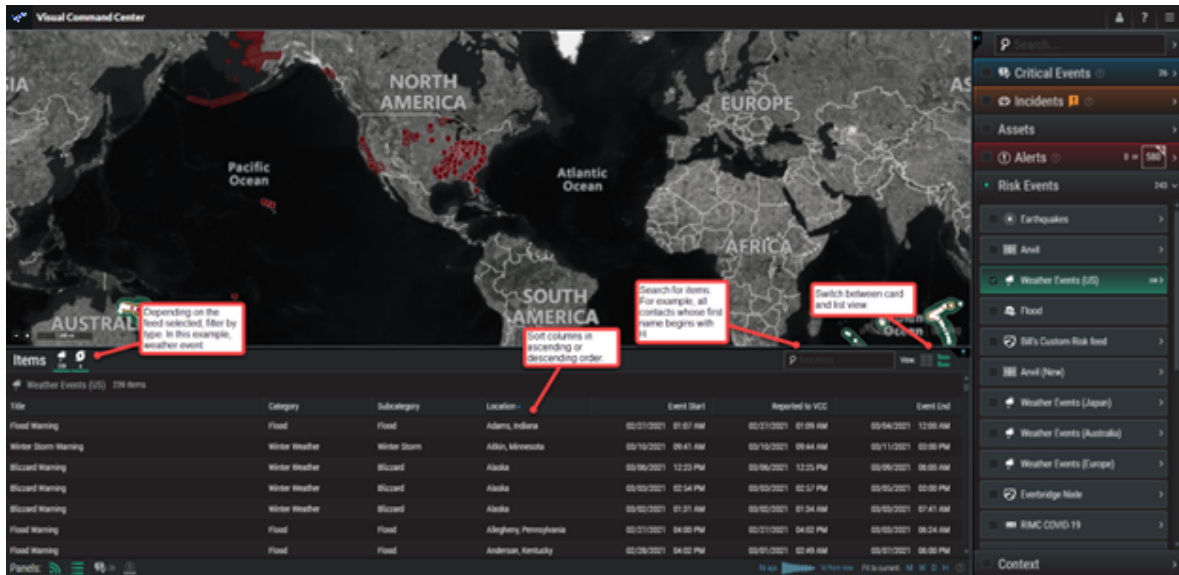
4. Use **Timeline** to filter on events in a time frame you specify. For example, you may be interested in weather events happening in the next 24 hours.
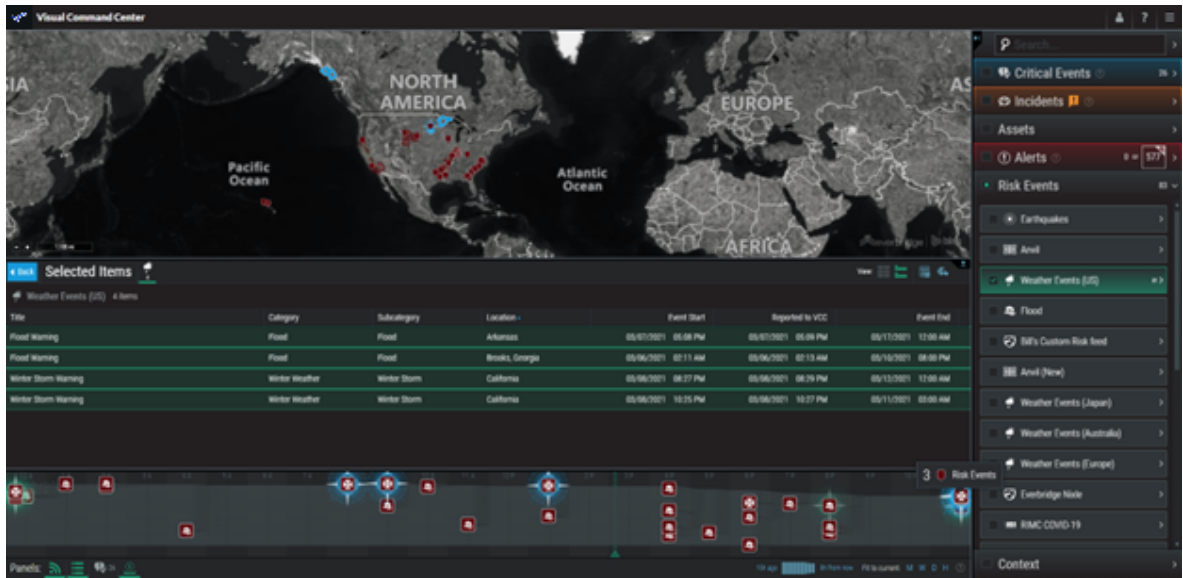
Searching in Visual Command Center

The **Search** box in the **Feed Control** lets you search for items in all of your data - not just items in the current map or timeline view. A feed does not need to be turned on for you to search for its items.
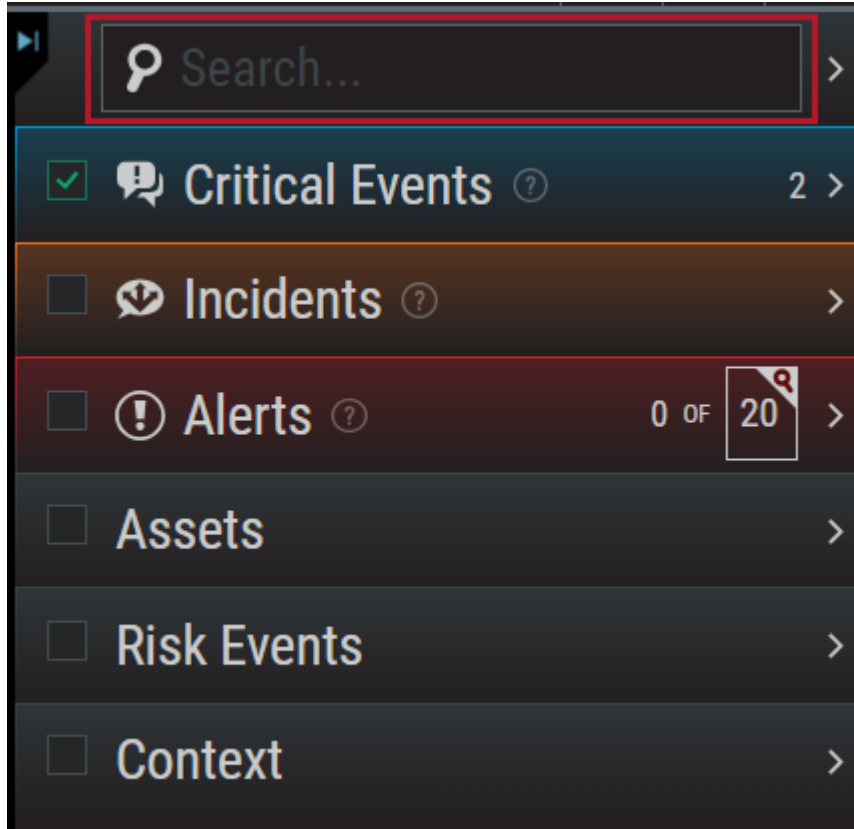
Note the difference between the **Search** box and the **Find** box in the Items Panel:

- The **Find** box returns results from the feeds that are currently turned on.
- The **Search** box returns results from all data available in VCC, whether the feed that contains the data is currently on or not.

Use the search options to find just the items you want:

- **Alerts** - Current and acknowledged alerts with the search terms in the title. You can filter alerts by date.
- **Assets** - Assets, where the search terms appear in the asset name or location.
- **Context** - Items in the Context feeds where the search terms appear in the item name or location. Does not return items within KML feeds.
- **Incidents** - Incidents by title. The search returns the most recent 100 incidents that include your search term.

- **People** - Contacts by name or External ID.
- **Places** - Locations from Bing Maps.
- **Risk Events** - Risk events, where the search terms appear in the event name or location. You can filter events by date.
- **Travel** - Traveler locations. You can filter these by date. Available only for organizations with Travel Protector enabled.

NOTE: Use the **All** setting to search all types of data.

Searching for Contacts by Name

When searching for contacts, enter any of the name combinations below. The more complete your entry, the more relevant your results.

- First or Last Name
    - **Example**: *John* returns John Smith, Johna Adams, Adam Johnson
- First and Last Name
    - **Example**: *Jan Smith* returns Jan Smith, Jane Smith, Jan Smithers
- First, Middle(s), and Last names
    - **Example**: *Jo Anne Douglas Smith* returns Jo Smith, Joseph Smithe, Joan Marie Smith (Middle names are ignored.)
- Last, First names
    - **Example**: *Smith, Jon* returns Jon Smith, Jonathan Smithers

What are Assets?

Assets are anything that matters to you. This can include contacts, buildings, supply chains, cell towers, power plants, and so on. Contacts are the only assets that can receive incident notifications.

Your assets are displayed on the map.

NOTE: Assets are added to Visual Command Center by administrators using the Everbridge Manager Portal or Visual Command Center Admin Console.

In Visual Command Center, assets can be alertable or non-alertable. In other words, the proximity of assets to risk events generates an alert.

Locating Assets

To assess the severity of an alert, you need to assess the impact of a Risk Event on your assets.

How you locate your assets depends on what you want to do. For example, if you want to determine the severity of an alert, you may want to view the assets that are affected; how many there are, what kind they are, and how close they are to the alert location. If you are simply checking your assets to see if there are any risk events nearby, you may want to use map navigation to locate your assets.

- Locate assets affected by an alert. See Assessing Alerts.
- Locate assets that relate to a specific area of your map.

Locating Assets Affected by Alerts

When you select an alert, the assets that are affected by that alert are automatically displayed in the **Items** Panel. See Assessing Alerts.

Locating Assets Relative to an Area on a Map

You can view assets that relate to an area of your map. For example, you may want to check a location where your Organization has assets to see if there are any current risk events in that area that might affect them.

1. Navigate to the area of the map you want.
2. Expand **Assets** feed.
3. Select the assets you want to display.
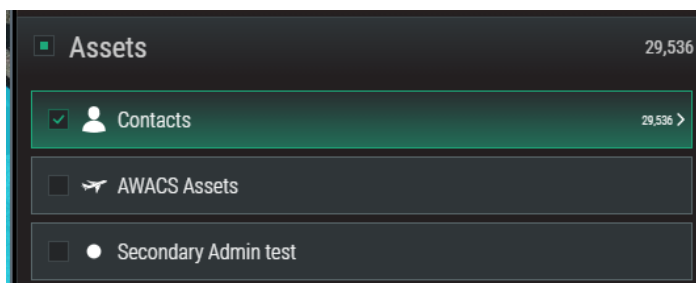
The map updates to display the assets you selected.

