

# Everbridge 360™ User Guide

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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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# What is Everbridge 360<sup>™</sup>?

**Everbridge 360<sup>™</sup>** is your one platform for enterprise resilience for all organizational roles. It is designed to allow effortless experience across all Everbridge product lines. In building an effortless experience, we can ensure:

- Faster, more accurate responses to external and internal threats.
- Managing what is important your People and Assets.
- **Resilience = Proactive**, not reactive.
- Enterprise-class **reliability** and **scale**.
- Open Extensible Platform.

Everbridge 360<sup>™</sup> includes the following features:

- Combined collapsible left-side **Apps Menu** to allow for seamless navigation across all applications and modules.
- New **Event Types** with predetermined event categories based on risk intelligence feeds with the ability to create custom event types to link together events, alerts, and templates, decreasing the mean time to communicate.
- New **Communications Workflow**, combining the best of both worlds between the preexisting Notification and Incidents functionality with new feature enhancements to optimize the launch process, reduce training time, reduce the opportunity for errors, and help mitigate the "fear of sending out."
- Enhancements for the Communications Workflow, including:
  - Event-driven communications.
  - Title of a Communication differentiated from message subject line.
  - Ad-hoc Communication based on the Organization's default settings.
  - Preview templates before using them.
  - Ability to customize attachments and contacts for each Communication.
  - Ability to add/exclude/remove recipients for each Communication.

# Everbridge 360™ Toggle

Once enabled for your Organization by an Administrator under **Settings** > **Organization** > **Everbridge 360** > **Default Settings**, each user will have a toggle to enable the Everbridge 360<sup>™</sup> experience while simultaneously retaining access to existing modules like Notifications and Incidents.





There are a few considerations to keep in mind when using the toggle as an Admin:

- 1. The Admin's user-level toggle at the Account level will be **OFF** by default. Unlike at the Organization level, there is no Account-level setting that controls the visibility of the user-level toggle at the Account level.
- 2. The option in **Organization Settings** controls the visibility of the toggle at the Organization level, which is **OFF** by default. All Organization Admins can access this Setting irrespective of the status of the Account-level toggle.
- 3. If the first is enabled by a user and the second is disabled by the Organization Admin, then the left side menu will only be displayed at the Account level for the respective user.
- 4. If the first is enabled by a user and the second is enabled by the Organization Admin, then the left side menu will be displayed at both the Account and Organization levels for the respective user. Toggle preference will persist at both the Account and Organization levels.

# Navigation Menu

The new left-side navigation menu is the gateway to Everbridge 360<sup>™</sup>. It combines all the products you know and love but in an easier-to-navigate menu in a combined platform experience, exposing those areas that you need the most to the surface.

Menu Items	Collapsed View	Expanded	d View
<ul> <li>Home</li> <li>Situational Awareness         <ul> <li>Universe</li> </ul> </li> </ul>			
<ul> <li>Visual Command Center</li> </ul>	»		
<ul> <li>Communications</li> </ul>	*	☆ Home	NEW Everbridge 360
<ul> <li>Notifications</li> </ul>		🖄 Situational Awareness	Communication List
<ul> <li>Incidents</li> </ul>	r <b>®</b> 1	📢 Communications 🔐	
<ul> <li>Communications</li> </ul>	~	🛠 Crisis Management	Everbridge Classic
<ul> <li>SnapComms</li> </ul>	T I	• Contacts + Assets	Notifications
Crisis Management		Reports + Analytics	Active / History
<ul> <li>Launch Critical Event</li> </ul>	\$*	<ul> <li>✤ Travel Risk Management</li> <li>⊷ ITA</li> </ul>	Scheduled
<ul> <li>Events</li> </ul>	Α	🗠 Workflow	Message Templates
<ul> <li>Submissions</li> </ul>	Ť	Settings	Incidents
<ul> <li>Reports</li> </ul>	<b>11</b>		Launch Incident
<ul> <li>Critical Event Templates</li> </ul>	<u>س</u>		Open / History Scheduled
<ul> <li>Task List</li> </ul>	7		Templates
Templates	20		Scenarios
<ul> <li>Document Library</li> </ul>			variables SnapComms
<ul> <li>Widget Library</li> </ul>			
<ul> <li>Form Library</li> </ul>			
<ul> <li>Audit Log</li> </ul>	<b>\$</b>		
<ul> <li>Contacts + Assets</li> </ul>			
<ul> <li>Contacts</li> </ul>			
<ul> <li>Assets</li> </ul>			



Menu Items	Collapsed View	Expanded View
• Reports + Analytics		
<ul> <li>Reports</li> </ul>		
<ul> <li>Analytics</li> </ul>		
<ul> <li>Travel Risk Management</li> </ul>		
<ul> <li>Travel Risk Intelligence</li> </ul>		
<ul> <li>Traveler Alerts</li> </ul>		
<ul> <li>Booking Alerts</li> </ul>		
<ul> <li>Country Risk Traveler Report</li> </ul>		
<ul> <li>Arrival and Departure Report</li> </ul>		
<ul> <li>Travel Report Scheduling</li> </ul>		
<ul> <li>Custom Travel Reports</li> </ul>		
• ITA		
<ul> <li>Open Incidents</li> </ul>		
<ul> <li>Trends</li> </ul>		
<ul> <li>Operations</li> </ul>		
Workflow		
<ul> <li>CEM</li> <li>Orchestration</li> </ul>		
<ul> <li>Flow Designer</li> </ul>		
<ul> <li>Travel Risk Management</li> </ul>		
• ITA		
Settings		
<ul> <li>Organization</li> </ul>		
<ul> <li>Member Portal</li> </ul>		
<ul> <li>Everbridge</li> <li>Open</li> </ul>		
<ul> <li>Everbridge Mobile App</li> </ul>		



Menu Items	Collapsed View	Expanded View
<ul> <li>Access</li> </ul>		

# **Communications Workflow**

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

With **Communications**, you can use quick, template-based, automated messaging or ad-hoc messaging for responding to events within a company, organization, or government office. In the example above, you can launch a Communication to inform your contacts that they should go to a place of safety.

Alternatively, you may have a situation that does not immediately have a high impact but has 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 inform your contacts, but no immediate action is required.

# Launching a Communication from Everbridge 360™

From **Communications** in the Left Menu, click **Launch Communication**. The **Launch Communication** page is displayed.

## **Communications Title and Description**

Everbridge will automatically suggest a title for your Communication based on the Event Type chosen in Step 1. Click the pencil icon to edit the title.

HAZMAT/Fire - Feb 20, 2025	
1 Q Type to search or select an Event Type HAZMAT/Fire	- 0

If desired, click **Enter a communication description** to add a description for your Communication.

* *		4	*	0	Everbridge 360* 💿
<b>র</b> শ্র	HAZMAT/Fire -	Feb 20, 2025			
27 Z	1 Q Type to see	Communication Description			
⊳ ¤ +	2 Select the				Q Search Templates
▶ R k	Yever				
	No Te	Characters remaining: 500/500 Cancel Sa	~		

Once a Communication is sent, the title becomes the Communication Name on the **Communications History** page. It will also become the Incident Name on the **Incidents > Open/History** page.

**NOTE:** The name of the message can contain up to 255 characters. **Communication Description** is an optional field intended for future functionality, which will contain up to 500 characters.

## **Communications Toolbar**

The **Communications Toolbar** can be found at the bottom of the **Launch Communication** page and moves with it as you scroll, allowing its menu items to be accessed at any time.

1	\$
---	----

**NOTE:** Some placeholder buttons on the Communications Toolbar will be usable in future releases.

#### Training Mode

**Training Mode** allows users to practice composing and launching Communications without sending them to real contacts. They'll be identified in the **Communications History** with a textbook icon.



<b>*</b>					≪ ≗ €	Everbridge 360 <sup>~</sup>
<b>↑</b> ∞	HAZN Enter a commun	MAT/Fire - I	Feb 20, 2025			
27 24 24	1	Q Type to search or se HAZMAT/Fire	lect an Event Type	• 0		
<b>⇔</b> E ¥ ⊡ ◆	2	Select the Co Select a Different Te V Hazmat In-	Activate Training Mode Training mode is designed to help you contacts. In training mode, you can ge as selecting a template, drafting the m Communication.	u practice launching a Communication without et familiarized with aspects of launching real C nessage and selecting Groups, Individuals and Cancel	reaching any real communications such Rules for your Activate Training	
		9 Delivery Path Category Emergency Response	Bedit Paths Created By James Podlucky	Updated On Jan 6, 2025	Last Used	
	Cancel	Training	- Live O			© Review

## Step 1: Event Type

Choose an **Event Type** from the dropdown menu that best matches the Communication being sent. This selection will determine which Communication templates are recommended in the next step and will automatically set a Communication name if one hasn't already been added. See <u>Event Types</u> for more details.

1		ype to search or select an Event Type	• 0
		Flood	-
		Frost & Freeze	
2	Sele	General	
		HAZMAT/Fire	
		Health/Disease	
		Heat	est
		Hurricane	
		Large-Scale Emergency Incident Response: Includes critical operational disruptions such as severe na	
			¥

## Step 2: Communication Templates and Delivery Paths

Everbridge 360<sup>™</sup> automatically pulls from existing Communications templates, as well as legacy Notification and Incident templates.

#### **Communication and Notification Template Considerations**

Please see the following tied to Notification templates:

- When Everbridge 360<sup>™</sup> is enabled for an Organization, all Notification Templates will be automatically duplicated/cloned as an Incident Template.
- The cloned Template will include the latest modifications to the Notification Template.
- The cloned Template will be deleted if the associated Notification Template is deleted.
- Naming convention for the cloned Template <Name of Notification Template>\_<Template ID>.
- Notification Templates that have the same Category name as the Incident Template Category name will be merged under the same Category when viewed under Communications.
- Notification Templates that have a different Category name will be listed under the respective Category when viewed under Communications.



• Organization Administrators and Incident Administrators will have no access to view the cloned Templates on the Incident Templates list page, thereby preventing any modifications to these Templates.

#### Choosing a Template

Once an Event Type has been selected, any templates assigned to the chosen Event Type will be suggested for use. For ease of use, each suggested template tile displays:

- Template title
- Event Type(s) assigned to the template
- Last used date
- Template category

the amount and	X U		
Select the Communication	on Template to Use 0		Suggest By Event
Send Without a Template	HAZMAT/Fire Used On 17h ago Hazmat Incident - Status Check Poll	HAZMAT/Fire Used On Feb 13, 2025 Hazmat Incident - Evacuation Notice	HAZMAT/Fire Used On Feb Hazmat Incident - Status Update
			Calabory Emergency Response
	Category: Emergency Response	Category: Emergency Response	Careford's considered weathouse
HAZMAIJFire, Wildfres	Category: Emergency Response	Category: Emergency Response	conducts machine's webound

Click a suggested template to apply it and prefill the following information:

- Predefined message content
- Template Delivery Paths
- Variables
- Recipients

If the Event Type-specific template suggestions aren't appropriate for this Communication, click the **Suggest By** dropdown to instead filter suggestions by Most Recently Used or Most Recently Updated.

• NOTE: If no Event Type is selected for Step 1, then the suggested templates will be filtered by Most Recently Used by default.

Select the Communication T	amplate to Use o						Suggest By	Most Recently Used
Send Without a Template	Haze	ALFIN at Incident - Status Check Poll	Used On Uh ago	Winter Weather, Wildfree, Hunicane Weather Advisory - Work From Home Notice Category: Englayee Weather Emergency	Used On Feb 18, 2025	Int/2007/Fire Hazmat Incident - Evacuati Category: Emergency Response	m Notice	Event Type Most Recently Used Most Recently Update
Hazmat Incident - Status Update	Used On Feb 13, 2025 Head	er, Winter Weather, Wildfres, Hurricane Ne Work Support - IT Follow-up	Used On Feb 5, 2025	Wendy Test Event Wendy Template-polling communication		simonZ check bug fix Nov 2		
Category: Emergency Response	Calvg	ey, if Support		Calegory: wendy comms template category		Category: Simon created category	y name Simon cre	aled callegory name Simon crea Search Templater

#### **Searching Templates**

If none of the suggested templates match the Communication's needs, click **Search Templates** to locate a different one.

	Search Templates		Legacy Templates
HAZMAT/Fire - Feb 20, 2025	All Event Types + All Categories + Reset Fibers		Q. Search by template name
Type to exect or select as Event Type     HAZMAT/Fine	* Suggested Event Type +		
	Send Without a Template	HA2MCOTHE Used On the age Hazmat Incident - Status Check Poll	HIGHASTRE Used On Feb 10, 2 Hazmat Incident - Evacuation Notice
2 Select the Communication Template to	Ing	Category Emergency Response	Category Emergency Response
Select the communication reingnate to	HACHERT/File Unet On Feb 10, 2025 Hachert Incident - Status Update	INCONTINUE WITTING	
Send Without a Template	Category: Emergency Response	Category 000C Management	
	* All		
PAL2MAT/Fex. Wolfres 050C Burmens	Active Shocker chao test variable default	testtest	Chil Univer, An Quality Simon all in one for sprint demo Jan 21
Category 030C Management			Category: wendy comms template category demo 25
	Winter Weather, Winfres, Humicane Used On Feb 10, 2025 Weather Advisory - Work From Home Notice	simon check time units	test duan
	Category: Employee Weather Emergency		
	Simon base publish options	West, Winter Weather, Front & Freeze, Weather, Thursdentorm Winter Weather Advisory - Work Fram Home Notice	nowena test
	Celegory: Simon created celegory name Simon created celegory name Simon creat	Category Employee Weather Emergency	Category: template-leaf
	rowana.comference	revena poling	Simon check variable list Feb 11
	eften abb-member social exer	0-jo-template	Summer: text settinga55
Cancel Tailing Jue	Chese		

There are a few things to keep in mind when searching for templates:

- Search Template will display all templates that the user has access to.
- Templates can be searched within a selected Category, Event Type, or from All.
- The Suggested section can be filtered by Event Type, Most Recently Used, or Most Recently Updated.
- Users can click **Legacy Templates** above the search bar to browse Legacy Incident Communications and Mass Notification templates.

#### View or Change Applied Template

Once a template has been applied, clicking the title of the selected template will expose its details, including Category, Created By, Updated On, and Last Used.

Users can choose to replace the template as needed by clicking **Select a Different Template**.

Select the Comr	nunication Template to U	Jse O		
Select a Different Templa	te			
✓ Hazmat Incide	ent - Status Check Poll			
😵 9 Delivery Paths	🖋 Edit Paths			
Category Emergency Response	Created By James	Updated On Jan 6, 2025	Last Used	
Emergency Response	James	Jan 6, 2025	-	

#### Message Paths

Once a template has been selected, click **Edit Paths** to adjust the message's Delivery and Publishing Paths.

2	Select the Communication Template to Use
	Select a Different Template
	> Hazmat Incident - Status Check Poll
	9 Delivery Paths         Edit Paths

Select the desired Delivery Paths from the SMS, Email, Voice, Mobile App, Plain Text, and Business messaging Apps sub-tabs. Once finished, click **Save**.



Message Paths Select the Delivery Paths for your mes	sage.	×
Delivery Paths SMS < Email • < Voice • < Mobile App • < Plain Text • < Business Messaging Apps •	SMS sms1 sms2	Efault (S) Default (S)
		Cancel

If you've chosen an Incident template rather than a Notification Template, you can populate the information in the variable information fields of your template form.

Flood - Response Activation	<ul> <li>Flood - Response Activation 0</li> </ul>
All "Variables"	
> Templates in Use	*1. Action to Take
	Move immediately to higher ground or stay on high ground. Continue to check the media for emergency information. Follow instructions from public safety officials.
	162/2000
	*2. Location ()
	Write text here 0/260
	3. Category

To complete variables:

- Complete the fields with your situation-specific information. The available fields depend on how the template has been configured by your Administrators.
  - Required fields are indicated with a red asterisk(\*).
  - Fields in white are editable. Fields in gray cannot be changed.
- 2. Click **Apply Variables at the bottom** to use the selected values in the following sections.

#### Ad-Hoc Communications

By clicking **Send Without Template**, users can also send a message ad-hoc without a preexisting template using their Organization's default settings and permissions. Message templates will be recommended based on the chosen Event Type and the name of the template containing the event name. If the template desired template is not automatically shown, they can be searched for.

Send Without a Template	HAZMAT/Fire Hazmat Incident - Evacuation Notice	HAZMAT/Fire Hazmat Incident - Status Check Poll	HAZMAT/Fire Hazmat Incident - Status Update
	Category: Emergency Response	Category: Emergency Response	Category: Emergency Response
HAZMAT/Fire, Wildfires GSOC Summons			
Category: GSOC Management			

Message delivery paths for an ad-hoc Communication will default to the Organization settings but can be changed to Custom. Templates will have predefined delivery paths. You may or may not be able to change custom paths when sending a Communication.

**NOTE:** Available delivery paths are configured by an Account or Organization Administrator under **Settings > Organization > Notifications > Delivery Methods**.

# Step 3: Configure Public Settings

Continue to the **Configure Public Settings** section, where the Communication's priority can be set as follows:



- Imminent Threat to Life (if enabled for Organization) Communications flagged with Imminent Threat to Life (ITL) mean the event:
  - has just occurred (for example, an earthquake, volcanic eruption, or failed life-support system), or
  - is in progress (for example, an active shooter or nuclear power plant emergency), or
  - is expected to happen today (for example, severe weather), or
  - the lives or safety of message recipients are immediately at risk.
  - (only applies to Apple/iOS devices) becomes a critical alert when the message is sent to Everbridge Mobile App. Critical alerts:
    - make an audio sound when delivered, even if your device is silent. (If your device is not on silent, the audio tone is based on your selections in app settings).
    - are displayed until you tap on it.
    - are displayed with a warning icon.
  - **An Active Shooter event** in the proximity of a recipient's location, or a life-threatening weather event are both examples of ITL situations.

The following Communications are not typically considered Imminent Threats to Life:

- Communications to recipients to inform them of an active shooter at another location, a weather event that will impact a different location, or a weather event that is still days away.
- Communications sent after the initial ITL message UNLESS there is a material change from the initial Communication AND the change results in an immediate increased risk to life and safety.
- Communications sent to recipients who are not at risk for life and safety regardless of the type of Incident.
- **High Priority** High-priority messages are given priority in your message queue and are flagged in your recipients' inbox.
- Standard No priority has been given.

