



Everbridge 360™ User Guide

Everbridge Suite

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2025
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What is Everbridge 360™?

Everbridge 360™ 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:

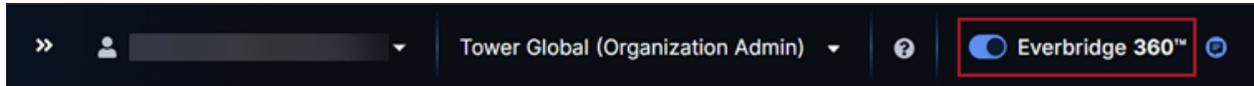
- **Faster**, more **accurate** responses to **external** and **internal** threats.
- **Managing** what is important – your **People** and **Assets**.
- **Resilience** = **Proactive**, not reactive.
- Enterprise-class **reliability** and **scale**.
- **Open Extensible** Platform.

Everbridge 360™ 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™ experience while simultaneously retaining access to existing modules like Notifications and Incidents.



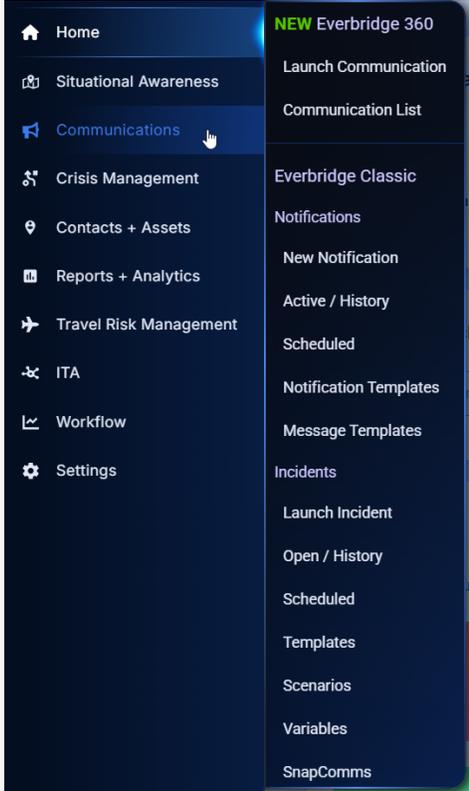
There are a few considerations to keep in mind when using the toggle as an Admin:

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™. 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 View
<ul style="list-style-type: none"> • Home • Situational Awareness <ul style="list-style-type: none"> ◦ Universe ◦ Visual Command Center • Communications <ul style="list-style-type: none"> ◦ Notifications ◦ Incidents ◦ Communications ◦ SnapComms • Crisis Management <ul style="list-style-type: none"> ◦ Launch Critical Event ◦ Events ◦ Submissions ◦ Reports ◦ Critical Event Templates ◦ Task List Templates ◦ Document Library ◦ Widget Library ◦ Form Library ◦ Audit Log • Contacts + Assets <ul style="list-style-type: none"> ◦ Contacts ◦ Assets 		

Menu Items	Collapsed View	Expanded View
<ul style="list-style-type: none"> • Reports + Analytics <ul style="list-style-type: none"> ◦ Reports ◦ Analytics • Travel Risk Management <ul style="list-style-type: none"> ◦ Travel Risk Intelligence ◦ Traveler Alerts ◦ Booking Alerts ◦ Country Risk Traveler Report ◦ Arrival and Departure Report ◦ Travel Report Scheduling ◦ Custom Travel Reports • ITA <ul style="list-style-type: none"> ◦ Open Incidents ◦ Trends ◦ Operations • Workflow <ul style="list-style-type: none"> ◦ CEM Orchestration ◦ Flow Designer • Travel Risk Management • ITA • Settings <ul style="list-style-type: none"> ◦ Organization ◦ Member Portal ◦ Everbridge Open ◦ Everbridge Mobile App 		

Menu Items	Collapsed View	Expanded View
◦ Access		

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.

The screenshot shows the 'Launch Communication' page. At the top, the title 'HAZMAT/Fire - Feb 20, 2025' is displayed in a light blue box with a pencil icon to its right. Below the title is a text input field with the placeholder 'Enter a communication description'. To the left of this field is a blue circle with the number '1'. Below the description field is a search bar with the placeholder 'Type to search or select an Event Type' and 'HAZMAT/Fire' entered. To the right of the search bar is a dropdown arrow and an information icon.

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

The screenshot shows the 'Launch Communication' page with a modal open. The modal is titled 'Communication Description' and has a text input field with the placeholder 'Enter a communication description'. Below the input field is a character count: 'Characters remaining: 500/500'. At the bottom right of the modal are 'Cancel' and 'Save' buttons. The background shows the 'Launch Communication' page with the title 'HAZMAT/Fire - Feb 20, 2025' and a search bar for 'Event Type' with 'HAZMAT/Fire' entered. A blue circle with the number '2' is visible on the left side of the page.

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

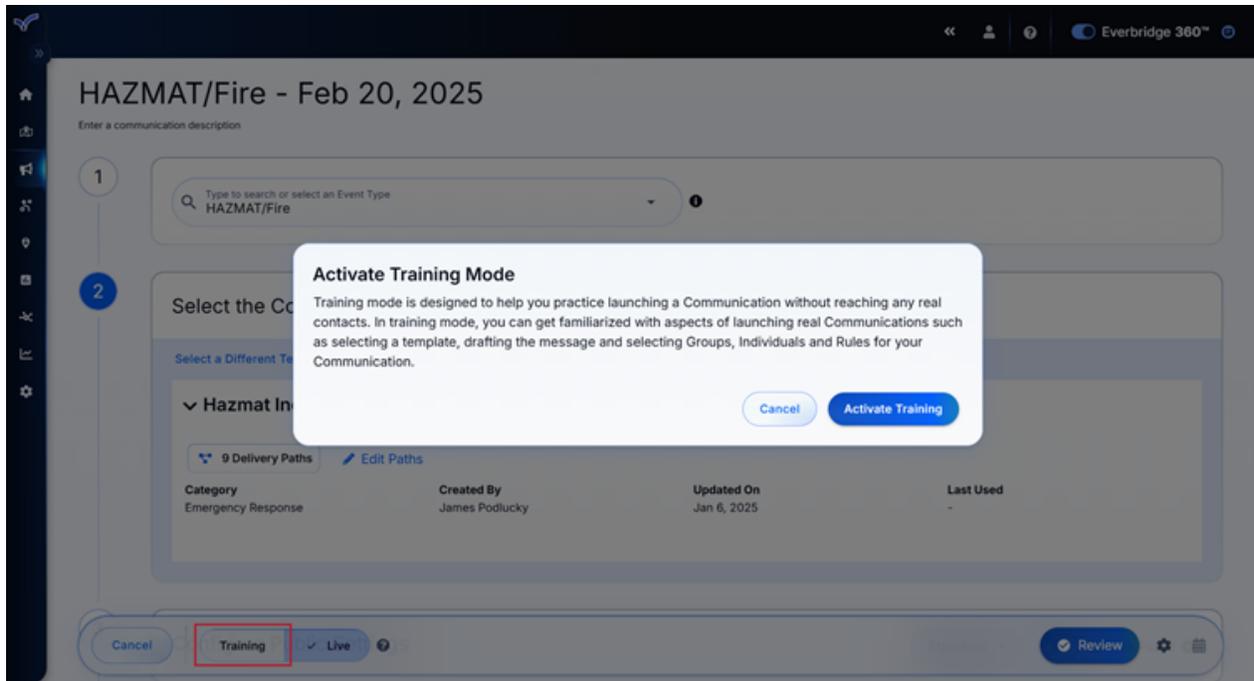
The **Communications Toolbar** can be found at the bottom of the **Launch Communication** page and moves with it as you scroll, allowing its menu items to be accessed at any time.



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

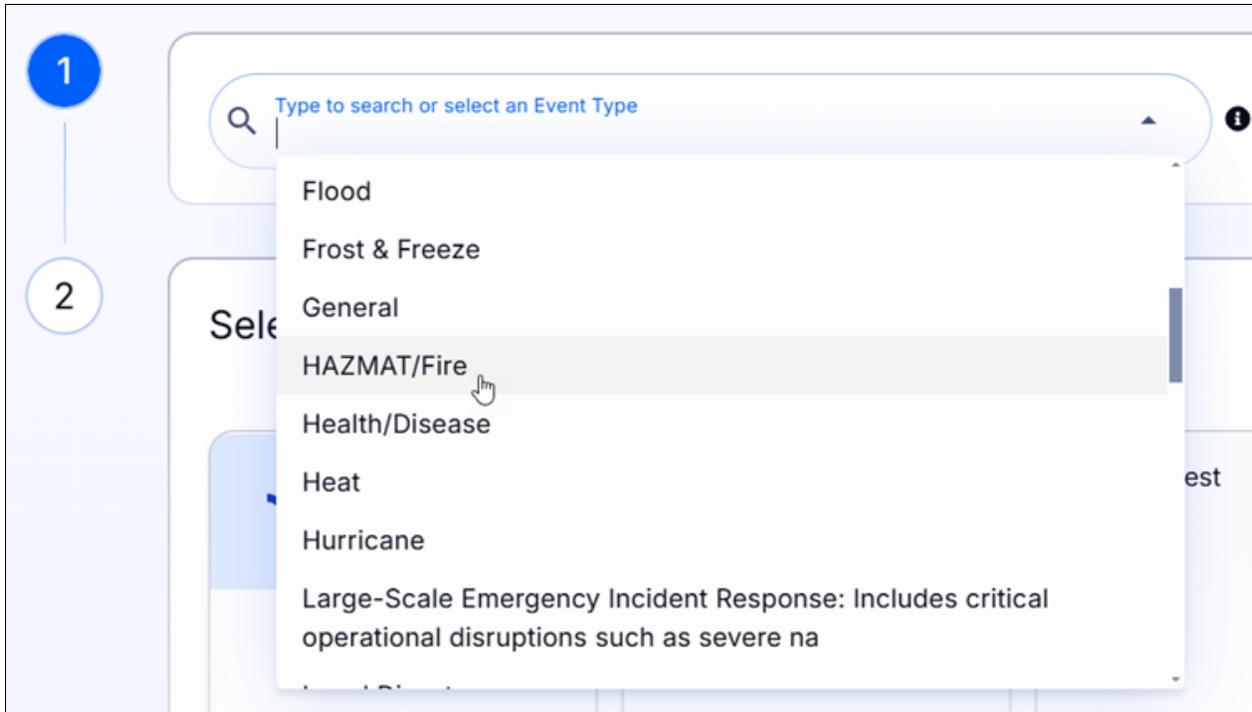
Training Mode

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. 



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 [Event Types](#) for more details.



Step 2: Communication Templates and Delivery Paths

Everbridge 360™ 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:

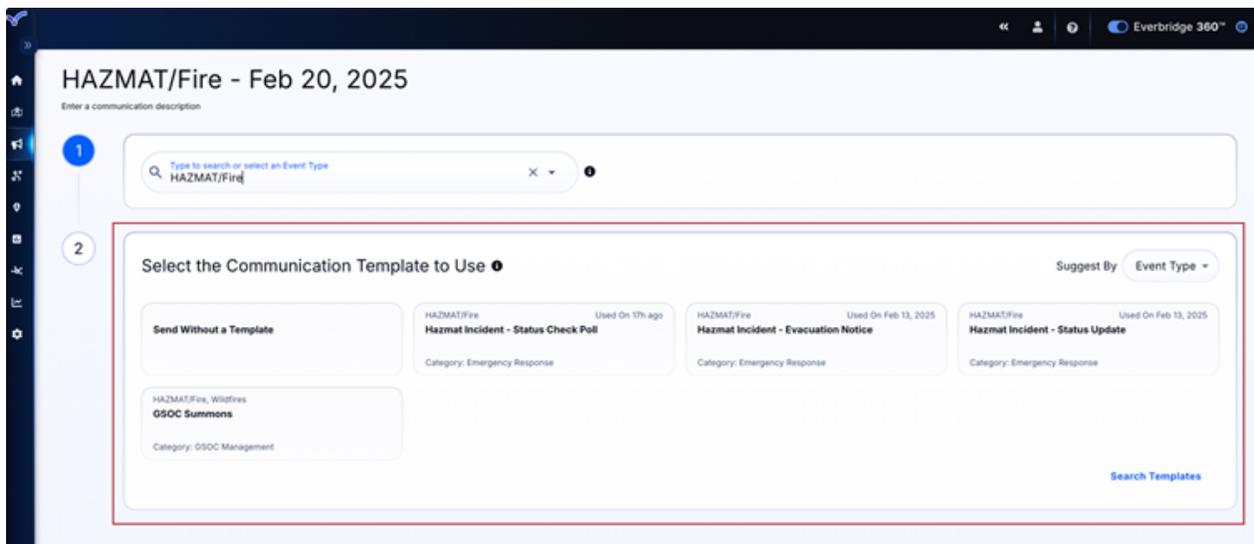
- When Everbridge 360™ is enabled for an Organization, all Notification Templates will be automatically duplicated/cloned as an Incident Template.
- The cloned Template will include the latest modifications to the Notification Template.
- The cloned Template will be deleted if the associated Notification 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