4. Go to the **Items** panel.
   a. Scroll down to find your assets.
   b. Show or hide different asset types by selecting their corresponding icon.
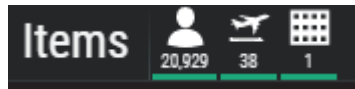
c. Use the **Find** field to locate specific assets.
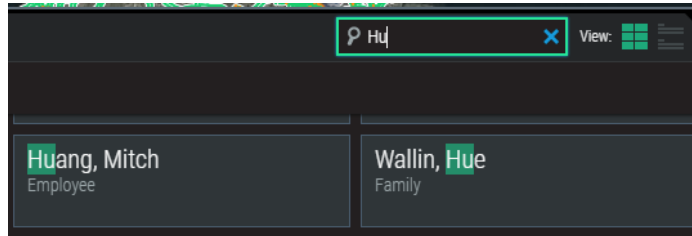
d. Sort assets.

   i. Select to display a list of assets.

  ii. Select the column on which you want to sort your assets.
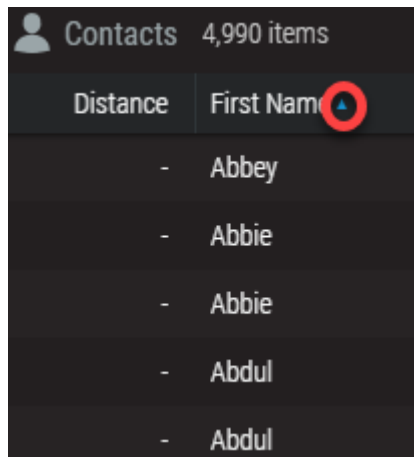
e. Generate an image of where your assets are on a map. This is useful if you want to send this information to someone else in your Organization or another company system.

   i. Before you export your map image, you may want to add an annotation. For example, you may want to highlight specific areas and provide more information about areas of interest on the map.

To do this, go to and select **Annotations**. For example, you can outline the area of the map in which you are interested and add text to a point on the map.

ii. Select .

> **TIP:** You can also right-click a polygon, like a state from the **States** feed, or a country from the **Countries** feed, and select **Add as Area filter** to list or export the assets in the polygon. Alternatively, you can export details about assets in your current view. See Exporting Data from Your Current View in Visual Command Center.

Visual Command Center starts exporting the map.
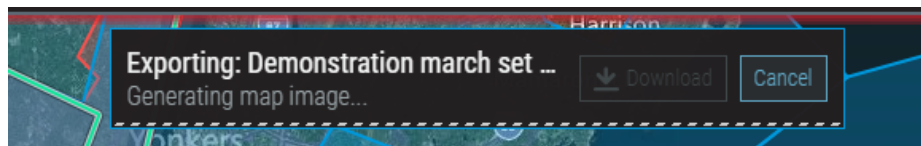
iii. Once the map has exported, select **Download** to download the map to your device.
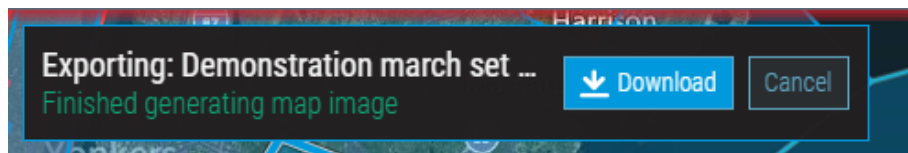
5. Once you have located your assets, you can:
   - Check to see if there are any alerts in this area. See Assessing Alerts.
   - Learn details about the risk events in the area. See Assessing Risk Events.
   - Take action on an alert. See Responding to Alerts.

What are Risk Events?

Risk Events are provided by risk sources, for example, Everbridge Risk Intelligence Monitoring Center (RIMC). Unique to Everbridge, RIMC uses a team of analysts, leveraging many diverse information sources, to provide early warning of incidents at all levels, from neighborhood to international.

Other risk sources include International SOS, and so on. The risk sources that you can see in Visual Command Center are determined by your Organization Administrator.

Some risk sources relate to one category of Risk Event, for example, weather. Some risk sources relate to several categories, for example, health, crime, terrorism, transportation, and so on. If a risk source provides information about more than one category, in Visual Command Center, you can select the categories in which you are interested.

See also:

- Assessing Risks Events
- Assessing Risk Events Around an Alert
- Assessing Risk Events Relative to an Area on a Map

Assessing Risks Events

Risk Events are things that could negatively impact the safety of your people or the function of your business. However, even if a Risk Event does not trigger an alert, it can have an impact on the general situation, so you still must review Risk Events happening around an alert.

How you check Risk Events depends on what you want to do.

- Check the Risk Events around an alert.
- Check the Risk Events that relate to a specific area of your map. Navigate to an area of your map to check Risk Events in that area. See **Assessing Risk Events on a Map** below.

Assessing Risk Events Around an Alert

Once you have selected an alert, you can expand **Risk Events** feed to view Risk Events around that alert.

1. Select an alert. See <u>Assessing Alerts</u>.
2. Expand the **Risk Events** feed group.
3. Select the Risk Events category. For example, if you are being alerted about a weather event, you may want to select **RIMC** to find out if there are any travel risks or other weather events nearby in case you need to notify some of your contacts to evacuate the area.
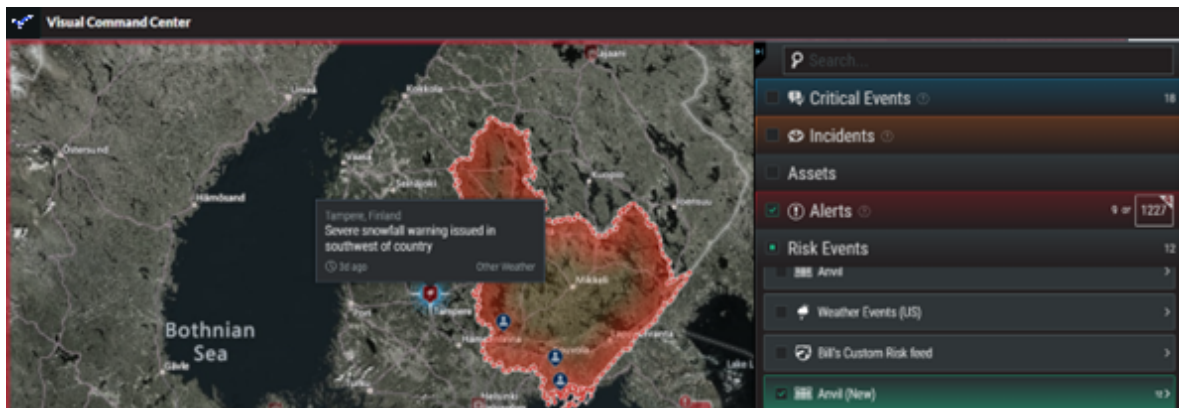
4. You can use the **Context** feed to find out more information about your Risk Event. In this example, we can select **Traffic Camera** and check any traffic cameras in the area of a weather event to get a better understanding of what is happening.

> **TIP:** You may have to zoom into the map for the context items to display.
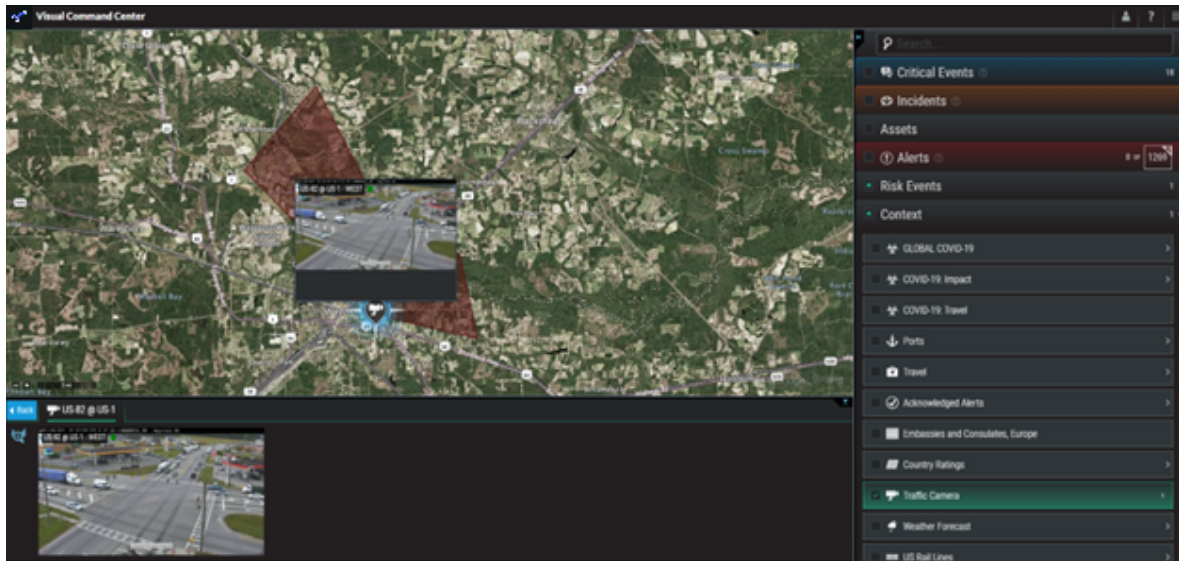
Assessing Risk Events on a Map

You can check Risk Events by category. For example, your Organization may be having a large conference with delegates arriving from all over the country. You may want to know if there are any weather events occurring in that country that might cause a problem for your delegates.

It may be that you are interested in an event, irrespective of where your assets are. For example, you may want to know about civil unrest situations that are changing quickly.

> **TIP:** You can configure how your map displays in Visual Command Center by selecting [≡] and navigating to **Preferences**. For example, you can add a map scale, select the units of measurement for your map, and display latitude and longitude grids.

1. Navigate to the area of the map you want.
2. Make sure none of the other feeds are selected, as this makes it easier to identify the Risk Events.
3. Expand the **Risk Events** feed.
4. Select the risk category you want to display. The map updates to display the Risk Events you selected.

5. A risk source may have several categories. Expand the risk source and select the categories in which you are interested.

6. Use the **Items Panel** to further filter and sort these Risk Events.

    a. You can use **Find** to find an item in the **Items Panel**.
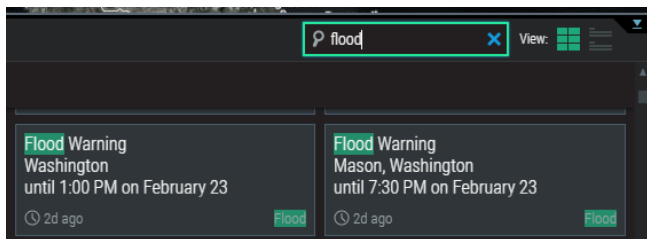
    b. You can sort your events by location.

7. By expanding the **Context** feed, you can gain further insight into your Risk Events. In this example, we can select **Traffic Camera** and check any traffic cameras in the area of a weather event to get a better understanding of what is happening.

> **TIP:** You may have to zoom into the map for the context items to display.
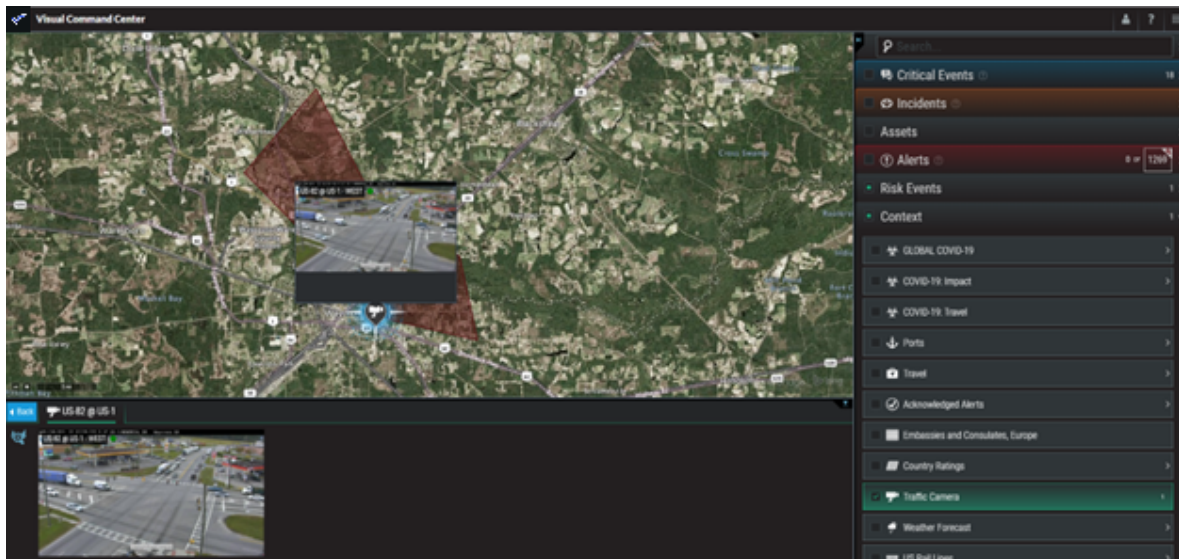
8. Now you have focused Visual Command Center on specific assets, Risk Events, and contextual feeds, you can save this as a view. The next time you log in to Visual Command Center, you can open your saved view enabling you to quickly and easily see the assets, Risk Events, and contextual feeds in which you are interested.

   a. Select ☰ .

   b. Select ⭐. The **Saved Views** dialog is displayed.
   c. Select **New Saved View**.
   d. In **Name**, type a name for this view.
   e. Choose to make this view available to others.
   f. Select **Save Changes**.