# Step 4: Configure the Message

To configure your message:

- Exercise Mode: Communications sent in Exercise Mode are meant to test communication plans, such as allowing recipients to practice receiving and responding to messages similar to those they'd see in a real emergency. The [DRILL] tag will be prepended to the message's Subject and Body so that contacts will immediately know that it's an exercise.
- 2. Specify your message type. There are three types of messages:
  - **Standard** Standard messages are used to send communication to people through a variety of methods including voice, text, and email. Confirmations can be requested from contacts that receive standard messages. Standard Messages can be emergency messages or informational messages.
  - **Polling** Polling messages are for sending a Communication to contacts and presenting them with a menu of responses for them to choose from. When contacts receive the message, they can reply with one of the choices. Then users can view the responses to know each contact's answer.
    - A polling message can have a quota associated with it. This is when not only a response is requested but a certain number of responses are needed. A quota might be for people, such as locating employees to work overtime or volunteers to staff an event
  - **Conference** Conference messages are messages that ask contacts to join a conference call. This could be an emergency where contacts need to discuss a situation immediately or it might be a convenient way to pull in a team for a weekly status meeting.
- 3. Add a **Subject** and your message's **Body** text. The body field can accommodate 2500 characters for Email/Fax, and 459 characters for SMS.
  - The subject of your message will be automatically configured based on the event type chosen. In the Subject field, you can amend the title of your message.
- 4. Click Add Custom Message to add a message to the previously selected Message Paths for the Communication. Everbridge recommends you always send custom messages per delivery method, if possible. This helps to avoid message fatigue and enables contacts to consume messages in the most efficient way possible, per device.



Subject	Hazmat Incident -	· Status Check Poll
Message Body 0	+ Add Custom Message	Default Message
Default Mess     Home Email, Home F     ms team, mobile put	age Phone, email2, extension phone, sh alert, slack, PlainTextEmail	This is an urgent status check regarding the hazmat incident. Your immediate response is required for emergency response coordination.     Please respond to this safety check.
		Email/Fax: 2291 SMS: 286 Estimated SMS Messages 2 🚯
	* Poll Responses	Email/Fax: 2291 SMS: 286 Estimated SMS Messages 2 ①
Polling	• Poll Responses 1 I safely o	Email/Fax: 2201 SMS: 286 Estimated SMS Messages 2 ① Use Quotas evacuated.
Polling	• Poll Responses 1 I safely o 2 I need at	Email/Fax: 2201 SMS: 286 Estimated SMS Messages 2 ① Use Quotas evacuated. ssistance.
Polling	• Poll Responses 1 I safely of 2 I need as + Add	Email/Fax: 2201 SMS: 288 Estimated SMS Messages 2  Use Quota evacuated. ssistance. Another

When adding a custom **message path** you can use the same text for all your delivery methods, or you can choose to have separate text for SMS, Email, Voice, Mobile App, and Plain Text. See <u>Rich Text Editor Best Practices for</u>



#### Custom Delivery Paths for more on configuring custom messages.

Customize Message Path	s ×
Please select the delivery paths for which content	n you would like to define customized
Default Message	
SMS	$(\mathbf{X})$
Email	$(\mathbf{S})$
Mobile App	$(\mathbf{S})$
Everbridge Web Widget	(8)
Alertus	(8)
Member Portal	
Facebook	$(\mathbf{S})$
X (Twitter)	(8)
Everbridge Network	8
	Cancel Save

5. Select **Add** under the **Attachments** section at the end of Step 3 to attach up to five files to a message. The maximum file size is 20 MB. If an attachment is more than 20 MB, it will be sent as a link in the Communication. Each filename should be no more than 80 characters. You can attach files if the

#### Communication is to be sent via email or the Everbridge Mobile App.



### Step 5: Recipient Management

Groups, Individuals, Rules, and Recipients in the Area may be prefilled based on the template chosen and the alert for users launching a Communication from Visual Command Center.

**NOTE:** Logic for Recipients in the Area:

**From a VCC Alert -** Contacts within the specified Map/Polygon of the selected Template, as well as Contacts within the Polygon of the Alert itself.

**Without an Alert -** Contacts within the Map/Polygon of the selected Template (if it contains a Map/Polygon).

 Under Add Recipients, you can configure who you want to send a Communication to. A Communication may already have some predefined contacts. However, in the moment and if permitted, you may want to add more contacts to a Communication depending on the situation. Depending on your requirements, select the individuals and groups you want to send the Communication to.



${\bf Q}_{\rm c}$ Search by individual, group or rule name or	by group description			Advanc
<ul> <li>Hide Recipient Selector</li> </ul>				Clear
Groups Individuals Rules				
Group Name	Created On	Created By	Updated On	Updated By
> NotJustPrime	Jan 6, 2025	Joshua	Jan 6, 2025	Joshua
> Perf100KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
Perf10KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
Perf50KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
Podlucky	Feb 19, 2025	James	Feb 20, 2025	James
> Simon Beijing	Aug 19, 2024	Simon	Aug 19, 2024	Simon
> Simon parent group 1	Aug 19, 2024	Simon	Aug 19, 2024	Simon
Simon_1	Jul 22, 2024	Simon	Aug 7, 2024	Simon
Simon_A	Jul 22, 2024	Simon	Jul 22, 2024	Simon
Wendy Business Message App Contacts	Nov 3, 2024	Wendy	Nov 3, 2024	Wendy
Selected Recipients & 11 Unique	Recipients			
Groups	s Details	Rules 💿	Exclude	ed
<u>۶</u> 0 <u>و</u> 11		× 0	۵ ۵	

Note that the available data columns present on the **Individuals** tab of the recipient-picker are determined by the choices specified under **Settings** > **Organization** > **Everbridge 360** > **Communication Recipients**.

×	everbridge <sup>.</sup>					VCC SaaS Devs (Orga	nization Admin)	0	C Everbridge 360"
*	Home	Organization Member	Portal	Everbridge Open	Everbridge Mobile	App			
æ	Situational Awareness	Organization	>	Communic	ations Recip	pients			
14		Мар	>	() Select the	Contact attributes t	to be displayed for Individual recipient selection in Co	ommunications. You cr	an select	up to five attributes in
	Crisis Management	Interactive Visibility	>	addition to the first three default attributes. In Communications, all the selected attributes will be displayed for Individual recipient selection.					
		Publishing Options	>	Sequence	Custom	Name			
8	Reports + Analytics	Notifications	>	1	N	First Name			
+	Travel Risk Management	Contacts/Assets	>			1 1101 1 101110			
*		ITA	>	2	N	Last Name			
	Workflow	Critical Event	>	3	Ν	External ID			
٠	Settings	Everbridge 360	ř	<b>v</b> = 4	Y	Strategic BU			8
	Organization	Default Settings		<b>VA</b> 5	Y	Department			ů.
	Member Portal	Event Types			×	Region			
	Everbridge Open	Recipients				ngun			-
	Everbridge Mobile App			■ 7	Y	Email			8
	Access						v		Add

• Groups - Click Groups to select groups your Organization has created.

- - Individuals Click Individuals to select individuals by name.
  - **Rules** Click **Rules** to apply rules that your Organization has defined to select contacts with certain attributes. Rules are preconfigured by your Incident Administrator.
  - **Recipients in Area** Recipients that have been impacted by an alert will be added for communication. Click **Edit** next to the Include Recipients in this Area toggle to filter recipients by Location Type and Contact Type.



These can be filtered by location type:

- Static
- Last Known
- Expected (includes Travel) locations
- Contact record type
- 2. Clicking the count of unique recipients allows you to see all recipients that have been added via Groups, Individuals, Rules, Incident Rules, Conditions or as a recipient in the area.



lter	Clear All	Recipient De	tails	음 19 Total Unique	Recipient
🕀 All	19	Q Search by Individ	dual's First Name/Last	Name	
🛎 Groups 📵	11	Viewing   All			
Individuals	11	First Name	Last Name	External ID	
🖹 Rules	0	Aaron			≗ ⊗
S Excluded	0	Aaron			≗ ⊗
		Aaron			≗⊗
		Abbey			≗ ⊗
		Abbey			2 (8)
		Abbey			≗⊗
		Abbey			2 8
		Abbey			≗ ⊗

Click the **person** icon to see how a specific contact was included (via Groups, Incident Rules, Conditions, etc.).



Click the X icon to remove recipients from Communication without impacting



lter	Clear All	Recipient De	tails ≗11	191 Total Unique	Recipients
🕀 All	1191	Q Search by Individ	dual's First Name/Last Name		
🗳 Groups 🕖	5	Viewing			
Individuals	8	First Name ↑	Last Name	External ID	
Rules 2	70	Aaron	Rojo	eb1-177-8841	20
In Area	1110	Aaron	Shively	eb1-190-372	≗ ⊗
Excluded	1	Aaron	Mounts	eb1-207-3933	≗⊗
		Aaron	Nowicki	eb1-224-4968	≗⊗
		Aaron	Hunley	eb1-224-3703	≗⊗
		Aaron	Mcelrath	eb1-207-65	≗⊗
		Aaron	Gowen	eb1-177-684	≗⊗
		Aaron	Rainbolt	eb1-216-2115	≗⊗
					^ _

3. Click **Done** to finish setting the Recipients.

### **Step 6: Settings**

- 1. Click the **Settings** cog icon on the **Communications Toolbar** to configure the message settings, which allow you to adjust different options to optimize your message.
  - Content The language setting for communication that dictates the language in which contacts receive voice and email prompts. This setting does not translate any text entered in the title or body of a communication, nor does it translate the text-to-speech message. However, the text-to-speech message will be read using the selected

#### language's accent.

Settings						
Content	Delivery	Sender Information	Recipient Interaction			
Language 🕕	✓ English (US)					
			Cancel Save			

- Delivery
  - Order There are three different delivery order modes in Everbridge Suite settings:
    - Organization Default Uses the sequence specified in the organization's settings tab for notification delivery methods,
    - Contact Preferred Uses the sequence specified in each contact's record,
    - One-Time Custom Uses the sequence specified at a notification's creation, and overrides all other preferences.
  - Wait Between Delivery Paths Controls how long the system waits before moving on to the next delivery method for a contact.
  - **Contact Cycles** Controls how many times Everbridge attempts to deliver the message across all of the device types for the contact.
  - Wait Time Between Cycles Controls how long the system waits before starting another cycle of Communication.
  - **Broadcast Duration** Controls how long the Communication is active to send messages and receive confirmations.

Settings					
Content	Delivery	Sender Information	Recipient Interaction		
Order 🚯	✓ Organization Default				
Wait Between Delivery Paths ()	▼ 0 Minutes				
Contact Cycles 🚯	• 1				
Wait Time Between Cycles 🚯	▼ 0 Minutes				
Broadcast Duration (	✓ 1 Hours				
			Cancel Save		

• Sender Information - Specify the following information:

- Email Sender Name Allows you to change the address to something that is recognizable to the contacts, so they are more likely to open it.
- **Reply to Email** Allows you to set a custom email that your contacts can reply to for more information.
- Caller ID Allows you to change the phone number that your contacts see displayed when they receive a Communication via phone.

Settings			
Content	Delivery	Sender Information	Recipient Interaction
E-mail Sender Name 🕚	Email Sender Name EverbridgeEnterpriseA	lerts	
Reply to Email 🕕	<ul> <li>Organization defau</li> </ul>	lt	
Caller ID 🚯	United States	· +1 616 780	<default></default>
	Brazil	S → +55 11 2345	
	United Kingdom	₩ - +44 121 234	
			Cancel Save

- Recipient Action Configure the below options:
  - Request Confirmation Allows you to request that your contacts confirm that they have received the message. It also stops any further attempts to reach contacts.
  - **Everbridge Mobile App** Allows you to control various settings related specifically to the Everbridge Mobile App, such as:
    - Request Location
    - Request Image
    - Request Additional Information
    - Enable Sharing Options
  - Voicemail Preference Controls what Everbridge does when leaving a voice message. You can select whether to end the call, leave a message, or leave a message with call-back information to

#### confirm that it was received.

Settings						
Content	Delivery	Sender Information	Recipient Interaction			
Request Confirmation ()						
Everbridge Mobile App						
Request Location 🚯	$\overline{\mathbf{x}}$					
Request Image 🚯	$\bigotimes$					
Request Additional Information ()	$\bigotimes$					
Enable Sharing Options	$\bigotimes$					
Voice Mail Preference (	✓ Message Only					
			Cancel Save			

### Step 7: Review and Send

1. Click **Review** on the **Communications Toolbar** to review SMS, Email, Voice, Mobile App, and Plain Text delivery paths before sending with the context of the number of recipients, send time, and whether the message is being sent during the day or night. **Voice** is a recording that can be listened to prior to



#### launch.

Review	Device Preview
Send Time Send Immediately (2) 13:37 PST	< Email Voice Mobile App Plain Text Business Messaging Apps
Event Type HAZMAT/Fire	Hazmat Incident - Status Check Poll
Title HAZMAT/Fire - Feb 27, 2025	Welcome to VCC Common Org.
Template Hazmat Incident - Status Check Poll	Madaa No
Delivery Paths	
Home Email Home Phone email2	
slack PlainTextEmail-1Way	
PlainTextEmail-2Way	
Recipients	
11 Unique Recipients 😢 View All	
O Groups Total 0	
O Rules Total 0	
Individual Recipients Total 11	
ack	

2. Once all required fields have been completed and variables have been applied, the **Launch Communication** button on the **Communication Toolbar** will turn blue to enable sending the Communication. Click it to start the launch.



- 3. The Launching Communication modal will appear with two options:
  - 1. **Stop Communication** This allows the user to pause the launch and return to the previous screen to correct any possible errors.

2. Launch Immediately - Launches the Communication and closes the modal.



• **NOTE**: If neither option is selected, the Communication will automatically launch after the modal times out.

# **Communication List**

The **Communications List** page found under **Communications > Communication List** contains all messages sent via Communications (Notifications, Incidents, and Scenarios).

Click **Launch Communication** to start creating a Communication from scratch or a template. For more on that process, see <u>Launching a Communication from</u> <u>Everbridge 360</u>.

**NOTE:** Communications are sent using Incident functionality, so all Communications will also be displayed under **Incidents – Open/History** with all functionality intact.

*					« 1	Everbridge 360 <sup>~</sup>
•	Commur	nication List			(	A Launch Communication
77 77	Status Active	My Communication	4 <b>√7D</b> 14D 21D 30D 1		Q Search	h by Name
٥	Status	Priority	Name	Event Type	Launch Time 👻	Launched By
	<ul> <li>Active</li> </ul>	Standard	Lenox Ave & Old Middleburg Rd N - There ar	HAZMAT/Fire	9h ago	
~	<ul> <li>Active</li> </ul>	Standard	General - Mar 7, 2025	General	10h ago	
•	<ul> <li>Active</li> </ul>	Standard	General - Mar 7, 2025	General	10h ago	
	<ul> <li>Active</li> </ul>	Standard	Ling-testWinter Weather Advisory - Nebras	Winter Weather	10h ago	
	<ul> <li>Active</li> </ul>	Standard	Ling -test Winter Weather Advisory - Illinois,	Winter Weather	10h ago	_
	<ul> <li>Active</li> </ul>	Standard	General - Mar 6, 2025	General	15h ago	
	<ul> <li>Active</li> </ul>	Standard	publishing paths only, no contact	Wendy Test Event	16h ago	
	<ul> <li>Active</li> </ul>	Standard	General - Mar 7, 2025	General	18h ago	
	<ul> <li>Active</li> </ul>	Standard	Civil Unrest social - Mar 7, 2025	Civil Unrest	18h ago	
	<ul> <li>Active</li> </ul>	Standard	General - Mar 7, 2025	General	20h ago	

Communications from within the last 7 days are automatically displayed but can be expanded to include 14 days, 30 days, 60 days, or a specified date. You can also search for a Communication by its **Name**, while sorting can be done by **Name**, **Event Type**, **ID**, **Send Time**, and **Created By**.

Communications accompanied by the textbook icon were launched in Training Mode.



*				« 🛓	Everbridge 360~ 0
•	Communication List				A Launch Communication
24 12 55	Status Active - My Commu	nications 70 140 210 300	8	Q, Searc	:h by Name
٢	Status Priority	Name	Event Type	Launch Time 👻	Launched By
	Active Standard	General - Mar 7, 2025	General	17s ago	
2	Active Standard	Lenox Ave & Old Middleburg Rd N - There ar	HAZMAT/Fire	10h ago	
۰	Active Standard	General - Mar 7, 2025	General	11h ago	
	Active Standard	General - Mar 7, 2025	General	11h ago	

## **Communication Details**

Clicking on the name of the Communication will take you to the <u>Communication</u> <u>Details</u> page, where you can see details of responses, export the results as a PDF, close the Communication, and more.

# **Communication Details**

The **Communication Details** page displays any relevant information about a launched Communication, such as confirmation status, message details, confirmation by delivery paths, settings, and more. It's also where operators can send updates to recipients, activate a closed Communication, export the Communication details, or close the Communication.


#### EVERBRIDGE 360<sup>™</sup> USER GUIDE





**NOTE:** This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

# Sending a Communication Update

Situations that require a Communication are often in flux and can rapidly change at any time, so sending a status update is a useful way to keep recipients informed of the latest activity surrounding a Communication.

Updates can only be sent for Active Communications. To send an update from the Communication Details page:

1. Click the **Update** icon on the message in the **Activity** column to the left.

~				« 🛓	0	C Everbridge 360*
	Communications List / Communication Details					
¢	< Chemical Spill at Downtow	n Business Dist	rict	ø	в	Close Communication
*	Standard Status Launch Time Creator Active Mar 5, 2025 at 17:11	Event Type HAZMAT/Fire				
ę	A stinity					
	ACTIVITY C Conference D Poll	Confirmation State	ıs			
2	en Standard Message ta Sent Mar 5, 2025 at 17:11 by	Total Recipients	Confirmed 1			
٠	URGENT: Chemical Spill at Downtown Business District - Immediate Evacuation Required	11	9.09%			
	Original Communication Sent 11 Recipients		Confirmed Late 0			
	Broadcast Duration 1 hour   Closed Mar 5, 2025 at 18:11		0%			
			Not Confirmed 10			
			90.9%			
			Unreachable 0			
			0%			

2. The Select Recipients modal opens, allowing the sender to choose one of two options:

• Existing Recipients - Send an update to all recipients in the thread, or choose to send to those who have or have not confirmed the message.