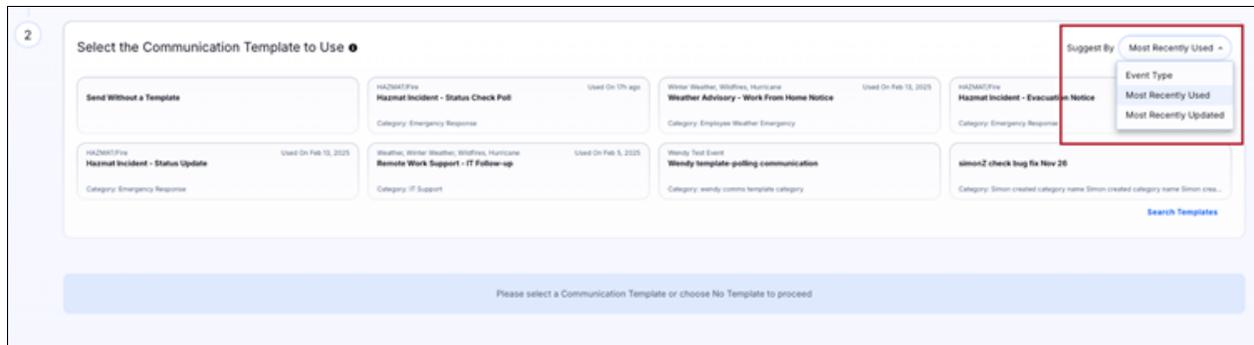


Click a suggested template to apply it and prefill the following information:

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

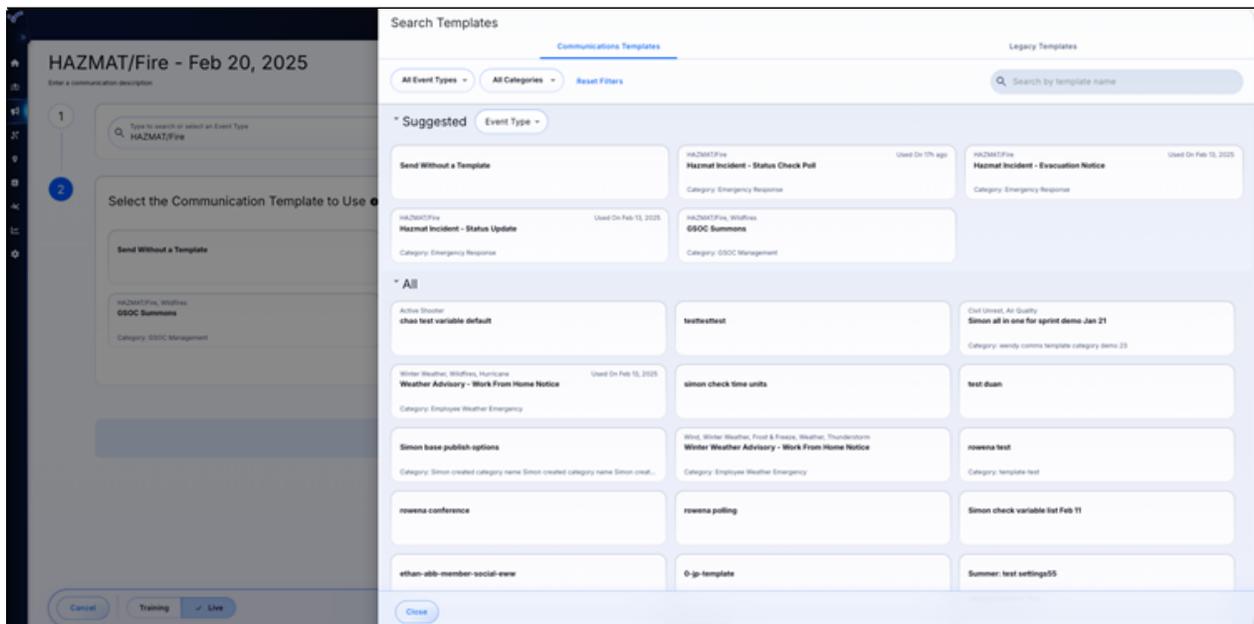
If the Event Type-specific template suggestions aren't appropriate for this Communication, click the **Suggest By** dropdown to instead filter suggestions by Most Recently Used or Most Recently Updated.

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



Searching Templates

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



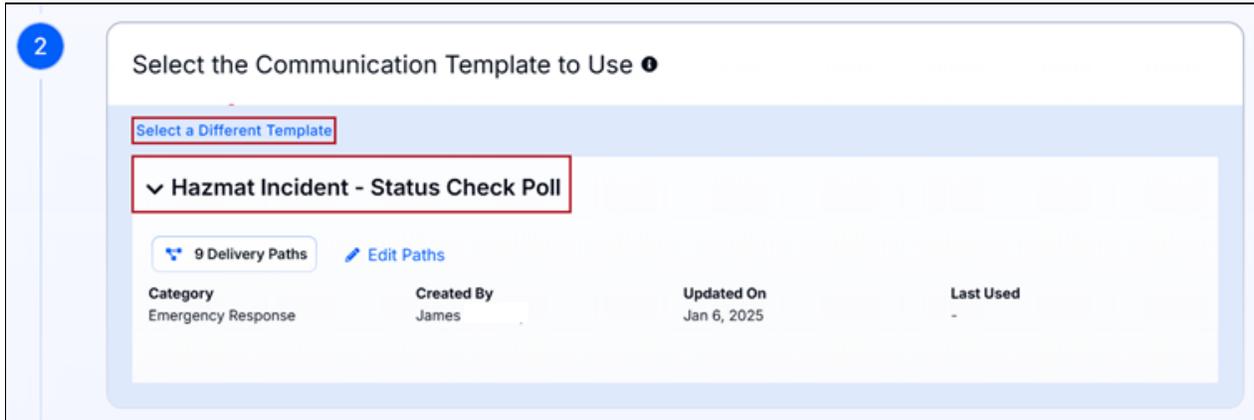
There are a few things to keep in mind when searching for templates:

- **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

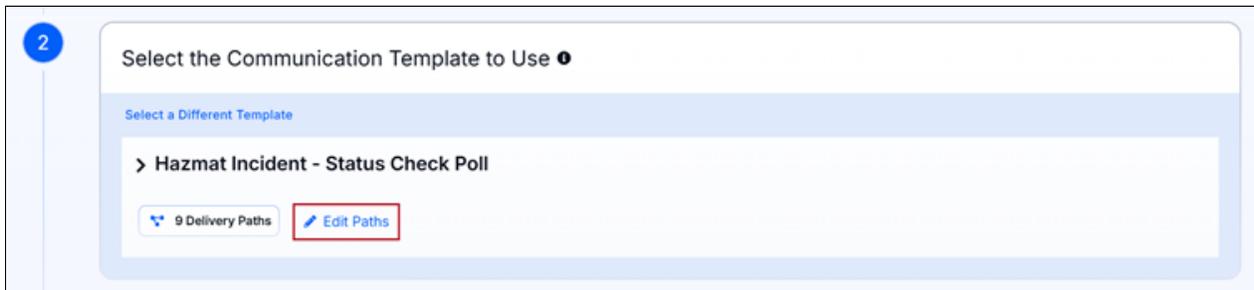
Once a template has been applied, clicking the title of the selected template will expose its details, including Category, Created By, Updated On, and Last Used.

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

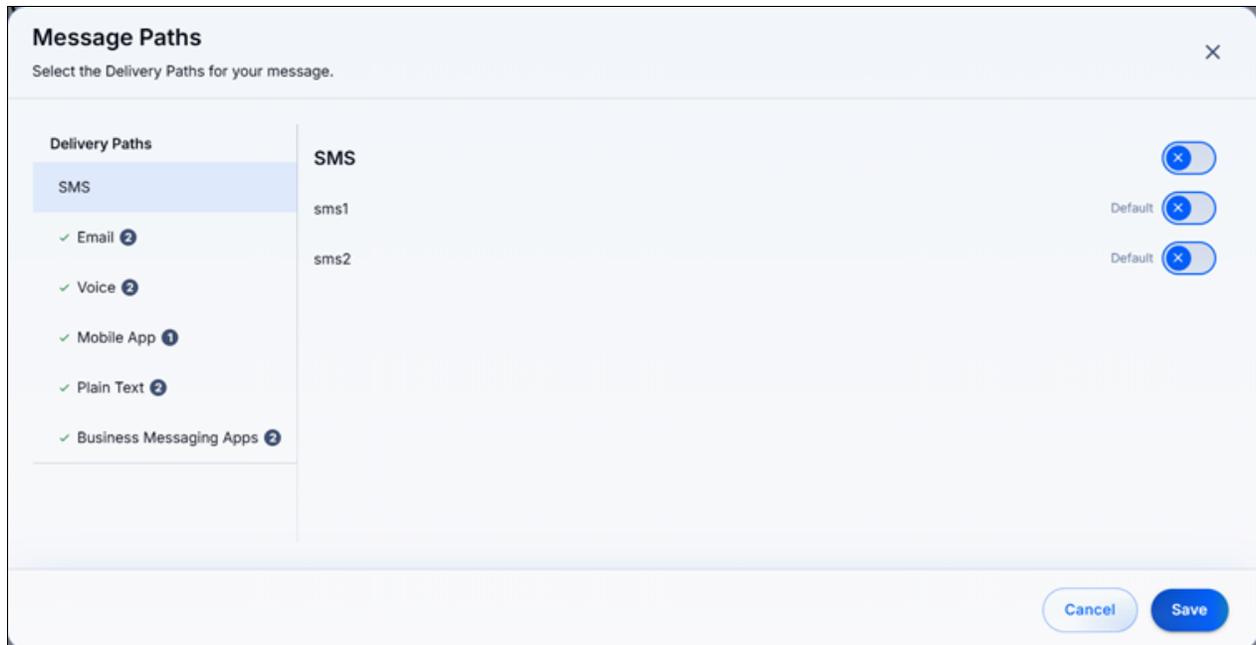


Message Paths

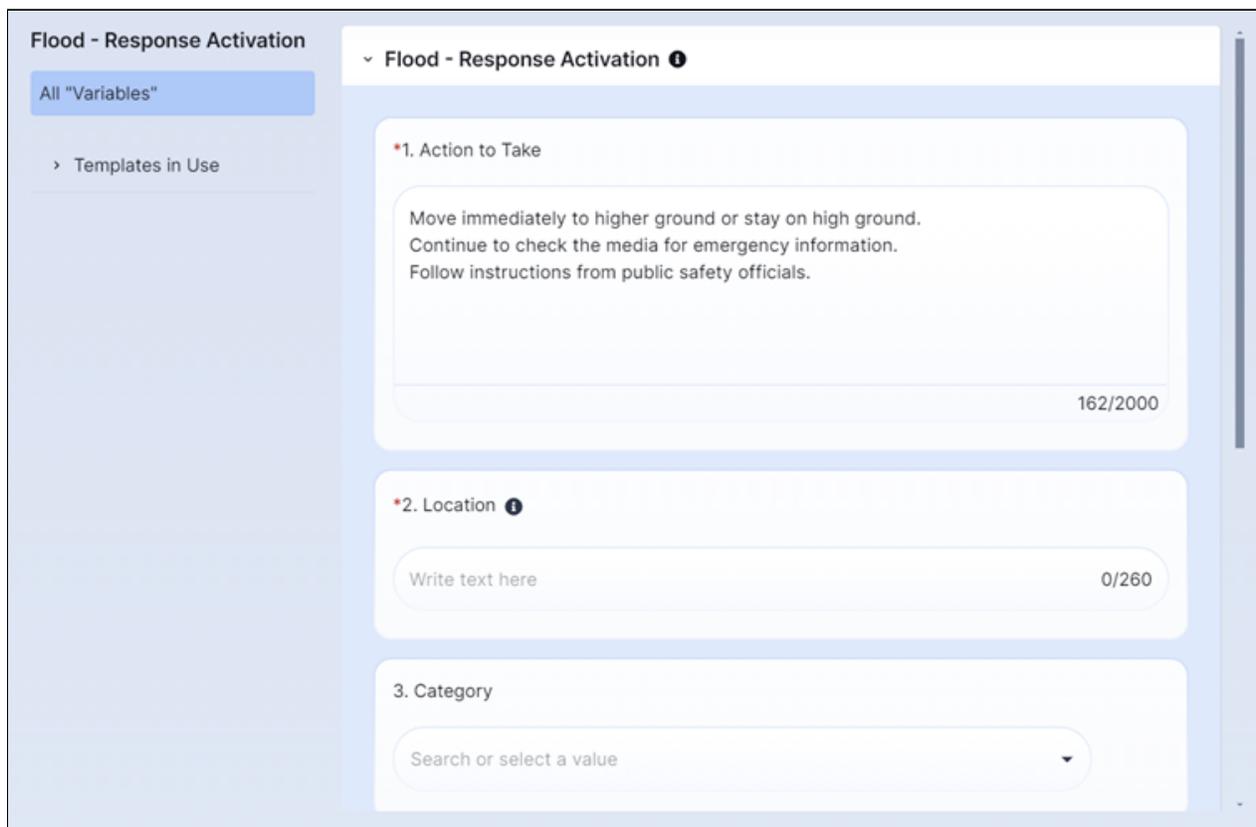
Once a template has been selected, click **Edit Paths** to adjust the message's Delivery and Publishing Paths.