Operator-Entered Risk Events

Risk Events in CEM are normally entered in by the [Everbridge Risk Intelligence Monitoring Center (RIMC)](#), [Authoritative Sources](#) (National Weather Service, USGS, GDACS), or through [Custom Self-Service feeds](#).

An **Operator-Entered Risk** (OER) **Event** is a Risk Event entered by the VCC Operator directly into the Visual Command Center Operator Console.

Severity	- Unknown - Minor - Moderate - Severe - Extreme
Category	- Civil Unrest - Conflict/War - Crime - Hazmat/Fire - Health/Disease - Hurricane - Local Disaster - Natural Disaster - Other Security - Terrorism/Suspicious Activity - Transportation - Utility/Infrastructure - Weather - Wildfires

Creating an Operator-Entered Risk Event

To create an Operator-Entered Risk event:

1. Access the Visual Command Center Operator Console and open the **Risk Events** feed.

2. Click **Create New Item**.
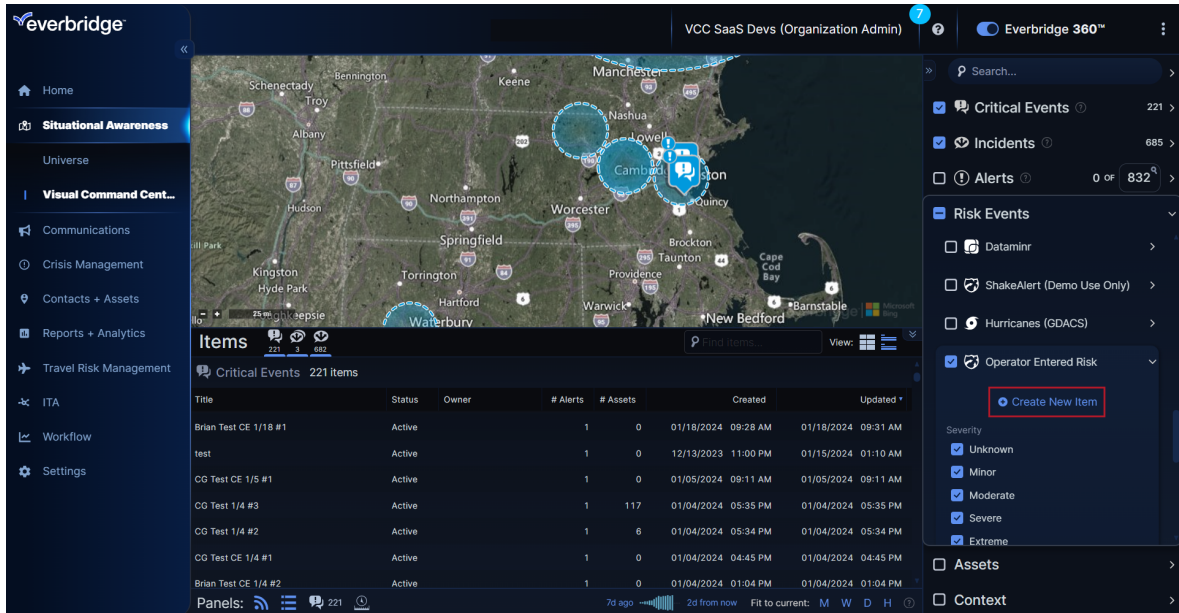
3. Select a point and radius or draw a polygon, then enter the following fields:
   - Title (Required)
   - Location
   - Description
   - Category (Required)
   - Severity (Required)
   - Event Start (Required)
   - Event End (Required)
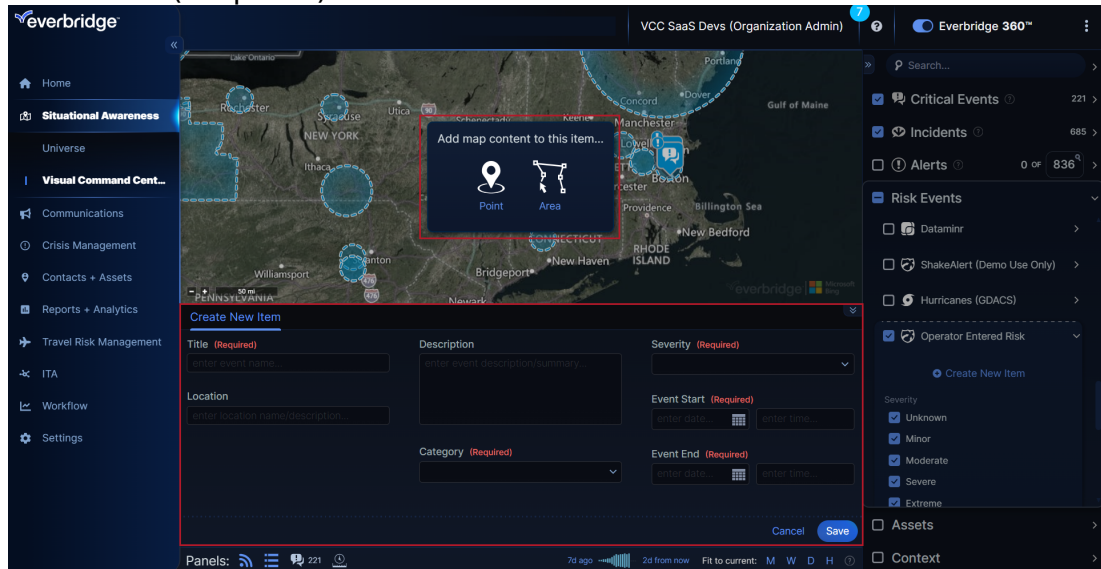
4. Click **Save**.

Updating an Operator-Entered Risk Event

To update an Operator-Entered Risk Event, select it on the map and click **Edit**.
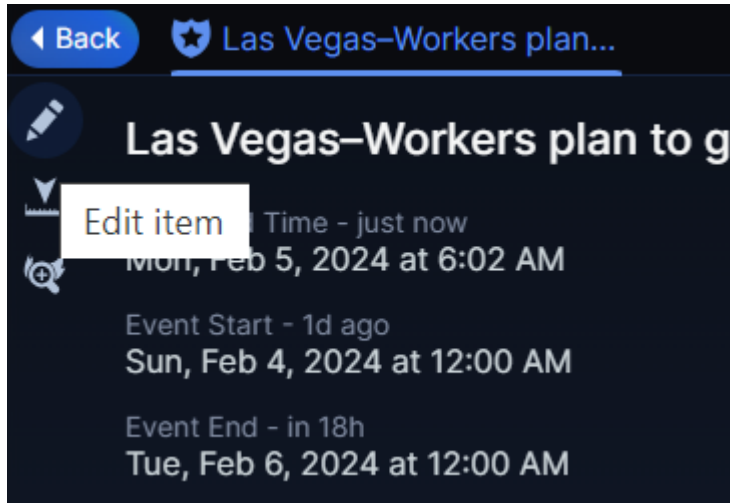
NOTE: If you create an Operator-Entered Risk (OER) Event that results in an Alert, and you edit that OER, it will trigger an update to the Alert, which might trigger an update phase on the Incident Communication.

Closing an Operator-Entered Risk Event

To close these Risk Events, select **Edit**, and then click **Close**. Closing will set the Event End time to the current date and time.
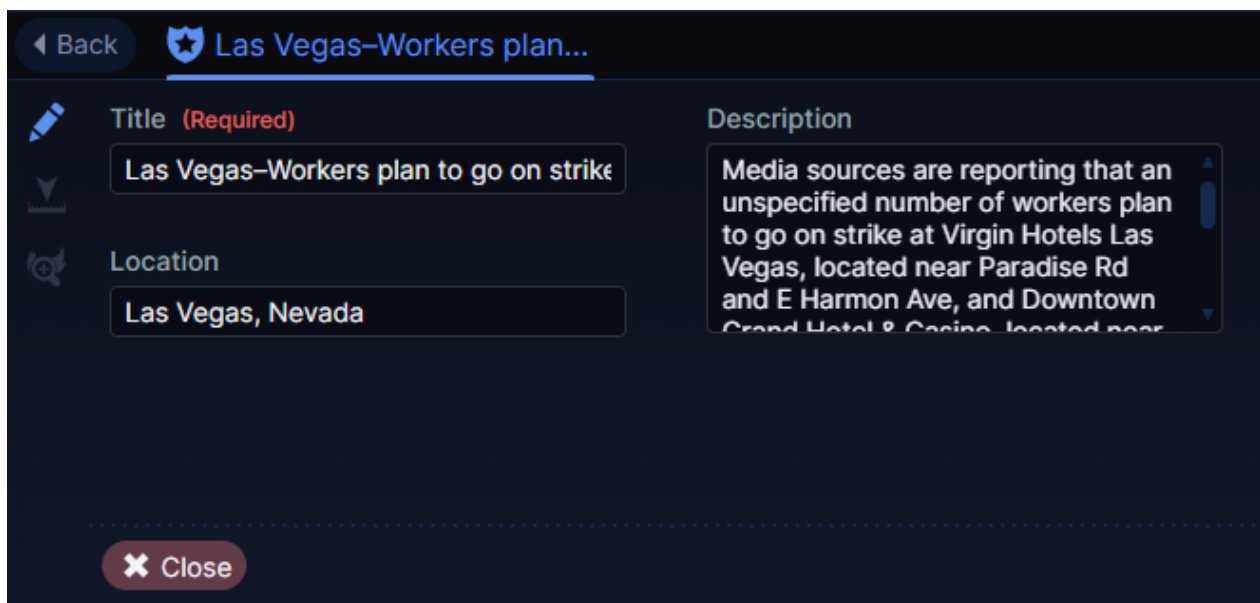
If an Alert was generated from the Risk Event, the system will automatically acknowledge the Alert one hour following the Risk Event's End Time.

NOTE: Operator-Entered Risk Events cannot be updated once closed.

Alerting

From the Manager Portal:

1. Navigate to **CEM Orchestration** under **Settings** > **Everbridge Open** > **CEM Orchestration** > **Workflows**.
2. Select **Operator Entered Risk Events** under **Add Sources**.

See [Creating Advanced Alert Workflows with CEM Orchestration](#) for more on creating advanced workflows.