 To see which recipients have confirmed, click the Recipients link and then apply the Confirmed or Not Confirmed filters on the Confirmation Details page.



• New Recipients - Send an update to additional recipients that were not included in the original message. The sender will prompted to add the

new recipients the Send Update to Message form.



3. The **Send Update to Message** form opens. Set the Event Type (if different from the original message) and select a template for the update or use the **Send Without a Template** option. Using a template will auto-fill key details for this message, such as delivery paths, public settings, message body, and attachments.

× ×		Send Up	date to Message						
2 1 B	Communications List / Communic Chemical Spil Description Standard Status Active Mar :	1	<ul> <li>Event Type: HAZM/</li> <li>Type to search or select an Event HAZMAT/Fire</li> </ul>	AT/Fire	• D Revert				
¢ 13	Activity	2	Select the Communic	cation Template to Use <b>0</b>		Suggest By Event Type *			
<b>4</b>	Standard Message Sent Mar 5, 2025 at 17:11 by James Por URGENT: Chemical Spill at Downtown District - Immediate Evacuation Requ Original Communication Sent 11 Recipients Brandenst Duration 1 hour   Closed Mar 5, 2025 at 18:11		Send Without a Template	HAZMAT/Fire Hazmat Incident - Evacuation Notice Category: Emergency Response	HAZMAT/Fire Hazmat Incident - Status Check Poll Category: Emergency Response	HA2MAT/Fire Hazmat Incident - Status Update Category: Emergency Response			
			Centry of the management			Search Templates			
			Please select a Communication Template or choose No Template to proceed						
		Cancel				Continue			



4. Edit the delivery paths as needed and click **Save**.

	essaye	
1 > Event T	ype: HAZMAT/Fire	
2 Select th	e Communication Template to Use <b>0</b>	
Select a Differ	ent Template	
Send Wi	thout a Template	
😴 13 De	livery Paths Zedit Paths	
elect the Delivery Paths and Pu Delivery Paths	blishing Paths for your message.	~
	sms1	
✓ Email ()		Default 🥑
<ul> <li>Email O</li> <li>Voice O</li> </ul>	sms2	Default
<ul> <li>Email •</li> <li>Voice •</li> <li>Mobile App •</li> </ul>	sms2	Default
<ul> <li>Email •</li> <li>Voice •</li> <li>Mobile App •</li> <li>Plain Text •</li> </ul>	sms2	Default 🕑 Default
<ul> <li>Email •</li> <li>Voice •</li> <li>Mobile App •</li> <li>Plain Text •</li> <li>Business Messaging App</li> </ul>	s 2	Default
<ul> <li>Email •</li> <li>Voice •</li> <li>Mobile App •</li> <li>Plain Text •</li> <li>Business Messaging App</li> <li>Publishing Paths</li> </ul>	sms2	Default 🕑 Default 💽
<ul> <li>Email •</li> <li>Voice •</li> <li>Mobile App •</li> <li>Plain Text •</li> <li>Business Messaging App</li> <li>Publishing Paths</li> <li>Everbridge Web Widget</li> </ul>	s 2	Default 🥑 Default 🢽

- Configure the Public Settings section to specify the priority.
   Choose between either a Standard, Polling or Conference Communication and enter a subject.

7. Enter a default message and as many Custom Messages per delivery path as desired. Click **Add** at the bottom of the section to include attachments.

Subject Communication U	Jpdate	
Message Body O Horesage Default Message Home Email, sms1, Home Phone, email2, sms2, extension phone, ms	Default Message This incident is still ongoing and we hope to resolve it soon. Please stay tuned for more u	All Pat
	Email/Fax: 2381 SMS: 361 Estimated SMS Messages 1 👔	

- Note that the ability for operators to modify the message body is permissions-based. If you're unable to edit the body, contact your administrators for assistance.
- Select the recipients as you would a normal Communication via individuals, groups or rules. Note that currently, selecting a template does not automatically apply its recipient selections, though that functionality is coming soon.
- 9. Click **Continue**. The **Launching Communication** modal will appear and preview the number of recipients who will receive the message. If needed, click **Stop Launch** to go back and make adjustments, or click **Launch**



#### Immediately.

Communication Closed	Send Upd	late to Message				
 Closed Mar 7, 2025 at 16:16 by Sarah Vi		Individuals (5)				
Standard Message		First Name -	Last Name	External ID	Email	
Sent Mar 5, 2025 at 17:11 by James Pot		Sarah	Venezio	54321		
URGENT: Chemical Spill at Downtown District - Immediate Evacuation Req. Original Communication Sent		+ Sarah	Wooton	eb1-480-466		8
11 Recipients Broadcast Duration		+ Sarah	Eastman	eb1-497-871		۲
) Tüpdar		Se Stop Launch	Gathering 1 Recipients	mmediately		
		Groups O	Individuals Det	aits Rules O 은 0	Excluded & 0	
	Cancel					Continue

10. Once launched, the update can be seen in the **Activity** panel nested beneath its parent Communication, along with any other updates sent for it. The newly-launched update will automatically be selected from the Activity panel upon launch, and the **Confirmation Status** modal to the right will display the



#### confirmation status of the recipients.

<b>*</b>					« 🚨	0	C Everbridge 360"	
* 80	Communications List / Communication Details Chemical Spill at Downtown Description	n Business Distr	rict		9 B	54 F	Close Communication	
57 9	Standard Status Launch Time Creator Active Mar 5, 2025 at 17:11	Event Type HAZMAT/Fire						
	Activity C* Conference III Poll	Confirmation Statu	s					
ы К	Sent Mar 5, 2025 at 17:11 by	Total Recipients	Confirme	d <b>0</b>				
•	UBGENT: Chemical Spill at Downtown Business District - Immediate Evacuation Required Original Generalization Sent 11 Recipients Breadease Duration 1 hour   Closed Mar 5, 2025 at 18:11 2 2 Updates    Communication Update Update Sent 1 Recipients Breadease Duration		0% Confirme 0% Not Confi 100% Unreacha	1% Confirmed Late 0 1% Not Confirmed 1 100% Unreachable 0				
:	Mar 5, 2023 at 17:16 by      UPDATE: Contained - Hazmat Incident at     Downtown Business District, Riverfront     Industrial Park	Message Message Body ①		Priority				
•	Update Sent 11 Recipients Breadesex Duration 72 hours   Closed Mar 8, 2025 at 17:16	Default Message Home Email, sms1, Home Phone, email2, sms2, extension phone, ms team, mobile		Standard Message type Standard Subject				
1				Default Message This incident is still ongoing and v	we hope to re	solve it so	ion. Please stay tuned for more up:	

• The selected Communication card in the **Activity** panel will be highlighted in blue for easy recognition.

## **Closing a Communication**

There are two ways to close a Communication from the **Communication Details page**: either with or without a message alerting the recipients of the closure.

#### Closing a Communication Without a Message

To close a Communication without sending a message:

- 1. Navigate to the **Communication Details** page of an Active Communication.
- 2. Click **Close Communication** in the top-right corner.



3. The Close Communication modal will open. Click Close Now.



This option will:

- Close the Communication immediately.
- Disable the ability to send further Communications in this thread.
- Disable the ability to send updates.
- Disable the ability to resend any messages from this Communication.
- 4. A message will appear confirming that the Communication has been closed. The status will change to Closed, and a timestamp in the **Activity** section will also show how long ago it was closed and by whom. The **Activate Communication** button will also appear in the top-right corner.

<b>*</b>			
	Communications List / Communication Details		
æ	< Chemical Spill at Downtown	Business District	Activate Communication
۲ <b>۲</b> ۲	Standard         Status         Launch Time         End Time           • Closed         Mar 5, 2025 at 17:11         Mar 5, 2025 at 17:11	Creator Event Type	
e			Communication Closed
8	Activity C <sup>1</sup> Conference III Poll	Confirmation Status	activate it again if needed.
R k	Communication Closed     Closed 0s ago by	Total Recipients Confirmed	1
٥	Standard Message     Sant Mar 5 2005 at 17:11 hv	11 9.09%	
	URGENT: Chemical Spill at Downtown Business	Confirmed	Late 0
	District - Immediate Evacuation Required Original Communication Sent	0%	
	11 Recipients Broadcast Duration	Not Confirm	aed 10
	1 hour   Closed Mar 5, 2025 at 18:11	90.9%	
	> 1 Update	Unreachab	e 0
		0%	

### Closing a Communication with a Message

To send a message when closing a Communication:

- 1. Navigate to the Communication Details page of an Active Communication.
- 2. Click Close Communication in the top-right corner.
- 3. The Close Communication modal will open. Click Close with Message.

~				
•	Communications List / Communication Details	- Rusinasa Dist	riot	
<i>1</i> 20		n Business Dist	ncı	Close Communication
<b>1</b> 17	Standard Status Launch Time Creator Active Mar 5, 2025 at 17:11	Event Type HAZMAT/Fire		Close Communication The communication will be closed. You can reactivate it if needed. If you want to notify people of the status change, you
≎ 8	Activity C* Conference III Poll	Confirmation Statu	IS	can close with a message. Otherwise, close it now without sending a message.
R k	10 Communication Reactivated Reactivated Mar 7, 2025 at 16:32 by	Total Recipients Confirmed 1		Cancel Close with Message Close Now
۰	Communication Closed Closed Mar 7, 2025 at 16:16 by	11	9.09%	
	Standard Message     Sent Mar 5, 2025 at 17:11 by		0%	
	URGENT: Chemical Spill at Downtown Business to  District - Immediate Evacuation Required Original Communication Sent 11 Derivative		Not Confirmed 10 90.9%	
	Broadcast Duration 1 hour   Closed Mar 5, 2025 at 18:11		Unreachable 0	
	> 1 Update		0.2	

Note that after the final message is sent, this will:

- Disable the ability to send further Communications in this thread.
- Disable the ability to send updates.
- Disable the ability to resend any messages from this Communication.
- 4. The Send Update to Message form will appear to the right. Choose a Communication template to use for the message or select Send Without a Template to send an ad-hoc message. Templates will first be suggested by Event Type but suggestions can also be viewed by Most Recently Used or



#### Most Recently Updated templates.

»		end Update to Message
<b>*</b>	Communications List / Communic Chemical Spil Description	> Event Type: HAZMAT/Fire
8	Standard Status Laun Active Mart	Select the Communication Template to Use • Suggest By Event Type -
¢	Activity	Send Without a Template         HAZMAT/Fire         HAZMAT/Fire           Hazmat Incident - Evacuation         Hazmat Incident - Status Check         Hazmat Incident - Status
R Å	er Communication Reactivated Reactivated Mar 7, 2025 at 16:32 by Sar	Notice         Poli         Uppate           Category: Emergency Response         Category: Emergency Response         Category: Emergency Response
٠	Communication Closed     Closed Mar 7, 2025 at 16:16 by Sarah Ve	GSOC Summons Category: GSOC Management
	Standard Message Sent Mar 5, 2025 at 17:11 by James Por	Search Templates
	URGENT: Chemical Spill at Downtown District - Immediate Evacuation Requ Original Communication Sent 11 Recipients	
	Broadcast Duration 1 hour   Closed Mar 5, 2025 at 18:11	Please select a Communication Template or choose No Template to proceed
	> 1 Update	Cancel

- 5. Configure the delivery paths, public settings, and message the same you would when launching a new Communication.
- 6. Click **Continue**. The launch preview will display the number of recipients who will be receiving this message, allowing the operator to cancel and adjust as needed. If it looks correct, either wait for the launch to complete on its own or click **Launch Immediately**.

		Individuals (1)				
Commo	Inications List / Communic	First Name •	Last Name	External ID	Email	
¢ C ⊠		0		54321		⊗
	ard Status Lawn	Rules (0)				
Activit	y	Launching Cor	nmunication			
	inication Reactivated of Mar 7, 2025 at 16:32 by Sar		Gathering 1 Recipients			
	anication Closed Jar 7, 2025 at 16:16 by Sarah Vi	Se Stop Launch	Launce	Immediately		
	rd Message 5, 2025 at 17:11 by James Por	( and )				
URGEN District Original 11 Rec Broadca 1 hour	IT: Chemical Spill at Downtown t - Immediate Evacuation Requ Communication Sent appents at Duration I Closed Mar 5, 2025 at 18:11	Groups 🕐	ndividuals b	A O	excluded گ ()	
	Closed Mar 5, 2025 at 18:11					

7. Once the message has been launched, the **Activity** panel will update showing that the original Communication has been closed and that a message was



#### sent to the specified recipients. The Status will also change to Closed.

×				*	÷	ø	C Everbridge 360* 🙂
•	Communications List / Communication Details						
æ	<ul> <li>Chemical Spill at Downtown</li> <li>Description</li> </ul>	n Business Dist	trict	ø	₽	4	Activate Communication
н Х	Standard Status Launch Time End Time • Closed Mar 5, 2025 at 17:11 Mar 5, 2025 at	Creator Event Ty 17:11 HAZMA	<b>pe</b> f/Fire				
•	Activity C Conference III Poll	Confirmation Stat					
*		Confirmation Stat	us				
⊭	Communication Closed     Closed 19s ago by	Total Recipients	Confirmed 0				
۰	Incident Contained	1 0%					
	1 Recipients Broadcast Duration		Confirmed Late 0				
	12 hours   Closing in 11:59:31		0%				
	to Communication Reactivated		Not Confirmed 1				
	Reactivated Mar 7, 2025 at 10.32 by		100%				_
	Communication Closed Closed Mar 7, 2025 at 16:16 by		Unreachable 0				
			0%				
	En Standard Message  Sent Mar 5, 2025 at 17:11 by		v/				
	URGENT: Chemical Spill at Downtown Business	C					

# Activate Communication

If needed, Communications that have been closed can be reopened again from the **Communication Details** page. To do this:

- 1. Navigate to the closed Communication's Details page.
- 2. Click Activate Communication in the top-right corner.

		*	*	0	C Everbridge 360* 🙂
Communications List / Communication Details Chemical Spill at Down Description	own Business District	ø	в	4	Activate Communication
Standard Status Launch Time End • Closed Mar 5, 2025 at 17:11 Mar	Ime Creator Event Type 2025 at 17:11 HAZMAT/Fire				
Activity (* Conference #	Poll Confirmation Status				
Communication Closed	Total Recipients Confirmed 1				
Standard Message Sent Mar 5, 2025 at 17:11 by	• 11 9.09% Confirmed Late 0				
URGENT: Chemical Spill at Downtown Business District - Immediate Evacuation Required Original Communication Sent 11 Recipients	0%				
Broadcast Duration 1 hour   Closed Mar 5, 2025 at 18:11	90.9%				
> 1 Update	Unreachable 0				
	UN				



3. A message will appear stating that the Communication will be activated. Click **Activate** again to confirm.



 The Communication's status will change to Active, and the reactivation timestamp will appear in the Activity panel, including the name of the user who closed and reopened it.

<b>%</b>				«	*	0	C Everbridge 360 <sup>™</sup> 🙂
	Communications List / Communication Details						
ß	<ul> <li>Chemical Spill at Downtown</li> <li>Description</li> </ul>	n Business Distri	ict	ø	B	۴	Close Communication
8 <b>1</b> 8	Standard Status Active Mar 5, 2025 at 17:11	Event Type HAZMAT/Fire					
۴							
	Activity C Conference E Poll	Confirmation Status	6				
R	to Communication Reactivated Reactivated Os ago by	Total Recipients	Confirmed 1				
۰	Communication Closed     Closed 16m ago by	11	9.09%				
	Standard Message		Confirmed Late 0				
	Sent Mar 5, 2025 at 17:11 by		0% Not Confirmed 10				
	URGENT: Chemical Spill at Downtown Business the Comparison of the District - Immediate Evacuation Required		Not Committed 10				
	11 Recipients Broadcast Duration		Unreachable 0				
	1 hour   Closed Mar 5, 2025 at 18:11						
	> 1 Update		078				

# Launch New Communication

A new, unrelated Communication can be sent from the **Communication Details** page by clicking the megaphone at the top.



*				«	÷	0	C Everbridge 360"
* ©	Communication List / Communication Details < Chemical Spill at Downtown Description	Business District		0	в	4	Close Communication
24	Standard Status Launch Time Creator	r Event Type HAZMAT/Fire					
•	Activity Conference IT Poll						
	Activity ( contained to Point	Confirmation Status					Details
*	Communication Reactivated						
Ľ	Reactivated 23h ago by	Total Recipients	Confirmed 1				
۰	Communication Closed	11	9.09%				
	Closed Mar 10, 2025 at 11:34 by		Confirmed Late 0				
	Incident Contained						
	Original Communication Sent 1 Recipients		0%				
	Broadcast Duration 12 hours   Closed 15h ago		Not Confirmed 10				

Doing so will open the **Launch Communication** page. Fill the form as you would using the instructions outlined in <u>Launching a Communication from Everbridge</u> 360.

inter a comm	runication description			
1	Q Type to search or select an Event Type General	-	0	
2	Select the Communication	Template to Use <b>0</b>		Suggest By Event Type
	Send Without a Template	General test general	General General - Work From Home Notice Category: Employee Weather Emergency	Simon message setting decouple, Other, Ortical Infra test by Juliia no view no edit recipients
				Search Templat
		Please select a Comm	nunication Template or choose No Template to proceed	

**NOTE:** Launching a new Communication from the **Details** page of an existing one will not create a Communication linked to it, such as an update. It creates a brand new Communication with its own **Details** page and dashboard.