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



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.



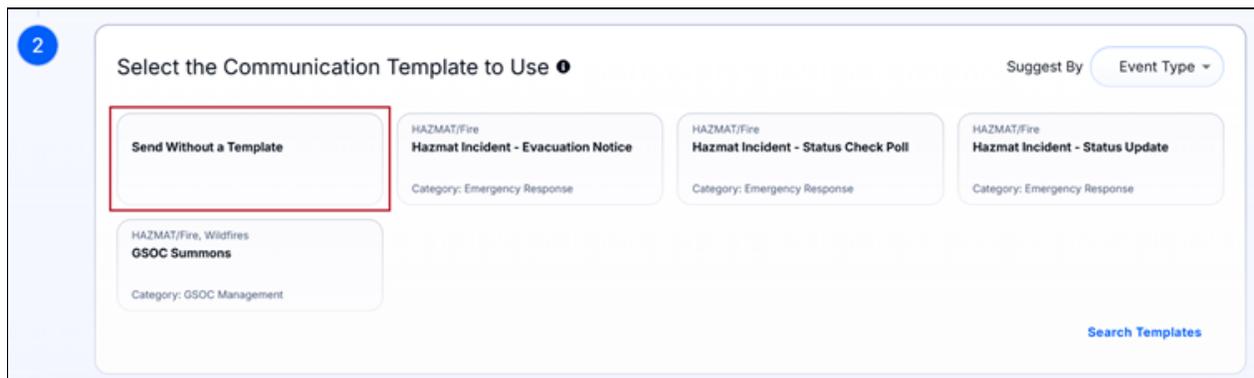
To complete variables:



1. 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.



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:

1. **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.
-
-
-

4

Configure the Message

Exercise Mode
Standard
✓ Polling
Conference

Subject Hazmat Incident - Status Check Poll

Message Body ⓘ +

Add Custom Message

Default Message

✓ Home Email, Home Phone, email2, extension phone, ms team, mobile push alert, slack, PlainTextEmail...

Default Message ⓘ All Paths

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: 2201 SMS: 286 Estimated SMS Messages 2 ⓘ

* Poll Responses ⓘ Use Quotas ⓘ

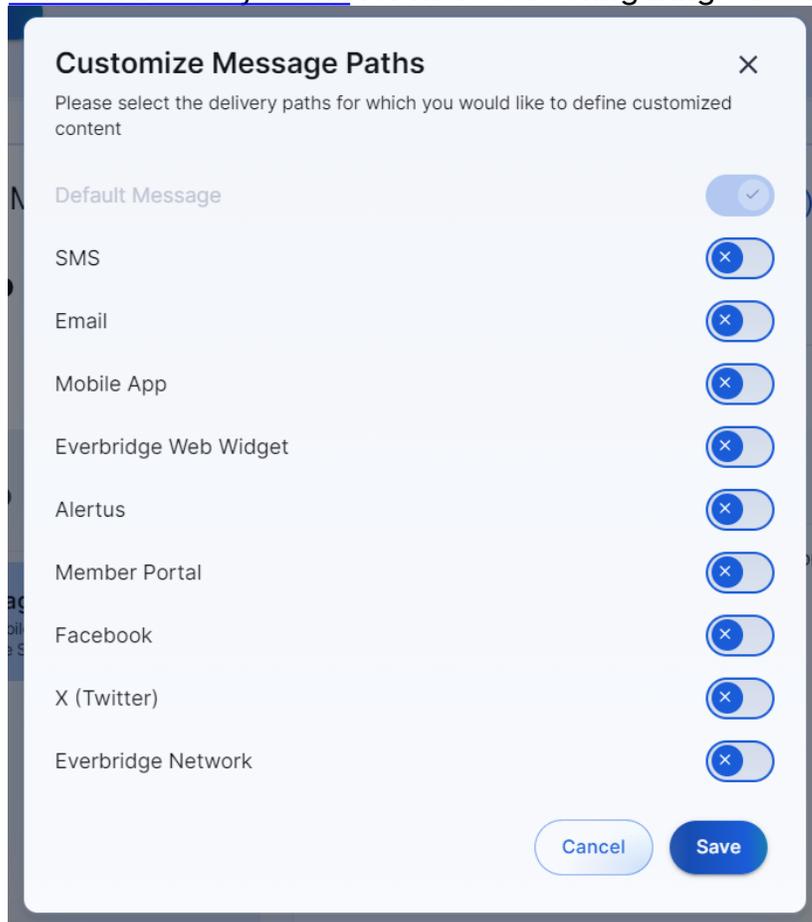
Polling	1	I safely evacuated.	✕
	2	I need assistance.	✕

+ Add Another

Attachments + Add

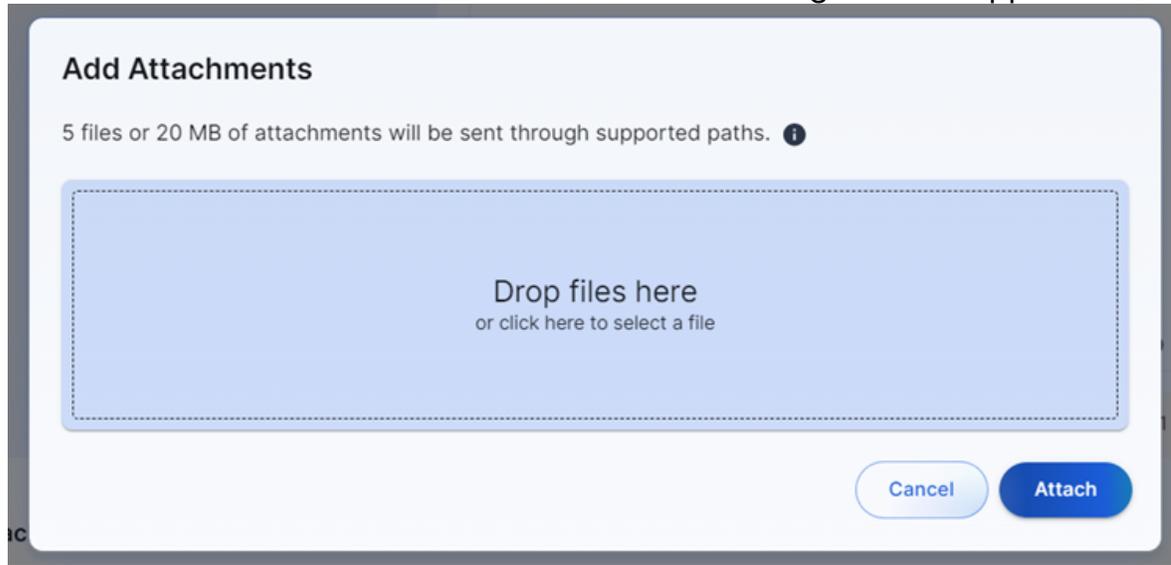
When adding a custom **message path** you can use the same text for all your delivery methods, or you can choose to have separate text for SMS, Email, Voice, Mobile App, and Plain Text. See [Rich Text Editor Best Practices for](#)

Custom Delivery Paths for more on configuring custom messages.



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).

1. 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.

5

Add Recipients

Search by individual, group or rule name or by group description Advanced

Hide Recipient Selector Clear all

Groups Individuals Rules

Group Name	Created On	Created By	Updated On	Updated By
<input type="checkbox"/> NotJustPrime	Jan 6, 2025	Joshua	Jan 6, 2025	Joshua
<input type="checkbox"/> Perf100KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
<input type="checkbox"/> Perf10KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
<input type="checkbox"/> Perf50KContacts	Aug 26, 2024	Simon	Aug 27, 2024	Simon
<input type="checkbox"/> Podlucky	Feb 19, 2025	James	Feb 20, 2025	James
<input type="checkbox"/> Simon Beijing	Aug 19, 2024	Simon	Aug 19, 2024	Simon
<input type="checkbox"/> Simon parent group 1	Aug 19, 2024	Simon	Aug 19, 2024	Simon
<input type="checkbox"/> Simon_1	Jul 22, 2024	Simon	Aug 7, 2024	Simon
<input type="checkbox"/> Simon_A	Jul 22, 2024	Simon	Jul 22, 2024	Simon
<input type="checkbox"/> Wendy Business Message App Contacts	Nov 3, 2024	Wendy	Nov 3, 2024	Wendy

Selected Recipients 11 Unique Recipients

Groups 0

0

Individuals Details

11

Rules 0

0

Excluded

0

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**.

Organization Member Portal Everbridge Open Everbridge Mobile App

Communications Recipients

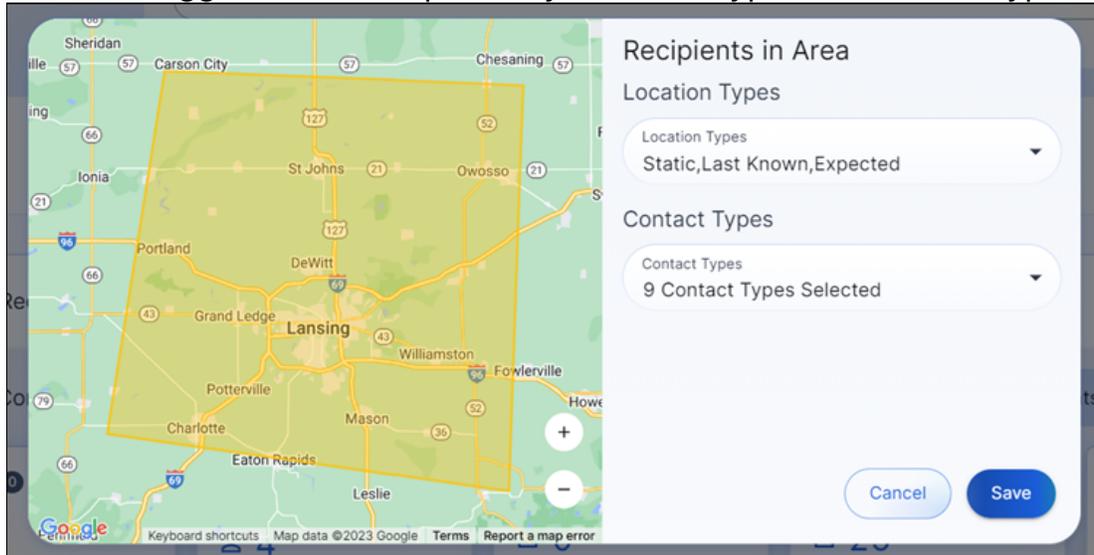
Select the Contact attributes to be displayed for individual recipient selection in Communications. You can select up to five attributes in addition to the first three default attributes. In Communications, all the selected attributes will be displayed for individual recipient selection.

Sequence	Custom	Name
1	N	First Name
2	N	Last Name
3	N	External ID
<input checked="" type="checkbox"/> 4	Y	Strategic BU
<input checked="" type="checkbox"/> 5	Y	Department
<input checked="" type="checkbox"/> 6	Y	Region
<input checked="" type="checkbox"/> 7	Y	Email

Add

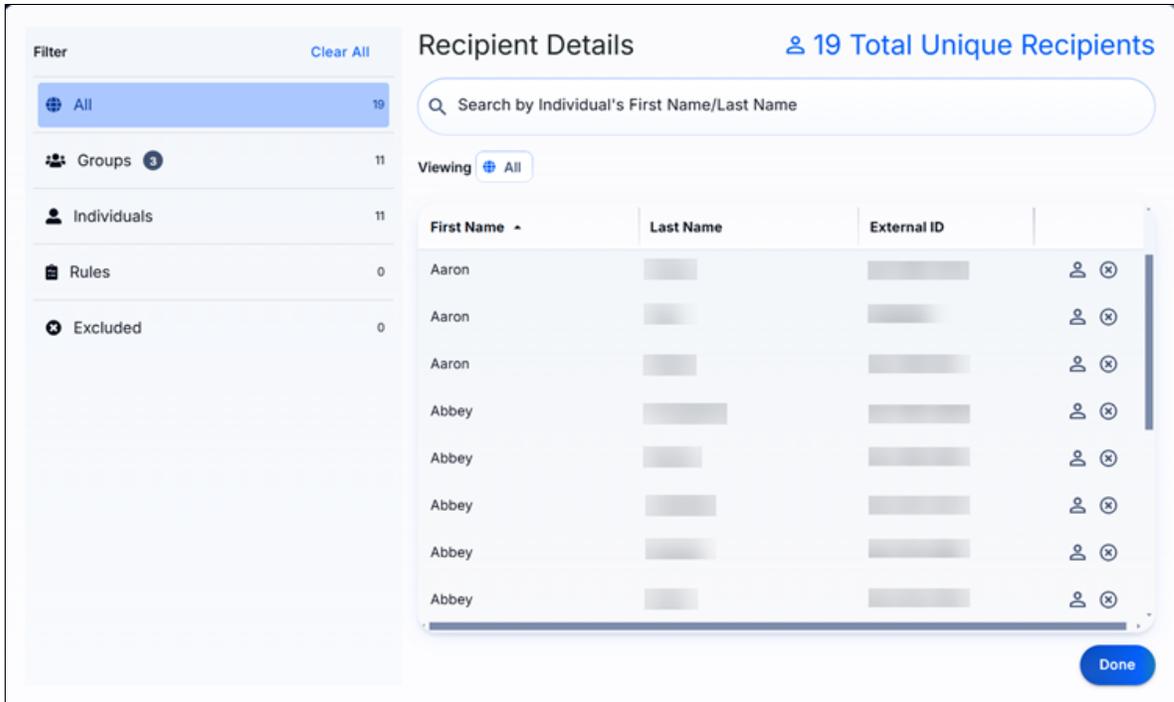
- **Groups** - Click **Groups** to select groups your Organization has created.