Using Risk History

You can use the **Risk History** feed to analyze historical risk trends in Visual Command Center. The **Risk History** feed enables you to filter your Risk Events on event source, category, severity, and start time, and view the results visually as a heat map on the Visual Command Center map.
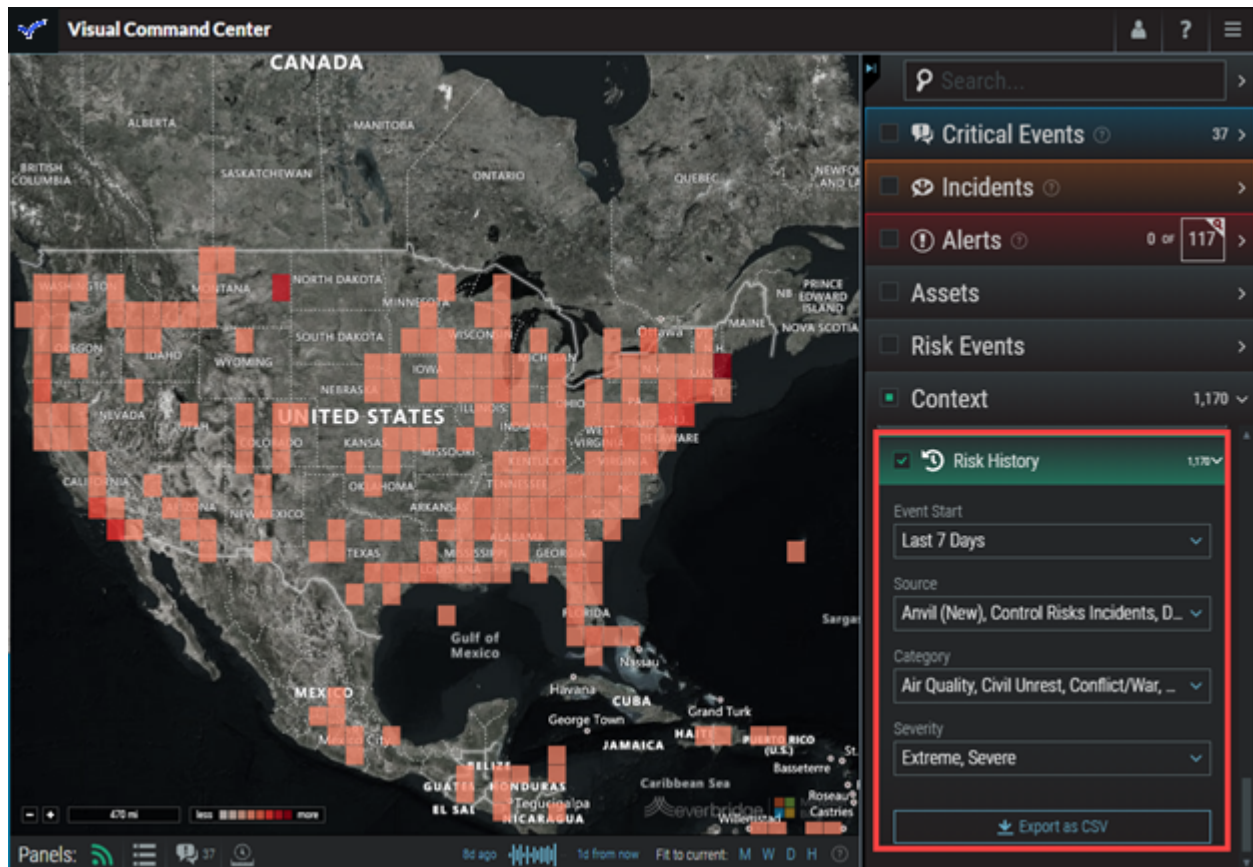
Using **Risk History**, you can look at the area around one of your assets and see, for example, how many Severe or Extreme Risk Events have been reported for a particular category. This allows you not only to assess the current risk of an existing location, but also a potential new location if you are planning work in that area, for example.

You can also export this data to a .CSV file:

1. From **Visual Command Center Operator Console**, expand **Context**.
2. Scroll down to **Risk History**.
3. Select **Risk History**.
4. From **Event Start**, select the date from which you want to filter your Risk Events.

5. From **Source** drop-down, select the sources whose events you want to view. You can select more than one.
6. From **Category** drop-down list, select the type of events you want to view.
7. From **Severity** drop-down list, select the severity of the events you want to view.

Notes:

- Weather Events (US), Dataminr, Earthquakes and Hurricanes are not supported for the **Risk History** Feed.
- The maximum number of Risk Events that can be exported is 100k.
- A single Organization can only have two concurrent Risk History exports at any one time.

Assessing Context

Visual Command Center provides other information about an area. Expanding the **Context** feed enables you to see data such as:

- Traffic conditions
- Weather forecasts
- Hurricane evacuation routes

> **TIP:** You may have to zoom into the map for the context items to display.

You can use the **Context** feeds to help assess Risk Events. For example, if you are assessing the impact of a weather event, you may want to look at the traffic cameras in the area of the event if you are advising your contacts to evacuate the area.

You may also want to use contextual information in another way, unrelated to alerts or Risk Events. For example, you may want to send a notification to all your contacts in a specific state in the US.
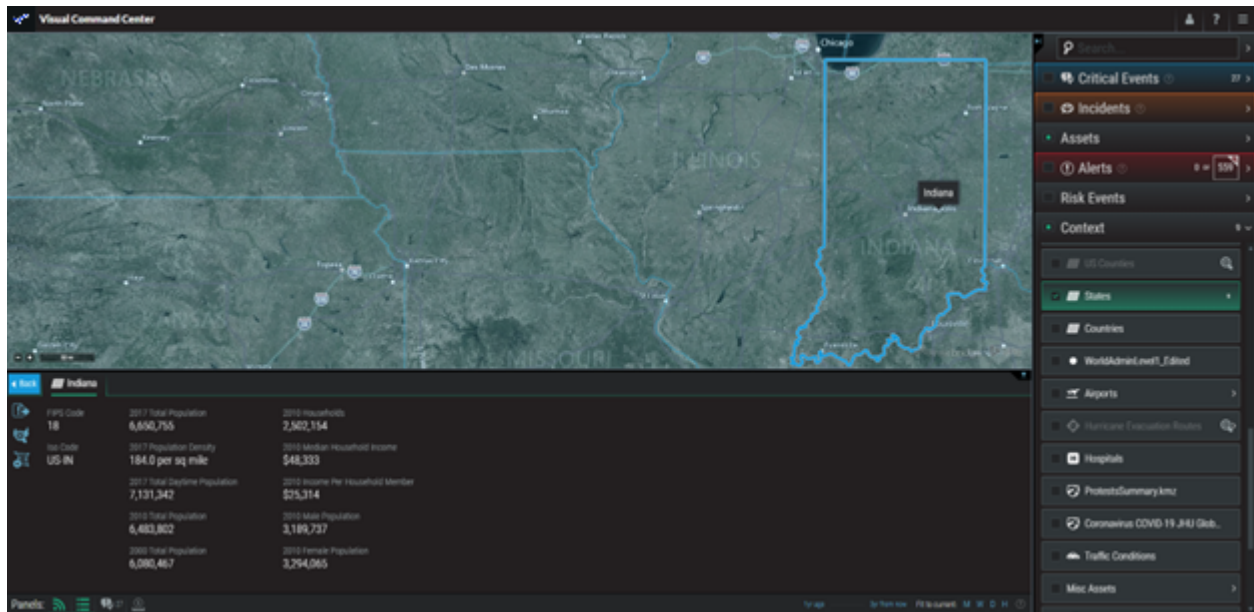
What are Alerts?

Alerts are automatic messages that appear in the **Alerts** feed in Visual Command Center. The most recent alert is displayed first.

NOTE: Alerts also pop-up as toast messages.

Alerts flag situations that you should review. They are triggered when risk events impact assets based on the event's timing and location. See [What are Risk Events?](#) and see [Locating Assets](#).

Risk events are provided by risk sources, for example, the [US National Weather Service](#), [Earthquakes (USGS)](#), and so on. Assets, time, and location are added to your Everbridge Organization.

Your Organization Administrator configures how these elements interact in order to trigger alerts.

See also

- [Assessing Alerts](#)
- [Assessing Alerts in the Alerts Feed](#)
- [Assessing Alerts on a Map](#)
- Reviewing Alert Details

Assessing Alerts

How you assess alerts depends on what you want to do.

- Assess the current alerts in your Alerts feed. See **Assessing Alerts in the Alerts Feed** below.
- Check alerts that relate to a specific area of the map. The alerts that display depend on the area of the map you are currently displaying. Zoom and pan to a specific geographic area.

> **NOTE:** You can select the total count of alerts in the **Alerts** feed to quickly zoom out and view all visible alerts.

For example, you may want to check if there are any alerts in an area where your Organization has assets.

Assessing Alerts in the Alerts Feed

In the Visual Command Center Operator Console, alerts display in the **Alerts** feed. Depending on the risk sources configured for your Organization, this allows you to be constantly up-to-date with all current Risk Events near your assets.

> **TIP:** When an alert pops up in Visual Command Center, it makes a sound.
>
> You can turn this sound off by selecting ☰, navigating to **Preferences**, and clearing **Audio Alerts**.

When you select an alert, Visual Command Center automatically takes you to the location in the map where the alert is visible.