## Widgets

The following widgets offer additional insight from the Communication Details dashboard:

- Confirmation Status
- Confirmation by Delivery Path
- Recipients
- Communication Settings
- Communication Summary

### **Confirmation Status Widget**

The **Confirmation Status** widget allows users to view, filter, and interact with detailed recipient confirmation data, enabling them to monitor communication effectiveness and take follow-up actions. The statuses in the graphic are color-coded for easy identification:

- Confirmed Green
- Confirmed Late Purple
- Not Confirmed Orange
- Unreachable Black

Click **Details** to see more information.

nfirmation Stati	15	Deta
Total Recipients	Confirmed 1	
11	9.09%	
	Confirmed Late 0	
	0%	
	Not Confirmed 10	
	90.9%	
	Unreachable 0	
	0%	

The Confirmation Details page will open, which displays status cards to the left:

- Total Recipients
- Confirmed
- Confirmed Late
- Not Confirmed



• Unreachable

Each status card will display the percentage of applicable responses against the total possible. Clicking a status card will highlight it in blue and open the list of recipients that match that status. Doing so will also change the **Confirmation Status** filter at the top of the page. Results can be distilled further by applying the **Delivery Path** filter, and recipients can also be searched by name.

						40	± 0 C	Everbridge 360
< Confirmation Details	Broadcast Dr	uration 1 hour Clos	ed Mar 5, 2025 at 1	8:11			в	Send Upda
Total Recipients	Confirmation Status	Confirmed	1) - Delive	ry Path All 👻	Q Search	by Name		
11	Confirmation St	Name	External ID	Added As	Confirmed Time	Delivery Path	Delivery Path Va	Poll Response
100% of total	≗r Confirmed	James	JP1232	Individual	Mar 5, 2025 - 5:11PM	Email		
Confirmed								
1								
9.09% of total								
Confirmed Late								
075 of total								
Not Confirmed								
10								
90.9% of total								
Unreachable								
0								
0% of total								

Polling Communications can also utilize the **Poll Response** filter to display recipients who submitted a specific response. The available filters are determined by the polling responses included in the Communication.



				≪ ≛ 0	Everbridge 360" ()
< Confirmation De	Broadcast Duration 1 hos	r Closed 22h ago			E. Send Update
Total Recipients	Confirmation Status Confirmed	(1) Delivery All Path	Pol     Response     All	ance. Q. Search by Name	o
	Confirmation Status	Name	I safely evacu	ated. Added As	Confirmed Time
100% of total	& Confirmed	James	<ul> <li>I need a Invalid Response</li> </ul>	ssistance. Individual nse	Mar 11, 2025 - 2:03PA
Confirmed					
9.09% of total					

While the status cards automatically update as new responses come in, note that the recipient table does not. It needs to be manually refreshed by clicking the **Refresh** button.

٢,					« 🛓 \varTheta	Everbridge 360*     Ø
•	< Confirmation Details	Broadcast Duration 1 hour	Closed Mar 5, 2025 at 18:11			B. Send Update
40 14 15	Total Recipients	Confirmation Status		Q. Search by Nam	10	Ø
0		Confirmation Status	Name	External ID	Added As	
	100% of total	2. Not Confirmed		eb1-525-6350	Individual	
-44		2. Not Confirmed		eb1-480-3074	Individual	
E.	Confirmed	&- Not Confirmed		eb1-497-4662	Individual	
۰	1	2. Not Confirmed		eb1-496-4510	Individual	
	•	2. Not Confirmed		eb1-525-314	Individual	
	9.09% of total	&- Not Confirmed		eb1-497-1809	Individual	

Updates can be sent using the applied filters by clicking Send Update.

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Total Recipients 11 100% of total Confirmed 1 9.09% of total	Confirmation Statue Not Confi Confirmation Status Name & Not Confirmed & Not Confirmed & Not Confirmed & Not Confirmed	External ID           eb1-525-63           eb1-525-63           eb1-525-63	Alf v Added As Added As 50 Individual 50 Individual	Attempted Time           Mar 5, 2025 - 5:1           Mar 5, 2025 - 5:1	Search by Name Delivery Path Email	Delivery Path Value	Call Result Sent
L L Loo% of total	Confirmation Status Name & Not Confirmed & Not Confirmed & Not Confirmed & Not Confirmed	External ID eb1-525-63 eb1-525-63 eb1-480-30	Added As 50 Individual 50 Individual	Attempted Time Mar 5, 2025 - 5:1 Mar 5, 2025 - 5:1	Delivery Path	Delivery Path Value	Call Result Sent
200% of total Confirmed 9.09% of total	Not Confirmed     Not Confirmed     Not Confirmed     Not Confirmed     Not Confirmed	eb1-525-63 eb1-525-63 eb1-480-30	50 Individual 50 Individual	Mar 5, 2025 - 5:1 Mar 5, 2025 - 5:1	Email		Sent
Confirmed 1 9.09% of total	Not Confirmed     Not Confirmed     Not Confirmed	eb1-525-63 eb1-480-30	50 Individual	Mar 5, 2025 - 5:1			
Confirmed 1 9.09% of total	8. Not Confirmed	eb1-480-30			Voice		Not Delivered - B
9.09% of total	2. Not Confirmed		74 Individual		Voice		Not Delivered - D
9.09% of total		eb1-480-30	74 Individual	Mar 5, 2025 - 5:1	Email		Sent
9.09% of total	2. Not Confirmed	eb1-497-46	62 Individual		Voice		Not Delivered - D
	2. Not Confirmed	eb1-497-46	62 Individual	Mar 5, 2025 - 5:1	Email		Sent
	2. Not Confirmed	eb1-496-45	10 Individual		Voice		Not Delivered - D
Confirmed Late	2. Not Confirmed	eb1-496-45	10 Individual	Mar 5, 2025 - 5:1	Email		Sent
0	2. Not Confirmed	eb1-525-31	4 Individual		Voice		Not Delivered - D
0% of total	2. Not Confirmed	eb1-525-31	4 Individual	Mar 5, 2025 - 5:1	Email		Sent
	2. Not Confirmed	eb1-497-18	09 Individual		Voice		Not Delivered - D
Not Confirmed	8- Not Confirmed	eb1-497-18	09 Individual	Mar 5, 2025 - 5:1	Email		Sent
10	8- Not Confirmed	eb1-496-27	6 Individual		Voice		Not Delivered - D
	8. Not Confirmed	eb1-496-27	6 Individual	Mar 5, 2025 - 5:1	Email		Sent
90.9% of total	8. Not Confirmed	eb1-525-66	34 Individual		Voice		Not Delivered - D
	2. Not Confirmed	eb1-525-66	34 Individual	Mar 5, 2025 - 5:1	Email		Sent
Unreachable	2. Not Confirmed	eb1-525-21	29 Individual		Voice		

For example, users can choose to send an update to only those recipients who haven't confirmed by first applying the **Not Confirmed** status filter before starting the update form. Doing this will automatically select the unconfirmed recipients in the update.



-	S	end Update to Message				
< Confirmation E	Details Broadcast	Groups Individual	Last Name	External ID	Email	
Total Recipients	Confirmation Stats.	ADei Abigail	-	eb1-525-7899 eb1-496-2055		
100% of total	Confirmation St.	Abigail Abigail Abigail	-	eb1-497-4006 eb1-497-1809 eb1-525-5889		
Confirmed	&- Not Confirm	Abigail Abraham		eb1-525-6897 eb1-480-3203		¥
9.09% of total	الله Not Confirm-	<u> </u>				<u>&gt;</u>
Confirmed Late	2- Not Confirm 2- Not Confirm 2- Not Confirm	Selected Recipients	Individuals Details	ts Rules 💿	Excluded	
0% of total	&- Not Confirm-	۵۵	گ 10	≜ 0	۵ ۵	
Not Confirmed	&- Not Confirm	Cancel			<b>C</b> 0	ntinue

See <u>Sending a Communication Update</u> for more details.

Confirmation by Delivery Path Widget

The **Confirmation by Delivery Path** widget allows users to view, filter, and interact with detailed recipient confirmation data by delivery path, enabling them to monitor communication effectiveness and take follow-up actions.

Click **Details** to see more information.



The **Confirmation by Delivery Path** page will open, which displays the color-coded delivery path cards to the left:

- All
- Email Red
- Mobile App Purple
- SMS Pink
- Plain Text Orange
- Voice Green
- Business Apps Blue

Each delivery method card will display the percentage of applicable responses for that method against the total possible. Clicking a card will highlight it in blue and open the list of recipients that match that delivery path. Doing so will also change the **Delivery Path** filter at the top of the page. Click the card again to remove the applied filter. Recipients can also be searched by name from this page.

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Contract	Broadcast Duration	n 1 hour Closed Mar 5, 2025 at 18:11			B. Send
Delivery Paths	Delivery Path Email 👻	]		Q Search by Name	
Responses	Delivery Path	Name	External ID	Added As	Confirmed Time
1	Email	James	JP!232	Individual	Mar 5, 2025 - 5:11Ph
500FE					
r of Respo					
Delivery Paths					
Email 100%					
Mobile App 0%					
0					
SMS 0%					
10					
Plain text 0%					
Voice 0% 0					

Polling Communications can also utilize the **Poll Response** filter to display recipients who submitted a specific response. The available filters are determined by the polling responses included in the Communication.

					≪ ≛ €	Everbridge 360"
< Delivery Path Deta	Broadcast Duration	on 1 hour Closer	i Mar 11, 2025 at 15:02			Send Update
Delivery Paths 5	Delivery Path Email ~	Poll Response	All		Q Search by Name	C:
Responses 1  second and a secon	Email	James	<ul> <li>I need assistance.</li> <li>Invalid Response</li> </ul>	Individua	Mar 11, 2025 - 2:03PM	I need assistance.
Plain text 0% 0						

While the status cards automatically update as new responses come in, note that the recipient table does not. It needs to be manually refreshed by clicking the **Refresh** button.

				« 🛓	Everbridge 360**
< Delivery Path Det	Broadcast Duration 1	hour Closed Mar 5, 2025 at 18:11			E. Send Update
Delivery Paths	Delivery Path All 👻			Q Search by Name	o
Responses	Delivery Path	Name	External ID	Added As	Confirmed Time
1	Email	James	JP1232	Individual	Mar 5, 2025 - 5:11PM
Belivery Paths					
Email 100% 1					

Updates can be sent using the applied filters by clicking **Send Update**.

<b>*</b>					« <b>±</b>	Everbridge 360" Ø
•	< Delivery Path Details	Broadcast Duration	1 hour Closed Mar 5, 2025 at 18:11			Send Update
12 12 13	Delivery Paths	Delivery Path Email +			Q. Search by Name	Ø
0	Responses	Delivery Path	Name	External ID	Added As	Confirmed Time
a * Ľ	1 vecoudary pro-	Email		JP1232	Individual	Mar 5, 2025 - 5:11PM
•	Email 100% 1 Mobile App 0% 0					

For example, users can choose to send an update to only those responders using the email delivery path before starting the update form. Doing this will automatically select the desired recipients in the update.



Contract	Broadcas	viewing. • A	• oroups	Rules		
· Dentery r dur Det		Groups (0)				
	Define Out	Individuals (1	2)			
Delivery Paths	Dervery Pacs	First N	ame - Last Name	External ID	Email	
Courses and the second	Delivery Path	+ Cristy		eb1-496-5604		$\otimes$
1	Email	<ul> <li>James</li> </ul>		JPI232		$\otimes$
		+ James		eb1-480-2441		۲
samod				View All Individuals(12)		
Celivery Paths		Selected Re	acipients & 1 Unique Red	cipients		
Mobile App 0%		Groups	Individuals	Details Rules (	Excluded	
10		۵ ه	≗ 1	۵ ۵	۵ ۵	
						_

See <u>Sending a Communication Update</u> for more details.

#### **Recipients Widget**

The **Recipients Widget** allows users to view, filter, and interact with recipient information by groups, individuals, rules, or recipients in the area, enabling them to monitor communication effectiveness and take follow-up actions.

Click **Details** to see more information.

Recipients	Details
Total Recipients 온11	
Groups	Individuals 各11
Rules	In Area 온 0

The **Recipient Details** page will open, which displays the recipient selection method cards to the left:

- Total Recipients
- Groups
- Individuals
- Rules
- In Area

Each recipient selection card will display the percentage of applicable responses per selection method against the total possible. Clicking a card will highlight it in blue and open the list of recipients that match that selection method. Doing so will also change the **Recipients** filter at the top of the page. Click the card again to remove the applied filter. Recipients can also be searched by name from this page, and the list can be refined further by applying a **Confirmation Status** filter from the top.



× )							« 1 0	C Everbridge 360" 💿
•	< Recipient Details	Broadcast Duration 1 he	our Closed Mar 5, 2025 a	at 18:11				Send Update
2 <b>1</b> 2	Total Recipients	Recipients Individuals	Confirmation Status	s Al 👻		Q. Search by recipie	ent's name	0
•		Added As	Name	External ID	<b>Confirmation Status</b>	Contact Details	Address	Poll Response
•	Groups	Individual		eb1-525-6350	2. Not Confirmed	••		
-**		Individual		eb1-480-3074	8- Not Confirmed			
Ľ	Individuals	Individual		eb1-497-4662	8. Not Confirmed			
•	<u>گ</u> 11	Individual		eb1-496-4510	2. Not Confirmed			
L L		Individual		eb1-525-314	8. Not Confirmed			
	Rules	Individual		eb1-497-1809	2. Not Confirmed			
	20	Individual		eb1-496-276	2. Not Confirmed			
	In Area	Individual		eb1-525-6634	8- Not Confirmed			
	۵۵	Individual		eb1-525-2129	2. Not Confirmed			
		Individual		JP1232	& Confirmed			
		Individual		1000006	8. Not Confirmed			

Polling Communications can also utilize the **Poll Response** filter to display recipients who submitted a specific response. The available filters are determined by the polling responses included in the Communication.

<b>*</b>									« 1 6	Everbridge 360"
•	< Recipient Details	Broadcast Duration 1 ho	ur Closed Mar 11, 2	025 at 15:02						Send Update
40 17 17	Total Recipients	Recipients Individuals -	Confirmation Status	Confirmed	(1)	Poll Response	I need assistance.	Q Search	by recipient's nar	ne G
0		Added As	Name	External ID		Confirmatio	I safely evacuated.	nits	Address	Poll Response
•	Groups	Individual	James	JPI232		& Confirm	✓ I need assistance. Invalid Response	ky⊜ever		I need assistance.
۲ ۲	Individuals 9 1 1									
×	a11									
	Rules									
	<b>گ</b> 0									
	In Area									
	٤0									

While the status cards automatically update as new responses come in, note that the recipient table does not. It needs to be manually refreshed by clicking the **Refresh** button.



۲,							« 1 0	C Everbridge 360" Ø
•	< Recipient Details	Broadcast Duration 1 he	our Closed Mar 11, 2	025 at 15:02				Send Update
ល ជ ភ	Total Recipients	Recipients All	Confirmation Status	Al •		Q Search by recipi	ent's name	Ø
•		Added As	Name	External ID	Confirmation Status	Contact Details	Address	Poll Response
	Groups	Individual		eb1-497-2906	2. Not Confirmed			
	20	Individual		eb1-496-4728	8- Not Confirmed			
⊨	Individuals	Individual		eb1-525-2783	8. Not Confirmed			
•	<b>گ11</b>	Individual		eb1-496-594	2. Not Confirmed			

Updates can be sent using the applied filters by clicking Send Update.

<b>P</b>						« 🛓 😡	Everbridge 360"
< Recipient Details	Broadcast Duration 1	hour Closed Mar 5, 2	025 at 18:11				Send Update
Total Recipients	Recipients Individuals	Confirmation S	itatus 🗛 👻		Q Search by reci	pient's name	•
	Added As	Name	External ID	Confirmation Status	Contact Details	Address	Poll Response
Groups	Individual		eb1-525-6350	2- Not Confirmed			
<u>≥</u> 0	Individual		eb1-480-3074	2. Not Confirmed			
Individuals	Individual		eb1-497-4662	2. Not Confirmed			
811	Individual		eb1-496-4510	8- Not Confirmed			
	Induidual		ab1-525-314	On Not Confirmed			

For example, users can choose to send an update to only recipients who were selected as Individuals before starting the update form. Doing this will automatically select the desired recipients in the update.

*			Send Upd	ate to Message			
•	< Recipient Details	Broadcast Durad		Groups Individuals	Rules		î
ದ ನ	Total Recipients	Recipients Indivi		First Name	Last Name	External ID	Email
5	≗11			Aaron		1000006	
0		Added As		Abbey		eb1-480-4009	
8	Groups	Individual		Abbey		eb1-496-1084	
*	20	Individual		Abbey		eb1-497-3473	
2	Individuals	Individual		Abbey		eb1-525-2783	
۰	<b>گ11</b>	Individual		Abbey		eb1-525-2967	
		Individual	4	~			, *
	Rules	Individual					
		Individual		Colorida Decisionia 0 11	Unique Deciniente		
	In Area	Individual		Selected Recipients 🛆 📋	Unique Recipients	•	
	۵۵	Individual		Groups (0)	Individuals Details	Rules 0	Excluded
		Individual		۵ ۵	a 11	۵ ۵	۵۵ ۵
		Individual					
			Cancel				Continue

See <u>Sending a Communication Update</u> for more details.

### **Communication Settings Widget**

The **Communication Settings Widget** displays critical information about the Communication's settings and configurations. It's broken into four tabs that can be viewed by being clicked on:

- Delivery Includes the following delivery settings:
  - Delivery Path Order
  - Delivery Paths
  - Wait Between Delivery Paths
  - Override Quiet Time Settings
  - Contact Cycles
  - Wait Between Cycles
  - Broadcast Duration
  - Apply Voice Delivery Throttling Rules

Communication Settings						
Delivery Content Sender I	nformation Recipient Interaction					
Delivery Path Order	One Time Custom					
Delivery Paths	<ol> <li>Home Email</li> <li>sms1</li> <li>Home Phone</li> <li>email2</li> <li>sms2</li> <li>extension phone</li> <li>ms team</li> <li>mobile push alert</li> <li>slack</li> <li>PlainTextEmail - 1Way</li> <li>PlainTextEmail - 2Way</li> </ol>					
Wait Between Delivery Paths	2 minutes					
Override Quiet Time Settings	No					
Contact Cycles	1					
Wait Between Cycles	2 minutes					
Broadcast Duration	1 hours					
Apply Voice Delivery Throttling Ru	iles Yes					

• **Content** - Displays the chosen language for the Communication.