- **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.



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

Groups or Rules.

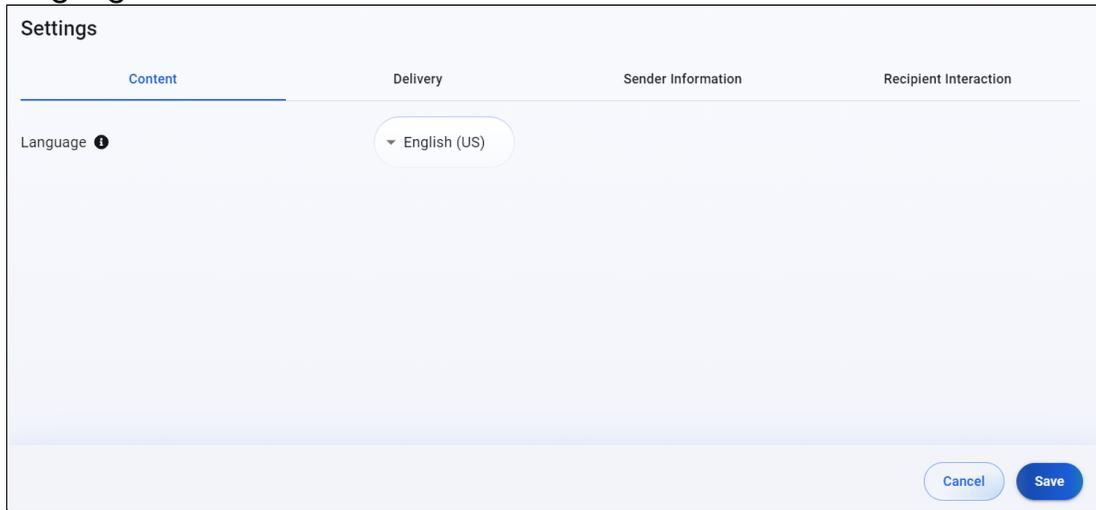
First Name ↑	Last Name	External ID	
Aaron	Rojo	eb1-177-8841	
Aaron	Shively	eb1-190-372	
Aaron	Mounst	eb1-207-3933	
Aaron	Nowicki	eb1-224-4968	
Aaron	Hunley	eb1-224-3703	
Aaron	Mcelrath	eb1-207-65	
Aaron	Gowen	eb1-177-684	
Aaron	Rainbolt	eb1-216-2115	

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

Step 6: Settings

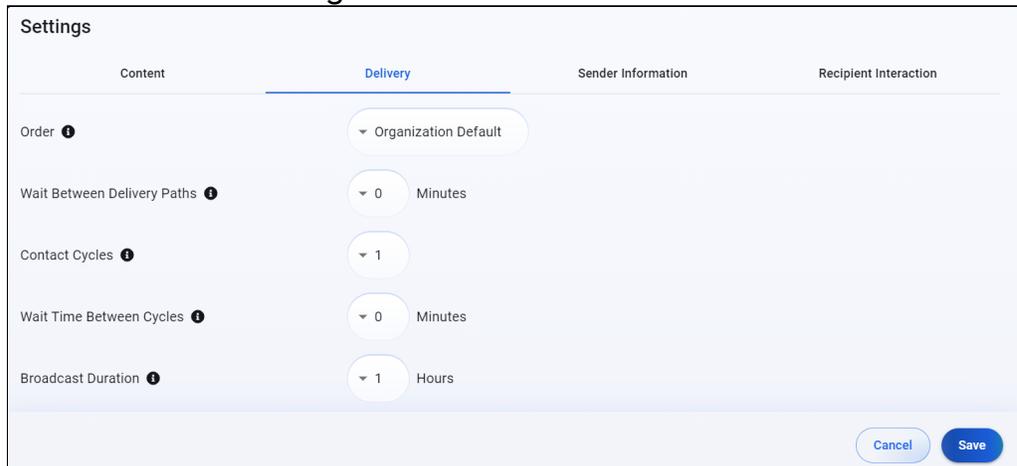
1. Click the **Settings** cog icon on the **Communications Toolbar** to configure the message settings, which allow you to adjust different options to optimize your message.
 - **Content** - The language setting for communication that dictates the language in which contacts receive voice and email prompts. 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.



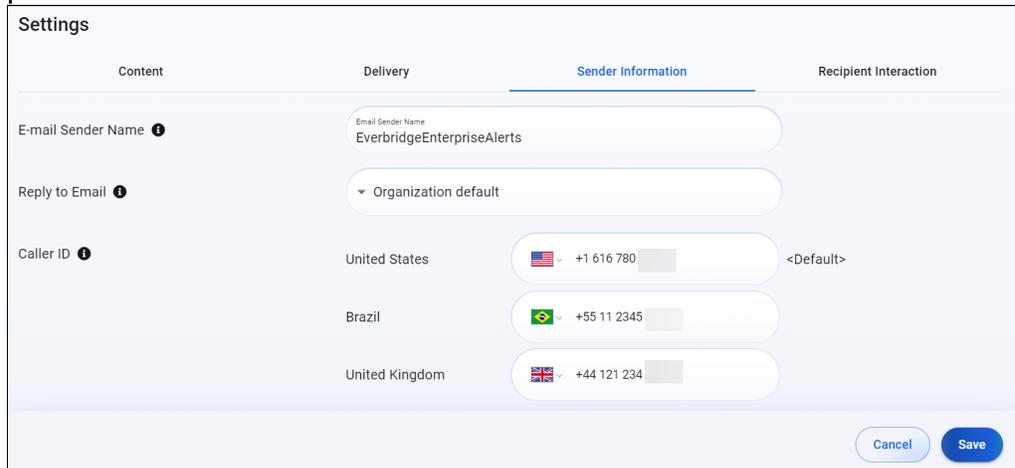
- **Delivery**

- **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.



- **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.



The screenshot shows the 'Settings' page with the 'Sender Information' tab selected. The 'E-mail Sender Name' field contains 'EverbridgeEnterpriseAlerts'. The 'Reply to Email' dropdown is set to 'Organization default'. The 'Caller ID' section has three options: 'United States' with a phone number field containing '+1 616 780', 'Brazil' with '+55 11 2345', and 'United Kingdom' with '+44 121 234'. The 'United States' option is selected and labeled '<Default>'. At the bottom right, there are 'Cancel' and 'Save' buttons.

- **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.

The screenshot shows the 'Settings' dialog box with the 'Recipient Interaction' tab selected. The 'Delivery' column contains the following settings:

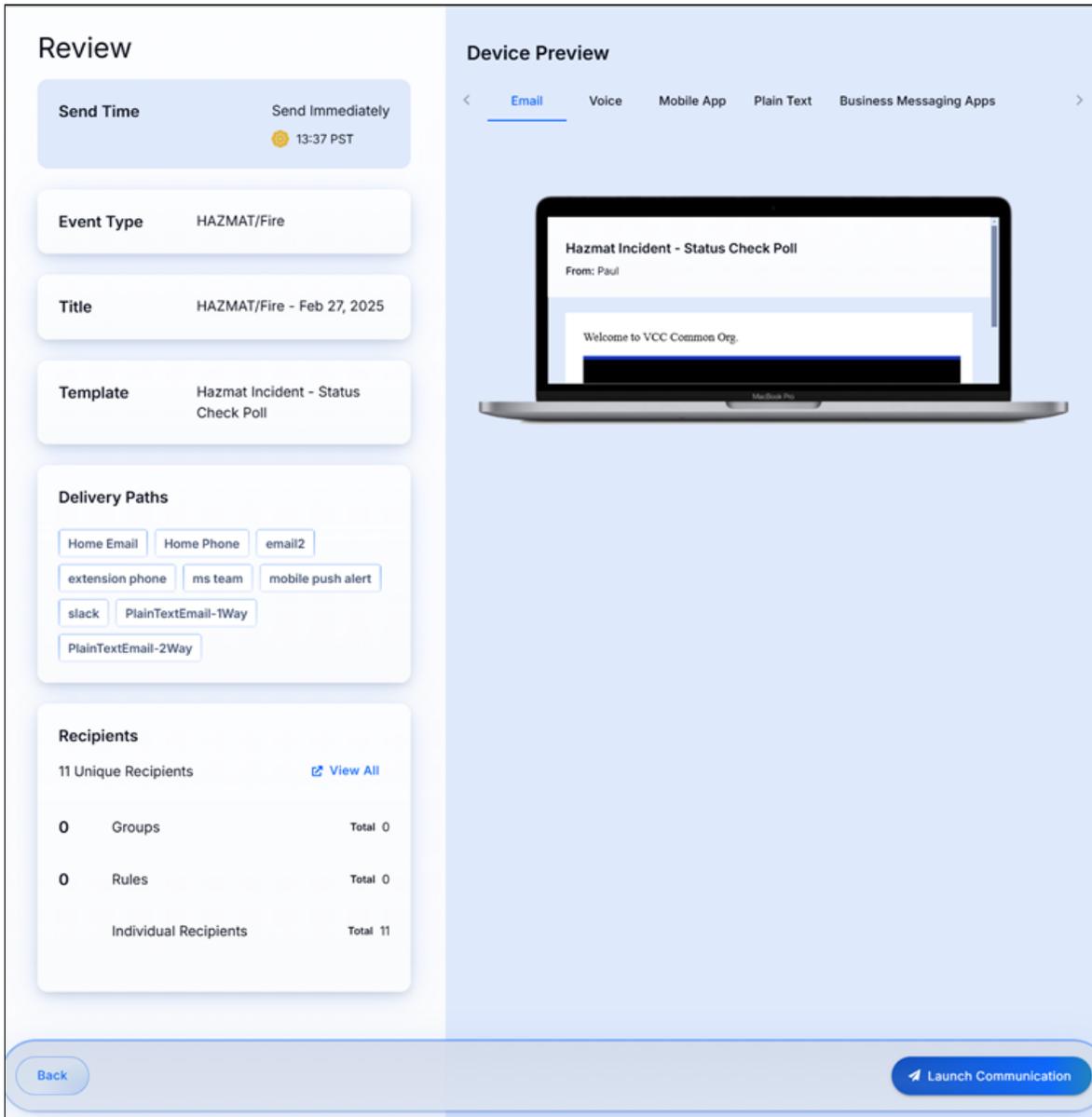
Setting	Value
Request Confirmation	On (checked)
Request Location	Off (X)
Request Image	Off (X)
Request Additional Information	Off (X)
Enable Sharing Options	Off (X)
Voice Mail Preference	Message Only

Buttons for 'Cancel' and 'Save' are located at the bottom right of the dialog.

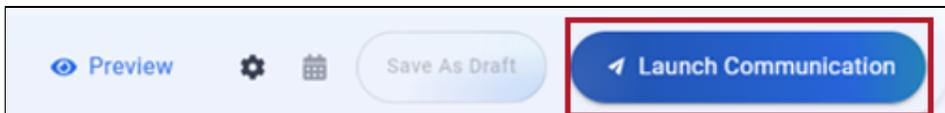
Step 7: Review and Send

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.

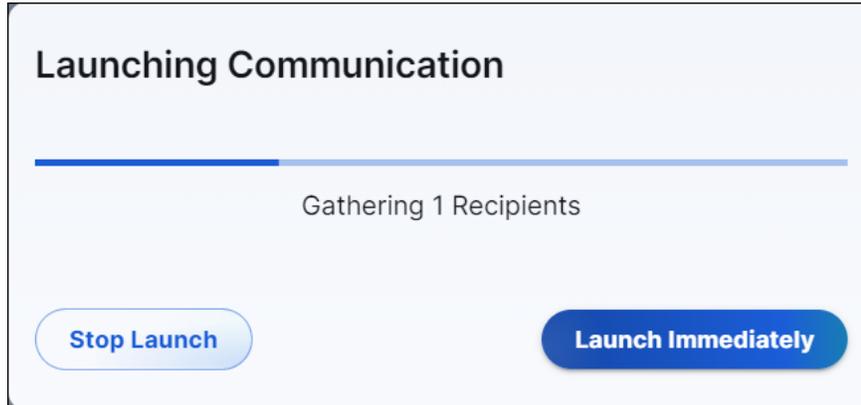


2. Once all required fields have been completed and variables have been applied, the **Launch Communication** button on the **Communication Toolbar** will turn blue to enable sending the Communication. Click it to start the launch.