> **TIP:** If you hover over the area, Visual Command Center summarizes the number of alerts and assets in the area.
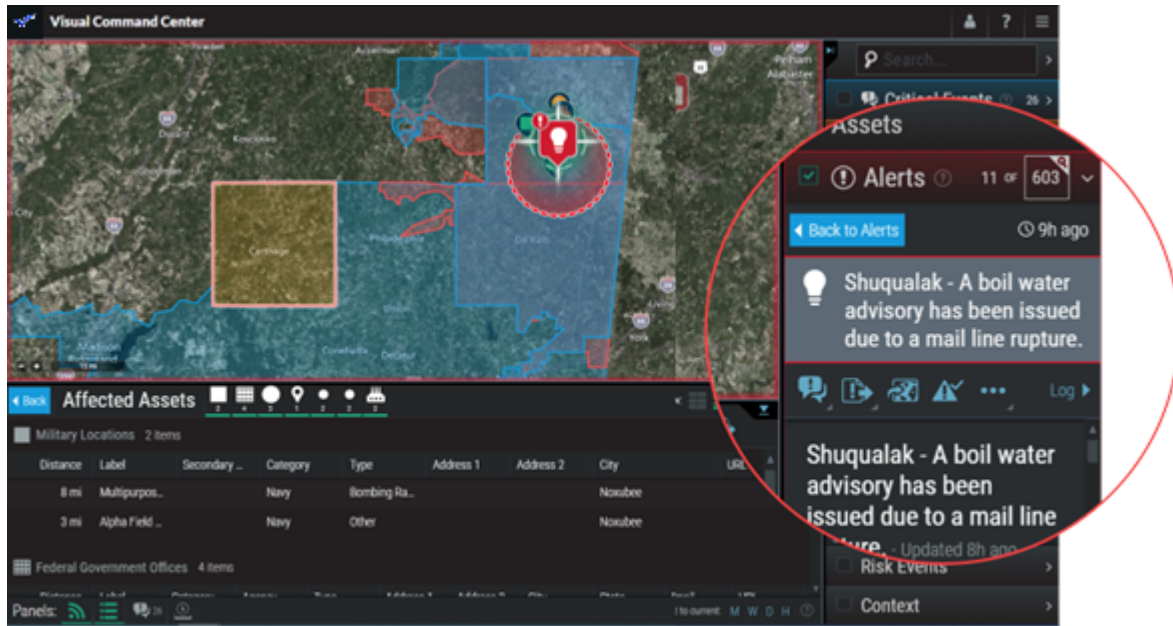
The alert details are displayed in the **Alerts** panel.
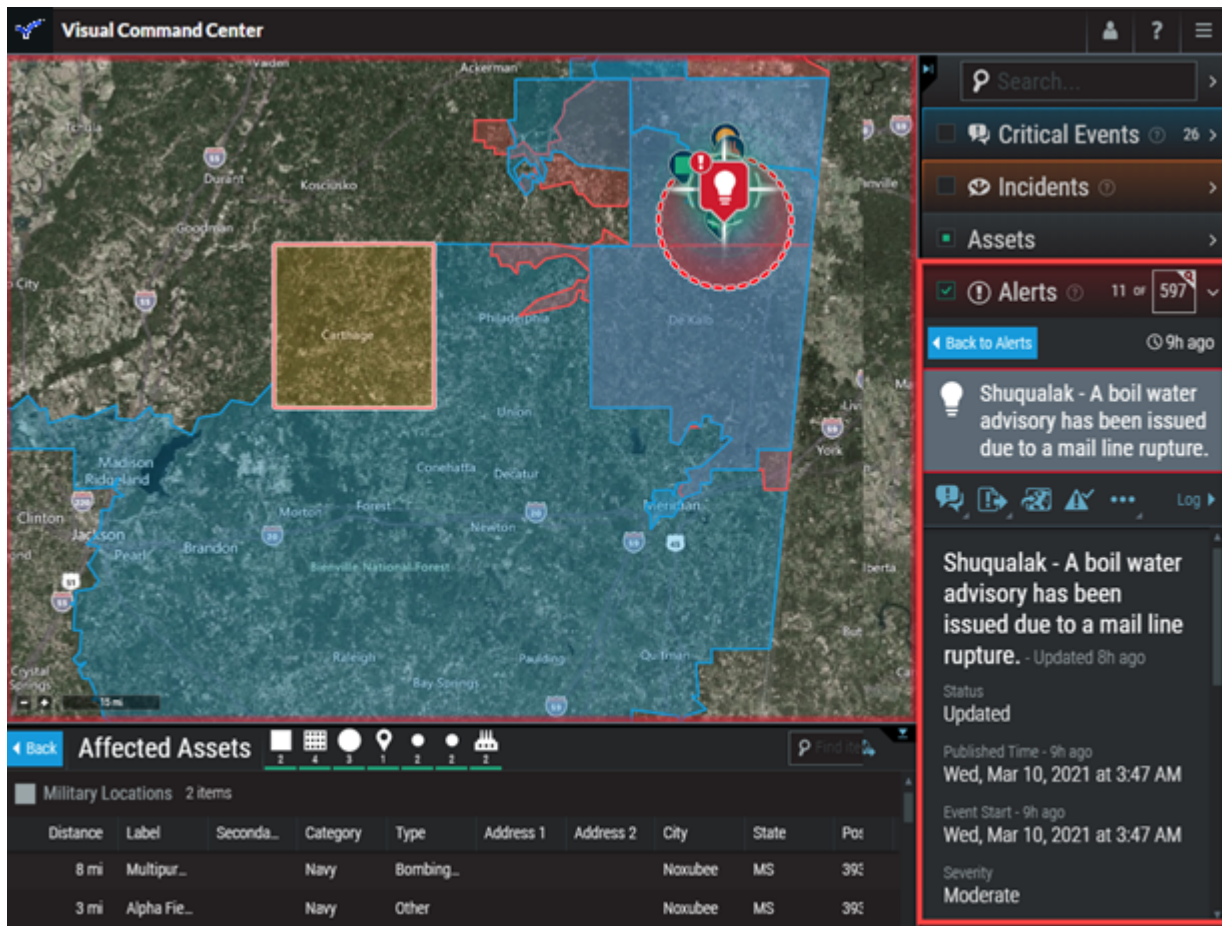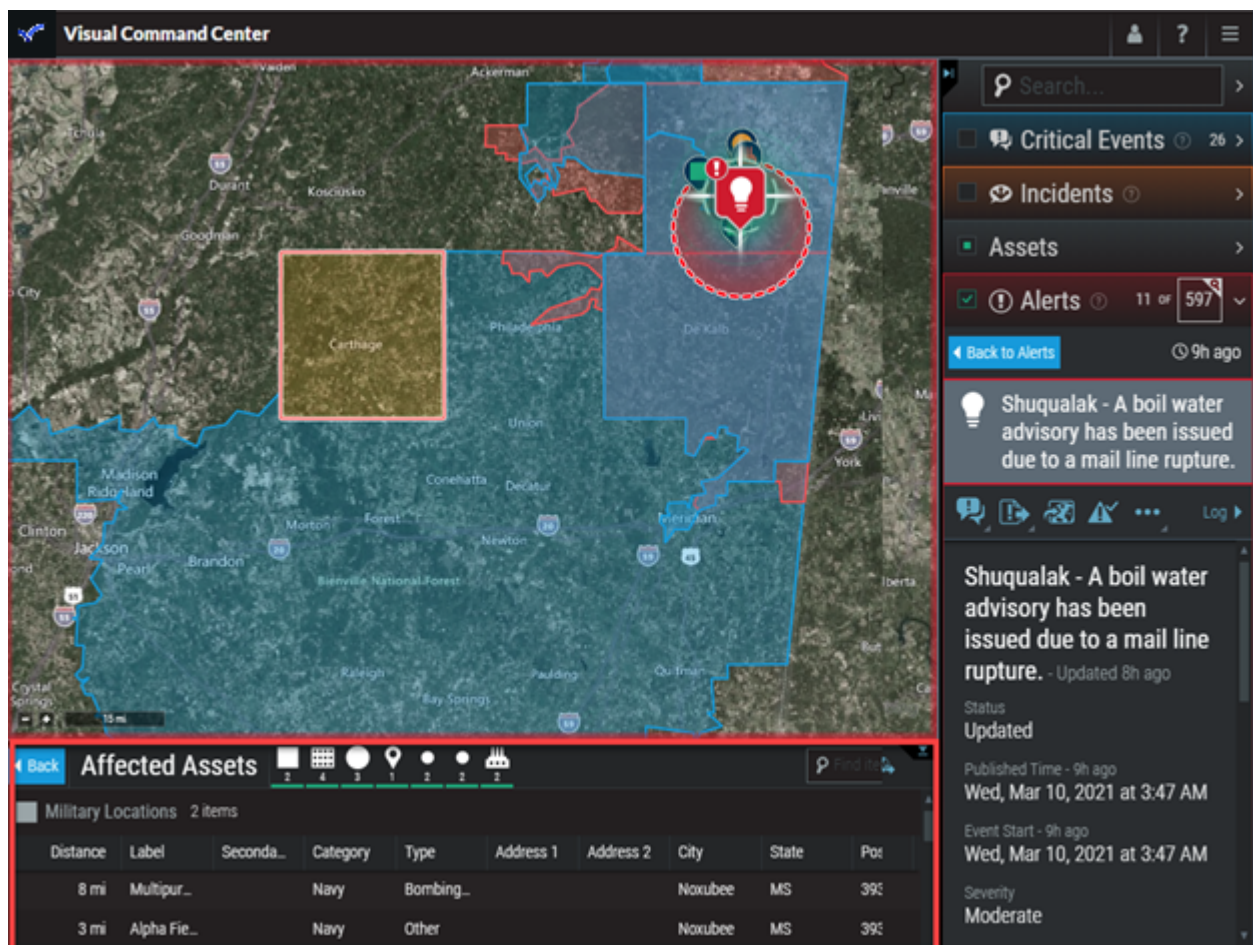
> **TIP:** Selecting the total count of alerts in the **Alerts** feed enables you to quickly zoom out again to view all visible alerts.

For example, an alert describes a demonstration that has become violent. When did this happen? What time was this alert published? Is this the first alert or are there previous updates? Has the severity changed between updates? All of this will help you understand if this situation is escalating. See Reviewing Alert Details.

You may see that there are several alerts around this alert. By selecting , your alerts are displayed in a timeline. You can see what time and with what frequency your alerts were published. Are the number of alerts increasing? This may indicate a Risk Event is escalating.

If you have any assets affected by this alert, they are displayed in the **Items** feed.

How many assets do you have in this area? The number of assets affected helps you decide whether this alert has a high or low impact on your Organization. You can show or hide an asset type by selecting its icon.

You can decide if you want to:

- Find out more about the Risk Event you are being alerted about. See Assessing Risks Events.
- Use **Context** feed to assess what else is happening around this alert. See Assessing Context.
- Take action on this alert. See Responding to Alerts.

Assessing Alerts on a Map

You can view alerts that relate to an area of your map in the locations where your Organization has assets or contacts.

> **TIP:** You can configure how your map displays in Visual Command Center by selecting ☰, and navigating to **Preferences**. For example, you can switch between map styles, add a map scale, configure the units in which your map is measured, and display latitude and longitude grids.

1. Navigate to the area of the map in which you are interested.
2. Expand the **Alerts** feed. The alerts that correspond to the area of the map you are viewing are displayed. The most recent alert is displayed first.

> **NOTE:** You can click the number at the top of the panel to see all alerts.

3. Scroll down to find the alert you want and select it.
4. Visual Command Center automatically:
    - Takes you to the location on your map where the alert is visible.
    - Displays the alert details. See Reviewing Alert Details.
    - Displays the affected assets in the **Items** panel. See Locating Assets.
5. You can decide if you want to:
   ○ Find out more about the Risk Event you are being alerted about. See Assessing Risks Events.
    ○ Use **Context** feed to assess what else is happening around this alert. See Assessing Context.
    ○ Take action on this alert. See Responding to Alerts.

Reviewing Alert Details

Once an alert is displayed in the **Alerts** feed, you can view the details about it. By viewing an alert's details, you can both find out more information about the alert and, depending on your requirements, perform actions on that alert.

The type of information displayed in the alert details depends on the Risk Event that triggered this alert. There are some items that are always displayed.

Item	Description
Event Start	Date and time the event started. This is the date and time that the event starts. **NOTE:** The event start might be after the published time, for example, if the event is a planned demonstration or work stoppage. Visual Command Center also reports how many hours ago from the present time this event started.
Event End	If the event has ended, the date and time this event ended. Visual Command Center also reports how many hours ago from the present time this event ended.
Details	A description of the event. For example, if this is a weather alert, a description of the type of weather event, its wind speed, and the area that is affected by the weather event.
Severity	A severity provided by the risk data source. For example, **severe**, **moderate**, or **minor**.
Category	A category provided by the risk data source. For example, for weather events, this could be **Hurricane**, **Flood**, **Winter weather** and so on.
Source	The feed that generated this alert.

You can also find more information about an alert from the alert details.

- The latest information for an alert is always displayed at the top. Select **Show Previous Updates** to see older information about this alert.
- If available, there may be a URL that you can select to provide more information about this alert.
- You can select [Log ▶] to see if any other operators have added any other information about this alert.

You can also perform actions from an alert's details.

Action	Description
	Launch a new critical event. See [Managing Critical Events](#).
	Launch an incident or incident scenario. See [Launching Incidents](#).
	If configured, you can send this alert to a Visual Command Center channel. **NOTE:** If your organization does not have any channels configured, you will not see this option.
	Acknowledge an alert. See [Handling Low Severity Alerts](#).
	Add a note to an alert. For example, you want to let others in your organization know that you are handling this alert.
	Snooze an alert to remove the alert from the **Alert** feed for a time frame that you specify. See [Handling Low Severity Alerts](#).
	Fit alert to the timeline. You may want to see if there are other alerts around an alert. This helps you to see what time and with what frequency your alerts were published. See [Assessing Alerts](#).