Commu	Communication Settings					
Delivery	Content	Sender Information	Recipient Interaction			
Languag	e English (U	JS)				

- Sender Information Displays details about the Communication sender, including:
  - Email Sender Name
  - Reply to Email
  - Caller ID

#### • SMS ID

Communication Settings							
Delivery	Content	Sender Informatio	on Recipient Interaction				
Email Sende Name	er	Paul					
Reply To En	nail						
Caller ID		United States: United Kingdom: Canada: South Africa:					
SMS ID		Other countries: United Kingdom: China: Albania:	Everbridge Numeric S MS ID				
		Hong Kong:					

- **Recipient Interaction** Displays the settings specific to recipient interaction, including:
  - Request Confirmation
  - Everbridge Mobile App
    - Request Location
      - Request Image
      - Request Additional Information
      - Enable Sharing

• Voicemail Handling

(	Communication Settings						
	Delivery	Content	Sender Information	Recipient Interaction			
	Reques	st Confirmatio	on Yes				
	Everbr	idge Mobile	Request location:	No			
	Арр		Request Image:	No			
			Request Additional	Information: No			
			Enable Sharing:	Yes			
	Voicen	nail Handling	Message With Conf	irmation			

## **Communication Summary Widget**

The **Communication Summary Widget** displays basic but crucial details about the Communication, such as:

- Communication ID The Communication's unique identifier.
- Event Type The Event Type that was selected when launching this Communication.
- Name The Communication's name.
- Notification Mode Whether this was sent as a Live Communication or Training.
- Sender Name of the sender and the launch timestamp.
- Recipients Number of contacts that this Communication was sent to.



• Launched From - What platform was used to launch the Communication (Manager Portal Web, etc.).

ommunicatio	n Summary
Communication ID	ccdd79a8-2342-4bf1-94d7- aa2e1698cecc
Event Type	HAZMAT/Fire
Name	Chemical Spill at Downtown Business District
Notification Mode	Live
Sender	James 05 Mar 2025 at 17:11:17 PST
Recipients	11
Launched From	Manager Portal Web

# Exports

There are four different types of exports that can be initiated from the Communication Details page:

- Communication Details Export
- Confirmation Status by Recipient Export
- Confirmation by Delivery Path Export
- Recipients Export

## **Communication Details Export**

The Communication Details Export allows users to download the Communication Details page as a PDF, including:

- Confirmation Status
- Message
- Confirmation by Delivery Path
- Recipients
- Communication Settings
- Communication Summary

To download this export:



- 1. Navigate to the **Communication Details** page.
- 2. Click the **Export to PDF** button. The PDF download will appear at the top of the browser.



3. Click the download to open and review the PDF.

Communication Details.pdf	1 / 4   -	100% + 3	± @ i
	Chemical Spill at Downtown Chemical Spill at Downtown Standard Standard Active	Business District Launch Time Creator Event Type Mar 5, 2025 at 17 :11 James Podiucky HAZMAT/Fire	Î
	Confirmation State	us	
	Total Recipients	Confirmed 1	
2		Confirmed Late 0	
		Not Confirmed 10	
		90.9 % Unreachable <b>0</b>	
3		0%	
	message		
	Message Body 0	Priority	

**Confirmation Status by Recipient Export** 

The **Confirmation Status by Recipient Export** is a CSV report displaying the following items (when applicable):

• Name



- External ID
- Added As
- Confirmation Status
- Confirmed Time
- Delivery Path
- Delivery Path Value
- Poll Response

To initiate this export:

- 1. Navigate to the **Communication Details** page.
- 2. Click Details on the Confirmation Status widget.

Total Recipients	Confirmed 1	
11	9.09%	
	Confirmed Late 0	
	0%	
	Not Confirmed 10	
	90.9%	
	Unreachable 0	
	0%	

3. The **Confirmation Details** page will appear. Click the **Export Confirmation Details by Recipient** button to generate the CSV.

*					Delivery+Details-17417 917 8 - Done	16492840.csv - 🕐
•	< Confirmation Details	Broadcast Duration 1 hos	r Closed Mar 5, 2025 at 18:11		[	B Send Update
යා ස ස	Total Recipients	Confirmation Status All •		Q Search by Na	me	Ø
0		Confirmation Status	Name	External ID	Added As	
8	100% of total	2- Not Confirmed		eb1-525-6350	Individual	
*		2. Not Confirmed		eb1-480-3074	Individual	
⊭	Confirmed	2. Not Confirmed		eb1-497-4662	Individual	
۰	1	2. Not Confirmed		eb1-496-4510	Individual	
	•	2. Not Confirmed		eb1-525-314	Individual	

4. Click the download to open and view the export.

🗿 Antoine 💷 🗄 🤊 -	Q <sup>4</sup> + = Delivery+Details-17417164	92 + Saved to this PC ∽	arch			🥺 – o x
File Home Insert Page	Layout Formulas Data Review	View Automate Help Acrob	at			Comments 🖻 Share -
Reste ↓ ↓ Aptos Narrow Paste ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	- 11 → A* A* = = = = : 		Conditional Formatting * Format as Table * Cell Styles * Styles	Insert v     ∑ v     §⊽ v       SE Delete v     III v     P v       If format v     IV v     IV v       Cets     Edding	Sensitivity Addiens Addiens Dat	ce Create PDF Create PDF and and Share link Share via Outlook Adobe Acrobat ^
A1 $\sim$ 1 $\times \sim f_{\rm fr}$	Name					
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## **Confirmation by Delivery Path Export**

The **Confirmation by Delivery Path Export** is a CSV report that offers insight on the following items:

- Name
- External ID
- Added As
- Confirmation Status
- Attempted Time
- Delivery Path
- Delivery Path Value
- Result
- Confirmed Time
- Poll Response

To download this report:

1. Navigate to the **Communication Details** page.



2. Click **Details** on the **Confirmation by Delivery Path** widget.

3. The **Delivery Path Details** page opens. Click the **Export Delivery Path Details** button to generate the download.

*					Delivery 2.965 8 - 1	+Details-1741718314241.csv 🛥 💿
•	< Delivery Path Details	Broadcast Duration 1	Lhour Closed Mar 5, 2025 at 18:11		L.	B. Send Update
8 1 1	Delivery Paths	Delivery Path All 👻			Q Search by Name	•
•	Responses	Delivery Path	Name	External ID	Added As	Confirmed Time
•	1	Email		JP1232	Individual	Mar 5, 2025 - 5:11PM
*	00066					
≝	of Resp					
•	Delivery Paths					
	Email 100%					


4. Click the download to open and view the export.

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3 Alisa eb1-525-6 Individual	Not Confin Mar 05, 20	Home Pho 1.52E+10 Not	Delivered -	Blocked Phone N	lumber							
4 Alisha Cott eb1-480-3 Individual	Not Confirmed	Home Pho 1.52E+10 Not	t Delivered -	Duplicate Path								
Alisha Cott eb1-480-3 Individual	Not Confin Mar 05, 20	Home Emz alisha.cott Ser	nt									
6 Aida Harle eb1-497-4 Individual	Not Confirmed	Home Pho 1.52E+10 Not	Delivered -	Duplicate Path								
7 Aida Harle eb1-497-4 Individual	Not Confin Mar 05, 20	Home Empaida.harle; Ser	nt									
8 Albertina Neb1-496-4 Individual	Not Confirmed	Home Pho 1.52E+10 Not	t Delivered -	Duplicate Path								
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10 Alise Obre, eb1-525-3 Individual	Not Confirmed	Home Pho 1.52E+10 Not	t Delivered -	Duplicate Path								
11 Alise Obre; eb1-525-3 Individual	Not Confin Mar 05, 20	Home Emz alise.obreg Ser	nt									
12 Abigail Gar eb1-497-1 Individual	Not Confirmed	Home Pho 1.52E+10 Not	Delivered -	Duplicate Path								
13 Abigail Gar eb1-497-1 Individual	Not Confin Mar 05, 20	Home Emi abigail.gar Ser	nt									
14 Abby Belk eb1-496-2 Individual	Not Confirmed	Home Pho 1.52E+10 Not	Delivered -	Duplicate Path								
15 Abby Belk eb1-496-2 Individual	Not Confin Mar 05, 20	Home Em: abby.belk( Ser	nt									
16 Abe Foran eb1-525-6 Individual	Not Confirmed	Home Pho 1.52E+10 Not	t Delivered -	Duplicate Path								
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20 James Pod JP1232 Individual	Confirmed Mar 05, 20	Home Emr james.pod Cor	nfirmed Mar	05, 2025 17:11:4	13 PST							
21 Aaron 1000006 Individual	Not Confin Mar 05, 20	Home Emz aaron@exi Ser	nt									
										_		

#### **Recipients Export**

The **Recipients Export** is a CSV report displaying the following items (when applicable):

- Name
- External ID
- Added As
- Confirmation Status
- Confirmed Time
- Delivery Path
- Delivery Path Value
- Poll Response
- Address

To download this report:

1. Navigate to the **Communication Details** page.

2. <u>Click Details on the Recipients widget.</u>

Recipients	Details
Total Recipients 온11	
Groups	Individuals 은 11
Rules	In Area 온 ()

3. The **Recipient Details** page opens. Click the **Export Recipient Details** button to generate the download.

۴,							Delivery+D 1,834 B + Dor	Details-1741727225103.csv 19	- 0
•	< Recipient Details	Broadcast Duration 1	hour Closed Mar 5,	2025 at 18:11			•	B. Send Upd	Sate
20 12 13	Total Recipients	Recipients All -	Confirmation State	25 All ¥		Q. Search by rec	ipient's name		0
0		Added As	Name	External ID	Confirmation Status	Contact Details	Address	Poll Response	
	Groups	Individual		eb1-525-6350	2. Not Confirmed				
-*	20	Individual		eb1-480-3074	2- Not Confirmed				
Lee	Individuals	Individual		eb1-497-4662	2. Not Confirmed				
٠	<u>گ</u> 11	Individual		eb1-496-4510	2. Not Confirmed				
		Individual		eb1-525-314	2. Not Confirmed				



4. Click the download to open and view the export.

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File Home Insert Page Layout Formulas Data Review View	Automate Help Acrobat		Comments Share -
Image: second	€?     General     •       \$ • % 5     •       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *       *     *	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	Fins Analyze Data and Share link Share via Outlook
G1 → i × ✓ fx → DeliveryPathValue			
A B C D E F G			S T U V W
1 Name External ID Added As Confirmati Confirmed Delivery Pa Delivery Pa Po	Il Respo Address		
2 Alisa eb1-525-6 Individual Not Confirmed	1.		
3 Alisha eb1-480-3 Individual Not Confirmed	1.		
4 Aida Harle eb1-497-4 Individual Not Confirmed	1.		
5 Albertina Neb1-496-4 Individual Not Confirmed	1.		
6 Alise Obrej eb1-525-3 Individual Not Confirmed	1.		
7 Abigail Gai eb1-497-1 Individual Not Confirmed	1.		
8 Abby eb1-496-2 Individual Not Confirmed	1.		
Abe eb1-525-6 Individual Not Confirmed	1.		
10 Agueda Mc eb1-525-2 Individual Not Confirmed	1.		
11 James Pod JP1232 Individual Confirmed Mar 05, 20			
12 Aaron 1000006 Individual Not Confirmed			

# Rich Text Editor Best Practices for Custom Delivery Paths

Although the toolbar to configure custom text appears similar to those in standard word processing applications, be aware that it offers minimal functionality compared to the formatting tools available in applications such as Microsoft Word.

When pasting content into **Email, Everbridge Mobile App**, Everbridge Suite may not produce the same results as in the external source.

- Content copied from Microsoft Office may not produce the same results as in Microsoft Office.
- Not all content copied from Web pages may be preserved in the original format if the source uses custom or proprietary HTML tags.
- Not all fonts, bullets, numbering, and indentation are supported when pasting content.

Other considerations include:

- The maximum amount of content that can be saved and used in the **Email**, **Everbridge Mobile App** field is 1 MB; Everbridge Suite does not currently display a character or content counter. You see a message only when you have more than 1 MB of content when you attempt to Launch Communication. (Image file sizes are excluded from the maximum Custom Email content size of 1 MB.)
- If your Organization uses a custom email header and footer (set in Settings
   > Organization > Notification > Email Header and Footer), then do not include
   a header and footer in the email. The Everbridge Suite application
   automatically inserts your custom header and footer when sending an email
   message.

### Using Images

Although you can copy and paste images from an external source (except Microsoft Word), Everbridge recommends you use **Insert/Edit image** from the formatting toolbar for the best results. You can either:

- Enter a URL address to retrieve an image from an Internet-accessible server.
- Choose a file from your computing device.

To do this:

- 1. Select Insert/edit image.
- 2. Do one of the following:

- General Fill in the information fields.
- **Upload** Drag and drop the image onto the window or browse for the image.
- 3. Click Save.

# Using Tables

The most straightforward way to enter a table is to copy and paste from an external source, such as Microsoft Word. From the external source, make sure that the table column widths are the desired size because they cannot be resized once the table is pasted into the **Email, Everbridge Mobile App** pane. Alternatively, insert a table directly.

- 1. Place the mouse cursor where you want the table.
- 2. Select Table.
- 3. Select the cells (columns and rows) of your table.
- 4. Click the table to display the properties you can change. You can also make the same changes by clicking **Table** again.

# **Converting Text to HTML**

Converting your text to HTML gives you the ability to change the format of text and gives you greater control over the format of your text quickly and easily.

- 1. Using the Email, Everbridge Mobile App pane, enter your text.
- 2. Click < >. The **Source Code** dialog displays your text in HTML.
- 3. Click Save.

### **Copying Content Without Characters or Formatting**

If you do not want hidden characters or formatted text in your custom email when you copy/paste from an external source, select **Paste as Text**.

# **Event Types**

**Event Types** define the type of events that impact your Organization and are tied to the types of Communications you would like to launch to your contacts. Link every Communication to an Event Type for ease of tracking, reporting, and retrospective capabilities. Event Types will consist of **Event Type** (parent level) and **Event Type Subcategory** (child level).

Risk-related Event Types (same as Category/Subcategory in Visual Command Center) will be available out of the box. Administrators can define custom Event Types under **Organization Settings**.

These permissions are disabled by default for non-Administrators but can be enabled and configured if required. Note that some permissions are dependent upon others:

- Update requires View.
- Create requires View and Update.
- Delete requires View, Update, and Create.

Things to consider when creating event types based on future potential scope:

- Auto-suggests active Alerts linked to the selected Event Type.
- Associate Templates to Event Types.
- Configure Role permission to Event Types.
- Communications workflow driven by Event Types.

**TIP:** It's recommended to create custom Event Types in advance so that they're ready for use when the need arises.

# **Configuration of Event Types**

Event Types can be configured at **Settings** > **Organization** > **Everbridge 360<sup>™</sup>** > **Event Types**.

√eve	erbridge <sup>.</sup>						VCC SaaS Devs (Organization Admin)	Everbridge 360 <sup>w</sup>
н н	forme	Organization Member Port	al Ever	rbridge Open	Everbridge Mobile A	lφp		
കട	Situational Awareness	Organization	, Ev	vent Typ	es			
<b>≰</b> ‡ c	Communications	Мар	Eve	ant Types	Event Type Subcategor	ies		
Θc	Crisis Management	Interactive Visibility	>	Delete	More actions -	New Event Type		
e c	Contacts + Assets	Publishing Options		Hide disable	d records Search by F	went Turse	Q Reset	
🖪 R	eports + Analytics	Notifications	>			inin i fipe		
<b>→</b> 1	fravel Risk Management	Contacts/Assets	> □		Event Type 🌼	Custom	Created Date © Created By ©	Last Modified On C Last Modi
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E v	Vorkflow	Critical Event	)		the Developer	N-	tur an anna an talan - much dur nufu t	
¢s	ettings	Everbridge 360	1 -		Air Quality	NO	Jun 30, 2023 03:42:03 Everbridge Default	Jun 30, 2023 03:42:03 Everbridge
1 0	Organization	Default Settings	0		Civil Unrest	No	Jun 30, 2023 03:42:03 Everbridge Default	Jun 30, 2023 03:42:03 Everbridge
м	Member Portal	Event Types	0	/	Communication D	Yes	Aug 25, 2023 23:31:56 Jency	Aug 25, 2023 23:31:56 Jency
E	verbridge Open	Recipients			Conflict/War	No	Jun 30, 2023 03:42:03 Everbridge Default	Jun 30, 2023 03:42:03 Everbridge
Đ	verbridge Mobile App				Crime	No	Jun 30, 2023 03:42:03 Everbridge Default	Nov 17, 2023 01:19:54 Jun
٨	ccess				Earthquake	No	Jun 30, 2023 03:42:03 Everbridge Default	Jun 30, 2023 03:42:03 Everbridge

Event Types will consist of an **Event Type** (parent level) and an **Event Type Subcategory** (child level). Risk-related Event Types will be available out of the box.

**NOTE:** If you are a Visual Command Center (VCC) customer, **Risk-related Event Types** are the same as **Category/Subcategory** in VCC.

The main display will show event type names, whether the event type is custom, the creation date, who created the event type (out-of-the box event types will be noted with Everbridge Default), the last modification date, and who last modified the event type.

By default, disabled records will be hidden, but you can see them by unchecking the **Hide disabled records** checkbox.

Event Types can be deleted by checking the box next to the desired entry and then clicking **Delete**.

Additional actions include the ability to enable and disable both custom and Everbridge Default event types.