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).

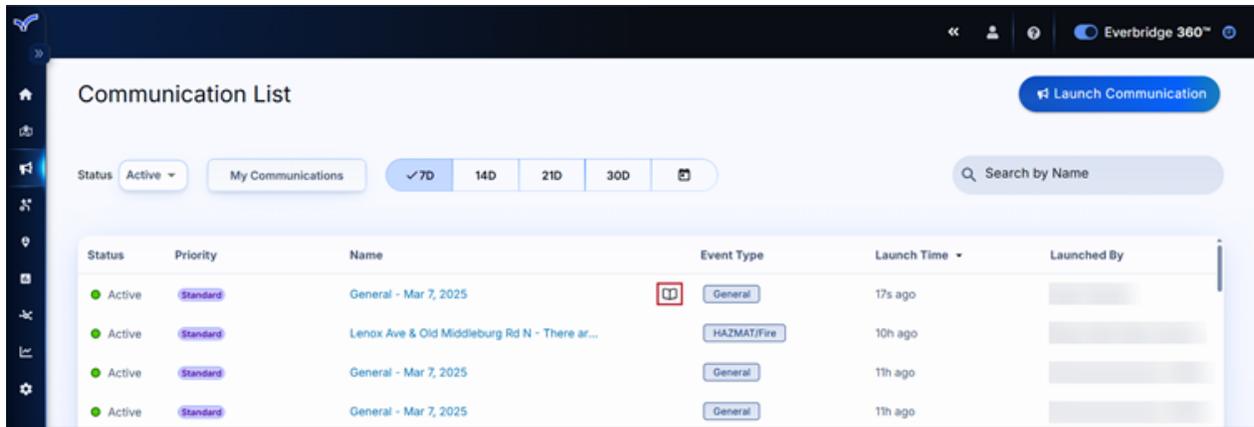
Click **Launch Communication** to start creating a Communication from scratch or a template. For more on that process, see [Launching a Communication from Everbridge 360](#).

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

Status	Priority	Name	Event Type	Launch Time	Launched By
Active	Standard	Lenox Ave & Old Middleburg Rd N - There ar...	HAZMAT/Fire	9h ago	
Active	Standard	General - Mar 7, 2025	General	10h ago	
Active	Standard	General - Mar 7, 2025	General	10h ago	
Active	Standard	Ling-test Winter Weather Advisory - Nebras...	Winter Weather	10h ago	
Active	Standard	Ling -test Winter Weather Advisory - Illinois,...	Winter Weather	10h ago	
Active	Standard	General - Mar 6, 2025	General	15h ago	
Active	Standard	publishing paths only, no contact	Wendy Test Event	16h ago	
Active	Standard	General - Mar 7, 2025	General	18h ago	
Active	Standard	Civil Unrest social - Mar 7, 2025	Civil Unrest	18h ago	
Active	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.



Communication Details

Clicking on the name of the Communication will take you to the [Communication Details](#) 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.

Communications List / Communication Details
Everbridge 360™

Chemical Spill at Downtown Business District

Description

Standard

Status: ● Active

Launch Time: Mar 5, 2025 at 17:11

Creator: [Redacted]

Event Type: HAZMAT/Fire

Confirmation Status

Total Recipients

11

Confirmed 1
9.09%

Confirmed Late 0
0%

Not Confirmed 10
90.9%

Unreachable 0
0%

Activity

Standard Message

Sent Mar 5, 2025 at 17:11 by [Redacted]

URGENT: Chemical Spill at Downtown Business District - Immediate Evacuation Required

Original Communication Sent
11 Recipients

Broadcast Duration
1 hour | Closed Mar 5, 2025 at 18:11

1 Update

Mar 5, 2025 at 17:16 by [Redacted]

UPDATE: Contained - Hazmat Incident at Downtown Business District, Riverfront Industrial Park

Update Sent
11 Recipients

Broadcast Duration
72 hours | Closing in 1 day and 03:31:19

Message

Message Body

Default Message

Home Email, sms1, Home Phone, email2, sms2, extension phone, ms team, mobile...

Priority
Standard

Message type
Standard

Subject
URGENT: Chemical Spill at Downtown Business District - Immediate Evacuation Required

Default Message
EMERGENCY ALERT: A Chemical Spill has been reported at Downtown Business District. Emergency response teams are on site. Immediate evacuation required for all persons within a 3 mile radius of the incident.

Confirmation by Delivery Path

Delivery Paths	Responses
6	1

Delivery Paths	Percentage
Email	100%
SMS	0%
Voice	0%
Mobile App	0%
Plain text	0%
Business M...	0%

Recipients

Total Recipients: 11

Groups: 0	Individuals: 11
Rules: 0	In Area: 0

Communication Settings

Delivery | Content | Sender Information | Recipient Interaction

Delivery Path Order: One Time Custom

Delivery Paths: 1. Home Email, 2. sms1, 3. Home Phone, 4. email2, 5. sms2

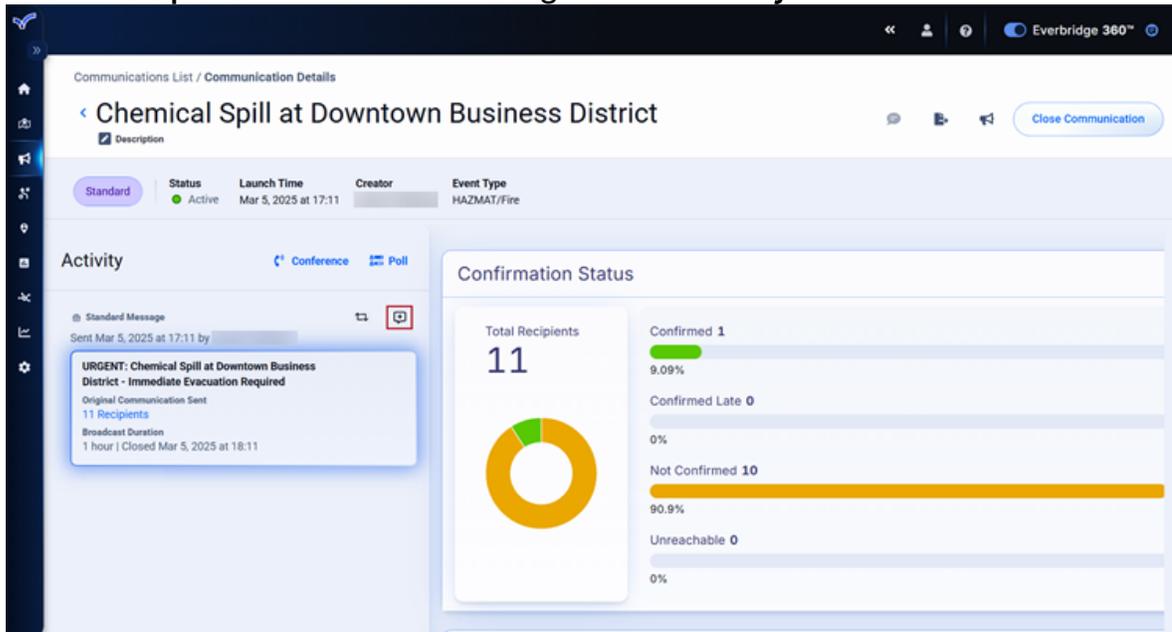
NOTE: This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

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.

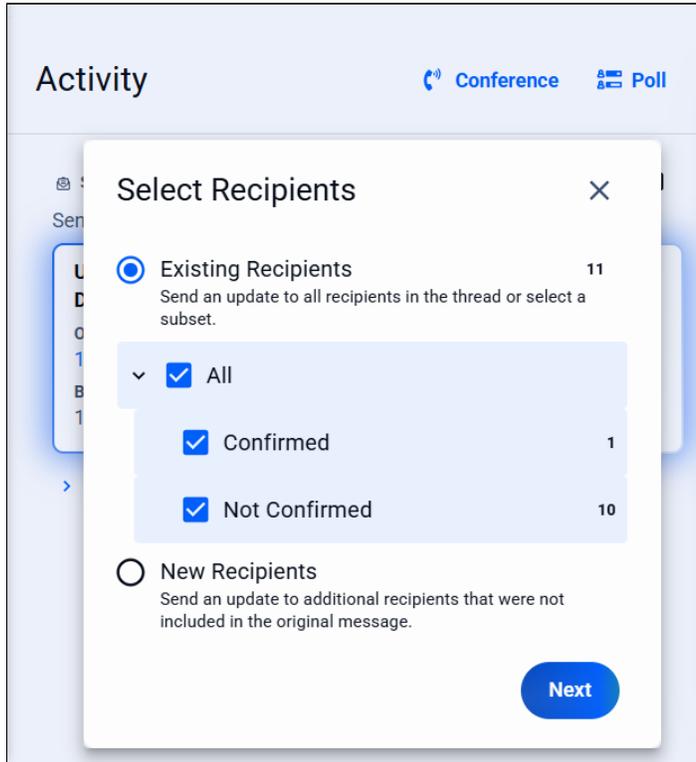
Updates can only be sent for Active Communications. To send an update from the Communication Details page:

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

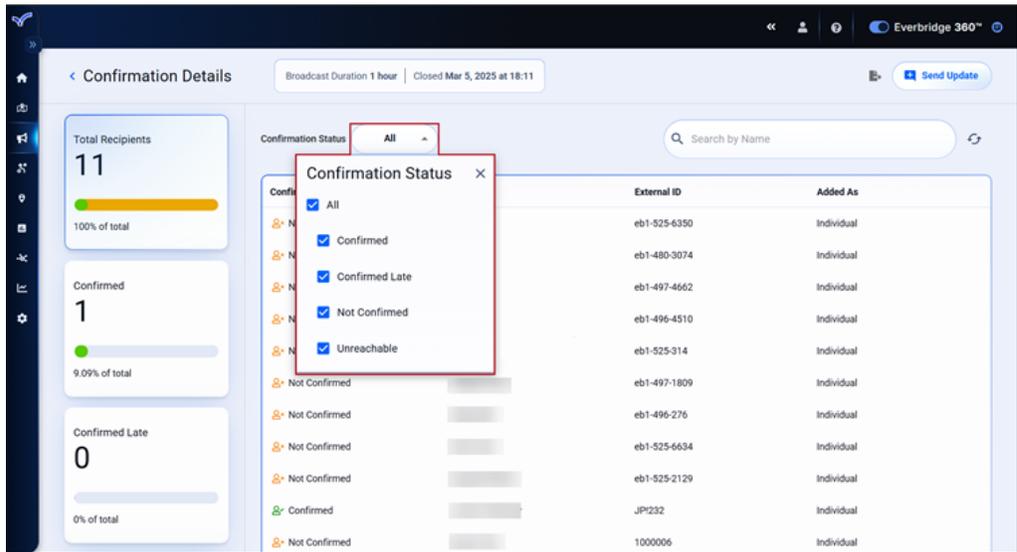
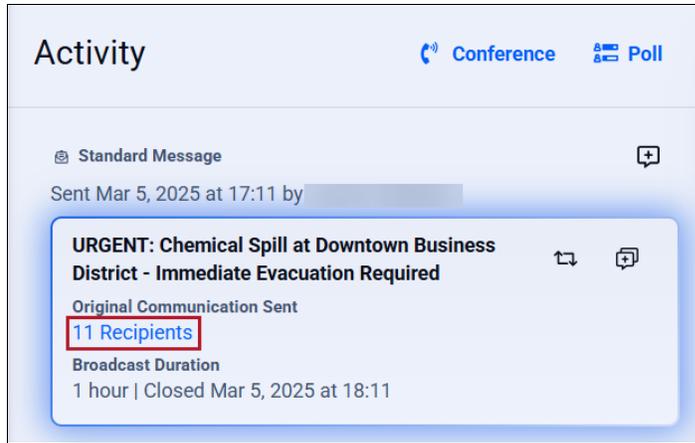


2. The Select Recipients modal opens, allowing the sender to choose one of two options:

- **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.