Responding to Alerts

Once you have assessed an alert, you need to decide how to respond to it. There are many options available.

When responding to a high-impact alert, you need to choose the action that represents the best way to handle the situation. For example, there may be a hurricane approaching one of your main warehouses and a watch has been called. The hurricane has already reached Category 2, and 20 employees and contractors work in the warehouse.

This may not be a Critical Event, as it does not affect your whole Organization. However, you may want to launch an Incident to communicate to your employees and contractors that they should go to a place of safety. See Launching Incidents in VCC.

Although you may decide an alert is not immediately a high-impact alert, an alert could have the potential to develop a higher severity. For example, a tropical storm is approaching your offices in Australia. It is projected to make landfall within the next three to four days. In this case, you may want to snooze the alert, taking it from the feed but only for a set amount of time.

If you have assessed an alert and decided that it is not relevant and has no impact, you can acknowledge the alert, removing it from the feed completely. As part of this, you may want to add a note or a document to support your decision to acknowledge the alert.

> **NOTE:** You can reinstate an acknowledged alert to the **Alerts** feed at any time.

As part of your response, you may also want to:
- have a record of your response to the alert by adding notes or documents.
- share information with others in your Organization by sending it to command view.
- monitor what is happening to an alert by checking the log.

See also:

- Launching Incidents in VCC
- Managing Critical Events
- Handling Low Impact Alerts
    - Snoozing Alerts
    - Acknowledging Alerts

Handling Low-Impact Alerts

If you decided that an alert is low impact, you may decide to:

- **Snooze** the alert. You may decide that although there is no impact from this alert at the moment, it has the potential to impact your business at a later date. You may want to snooze the alert and check it at a later date. Snoozed alerts become active again if the alert is updated. This is useful, for example, when handling an alert about a storm, where you may not want to take any action now but want to see the alert again if it is updated.
- **Acknowledge** the alert. Acknowledging alerts enables you to let others in your organization know that you have looked at this alert and decided there is no impact, so no further action is necessary.

Snoozing Alerts

You can snooze an alert to temporarily remove the alert from the feed until a time that you specify or the alert is updated.

1. Select an alert to display it in your **Alerts** feed.

> **TIP:** You can also right-click an alert on a map at any time and select an alert action to perform.

2. Select [Log ▶] to check the log to see if another operator in your organization is already handling this alert.

3. If required, select [icon] to add a note to this alert, for example, if you want to notify others in your team that you are handling this alert. You can view all notes saved to the alert by selecting **Log**.

4. Select your alert to display it in the **Alerts** panel.

5. Select [icon]. The **Snooze** dialog is displayed.

6. In **Optional Note**, type any additional information you want to add.

7. Select the time period for which you want to snooze the alert. The alert is removed from the **Alerts** panel. The alert returns to the **Alerts** panel when the time period you specified has elapsed.

Acknowledging Alerts

You can acknowledge an alert and remove it from the feed. Note that:

- once you acknowledge an alert, it is no longer updated, even if the underlying risk event is updated.
- Visual Command Center automatically acknowledges alerts if no action has been taken 24 hours past their end date.

You can return an alert to the feed by manually reinstating it:

1. Select an alert to display it in your **Alerts** feed.

> **TIP:** You can also right-click an alert on a map at any time and select an alert action to perform.

2. Select Log ▶ to check the log to see if another operator in your organization is already handling this alert.

3. If required, select [icon] to add a note to this alert, for example, if you want to notify others in your team that you are handling this alert. You can view all notes saved to the alert by selecting **Log**.

4. Select your alert to display it in the **Alerts** panel.

5. Select [icon]. The **Acknowledge** dialog is displayed.

6. From the **Disposition** drop-down list, select a disposition.

7. In **Additional Information**, specify a reason for the selecting this disposition or any other information you want to add.

8. Select **Acknowledge Alert**.

9. Reinstate an alert to the **Alerts** feed at any time.

Alert Reports

The Alert Report is an Excel spreadsheet that lists recent Alert activity and provides metrics that you can use to evaluate your operations center processes, such as:

- the total time each Alert and Incident is open
- the time from the issue of an Alert until an operator creates an Incident or Critical Event.

Running the Alert Report

To run the report, open the Main Menu at the top right of the Operator Console, and under **Tools** select **Alert Report**.

Alert Report Options

- You can select the time period the Alert report covers. Several options are available, including setting a custom period using the timeline.
- You can choose between reporting on Alerts for the entire world or the current map view,
- You can specify whether to include or exclude Alerts that have been acknowledged.

Alert Report Fields

Field	Description
Description	Description of the underlying Risk Event.
Category	Category of the underlying Risk Event, e.g. Terrorism/Suspicious Activity.
Subcategory	Subcategory of the underlying Risk Event, e.g. Suspicious Object.
Source	Data source reporting the Risk Event, e.g. NWS.
# Assets	Number of assets that are affected by the underlying Risk Event
Location	Location of the Alert, e.g. Brooklyn, NY, United States.
Severity	The severity level of the Alert, e.g. Moderate. Not all sources provide a severity value.
Event Start	Start time of the Event, as reported by the risk source, e.g. 1/15/2023 17:47
Event Last Updated	The time when the Risk Event was last updated, e.g. 1/16/2023 12:34.

Event End	End time of the Event, as reported by the risk source, e.g. 1/16/2023 17:47.
Time to Report	The time between the Event Start and when the system created the Risk Event entry. Format = hh:mm.
Reported to VCC	The time when the system created an entry for the Risk Event, e.g. 1/15/2023 17:48.
Time to Alert	The time between when the Risk Event entry was created and when an Alert was created. Format = hh:mm, e.g. 0:01
Alert Created	Time and date when the Alert was created.
Alert Duration	Time between Alert creation and when the Alert was acknowledged. Format = hh:mm
Alert Acknowledged	Time and date when the Alert was first acknowledged. "System" means the Alert was automatically acknowledged at its expiration time.
Acknowledged By	Username of the user who acknowledged the Alert.
Disposition	Disposition selected when the Alert was first acknowledged, e.g.NoImpact
Notes	Notes entered by a user when the Alert was first acknowledged.
Time Until Inicdent Launch	Time between the Alert creation and launching of the first Incident. Format = hh:mm.
First Incident Launched	Time and date when the first Incident was launched for this Alert.
Launched By	Username of the user who created the Incident.
ID	ID of the Incident.
Critical Event Launched	The date and time when the first Critical Event was launched for the Alert.
Time to Critical Event	Time between the Alert creation and when a Critical Event was created. Format = hh:mm
CE Owner	Username of the user who created the Critical Event.
Time to First Action	Time between Alert creation and the first non-system user action taken on an Alert. Actions include adding notes, snoozing, acknowledging or launching an Incident or Communications. Format = hh:mm
First Action	The Action type taken on the Alert.

First Actioned By	Username of the user who took the Action.

Launching Incidents in VCC

Incidents in VCC can be one message or a series of messages, depending on your requirements:

- Launch Incident - a single Incident notification is sent to recipients.
- Launch Scenario - multiple Incident notifications are sent to recipients.

The empty fields of an Incident template are known as variables. When you launch an Incident, most of the information is automatically populated by the alert in Visual Command Center.

The type and amount of information required in an Incident varies depending on how the Incident template has been created. Incident templates are configured in Everbridge Manager Portal by your Organization Administrator.

Incidents can be launched in Visual Command Center in three ways:

- From an alert
- Without an alert
- Automatically

Select the **Incidents** feed to display all your open Incidents on your map.

1. Select your alert to display it in the **Alerts** panel.

> **TIP:** You can also launch an Incident or Incident scenario by right-clicking an alert or map filter and selecting **Launch Incident**.

2. Select and select **Launch Incident** or **Launch Scenario**. The **New Incident | Choose a Template** wizard is displayed.

> **NOTE:** For existing Visual Command Center customers, you may see different screens if your Administrator has not selected **Enable Preview Mode** in Visual Command Center **Admin Console > Incidents**.

3. Select the Incident template you want to use. You can search for the Incident template you want or from **Category** drop-down list, select a category.
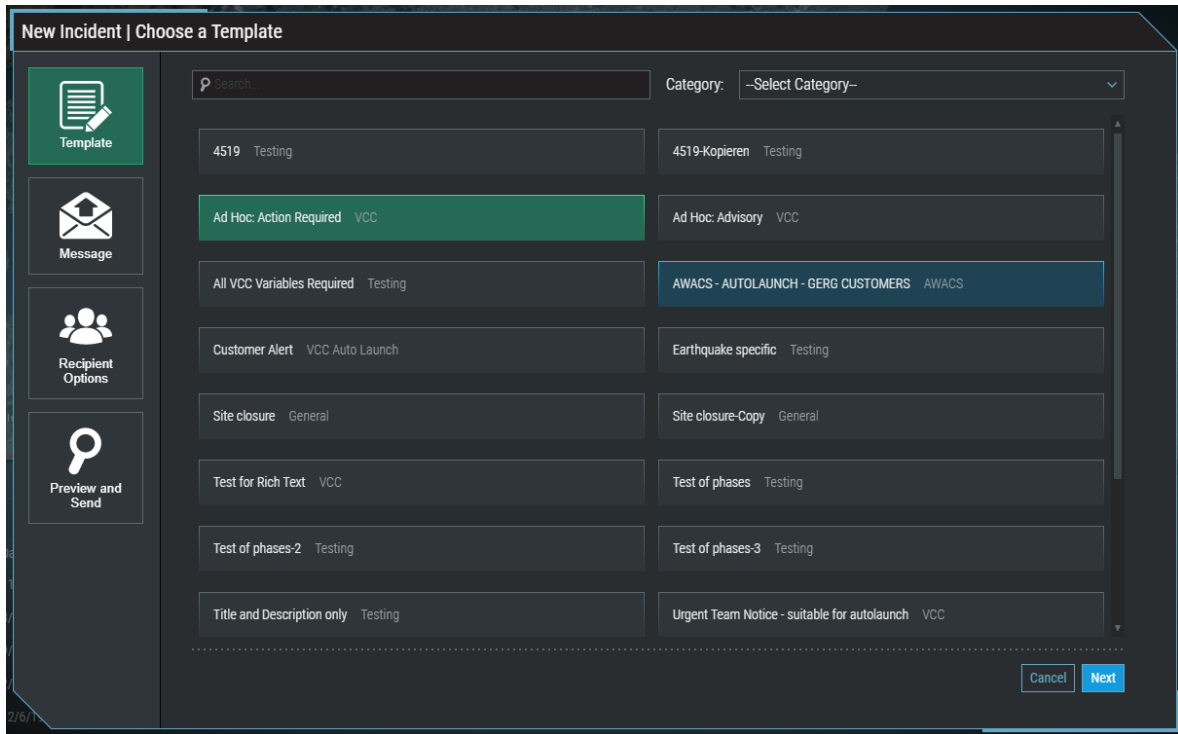
4. Select **Next**.