<sup>w</sup> everbridge						VCC SaaS Devs (Organization Admin)	
•	Home	Organization Member Portal	Everbridge Ope	In Everbridge Mobile App			
æ	Situational Awareness	Organization >	Event Ty	pes			
R	Communications	Map >	Event Types	Event Type Subcategories			
O	Crisis Management	Interactive Visibility >	Delete	More actions - New Event	Туре		
Ŷ	Contacts + Assets	Publishing Options >	Hide disa	Disable th by Event Type		Q. Reset	
8	Reports + Analytics	Notifications >		Enable			
*	Travel Risk Management	Contacts/Assets >	۲	Event Type 💠 Custom	4	Created Date Created By C	Last Modified On 0 Last Modi
¥		ITA >	• /	Accidents Yes		Aug 3, 2023 09:47:56 . Jency	Aug 3, 2023 09:47:56 . Jency
Ľ	Workflow	Critical Event >		tir Ounline No.		has 20, 2022 02-42-02 - Durcheiden Dafault	he 20 2022 02 52 02 . Durbida
٠	Settings	Everbridge 360 🗸 🗸		Air Quality NO		Jun 30, 2023 03.42.03 Eveninger benaut	Jun 30, 2023 03.42.03 Eventholige
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	Everbridge Mobile App			Crime No		Jun 30, 2023 03:42:03 Everbridge Default	Nov 17, 2023 01:19:54 Jun s
	Access						
			U	Earthquake No		Jun 30, 2023 03:42:03 Everbridge Default	Jun 30, 2023 03:42:03 Everbridge

**NOTE:** Disabling Everbridge Default Event Types may impact features in the Communications module as they are designed to complement each other.

Whether or not you are able to manage Event Types is tied to your role/ permissions.

- Account Administrator (non-configurable and enabled)
- Organization Administrator (non-configurable and enabled)
- The following permissions are auto-on but configurable for Incident Administrators, Incident Operators, Mass Notification Operators, and Group Managers:
  - Communications > Create Event Type (optional with dependency on View Event Type)
  - Communications > Update Event Type (optional with dependency on Create Event Type)

- Communications > Delete Event Type (optional with dependency on Create Event Type)
- Communications > View Event Type (required to send Communications)

COMMUNICATIONS									
~	Create Event Type								
~	Update Event Type								
~	Delete Event Type								
~	View Event Type								
~	View Communication								
~	Create Communication								
~	Launch Communication without Template								
~	Launch Multiple Communications								
~	Manage Everbridge 360 Setting								
~	Manage Communication Recipients Settings								

# New Event Type

Event Types can be created and managed at the Organization level from **Settings** > **Everbridge 360** > **Event Types**.

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•	Organization Member Portal Everbridge Open Everbridge Mobile App										
æ	Organization	>	Event Typ	pes Ø							
<b>1</b> 2	Мар	>	Event Types	Event Type Subcategorie	15						
8	Interactive Visibility	>	Delete	More actions -	New Event Type	🕑 Hide o	disabled records Search b	y Event Type	Q Reset		
8	Publishing Options	>		Event Type 🕈	Custom 0	Created Date 0	Created By 0	Last Modified On 0	Last Modified By 0		
*	Notifications Contacts/Assets	>	• •	Active Shooter	Yes	Sep 16, 2024 16:52:3		Sep 16, 2024 16:52:3			
۲ ۲	Security	>		Air Quality	No	Jun 30, 2023 00:42:0	Everbridge Default	Jun 30, 2023 00:42:0	Everbridge Default		
Ť	ITA	>		Civil Unrest	No	Jun 30, 2023 00:42:0	Everbridge Default	Jun 30, 2023 00:42:0	Everbridge Default		
	Critical Event	>		Conflict/War	No	Jun 30, 2023 00:42:0	Everbridge Default	Jun 30, 2023 00:42:0	Everbridge Default		
	Everbridge 360	ř		Crime	No	Jun 30, 2023 00:42:0	Everbridge Default	Jun 30, 2023 00:42:0	Everbridge Default		
	Default Settings			Earthquake	No	Jun 30, 2023 00:42:0	Everbridge Default	Jun 30, 2023 00:42:0	Everbridge Default		
	Event Types Communications Recipients			Flood	No	Jun 30, 2023 00:42:0	Everbridge Default	Feb 10, 2025 06:48:45			

Click New Event Type, give it a name, and click Save.

New Event Type		×
* Event Type:	Critical Infrastructure Failure	8
	Cancel	Save

Once an Event Type has been saved, it can then be assigned to new or existing Communications templates to allow for easier grouping, association, and retrieval. See <u>Creating Communications Templates</u> for more details about creating Communications templates.



#### EVERBRIDGE 360<sup>™</sup> USER GUIDE

*			« 🔒	Everbridge 360 <sup>m</sup>
•	Communication Templates / Create Template			Edit Preview
20 12	Enter a template name			
8	Category Name: + Select Category Event Type: + Add Event Coperator Form Message Recipient**	Onerstor Parmicelone		
о В	Add	Event Type	vator Form Variat	Nos 🔶 Add Variable
¥	Line ev used t event	ent type neips categorize events that share similar characteristics and is o suggest templates when launching a communication with an associated ype		
Ľ	crit	cal	Search by Name	
•	c	ritical Infrastructure Failure	Qwqwe	+
	Add Form Variables from the right		Textbox dfsdf	+
			textbox textbox32423	+
			:: Multiple	<b>1</b>
	Cancel ✓ Draft Live			Save Template   V

# New Event Type Subcategory

When creating a new Event Type Subcategory, add the Event Type Subcategory name to the **Event Type Subcategory** field. Note that Event Types must be created before they can be added to an Event Type Subcategory.

New Event Type Subcategory							
* Event Type Subcategory:		8					
* Event Type :	Select	$\vee$					
	Select						
	Accidents						
	Air Quality						
	Civil Unrest	P					
Accidents	Communication Drills	Nov					
	Conflict/War						
Air Quality	Crime	Jun					
	Earthquake						
	Rlowing Dust No	lun					



# **Communications Variable Library**

The Communications **Variable Library** allows users to seamlessly create, update, manage, and organize variables crucial for accurately collecting and conveying critical information via Communication templates. It can be accessed from **Communications > Variable Library**.

~			« 🛓 😧 💽 Everbridge 360° 😨
•	Variable Library		N Launch Communication
80 F2	Q Search by Name	Variable Type All Variables Types  My Variables	
8 9	Deloto		+ New Variable
8	Name	Туре	Created +
*	Multiple selection Mar 6 Simon	Multiple	15h ago
Ľ	Hello world Simon	Single	15h ago
*	Simon temp for remove	Multiple	15h ago
	Simon test variable for remove	Single	15h ago
	Simon's test variable	Single	16h ago
	Simon temp variable	Single	16h ago
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	Summer: test t	Single	17h ago
	Summer: test	Single	17h ago

**NOTE:** This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

# Variable Library Overview

### Search, Filter, and My Variables

Variables can be located by searching by name or by filtering by the following types:

- Single Selection
- Multiple Selection
- Text Box
- Textarea



#### • Date

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•	Variable Library		📢 Launch Com	munication
20 12	Q Search by Name	Variable Type All Variables Types  My Variables		
8		<ul> <li>All Variables Types</li> </ul>		
ø	Delete	Single Selection Multiple Selection	+ N	lew Variable
۰	Name	Text Box	Created +	i i
*	temp for remove	Textarea	16h ago	
ш	test variable for remove	Date	16h ago	

Clicking My Variables will show a user only the variables that they've created.

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•	Variable Library		R	Launch Communication
a≊ ∎ <b>1</b>	Q Search by Name	Variable Type All Variables Types 👻 🗸 My Variables		
स २	Delete			+ New Variable
8	Name	Туре	Created -	
<del>4</del> K	Weather Hazard Type	Multiple	Mar 3, 2025	
⊭	Date Date	Date	Mar 3, 2025	
۰	Office Name	Single	Mar 3, 2025	

Clicking the header of the **Created** column will allow users to sort by creation date (oldest to newest or newest to oldest).

×			
•	Variable Library		11 Launch Communication
60 14	Q Search by Name	Variable Type All Variables Types V My Variables	
57 9	Delete		+ New Variable
8	Name Name	Туре	Created -
*	Instructions	Textarea	Sep 27, 2021
۲	Message Title	Textbox	Sep 27, 2021
۰	Message Body	Textarea	Sep 27, 2021
	Simon text box	Textbox	Aug 13, 2024
	Simon date	Date	Aug 13, 2024
		Textbox	Aug 19, 2024
	harry_mutil	Multiple	Sep 11, 2024
	Text Area	Textarea	Sep 16, 2024



### Managing Variables

Variables can be managed from the library by being clicked on from the list view, which will open the **Variable Details** panel to the right.

× .							« 🚨	Everbridge 360 <sup>w</sup>
•	١	Vari	able Library					A Launch Communication
2		q s	earch by Name	Variable Type All Va	riables Types 👻 🗸 My Vari	ables		
57 9		De	lete					+ New Variable
8			Name	Туре	Created +	Office Name		i # 🖉 ×
*			Office Name	Single	Feb 28, 2025	Last Updated: Updated By:	Mar 3, 2025	
≝ ♠			Date	Date	Mar 3, 2025	Type	Single	
Ĩ			Weather Hazard Type	Multiple	Mar 3, 2025	.,,,,,	ange	
						Name	Office Name	
						Tooltip		
						Options	HQ (Washington)	D.C)
							Los Angeles	
							Chicago New York	
						Created: Created By:	Feb 28, 2025	

The Variable Details panel displays the following information about the selected variable:

- Variable Name
- Last Updated
- Last Updated By
- Type
- Tooltip
- Options
- Created
- Created By

From there, the following actions can be taken:

• Click the **Delete** button to delete the variable. A confirmation modal will appear warning the user that doing so will also remove it from any



#### Communications templates that currently contain it. Click **Delete** to confirm.



 Variables can also be deleted from the list view by selecting its checkbox and clicking **Delete**.

8			« 🛓 😡 💽 Everbridge 360 <sup></sup> Ø
<b>A</b>	Variable Library		12 Launch Communication
1	Q Search by Name	Variable Type All Variables Types *	
Ф *	Deleto		+ New Variable
8	Name Name	Delete Variables	Created •
-44	Office Name	Deleting the selected variables will also remove them from any templates where they are used. Are you sure	Feb 28, 2025
1 E	Date Date	you want to delete them?	Mar 3, 2025
¢	Weather Hazard Type	Cancel Delete	Mar 3, 2025

• Click **Copy** to duplicate the variable. This is useful if, for example, you want to create a similar variable with only a few minor changes without having to start from scratch. The name of the variable copy will default to the original



# name plus (Copy) until changed manually.

<b>~</b> ~						« 🎍 😡	C Everbridge 360 <sup></sup> 😨
•	v	ariable Library				R L	aunch Communication
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	¢	Q Search by Name	Variable Type All V	ariables Types 👻 🗸 My Var	riables		
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R Å	(	Office Name     Date	Single	Feb 28, 2025 Mar 3, 2025	Last Updated: Updated By:	Mar 3, 2025	
٥	t	Weather Hazard Type	Multiple	Mar 3, 2025	Туре	Single	
					Name	Office Name	
					Tooltip		
					Options	HQ (Washington D.C)	
						Los Angeles	
						New York	

 Click Edit to modify the variable by changing its type, name, tooltip, or options. Click Save to keep any changes.

<b>*</b>					« 🛓 😡	Everbridge 360 <sup>™</sup> ☺
•	Variable Library				R La	aunch Communication
4	Q Search by Name	Variable Type	All Variables Types 👻	V My Variables		
\$ ♥	Delete					+ New Variable
8	Name	Туре	Created -	Office N	Name	1 . 0 ×
а <b>с</b> К	Office Name Date Weather Hazard Type	Single Date Multiple	Feb 28, 2025 Mar 3, 2025 Mar 3, 2025	*Type *Name Tooltip	Vuestere Type Single Selection Universe Office Name Tooltip	•
				*Options	II     O     Overne       HQ (Washington D.C)     II     O       O     Overne     Los Angeles       II     O     Overne       Chicago     Overne	

# **Creating Communications Variables**

Users can create their own variables to use in ad-hoc Communications or Communication Templates from the **Communications Variable Library** (Communications > Variable Library).

**NOTE:** This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

To create a new Communications variable:

1. Click **New Variable**. The New Variable modal will appear to the right.

»					« ± 0	C Everbridge 360* (
	Var	iable Library			A	Launch Communication
	٩ ٩	Search by Name	Variable Type	All Variables Types 👻	My Variables	
	De	iete				+ New Variable
		Name	Туре	Created -	New Variable	B ×
		Instructions	Textarea	Sep 27, 2021	Variable Type	
		Message Title	Textbox	Sep 27, 2021	Single Selection	· ·
		Message Body	Textarea	Sep 27, 2021	•Name Variable Name	
		Simon text box	Textbox	Aug 13, 2024		
		Simon date	Date	Aug 13, 2024	Tooltip Tooltip	
		w	Textbox	Aug 19, 2024		
		harry_mutil	Multiple	Sep 11, 2024		
		Text Area	Textarea	Sep 16, 2024	*Options II  Option	
		Text Box	Textbox	Sep 16, 2024	+ Add another option	
		http://baidu.com	Single	Sep 19, 2024		
		single selection	Single	Sep 23, 2024		
		multinia aniantian	Multinia	Con 22, 2024		

2. Choose the variable type from the following options:

• **Single Selection** - Creates a variable that prompts operators to select a single option.

New Var	■ ×				
*Туре	Variable Type Single Selection	•			
*Name	Variable Name Single Selection 1-3				
Tooltip	Tooltip Choose one of three options.				
*Options	Deption 1	Ē			
	D Option 2	<b></b>			
	Option 3	<b>a</b>			

• Multiple Selection - Creates a variable that prompts operators to select as many options as applicable.

New Va	riable		×
*Туре	Variable Ty Multipl	e Selection	•
Tooltip	Tooltip	e up to three options.	
*Options		Option 1	
		Option 2	Ē
		Option 3	Ī
	+ A	dd another option	

• **Text Box** - Creates a text box variable that can be filled with up to 399 characters.

New Va	riable	<b>a</b> ×
*Туре	Variable Type Text Box	~
*Name	Variable Name Text Box	
Tooltip	Tooltip	
*Limit	1 1 - 399 Characters	

• **Textarea** - Creates a text area variable that can be filled by up to 50,000 characters.

New Va	×	
*Type	Variable Type Textarea	•
*Name	Variable Name Textarea	
Tooltip	Tooltip	
*Limit	100 100 - 50,000 Characters	

• **Date** - Creates a variable with a date picker with or without a specific time associated with an event. If the chosen format contains a time,

New Va	riable	×
*Туре	Variable Type Date	•
*Name	Variable Name Date	
Tooltip	Tooltip	
*Format	Format DD-MM-YYYY HH:MM:SS O 24 Hour Clock I 2 Hour Clock	•

users can specify if it should use the 24-hour clock or 12-hour clock.

3. Click the **Save** button at the top of the modal to add this new variable to the library.

Once a variable has been saved to the library, it can be used in Communications templates or ad-hoc Communications sent out by an operator.

# **Communications Templates**

Users can view and create well-organized, searchable templates that provide clear context to operators during emergencies from the **Communications Templates Library** at **Communications > Templates**.

<sup>w</sup> everbridge <sup>.</sup>	< 1 D Everbridge 360" ©	
Home  Situational Awareness  Communications  Crisis Management  Contacts + Assets	Communications Templates  Create Template  Q Search for templates by name  All Categories  All Event Types  All Statuses  + Add Category  Last Updated  Uncategorized	
<ul> <li>B Reports + Analytics</li> <li>→ ITA</li> <li>└── Workflow</li> <li>↓ Settings</li> </ul>	Uncategorized       i       Uncategorized       i       Uncategorized       i       Uncategorized       i       Uncategorized       i	

See Creating Communications Templates for more details on creating templates.

**NOTE:** This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

# **Communications Template Library**

Several actions can be taken from the Communications Template Library, such as:

- Creating a new template.
- Launching a Communication from a template
- Adding a new Category
- Sorting by Name or Last Updated
- Filtering by Categories, Event Types, or both
- Filtering by Template Status (Live or Draft)
  - Templates in a Draft state will include the **Draft** tag on their tiles.





Viewing template details by clicking the down arrow on the template tile, including:

- Creator
- Created Date
- Category
- Delivery Paths
- Publishing Methods
- Recipients
- Event Type
- Description

*			«	± 0	C Everbridge 360"
•	Communications Templates	Template			✓ Ⅲ 🗉
æ	Q Search for templates by name				
24 24	All Categories + Event Types + All Statuses	$\overline{\mathbf{v}}$	+	Add Category	Last Updated -
¢	← Search Results				
•	Complexe Weather Emergency Winter Weather Advisory - Wor  Doug Peete • Feb 12, 2025	B Remote Work Support - IT Follo James Podlucky + Jan 9, 2025	1		
⊭	Includes           ** 12 Delivery         *** 0 Publishing         1 Recipients				
۰	Event Type				
	Wind Winter Weather Frost & Freeze Weather				
	Thunderstorm				
	Description				

Clicking the kebab action menu icon for a specific template tile reveals the following actions:

- Use Template
- Edit
- Rename
- Delete
- Duplicate
- Set to Draft
- Move
- Preview



*					« 🛓 😡	C Everbridge 360* @
•	Communications Templates	) Create Template				<ul><li>III</li></ul>
53 54	Q Search for templates by name					
8 9	All Categories  All Event Types  All S GSOC Management	tatuses 👻			+ Add Category	Last Updated +
*	✓ GSOC Management GSOC Summons • Jan 23, 2025					
•	Employee Weather Emergency	Use Template Edit				I
	Employee Weather Emergency     Weather Advisory - Work From     21h ago	Rename Delete	Employee Weather Emergency Winter Weather Advisory - Wo • Feb 12, 2025	I		
	Emergency Response	Duplicate				I
	✓ (B) Hazmat Incident - Status Update Jan 6, 2025	Set to Draft Move Preview	Emergency Response Hazmat Incident - Status Chec • Jan 6, 2025	I ~	Bernergency Response Hazmat Incident - E • Jan 6, 3	vacuation :

# Launching a Template

Communications can be launched directly from a template by clicking the kebab menu on its card and selecting **Use Template**.

		**	<b>±</b> 0	Everbridge 360 <sup>**</sup>
Communications Templates	b Create Template			<ul><li>III</li></ul>
Q Search for templates by name				
All Categories v Event Types v All	Statuses 👻	+	Add Category	↓ Last Updated ▼
← Search Results				
Employee Weather Emergency     Weather Advisory - Work From     • Jan 23, 2025	Edit Belete	N I		
	Duplicate Set to Draft Move Preview			

The **Launch Communication** form will appear with the template's details already filled. See Launching a Communication from Everbridge 360 for more information.