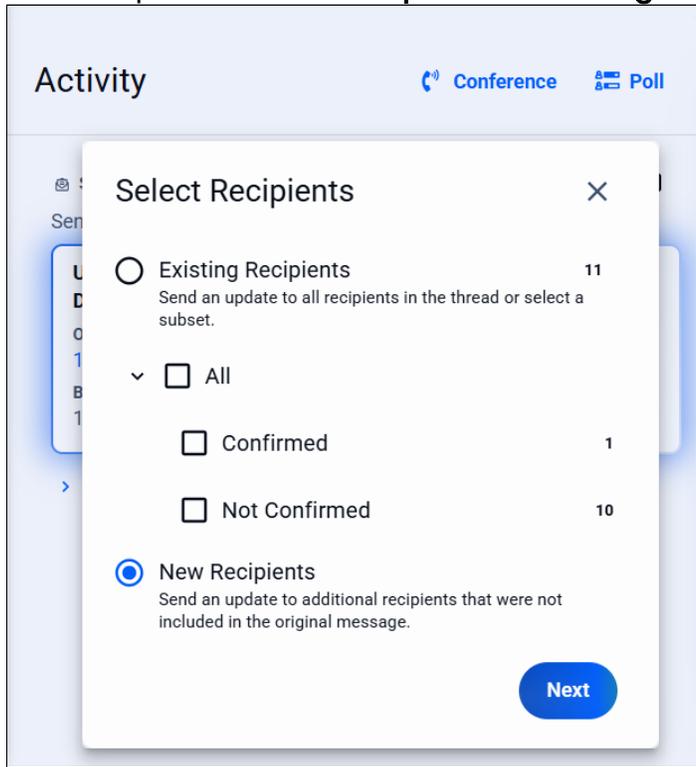


- To see which recipients have confirmed, click the Recipients link and then apply the **Confirmed** or **Not Confirmed** filters on the **Confirmation Details** page.

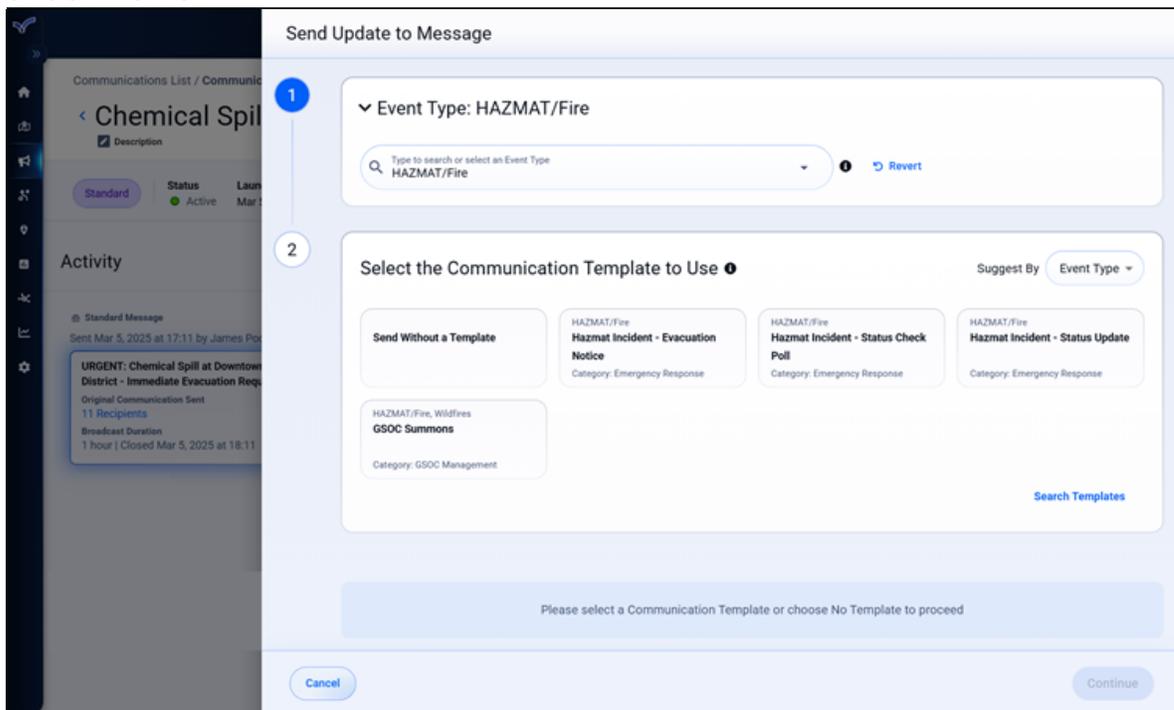


- **New Recipients** - Send an update to additional recipients that were not included in the original message. The sender will be prompted to add the

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.



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

Send Update to Message

1 > Event Type: HAZMAT/Fire

2 Select the Communication Template to Use ⓘ

Select a Different Template

Send Without a Template

13 Delivery Paths Edit Paths

Message Paths

Select the Delivery Paths and Publishing Paths for your message.

Delivery Paths

- ✓ SMS 2
- ✓ Email 4
- ✓ Voice 2
- ✓ Mobile App 1
- ✓ Plain Text 2
- ✓ Business Messaging Apps 2

Publishing Paths

Everbridge Web Widget

SMS

- sms1 Default ✓
- sms2 Default ✓

Cancel Save

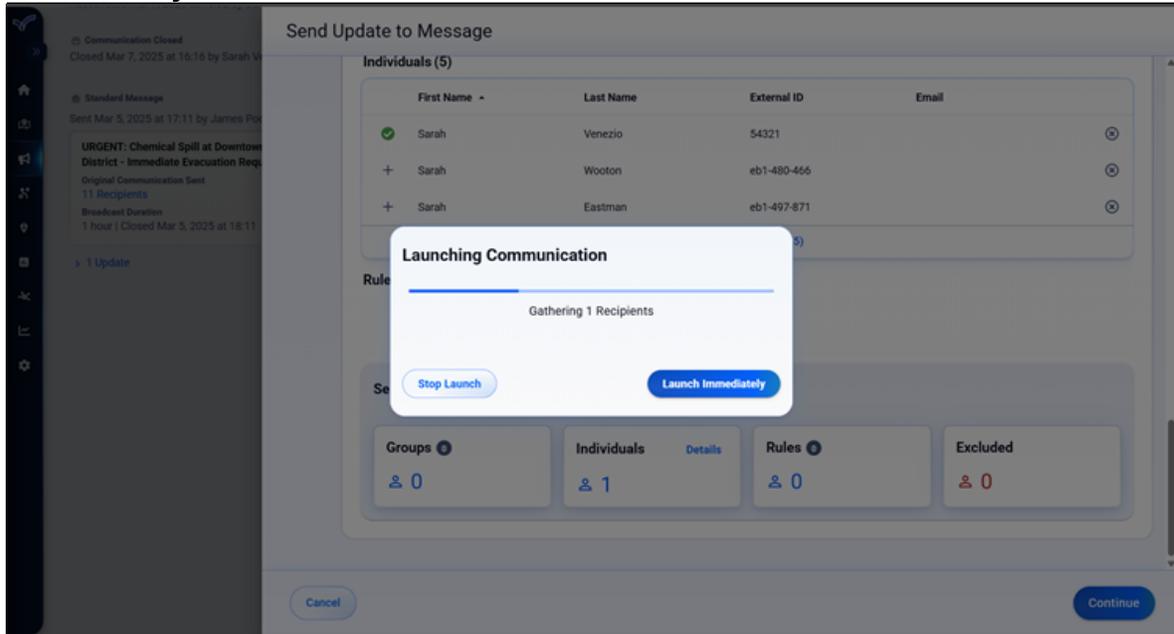
5. Configure the **Public Settings** section to specify the priority.
6. Choose between either a Standard, Polling or Conference Communication and enter a subject.

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.

The screenshot shows the 'Configure the Message' screen. At the top, there are tabs for 'Standard' (selected), 'Polling', and 'Conference'. Below the tabs is a 'Subject' field containing 'Communication Update'. The main area is divided into two sections: 'Message Body' on the left and 'Default Message' on the right. The 'Message Body' section has a blue '+ Add Custom Message' button and a preview of a 'Default Message' with a green checkmark and the text: 'Home Email, sms1, Home Phone, email2, sms2, extension phone, ms...'. The 'Default Message' section contains a text area with the message: 'This incident is still ongoing and we hope to resolve it soon. Please stay tuned for more updates.' Below the text area, there are three statistics: 'Email/Fax: 2381', 'SMS: 361', and 'Estimated SMS Messages 1'. At the bottom right of the 'Default Message' section is a '+ Add' button. The bottom of the screen has an 'Attachments' section with another '+ Add' button.

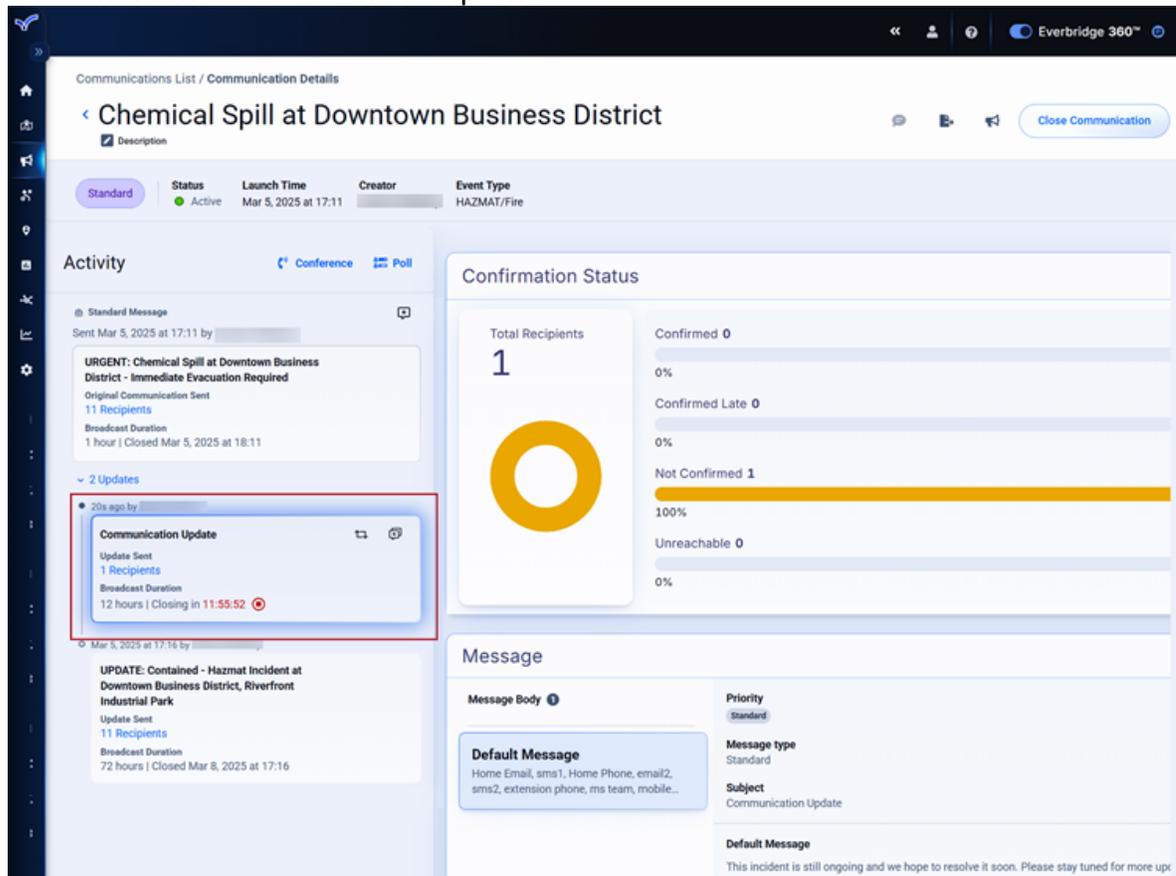
- Note that the ability for operators to modify the message body is permissions-based. If you're unable to edit the body, contact your administrators for assistance.
8. Select the recipients as you would a normal Communication via individuals, groups or rules. Note that currently, selecting a template 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.



- 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.



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

Closing a Communication

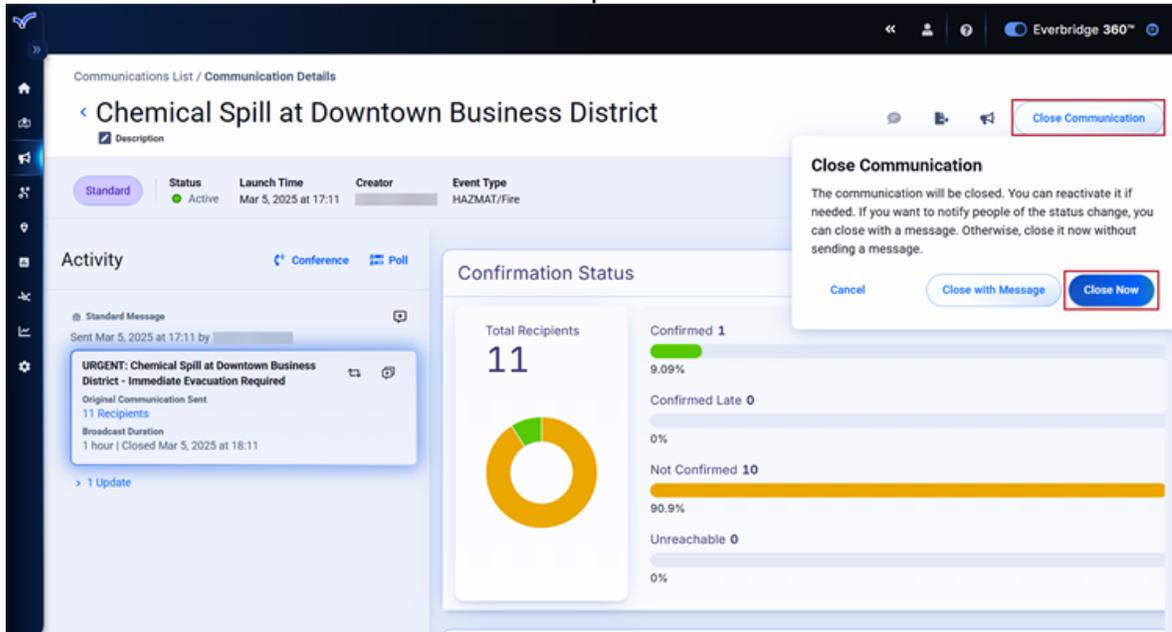
There are two ways to close a Communication from the **Communication Details** page: either with or without a message alerting the recipients of the closure.