5. From **New Incident | Message Variables**, configure the message variables. Most of the information in the Incident template is automatically provided by Visual Command Center, if you are launching from an alert.
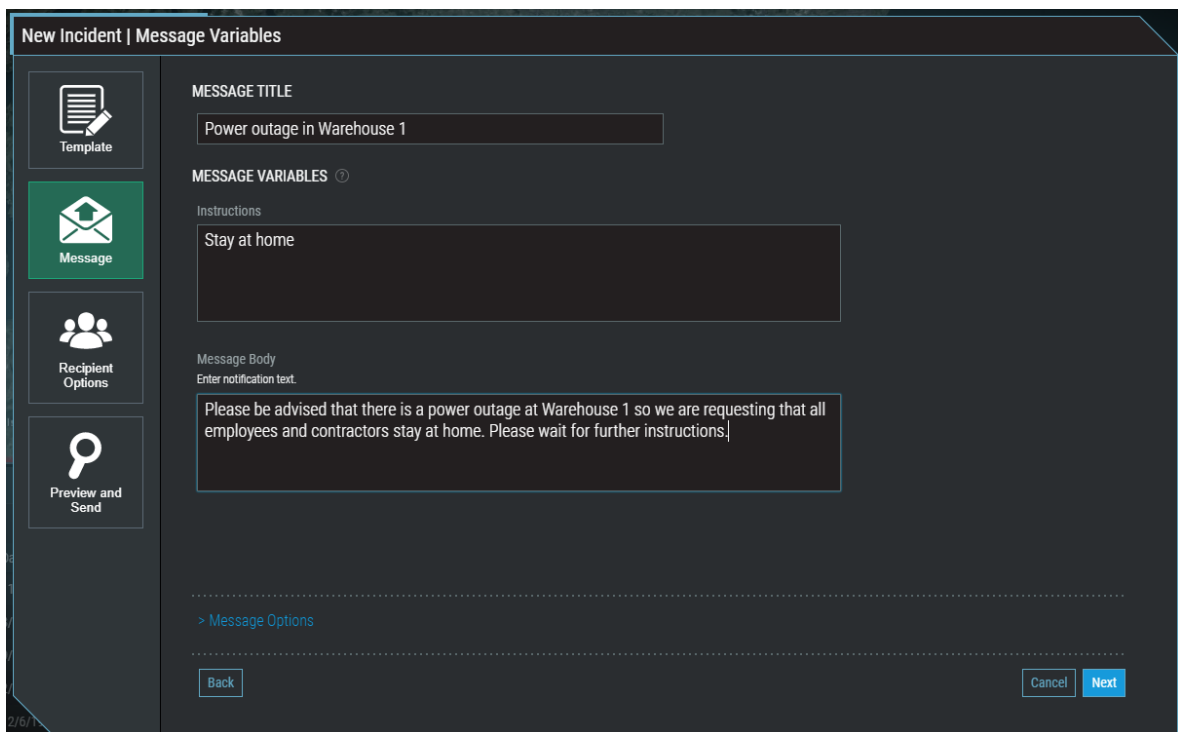
- Visual Command Center auto-fills these fields if you are launching from an alert.
  - For ad hoc Incidents, you need to to provide the message title, body and instructions.
 - If you launch an Incident in response to an alert, Visual Command Center automatically fills date and time fields with information from the alert. Autofilled times are always in Greenwich Mean Time (GMT), the time zone used in notifications. If no data is available, you may enter a time. You should always use your local time zone. Visual Command Center converts the value to GMT which is used in the notification.
- You may have extra fields here, depending on how your Organization Administrator has configured your sample templates.

Option	Description
Message Body	Type your message text.
Message Title	Type your message title.
Instructions	The instructions you want to send.

6. Configure your message options.
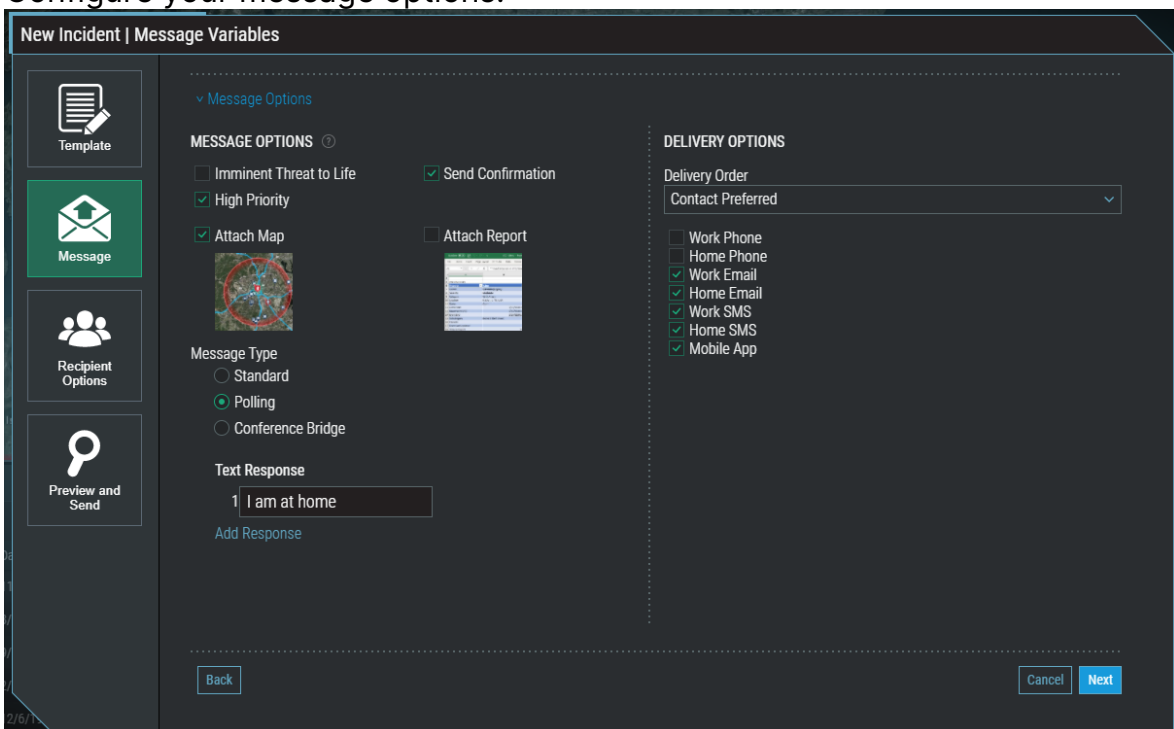
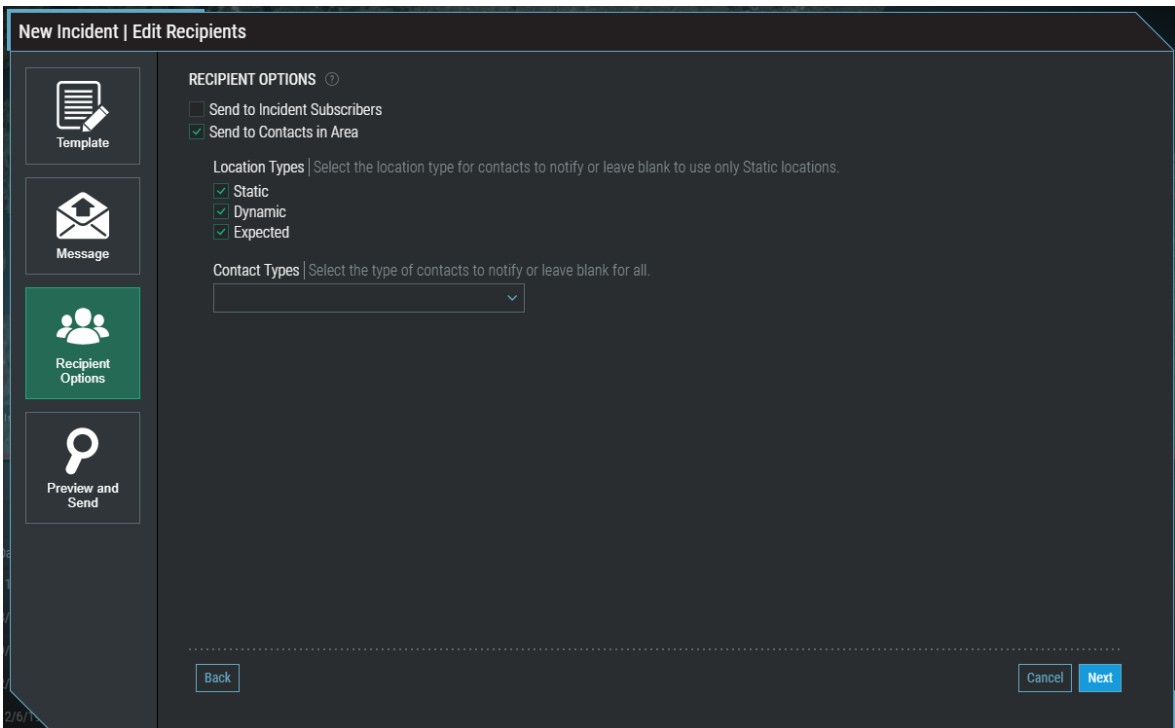| Option	Description
Message Options	Select one or more of the following: • Imminent Threat to Life • High Priority - these messages are given priority in your delivery queue and flagged in the recipient's inbox.

	• Send Confirmation - this message includes a link for the recipient to confirm that they received the message. • Attach Map - attaches a map image of the Incident location. If you are launching an Incident from an alert, Visual Command Center displays the alert area. The alert area may cover more or less than your current map view. • Attach Report - Attaches an Excel report. See Analyzing Visual Command Center Alerts.
Delivery Options	From the **Delivery Order** drop-down list, select the order you want your messages to be delivered. • Organization Preferred • Contact Preferred Select one or more of the following: **NOTE:** You may have some or all of the options in this list, depending on how your organization is configured. • Work Phone • Home Phone • Work SMS • Home SMS • Office Phone • Mobile Phone • Text Message • SMS2
Message Type	Select one of the following: • Standard - a standard notification of a message. • Polling - in a polling message, there are options to solicit responses to the messages. Your recipient can choose one of the options. • Conference Bridge - in a conference notification, your recipients have the option to join a conference call. This could be an emergency where recipients need to discuss the situation immediately. Or, it might be a convenient way to pull everyone together for the weekly status meeting. Recipients who are reached by phone can push a button to connect to the conference bridge. Recipients who receive a text message see the instructions for joining the call.

Text Response	Select the text response options to your message. You can accept the defaults, type new ones, or add a response of your own, depending on your requirements

7. Select **Next**.
8. From **New Incident | Edit recipients**, select the recipients whom you want to receive this notification.

> **NOTE: Recipient Options** and **Preview and Send** are not available if you are launching an Incident scenario.

Option	Description
Recipient Options	Select one of the following: • **Send to Incident Subscribers** - depending on your setup, you may want potential recipients to subscribe to certain types of alerts. Selecting this option includes them in this Incident, even if they are not located in the area of the alert. • **Send to Contacts in Area** - sends to the contact assets indicated in the alert area.
Location Types	*Only applies if you selected **Send to Contacts in Area** as your recipient option.*

	Select a location type: • Static • Dynamic • Expected
Contact types	Select the contact types to notify or leave blank to send to all contacts .

9. From **New Incident │ Preview and Send**, you can review the message and message options and the recipients and recipient options you have chosen.

> **TIP:** Check that the number of recipients matches your expectations. For example, if you are expecting 7 recipients and **Preview and Send** displays 7,000 then you may have selected an option you do not want.