<b>*</b>			•	*	0	C Everbridge 360"
<b>↑</b> ∞	Air Q	uality - Mar 18, 2025 Ication description				
27 27 0	1	Q. Type to search or select an Event Type				
•	2	Select the Communication Template to Use •				
⊭		Select a Different Template				
Ť		> Weather Advisory - Work From Home Notice				
		😒 10 Delivery Paths 🖌 Z Edit Paths				
		Weather Advisory - Work From Home Notice Variable Form - 3 Variables				
	Cancel	Training - Live @	\$	<b></b>	📢 Lau	nch Communication
		Winter Weather Advisory				

### Editing a Template

Templates can be edited by clicking the kebab menu on their cards and selecting **Edit**.

*												«	•	0		Ever	bridge	360"	• ©
•	Communications Templates D Create	Template														~		11	)
1 1 1	Q Search for templates by name																t Lladi	stad -	
•	Search Results	9		-								+ 40	o can	igory	¥	La	N OPO	ateu	9
R k	Weather Advisory - Work From Jan 23, 2025 Use Te	v 🙉 emplate	<b>a</b> ) v	We	Neath	yee Weat	• Jan 2	rgency - All C 23, 2025	lear N.	. 1									
۰	Egit Renam Delete	ne																	
	Duplic Set to Move Previe	ate Draft w																	

The **Edit Template** page will appear, allowing the user to make any necessary changes to the selected template. Click **Save Template** to apply the edits.



*	« 🛓 😡 💽 Everbridge 360° 📀
Communication Templates / Edit Template	Edit Preview
Weather Advisory - Work From Home Notice     Inter a template description     Category Name: Employee Weather Emergency	
Event Type: Air Quality Heat Blizzard Tropical Storm Frost & Freeze Flood Weather Thunderstorm Hun     Operator Form Message Recipients Operator Permissions	ricane Winter Weather
A 1. Advisory Type	Operator Form Variables + Add Variable
Winter Weather Advisory	Q Search by Name
2. Employees	ii 4 + Î
Non-essential +	Evacuation Centers +
3. Campus	Textbox + ii a\naaa\b<>
Cancel Draft ✓ Live	Save Template   ~

## Renaming a Template

Template can be renamed by clicking the kebab menu and selecting **Rename**.

*					« 🕹 😡	C Everbridge 360* 🙂
•	Communications Templates	Create Template				
1	Q Search for templates by name					
×	All Categories + Event Types + All S	itatuses 👻			+ Add Category	↓ Last Updated ▼
٥	← Search Results					
•	Employee Weather Emergency     Weather Advisory - Work From     Jan 23, 2025	I v 🛞 Emp	eather Advisory - All Clear N • Jan 23, 2025	I		
2		Use Template				
•		Rename				
		Delete				
		Duplicate				
		Set to Draft Move				
		Preview				

Once clicked, the user will be able to update the name using the inline text editor. Make the needed changes and click **Save**.



### Deleting a Template

Templates can be deleted by clicking the kebab menu and selecting **Delete**. Note that deleting a template will permanently remove it from the system completely, making it unusable in future Communications.

<b>*</b>			« 🛓 😡	C Everbridge 360"
•	Communications Templates	Create Template		<ul><li>III</li></ul>
53 14	Q Search for templates by name			
8	All Categories v Event Types v All	Statuses 👻	+ Add Category	↓ Last Updated ▼
° I	← Search Results			
2 ¥ 2	Employee Weather Emergency     Weather Advisory - Work From     Jan 23, 2025	Employee Weather Emergency Weather Advisory - All Clear N i Jan 23, 2025		
•		Edit Rename		
		Dejete		
		Duplicate Set to Draft Move Preview		

A confirmation modal will appear. Click Delete to proceed.





# **Duplicating a Template**

Templates can be duplicated by clicking the **Duplicate** button, which will create a copy retaining all of the contents of the original template.

<b>~</b>		« 1 0	C Everbridge 360 <sup>™</sup> Ø
•	Communications Templates Create Template		✓ Ⅲ □
4	Search for templates by name		L Last Hadatad -
	← Search Results	+ Add Category	
8 K	Weather Advisory - Work From i v i Employee Weather Emergency     Jan 23, 2025     Use Template		
•	Edit Rename Delete		
	Duplicate Set to Draft Move		
	Preview		

The **Create Template** form will open with all of the template's details already prefilled. The template name will be the same as the original with "Copy of..." prepended to it. Make any needed changes and click **Save Template**.



Category Name: Employee Weather Emergency	
Event Type: Air Quality Heat Blizzard Tropical Storm Frost & Freeze Flood Weather	Thunderstorm Hurricane Winter Weather
Operator Form Message Recipients Operator Permissions	
1. Advisory Type	Operator Form Variables + Add Variable
Winter Weather Advisory	Q Search by Name
2 Employees	∷ single +
2. Employees	ii Single +
2. Employees Non-essential	II Single + 4 + Mutiple Evacuation Centers +
2. Employees Non-essential	ii Single + 4 + ii Mutiple Evacuation Centers +

### Setting a Template to a Draft State

Templates can be reverted back to a Draft state as needed by clicking the kebab menu and selecting **Set to Draft**. Note that once a template is in a Draft state, it can't be used for Communications until it's been set to Active again.

~		≪ ▲ Ø	C Everbridge 360"
•	Communications Templates D Create Template		<ul><li>✓ Ⅲ</li></ul>
83 14 15	Q     Search for templates by name       All Categories         Event Types	+ Add Category	↓ Last Updated ▼
o E ¥ E ◆	<ul> <li>Search Results</li> <li>Employee Weather Emergency</li> <li>Weather Advisory - Work From</li> <li>Jan 23, 2025</li> <li>Use Template</li> <li>Edit</li> </ul>		
	Delete Duplicate Set to Draft Move Preview		

Once clicked, the **Draft** tag will appear on the template's tile, and the **Set to Live** option will replace the **Set to Draft** option in the actions menu. Click it to reactivate the template and make it usable again.



~		« 🕹 🛛	C Everbridge 360 <sup></sup> 😕
•	Communications Templates Create Template		<ul><li>₩</li></ul>
₽ ₽	Q. Search for templates by name		
8	All Categories v Event Types v All Statuses v	+ Add Category	↓ Last Updated ▼
٢	← Search Results		
ы к а	Employee Weather Emergency     Weather Advisory - Work From      I      Oref     Ore		
٠	Edit		
	Rename Delete		
	Duplicate Set to Live Move		
	Preview		

### Moving a Template

Templates can be moved to a different Category by clicking the kebab menu and selecting **Move**.

				« 🔺 🧉	Everbridge 360~ 💿
Communications Templates	Create Template				
Q Search for templates by name					
All Categories v Event Types v A	Statuses 👻			+ Add Catego	ry 🗸 Last Updated 👻
← Search Results					
Weather Advisory - Work From . • Jan 23, 2025	. I v (8) Weath Use Template	e Weather Emergency er Advisory - All Clear N • Jan 23, 2025	- 1		
	Edit Rename Delete				
	Duplicate Set to Draft				
	Preview				

The **Move Template** modal will appear, prompting the user to select the Category to which they want to move the template. Choose the Category from the dropdown and click **Move**.



*			« 🛔 😡	C Everbridge 360 <sup>w</sup>
•	Communications Templates	© Create Template		
83 74 75	Q Search for templates by name All Categories + Event Types + All S	Statuses v	+ Add Category	↓ Last Updated ▼
•	Search Results     Employee Weather Emergency     Weather Advisory - Work From .	Move Template Select the category to move the template to.		
¢	• Jan 23, 2025	Select Category     Emergency Response     Cancel     Move		

### Previewing a Template

Users can preview a template, including the operator form and message, by clicking the kebab menu and selecting **Preview**.



The Preview modal will appear with two tabs:



Operator Form



From here, users can either edit the template or use it to launch a new Communication. If neither needs to be done, click **Close** to close the preview.

#### **Searching for Communications Templates**

Use the search bar to locate Communications templates by name. Using only a partial name will also return results containing the search query. For example, searching "wea" will return any templates with the word "Weather" in their name.



*		« 🛓 😡 💽 Everbridge 360" 💿
•	Communications Templates	
۵ ۲	Q wea X	
8	All Categories v All Event Types v All Statuses v	+ Add Category 🔶 Last Updated 👻
٥	← Search Results	
a ¥	Employee Weather Emergency     WeatherAdvisory - Work From :     Jan 23, 2025     Employee Weather Emergency     Sector 2 - All Clear N :     Jan 23, 2025	Concategorized     Severe(Weather)     Source(Weather)     So
•		

Click the X in the search field to clear the search query.

### **Filtering Templates**

The template library can be filtered by the following attributes:

- Category
- Event Type
- Status

#### Filtering by Category

Click the **Categories** dropdown menu to filter templates by Category.

*	« ± 0	C Everbridge 360 <sup>~</sup>
Communications Templates Create Template Communications Templates Create Template Communications Templates by name		
Categories E A All Event Types - All Statuses -	+ Add Category	↓ Last Updated ▼
Categories  Work From Home  Fremergency  Simon demo on Dec 12  Simon check prod EU Issue  Simon check prod EU Issue  Simon QA1 regression 24.6.(		
Employee Weather Emerger Emergency Response		

Multiple Categories can be selected at once. When the Category filter is applied, the dropdown will show the number of applied Categories. For example, in the



image below, the filters for the Emergency Response and Employee Weather Emergency Categories are applied.

×	< 🛓 😡 🌑 Everbridge 360** 💿
•	Communications Templates Create Template
ab T	Q Search for templates by name
8 8	Categories(2) - All Event Types - All Statuses - + Add Category - Last Updated -
¢	← Search Results
•	Emergency Response Evacuation Notice: Wildfire I wather Advisory - Work From I State Advisory - All Clear N I
	• Jan 23, 2025

Click **Clear All** at the bottom of the filter dropdown to remove the filters.

#### Filtering by Event Type

Click the Event Types dropdown to select an Event Type filter, which will display only templates with the selected Event Type. A template's Event Type can be seen by expanding the details on its card in the list view.

Commu	nications Templates 🕒 🖙	eate Template	≪ ≛ ⊖	Everbridge 360° ()
<ul> <li>ch</li> <li>Q. Search f</li> <li>All Categoria</li> <li>← Search</li> <li>■</li> <li>↓ (8)</li> <li>↓</li> <li></li></ul>	es v Event Types All Status Event Types All Status Utility/Infrastructure Wendy Test Event Wind Wind Winter Weather	es • Emergency Response Evacuation Notice: Wildfire James Podlucky + 18h ago Includes * 10 Delivery ** 0 Publishing 1 Recipients Event Type Wildfires Description -	+ Add Category	↓ Last Updated ▼

Multiple Event Types can be selected at once. When the Event Type filter is applied, the dropdown will show the number of applied Event Types. For example, in the image below, the filters for the Wildfires and Tropical Storm Event Types are applied.


*		« 🛓 😡 💽 Everbridge 360° 💿
<b>↑</b> ∞	Communications Templates Create Template	
17 27	Q Search for templates by name All Categories  Event Type(2)  All Statuses	+ Add Category 4 Last Updated -
• *	← Searc Event Types × → remapportations × ← Searc Event Types × ← remapportations × ← Emergency Response For the type + 18h ago	Weather Advisory - Work From : + Jan 23, 2025
⊭ ¢	Utility/Infrastructure	
	Wendy Test Event  Widfires	
	Clear All	

Click Clear All at the bottom of the filter dropdown to remove the filters.

## Filter by Status

There are two statuses that templates can have: Draft or Active. Click the **Statuses** dropdown to filter for either status.

		« 💄 😡 💽 Everbridge 360
Communications Templates	create Template	✓ Ⅲ
Q Search for templates by name		
All Categories 👻 All Event Types 👻 Status Dr.	aft 🔺	+ Add Category 🛛 🕹 Last Updated
← Search Results Statuses	×	
Uncategorized     Simon 25.1.0 social t	Uncategorized Simon variable list check Feb 11	: v (B) launch Simon but no detailed r :
G gloria test     gloria test without ca     Prat     Feb ay acces	Clear All gloria test gloria test category	I Control of the second
Uncategorized testdateethan Draft • Dec 15, 2024	Uncategorized ethantest1216ethantest1216 Oraft • Dec 15, 2024	i Uncategorized test1216 i Draft • Dec 15, 2024
Vincategorized jehu-date-time-12h ; Draft > Dec 15, 2024	<ul> <li>ethan246</li> <li>No.7 template</li> <li>Dec 11, 2024</li> </ul>	i v (B) Simon no category event type i

Click Clear All at the bottom of the filter dropdown to remove the filters.

# **Creating Communications Templates**

Once a Communications template is created, it can be used to easily send out messages using the predefined selections. The process below outlines creating a new template, but also applies to editing existing templates.

**NOTE:** This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

To create a Communications template:

1. Navigate to **Communications > Templates** and click **Create Template**.

Communications Templates		
Q Search for templates by name		
All Categories * All Event Types * All Statuses *	+ Add Category	Last Updated 👻

2. Enter a template name to be used for identification, organization, and retrieval. It must be 100 characters or less in length and unique within the system.

Communication Templates / Create Template	✓ Edit Previe
Weather Advisory - Work From Home Notice	
Category Name: + Select Category Event Type: + Add Event Type	
Operator Form Message Recipients Operator Permissions	
	Operator Form Variables + Add Variable
	Q Search by Name
/	Evacuation Centers +
Create Your Operator Form Add Form Variables from the right column or Drag and drop variables into the form to get started	Evacuation Radius +
	∷ <sup>Single</sup> +
	Textbox +

3. Click **Enter a template description** to add a description of the template to assist with appropriate usage for specific use cases. The description must be



## 500 characters or less.

»			« 🔺 0	C Everbridge 360** 💿
*	Communication Templates / Edit Te	mplate		✓ Edit Preview
æ	Weather Advis	ory - Work From Home Notice		
14	Enter a template description Category Name: Employee Wea	Template Description		
57	Operator Form Mes	Use this template for Communications regarding weather-related work from home notices.		
Ð	1. Advisory Type		bles	+ Add Variable
* 2	Winter Weather Advise			
\$				+ 1
	2. Facility 123	Characters remaining: 413/500	_	
	Northern Star Healthc	Cancel	Save	+
				+
		22 Multiple		± ·
	Cancel Draft	✓ Live		Save Template   ~

#### Click Save.

• Once the template itself has been saved, this description will be displayed for the operators' convenience during template selection when launching a Communication.

<b>*</b>					«	•	0	C Everbridge 360 ° 😨
<b>*</b>	Winte Enter a commun	er Weather - Feb 27	, 2025					
54 54	1	Q Type to search or select an Event Type Winter Weather	•	0				
•								
Γ Å		Select the Communication Select a Different Template	Template to Use <b>0</b>					_
۰		✓ Weather Advisory - Worl	k From Home Notice					
		** 3 Delivery Paths           Category           Employee Weather Emergency	Created By James	Updated On 7m ago	Last U	Jsed		
		Use this template for Communications regarding w	reather-related work from home notices. Read More					

4. Optionally, click **Select Category** to choose the most appropriate Category for this template and click **Save**. Templates with assigned Categories will be grouped within their respective Category in the template library, while templates without a Category will automatically appear in the **Uncategorized** section within the template library.



If none of the existing Categories are appropriate for this template, create a new one by typing it in the field and clicking **Save**. Once saved, the new or selected Category will appear beneath the Communication template's title. Click on it to edit it again.



• Once the template is saved, Categories will appear in the Communications Templates Library as sections, as well as above the template name on the individual template tiles.

~		« 🛓 😡	C Everbridge 360 °C
•	Communications Templates Create Template		
æ	Q Search for templates by name		
84 8	All Categories + All Event Types + All Statuses +	+ Add Category	Last Updated -
•	GSOC Management		-
*	CSOC Management GSOC Summons Doug Peete + Jan 23, 2025		
•	Employee Weather Emergency		I
	Employee Weather Emergency           Weather Advisory - Work From           James Podlucky + 21h ago		

- Categories can be viewed, renamed, or deleted from the Communications Templates library by clicking the kebab menu icon for the desired Category. Note that when a Category is deleted, all of its templates will be moved to Uncategorized.
- A Communication template can only be assigned one Category.

- A template's Category can be changed or removed by editing it.
- Categories can also be created from the library by clicking Add Category.

<b>%</b>	Communications Templates Create Template		~ III	
٠	Q Search for templates by name			
đ	All Categories   All Event Types   All Statuses   +	Add Category	↓ Last Updat	ed -
1	IT Support			5
\$ *	Bupport     Emport     Empor			Delete Rename
-ac	GSOC Management		_	ı
•	CSOC Management GSOC Summons Doug Peete + Jan 23, 2025			

5. If desired, click **Add Event Type** to assign an Event Type to this template from the dropdown menu, which will later be used to suggest templates when launching a Communication with the associated Event Type. There's no limit to the amount of Event Types that can be assigned to a template.

If an Event Type was included by mistake, click the X on its chip in the Add Event Type modal to remove it.

8			« <u>*</u>	Everbridge 360*
*	Communication Templates / Create Template			- Edit Preview
æ	Weather Advisory - Wor	k from Home Notice		
4	Enter a template description Category Name: Employee Weather Emergency Event T	ype: + Add Event Type		
6 9	Operator Form Message Recipier*	different Type		
	Ti US	the event type helps categorize events that share similar characteristics and is ted to suggest templates when launching a communication with an associated event type.	stator Form Variab	les + Add Variable
Ľ		Weather X Wind X Wildfires X Thunderstorm X &	Search by Name	
۴		Thunderstorm	Date qwqwe	+
	Add Form Variables from the right	Transportation	Textbox dfsdf	+
		Tropical Storm Utility/Infrastructure	Textbox textbox32423	+
		Weather Wendy Test Event	Multiple	± ·
	Cancel Joraft Live	Wildfires Wind		Save Template   ~

After clicking **Save** in this modal, the selected Event Types will populate beneath the Communication's title. Click on them to edit the selections again as needed.