Closing a Communication Without a Message

To close a Communication without sending a message:

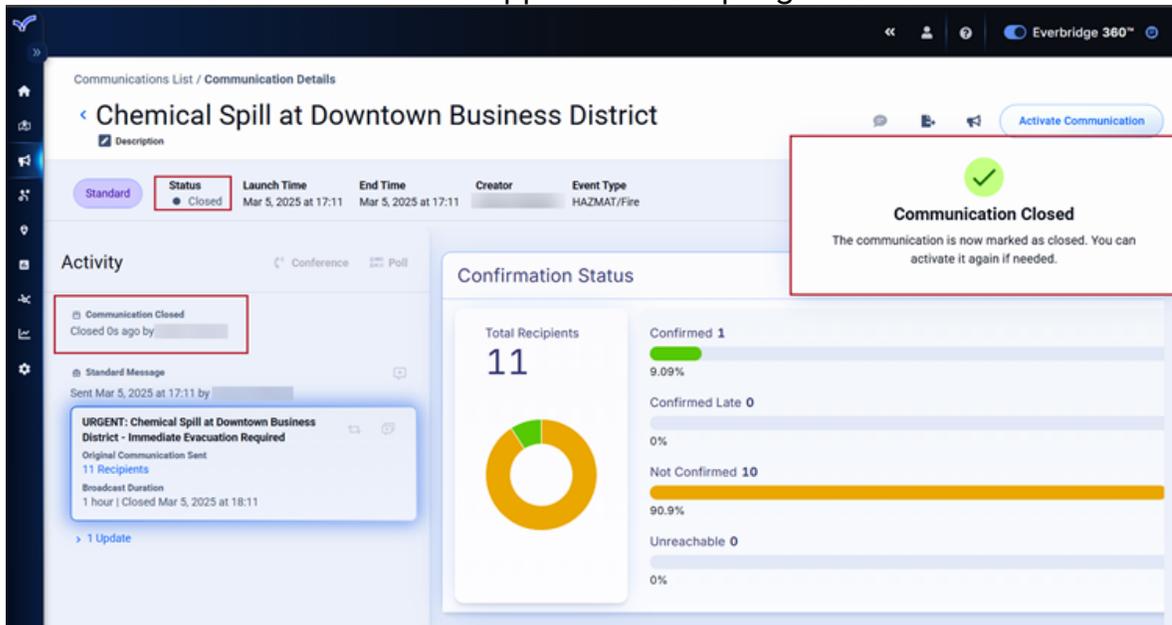
1. Navigate to the **Communication Details** page of an Active Communication.
2. Click **Close Communication** in the top-right corner.

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



This option will:

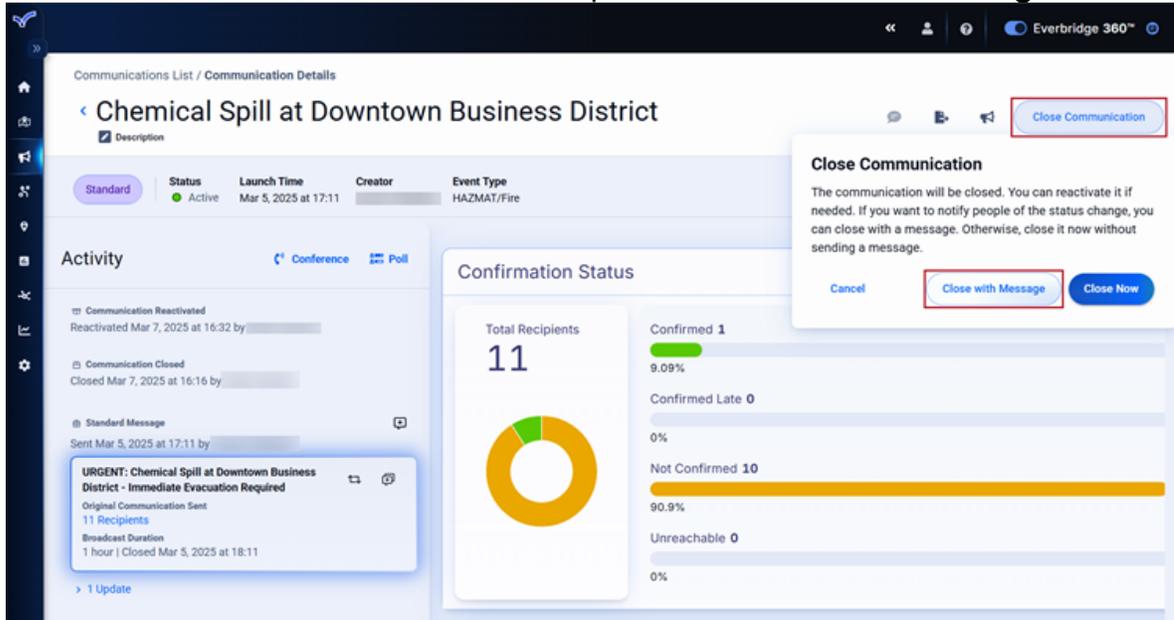
- Close the Communication immediately.
 - Disable the ability to send further Communications in this thread.
 - Disable the ability to send updates.
 - Disable the ability to resend any messages from this Communication.
4. A message will appear confirming that the Communication has been closed. The status 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.



Closing a Communication with a Message

To send a message when closing a Communication:

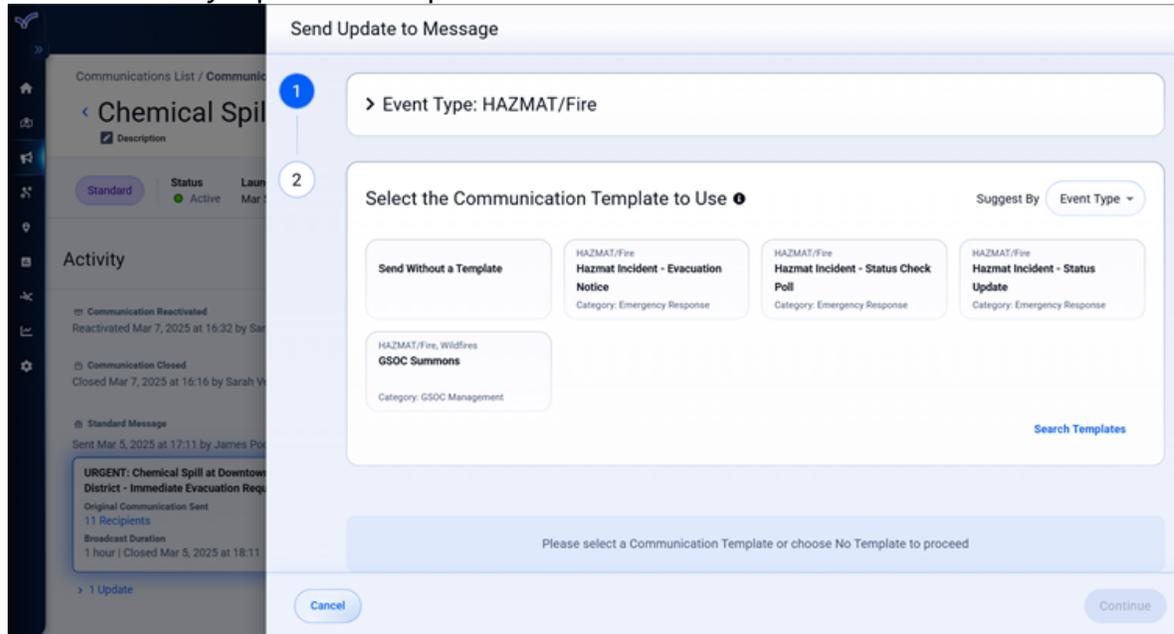
1. Navigate to the **Communication Details** page of an Active Communication.
2. Click **Close Communication** in the top-right corner.
3. The Close Communication modal will open. Click **Close with Message**.



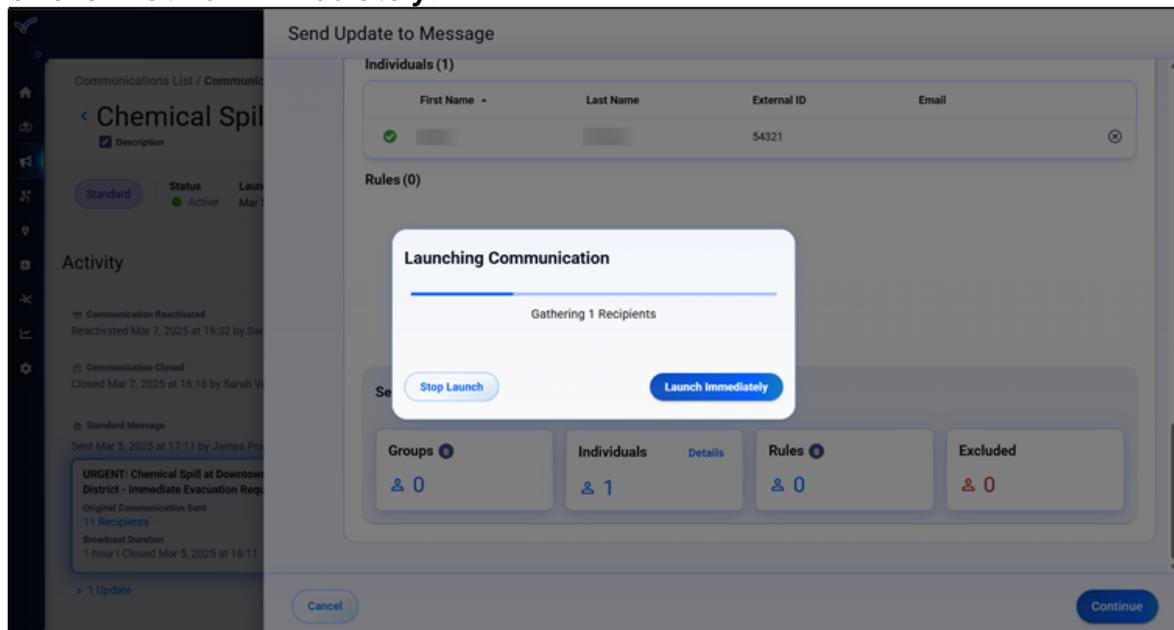
Note that after the final message is sent, this will:

- 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.