10. You can go back and change any of your configuration options by selecting, **Template**, **Message** or **Recipient Options**.
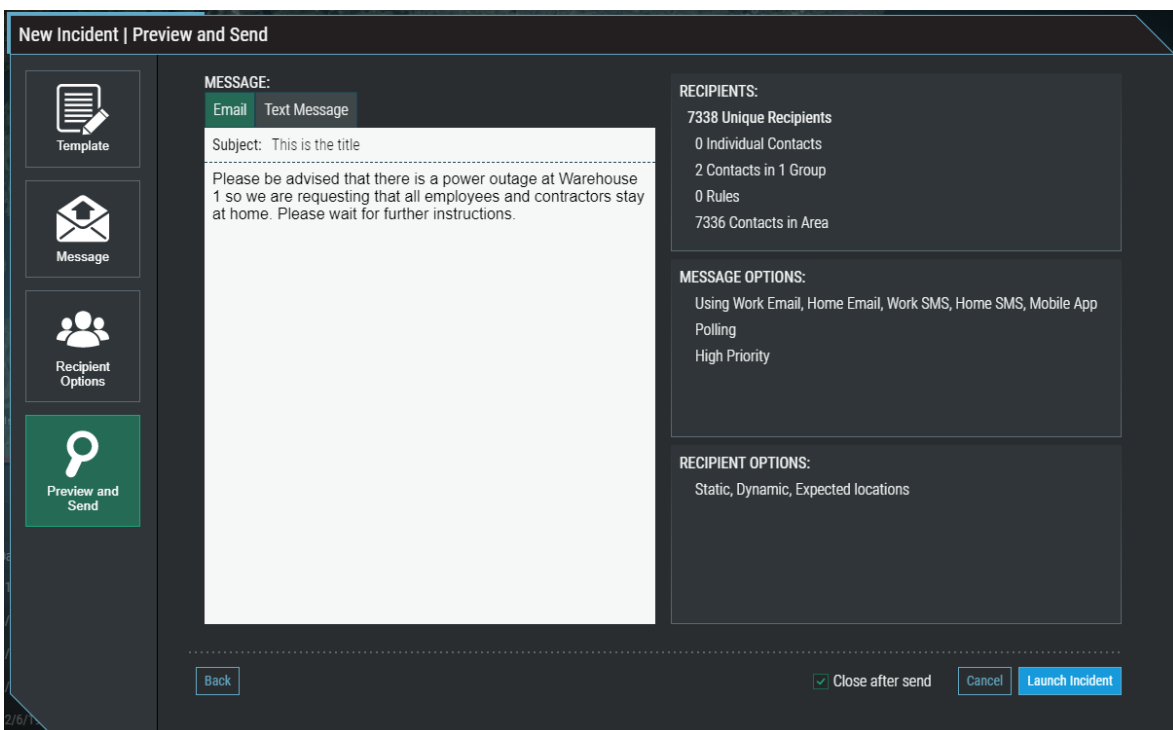
11. Once you are happy, select **Launch Incident** or **Launch Incident Scenario**. Select **Close after send** to automatically close the Incident once you have launched it.

12. Check your ongoing Incidents by expanding the **Incidents** feed.

Launching Critical Events in VCC

Critical Event templates are configured in the Everbridge Manager Portal by your Organization Administrator. You manage Critical Events using Crisis Management. Crisis Management orchestrates the responses to the Critical Events raised in Visual Command Center. See the *Crisis Management User Guide* for details about Critical Events.

> NOTE: Crisis Management is available as an add-on to Visual Command Center.

You can see the current status of your Critical Events at any time by expanding the **Critical Events** feed. Select the **Critical Events** feed to display all your current Critical Events on your map.

1. There are several ways to launch a Critical Event in Visual Command Center:

   - Select your alert to display it in the **Alerts** panel and select > **Launch New Critical Event**.
   - Right-click an alert and select **Critical Events** > **Launch New Critical Event**. You can also choose to add an alert to an existing Critical Event.
   - Right-click a map location and select **Launch New Critical Event.**
   - Create a map filter and select **Launch New Critical Event.**
   - Expand the **Critical Events** feeds and select **Launch New Critical Event.**

2. Select the **Details** tab.
3. From the **Category** drop-down list, select your category.
4. From the **Event Type** drop-down list, select your event type.
5. If you want to change the event owner, select the current event owner to display a list of available users.
6. Select the user and click **Select**.
7. If required, select the **Description** to modify it.
8. From **Task Lists**, select **Launch** next to the desired task list.
9. From **Task List Name**, select the name of the task list to display the available tasks.
10. As you work through your tasks, you can update each task status to show they are **Not Started**, **In Progress**, **Need Attention**, **Done,** or **N/A.**
11. If required, from **Incident Communications**, select **Launch** next to the desired incident template.

12. If required, from **Attached Documents**, select **Add Document** to browse to the location of the document you want to add.
13. Select **Affected Assets** tab to view the list of affected assets.
14. If required, select the **Notes** tab to leave a note or attach a document to this Critical Event.
15. Select **Close Critical Event** to close the Critical Event.

Filtering Maps

You can filter by an area of a map in Visual Command Center. For example, you may want to filter on an area of interest either because you have some assets there or because an event is happening there. You can export this as an image, for example, if you want to send this information to someone else in your Organization or launch an Incident.

1. Zoom and pan to the area of the map you want to filter.

2. Select ▤.

3. Select . The filter you choose depends on the items you want to filter on your map.
   - **Rectangle Filter** - select this if the area of the map you want to filter is a regular shape.
   - **Radius Filter** - select this if you want to measure the radius of an item on your map.
   - **Area Filter** - select this if the area you want to draw is an irregular shape. You can draw as many sides as you want using **Area Filter**.

4. Once you have configured your map filter, you can:
   - Right-click your map filter and launch an incident. See <u>Launching Incidents in VCC</u>.
   - Select to export this as a map image.

TIP: You can also annotate your filtered map by selecting .

Exporting Data from Your Current View

Using the **Excel Report** helps you create a report of the items in the current view. For example:

- A summary of the currently displayed assets and Incidents.
- Depending on the type of assets currently displayed, details about the assets, such as label and category.
- Details about the incidents currently displayed, such as ID, State, Event Start, and Event End.

To create an Excel report:

1. From Visual Command Center Operator Console, select .
2. Select . Visual Command Center exports the report.
3. Once the report has been exported, select **Download** to download the report to your device.

Analyzing Visual Command Center Alerts

Using the **Alert Report** helps you measure key metrics in your operation so you can improve your response process. The Alert Report helps you to answer questions, like:

- How quickly did we respond to our alerts in the last 30 days?
- How long were our alerts sitting in the queue?
- How many alerts did we acknowledge last month?

To create an alert report:

1. From Visual Command Center Operator Console, select .

2. Select . The **Create Alert Report** dialog is displayed.
3. Select the time frame for the alerts you want to report on. You can choose to report on the alerts in the currently selected timeline or all alerts within a specific time frame.
4. Choose whether to use the current map location or the world view.
5. Decide whether to show acknowledged alerts.
6. Select **OK**. Visual Command Center exports the report.
7. Once the report has been exported, select **Download** to download the report to your device. The report provides a summary of the alerts and acknowledged alerts, including an image of the map where the alert occurred. You can select the **Alert** and **Acknowledged Alert** tabs to see detailed information about the alerts.

Saving Views

Once you have focused Visual Command Center on specific assets, risk events, and contextual feeds, you can save this as a view.

For example, you could pre-configure Risk Event and Contextual fields in different regions so that operators can quickly and easily see a view relevant to their location. This makes it extremely easy for you to transition between different assets or locations and always maintain a relevant view on-screen. You can share saved views, depending on access settings.
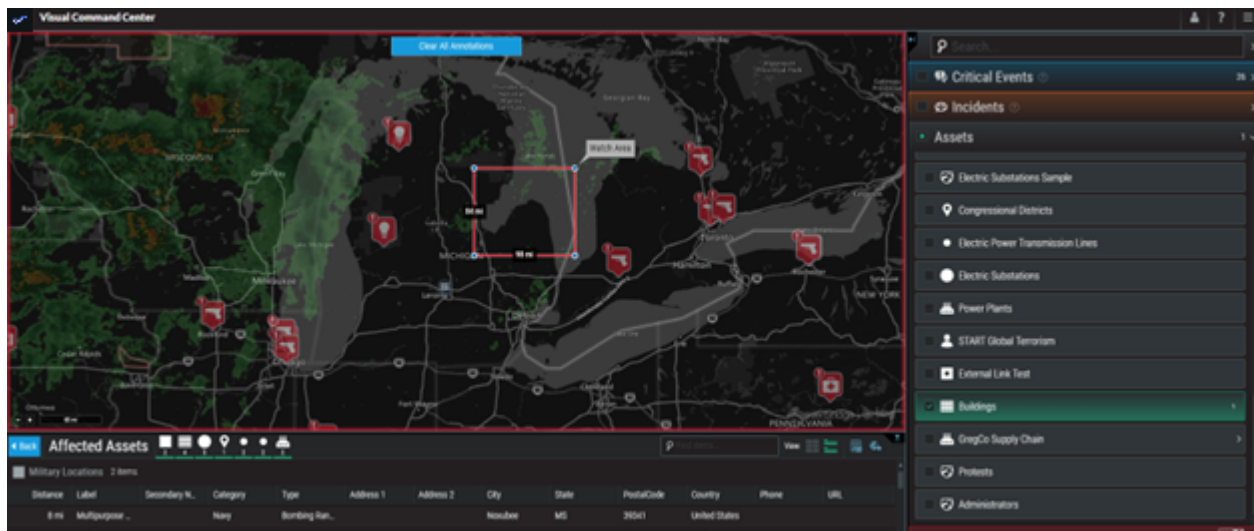
In addition, you may have an area of the map that you want to watch. You can annotate the area of the map you want to watch and save this as a view. The next time you log in to Visual Command Center, you can open your saved view, and see the assets, Risk Events, and contextual feeds in which you are interested.

1. Select ☰ .

2. Select ⭐ . The **Saved Views** dialog is displayed.

> **TIP:** From the **Saved Views** dialog, you can also search, rename, share, and delete a saved view.

3. Select **New Saved View**.
4. In **Name**, type a name for this view.
5. Choose to make this view available to others.
6. Select **Save Changes**.

Using KML Files in Visual Command Center

You can import KML map data into Visual Command Center. This allows you to overlay the map in Visual Command Center with your geographic features.

NOTE: Visual Command Center does not issue alerts for items in KML files. They are used for contextual information only.

You can do this by importing KML files into Visual Command Center.

1. Select .
2. Select . The **Add Feed** dialog is displayed.
3. In the **Feed Title**, type a name for this KML file.
4. Either:
   - Select **Browse** to browse to the location of the KML file.
   - In **External URL**, type the URL to the KML file.
5. Make sure your KML map data is listed in your **Context** feed.
6. Select **Save** to save your KML map data.

NOTE: If you do not see the **Save** icon, you may not have permission to permanently add a KML feed.

Configuring Preferences in Visual Command Center

You can choose how you want Visual Command Center to display by selecting ☰ and navigating to **Preferences**. You can select a preference to enable it.

Preference	Description
Audio Alerts	Enables an audio alert when an alert is triggered.
Scale Bar	Enables a map scale to be displayed.
Units	Enables you to configure the units used in the map scale and **Measure Distance** tool. You can select: • English - miles/ft • Metric - km/m • Nautical - nautical miles
Day and Night	Shows which parts of the globe are in daylight. **NOTE:** You must zoom out of the map to see this.
Lat/Long Grid	Display latitude and longitude grid lines on your Visual Command Center map.
Lat/Long Sensor	Enables you to select an area on the map and get its exact latitude and longitude coordinates. **NOTE:** You can also right-click anywhere on the map and select **Copy Lat/Lon Coordinates.**
Full Screen	Displays Visual Command Center in full screen. Select ESC to leave full-screen.