- 6. Scroll down to the **Operator Form** section to add the necessary Operator Form Variables. To do this, either:
  - Choose from the list of existing variables and click the plus sign, or drag the desired variables into the Operator Form.



 Click Add Variable to create a new variable. Note that variables can also be added from the Variable Library. See <u>Creating Communications</u> <u>Variables</u> for more details.

Weather Ad	visory - Work	Add Var	iable		
Category Name: Employee V Operator Form	Weather Emergency Event Typ Message Recipients	•Type	Variable Type Single Selection		
		*Name	Variable Name	Operator Form Variables	+ Add Variable
		Tooltip	Tooltip	O Search by Name	
				Single Office Name	+ *
Ad	Create Ye Id Form Variables from the right column o	<ul> <li>Options</li> </ul>	II   Option		
			+ Add another option		
		Cancel	Save and Add to Form		

Click **Save and Add to Form** after naming the variable and choosing from one of the following variable types:

## • Single Selection

Add Var	iable		
*Туре	Variable Type Single	selection	•
*Name	Variab	le Name	
Tooltip	Tooltip	,	
*Options		Option 1	ā
	<b>II</b> O	Option 2	ā
	<b>I</b> O	Option 3	
	+ A	dd another option	
Cancel		Save and Add to Form	Save

## • Multiple Selection

	Variable Ty Multip	Pe le Selection	•
*Name	Variab	le Name	
Tooltip	Tooltip	)	
*Options		Option 1	
		Option 2	â
		Option 3	Î

Add Va	riable	
*Type	Variable Type Text Box	•
*Name	Variable Name	
Tooltip	Tooltip	
*Limit	1 1 - 399 Characters	
Cancel	Save and Add to Form	Save
Textarea	1	
Add Va	viable	
	riable	
*Туре	Variable Type Textarea	•
*Type *Name	Variable Type Textarea Variable Name	•
*Type *Name Tooltip	Variable Type Textarea Variable Name Tooltip	
*Type *Name Tooltip	Variable Type Textarea Variable Name Tooltip	
*Type *Name Tooltip *Limit	Variable Type Textarea Variable Name Tooltip	



o

Date	
Add Varia	able
*Type	Variable type Date
*Name	Variable Name
Tooltip	Tooltip
*Format	Format       MM-DD-YYYY
Cancel	Save and Add to Form

- NOTE: Clicking Save will only add the variable to the Variable Library.
- 7. Once a variables have been added, if desired, select a response to set it as a predefined value to be used during the Communication launch.



Hover over a variable to reveal additional actions.

*		
ন গু ম ম	Communication Templates / Create Template Weather Advisory - Work from Home Notice Enter a template description Category Name: Employee Weather Emergency Event Type: Weather Wind Wildfires Thunderstorm Operator Form Message Recipients Operator Permissions	✓ Edit Preview
• • *	1. Office Name	Operator Form Variables + Add Variable
₽ \$		Q. Search by Name 

Click the corresponding icon to:

• Lock Variable - If a specific variable value has been defined (such as "New York" in the screenshot above), the selected answer will be preselected in the Operator Form during launch. It'll be visible for reference but not editable. Locked variables are denoted by the Locked icon next to their names. Click the Unlock Variable icon to unlock the variable again as needed.

▲ *1. Office Name	
New York	•
<b>₽</b> ≈	T Required O

• **Hide Variable** - If a specific variable value has been defined, the value will be hidden in the Operator Form during launch but still appear in the sent Communication. Once applied, the **Hidden** icon will appear next to the variable's name. Click the **Show Variable** icon below to show it again as needed.

*1. Office Name			
New York	•		
۵		斎	Required 📿

• **Delete Variable** - Removes the variable from the form. It can be added again as needed.

• Mark Variable as Required - Requires that this variable be completed in order to launch the Communication.

1. Office Name		
New York	•	
۵ کې		The Required Required

8. Once the Operator Form is finished, click the **Message** tab to configure the template's message(s). This tab contains critical configuration options that determine how Communications will be delivered, what content they will contain, and what options are available to operators during launch.



• For the **Configure Public Settings** section, choose one of the below priorities:



- Standard
- High Priority
- Threat to Life
- Click Edit Paths under How Will Your Message Be Delivered? to set the Delivery Paths and Publishing Paths for this template.

How Will Your Message Be Delivered?	
Ta Delivery Paths difference Edit Paths	

• The top section of the modal displays available Delivery Paths.

Delivery Paths	SMS	
✓ SMS ❷	sms1	Default
🗸 Email 🔕	sms2	Default
Voice Ø		
Mobile App ①		
Plain Text 2		
✓ Business Messaging Apps ❷		
ublishing Paths		
Everbridge Web Widget		

Choose paths from the following Delivery Methods:

- SMS
- Email
- Voice
- Mobile App
- Plain Text
- Business Management apps



• The bottom section displays available Publishing Paths.

Message Paths Select the Delivery Paths and Publish	hing Paths for your message.	×
Publishing Paths	Everbridge Web Widget	$\textcircled{\begin{time}{0.5ex}}$
Everbridge Web Widget Alertus		
Member Portal		
Social Media Everbridge Network		
Web Posting		
	Cancel	Save

Choose paths from the following Publishing Methods:

- Everbridge Web Widget
- Alertus
- Member Portal
- Social Media
- Everbridge Network
- Web Posting
- Audio Bulletin Board
- NOTE: Public Safety and government customers will instead see the Message Priority selector in the Configure the Message section.

3	Configure the Message		🗸 Standard	Polling	Conference
	Message Priority 🜒 Standard 👻				
	Subject Enter message subject				
	Message Body   + Add Custom Message	Default Message			All Paths
	Default Message Evertridge 360 Apps, Work Email, Work Phone SMS, Personal Email, Personal Phone SMS, PlainTextEmail-TWay, PlainTextEmail				

9. Scroll down to the **Configure the Message** and choose the Notification Type, which will update the available items in the form below.

• Standard Message Type - A standard message that doesn't include a poll or Conference Bridge.



 Polling Message Type - Use this option to send a Polling Notification by adding as many Poll Responses as needed. Poll Responses are the answer options for your poll question, which is entered in the Notification body as well as the Notification Reports. Recipients can

#### select only one response.

	Recipients Operator Permiss	sions		
	ge recipients operator Pennis	2013		
Configure Public Se	ettings		Standard +	Add Variables To Your Message
How Will Your Message F	Re Delivered?			Q Search by Name
13 Delivery Paths	Edit Paths			Textbox
				Textbox Alert Title
Configure the Mess	sage	Standard Z Polling	Conference	II Alert Description
				II Alert Severity
Subject	g message			II Alert Start Time
A Message Body 🛛 + Cu	dd Default Message		All Paths	II Alert Updated Time
Mes	ssage			Textbox
Default Message Home Email, sms1, Home Phone,				
email2, sms2, extension phone.	ms			
	Fmail/Fav: 2484 SMS: 450 F	atimated SAFS Messages 0		
• Poll F	Responses ()		Use Quotas 0	
Polling 1	Enter poll response			
	+ Add Another			
	T Hou Milourer			

- Select the Use Quota checkbox and enter number in the quota field when you need a certain amount of replies for one or more responses.
- Conference Message Type This option will prompt recipients to join a Conference Bridge. Everbridge Conference Bridge Notifications can support up to 96 contacts, while Custom Conference Bridge and Smart Conference Bridge Notifications can support up to 250 contacts. Any Notification beyond 50 will be sent only when an earlier Notification

either expires or is stopped.

Operator Form Message	Recipients Operator Permissions			
Configure Public Settings			Standard 👻	Add Variables To Your Messag
How Will Your Message Be Delive	red?			Q Search by Name
Configure the Message		Standard Polling	✓ Conference	II Textbox Alert Description
Subject Conference Mes	sage			Textbox Alert Start Time
Message Body + Custom Message Default Message • Home Einal, unst, Home Phone, enal2, sml2, extension phone, ma.	Derduit message		All Paths	<sup>11</sup> Alert Updated Time 15 TextBox
	Email/Fac: 2481 SMS: 459 Estimated	1 SMS Messages 0		

10. Enter the desired message in the **Default Message** field and drag the desired variables into place as needed. The included variables will appear in the message box in purple.



Configure the Message	✓ Standard Polling Conference	Add Variables To Your Message
Subject Work from Hor	me Notice	
Add Message Body  + Custom Message More Email, smst, Home Phone, email2, sms2, extension phone, ms	Email/Fax: 2265       SMS: 246       Estimated SMS Messages 2	Q Search by Name     Textbox     Alert ID     Textbox     Alert Title     Textbox     Alert Secription     Textbox     Alert Secription     Textbox     Alert Start Time     Textbox     Alert Start Time     Textbox     Alert Categories     Multiple     Alert State/Province     Textbox
		Next Country

Keep the following conventions in mind when crafting a Standard type Default Message:

- SMS messages will not exceed three message segments.
- SMS messages will not exceed the standard 459 character (three SMS segments).
- SMS messages containing non-GSM-7 characters will not exceed 201 characters (3 SMS segments).
- This limit will include any auto-generated text (e.g. Confirmation Instructions, Short URL, etc.).
- Messages longer than the limit will include a link to the SMS Web Page Message.
- 11. If desired, click Add Custom Message to craft messages specific to certain message paths, such as SMS, Email, Voice, etc. Make the selection(s) and



## click Save.

Subject Work from Home Notice	
Q Search by Name	
Add + Custom Message Body • Custom Message       Defaul + Custom Message       Customize Message Paths Please select the message paths for which you would like to define customized content       ×       *	
Mobile App Plain Text Business Messaging Apps Cancel Save Email/Fax: 2265 5MS / 246 Estimated SMS Messages 2 • • • • • • • • • • • • • • • • • •	

• Once saved, note that the **Paths** section above the **Default Message** field will now display all of the paths except for those selected on the **Customize Message Paths** page. Instead, the selected path will have its own subsection under **Message Body** to the left.

Configure the Message	Standard Polling Conference	Add Variables To Your Message
Subject Work from Hon	ne Notice	Q Search by Name
Add Message Body 🛛 + Custom Message	Default Message Home Email Home Phone email2 extension phone ms team mobile push alert slack PlainTextEmail-TWay PlainTextEmail-2Way email3 Email 4	II Peridok Alert ID I Textbox Alert Title
Cefault Message     Home Email, Home Phone, email2,     extension phone, ms team, mobile     SMS     sms1, sms2	Hi there. The Office Name office will be closed on Date due to Weather Hazard Type. Please work from home and stay tuned for more updates. Best, Management	

Click it to configure the custom message for the chosen path.



Configure the Message	<ul> <li>Standard</li> </ul>	Polling Conference	Add Variables To Your Message
Subject Work from Home	Notice		Q Search by Name
Add Message Body O + Custom Message V Default Message Home Email, Home Phone, email2, extension phone, ms team, mobile SMS smst, sms2	SMS	sms2	Image: Textbox       Alert ID       Image: Textbox       Alert Title       Image: Textbox       Alert Description       Image: Textbox       Alert Severity       Image: Textbox       Alert Severity       Image: Textbox       Alert Severity       Image: Textbox       Alert Start Time       Image: Textbox       Image: Textbox       Image: Textbox       Alert Categories       Image: Textbox       Alert Categories       Image: Textbox       Image: Textbox
	Characters remaining: 459 Estimated SMS Messages 0	Message Prefix 🚫	II Textbox Alert State/Province
	+ Web Page Message		Textbox

Repeat this process as needed for each path that needs a custom message.

- Paths can be removed by clicking the trash icon next to their name from the **Message Body** section.
- 12. Continue to the **Attachments** section and click the **Add** button to upload up to five attachments to be sent via supported message paths. Files can either be selected by browsing the device or by being dragged and dropped into the modal. Individual files can be up to 5MB each for a maximum of 20 MB per template.

Click Attach once the files are selected.

Add Message Body 🛛 + Custom	Default Message Ho	ome Email Ho	me Phone	email2	extension	on phone	ms team	Add Variables To Your Message
Message				PlainTextEn	nail-2Way	email3	Email 4	Q Search by Name
Default Message     Home Email, Home Phone, email2,     extension phone, ms team, mobile	Hi there. The Office Name	office will be clo	sed on Da	te due to We	ather Haz	ard Type. P	lease	Textbox Alert ID
SMS I Ac	dd Attachments dd up to 5 files to the messag ach / 20 MB total). 😗	ge to be sent to	o delivery	paths that	support a	attachmen	ts (maximum 5	MB Alert Tibe Textbox Alert Description
								Textbox Alert Severity Textbox
		Dr	rop file click to se	s here lect one				Alert start Time Textbox Alert Updated Time
						Car	ncel 🕒 Att	Alert Categories
Attachments							+ Add	Multiple Alert Subcategories Textbox H Alert State/Province
								Textbox

Once attached, the files will populate under the **Attachments** header. If needed, click the **X** next to the file to remove it from the message, or click



#### Add to attach more files.

Attachments Total File Size: 3.43 MB	+ Add
O Launching a Communication from Everbridge 360.pdf   3.43 MB	

13. After the **Message** tab is finished, click the **Recipients** tab to select recipients via Groups, Individuals, and/or Rules. This selection process mirrors that of <u>Step 5: Recipient Management</u> of the Launch Communication workflow, so refer to that section for more details.

	Event type: weather wind Wildhires	Thunderstorm			
Operator Form Message	Recipients Operator Permissions				
dd Recipients					
Q Search by individual group or rule	a name or by aroun description				Artuar
a search by marviadal, group of rai	e name or by group description				Auva
✓ Hide Recipient Selector					Cle
Groups Individuals F	Rules				
Group Name	Created On	Created By	Updated On		Updated By
> NotJustPrime	Jan 6, 2025		Jan 6, 202	25	
> Perf100KContacts	Aug 26, 2024		Aug 27, 2	024	
Perf10KContacts	Aug 26, 2024		Aug 27, 2	024	
Perf50KContacts	Aug 26, 2024		Aug 27, 2	024	
Podlucky	Feb 19, 2025		Feb 20, 20	025	
> 🗌 Simon Beijing	Aug 19, 2024		Aug 19, 2	024	
> Simon parent group 1	Aug 19, 2024		Aug 19, 2	024	
Simon_1	Jul 22, 2024		Aug 7, 20	24	
Simon_A	Jul 22, 2024		Jul 22, 20	24	
Wendy Business Message App	Contacts Nov 3, 2024		Nov 3, 20	24	
-					
Selected Recipients & O LL	nique Recipients				
	inque recipients				
Groups 💿	Individuals	Rules 0		Excluded	

• If desired, click the **Show** or **Hide Recipient Selector** to customize the view of this page to reveal or collapse the list of recipients.



• Click **Clear All** to clear any selections that have been made and start the recipient selection from the beginning. Note that this option will only appear if selections have been made.

Communication Templates / Create Template				🗸 Edit	Preview
Weather Advisory - Work	from Home No	otice			
Enter a template description					
Category Name: Employee Weather Emergency Event Ty	pe: Weather Wind Wildfires	Thunderstorm			
Operator Form Message Recipients	Operator Permissions				
	_				
Add Recipients					
Q Search by individual, group or rule name or b	y group description				Advanced
✓ Hide Recipient Selector			4		Clear all
Groups Individuals Rules				Clear All Recipi	ents
Group Name	Created On	Created By	Lindated On	All selected recipients	s will be remove
	Citated on	citation by	opulled on	Are you sure you wan	t to continue?
V NotJustPrime	Jan 6, 2025		Jan 6, 2025	Cancel	Continue
Group_Wendy	Jan 20, 2025		Jan 20, 2025		
<ul> <li>Perf100KContacts</li> </ul>	Aug 26, 2024		Aug 27, 2024		
Ranen sequence group	Nov 13, 2024		Nov 17, 2024		
group by iulia	Oct 21, 2024		8h ago		
PerHoxContacts	Aug 26, 2024	Simon Jia	Aug 27, 2024		
( Canaal ) / Durk Ibu				A Save Terror	late 1 at

14. Click the **Operator Permissions** tab to configure and control what operators can view and edit when using this template to launch Communications.



Weather Advisory	y - Work	from H	Iome Notice	A SOIL MAN
nter a template description	gency Event Type	Weather	Wind Wildfires Thunderstorm	
Operator Form Message	Recipients	Operator P	ermissions	
Form Component	View	Edit	Add/Remove	
Message Content		~		
Recipients		<ul> <li>✓</li> </ul>		
Settings				
Publishing Paths				
Everbridge Web Widget				
Alertus				
Member Portal				
Social Media				
Everbridge Network				
Web Posting				
Audio Bulletin Board				

The page is broken into three permission columns: View, Edit, and Add/ Remove.

- **View** Allows operators to see the message content, selected recipients, settings, and publishing paths.
- Edit Allows operators to modify the message content, recipient selections, settings, and publishing paths.
  - Edit permissions require that the corresponding View permission is enabled.
- Add/Remove Allows operators to add or remove publishing paths.
- 15. Click the **Settings** cog icon on the **Communications Toolbar** to configure Content, Delivery, Sender Information, and Recipient Interaction settings. This process mirrors <u>Step 6: Settings</u> of the Launch Communication flow, so



#### refer there for more details.

>>					« 🛓 😡 🌑 Ev	erbridge 360* 👩
	Communicatio	on Templates / Create Template			✓ Edit	Preview
5	Weat	Settings				
8	Enter a templa Category Ni	Content	Delivery	Sender Information	Recipient Interaction	İ
	Opera					
	Form Con	Language <b>O</b>	English (US) *			
۲.	Message					
-						
	Recipien					
	Settings					
	Publishir					
					Cancel	
	Everb					
	Cancel	- Draft Live			Save Terr	plate   V

- NOTE: When a template is selected when launching a Communication, its Settings selections will override the Organization's default settings.
- 16. Choose what state this template should be saved in between either **Draft** or **Live**. Live templates will be usable immediately, whereas drafts will be saved to be completed later.

	Cancel	Draft	<ul> <li>Live</li> </ul>	¢ (	Save Template   🗸
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17. Click **Save Template**. Optionally, click the downward arrow on the **Save Template** button to save and duplicate this template.