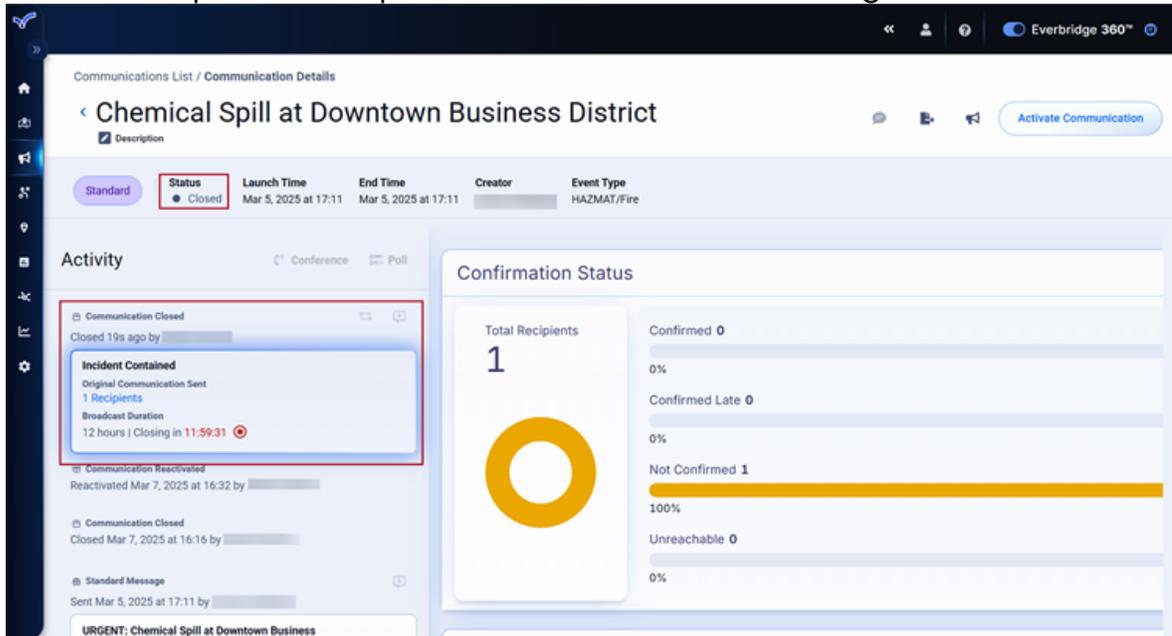


5. Configure the delivery paths, public settings, and message the same you would when launching a new Communication.
6. Click **Continue**. The launch preview will display the number of recipients who will be receiving this message, allowing the operator to cancel and adjust as needed. If it looks correct,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



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

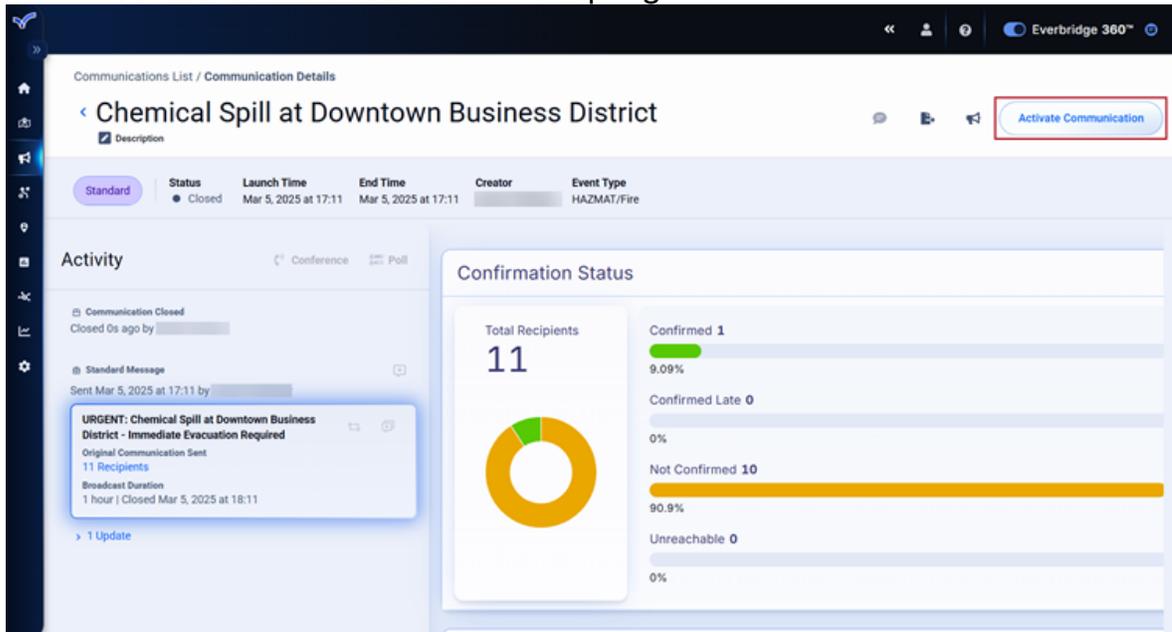
sent to the specified recipients. The **Status** will also change to **Closed**.



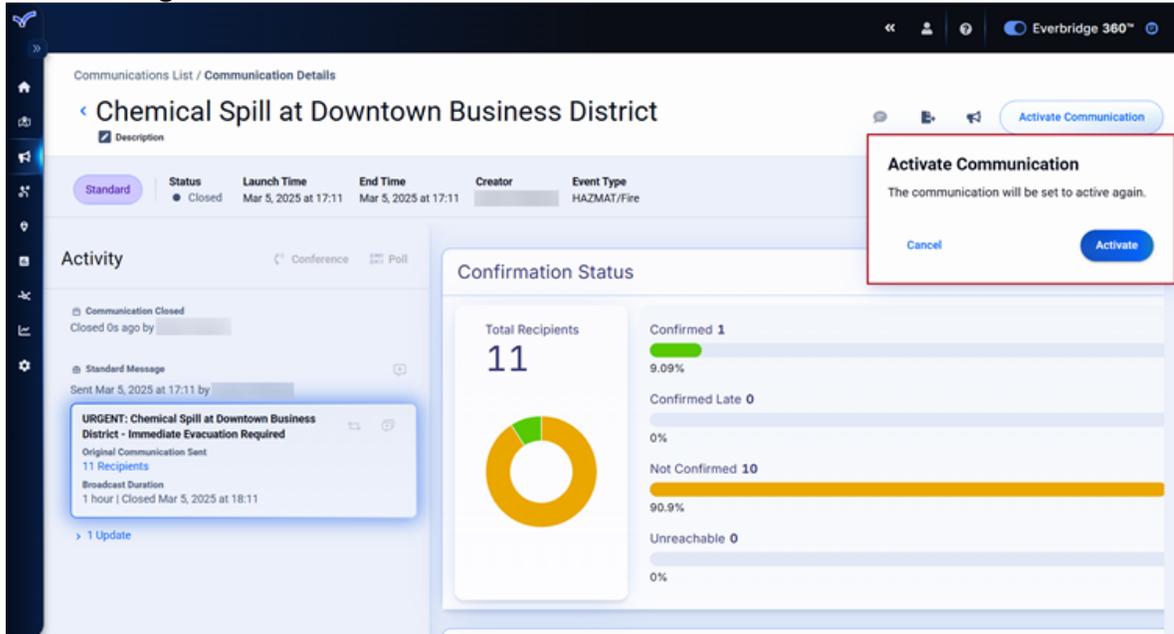
Activate Communication

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

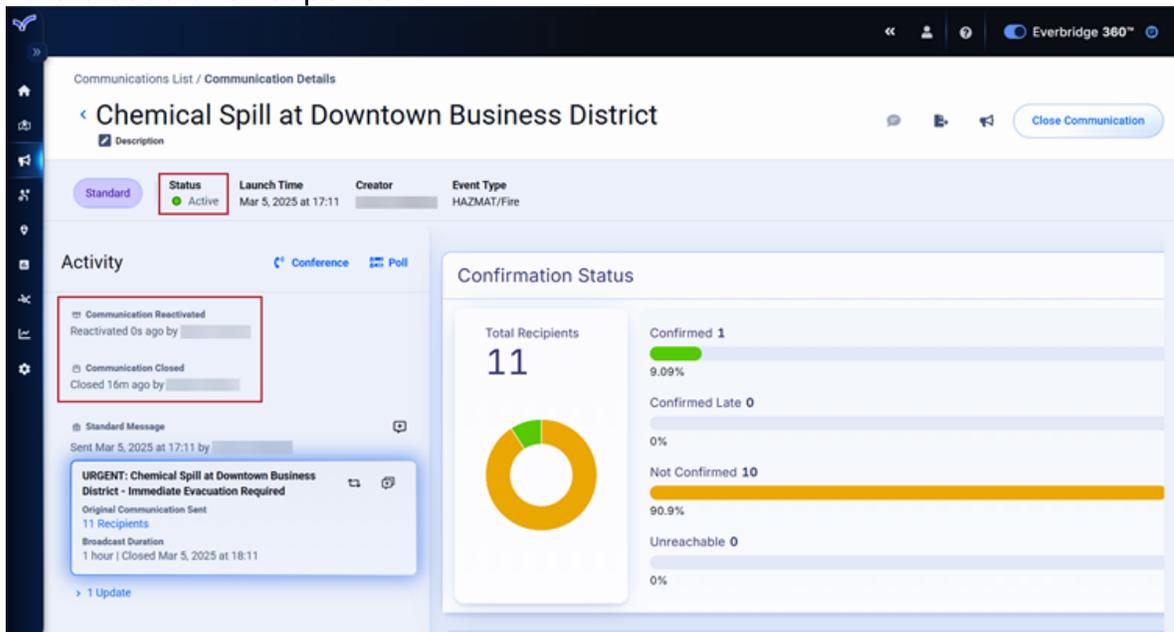
1. Navigate to the closed Communication's Details page.
2. Click **Activate Communication** in the top-right corner.



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

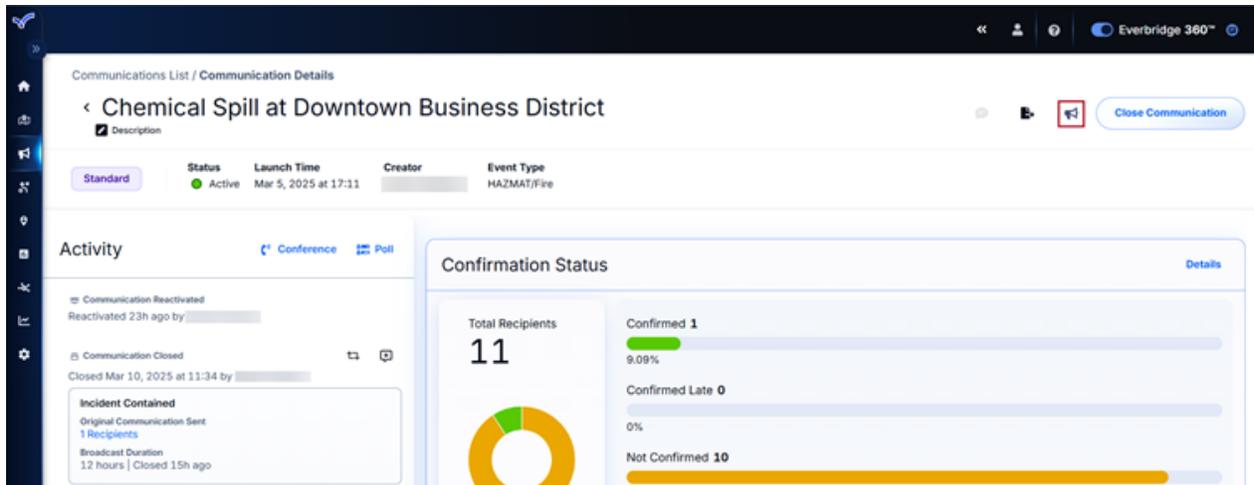


- The Communication's status will change to Active, and the reactivation timestamp will appear in the **Activity** panel, including the name of the user who closed and reopened it.

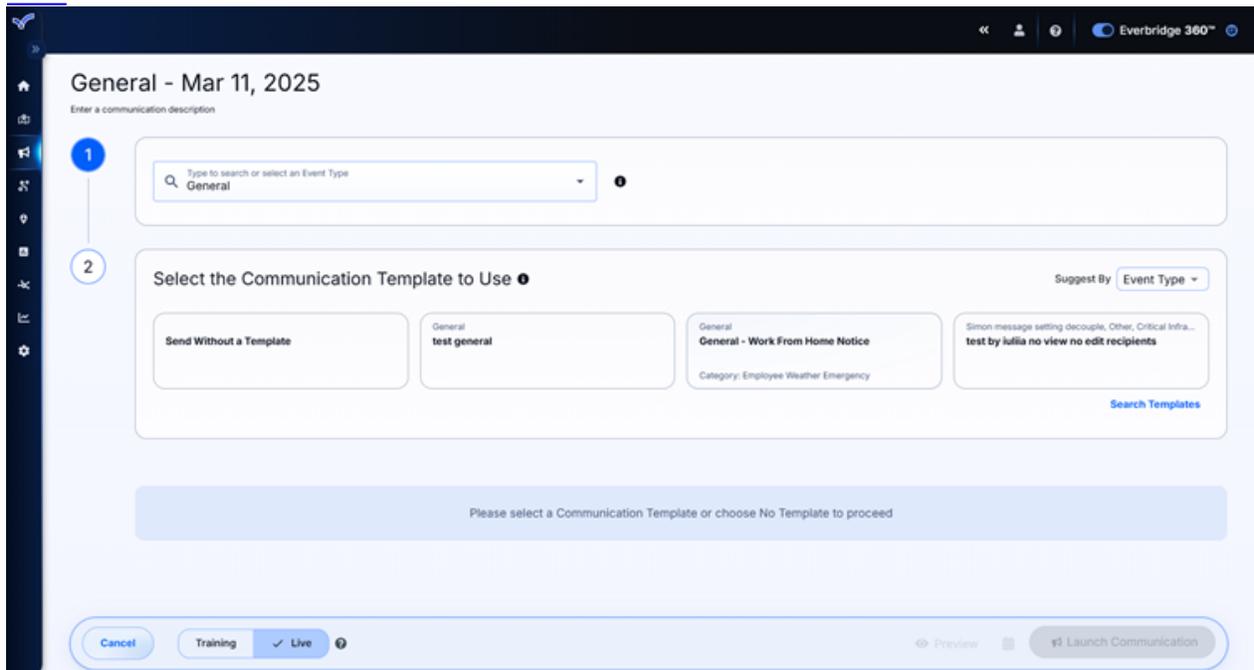


Launch New Communication

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



Doing so will open the **Launch Communication** page. Fill the form as you would using the instructions outlined in [Launching a Communication from Everbridge 360](#).



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:

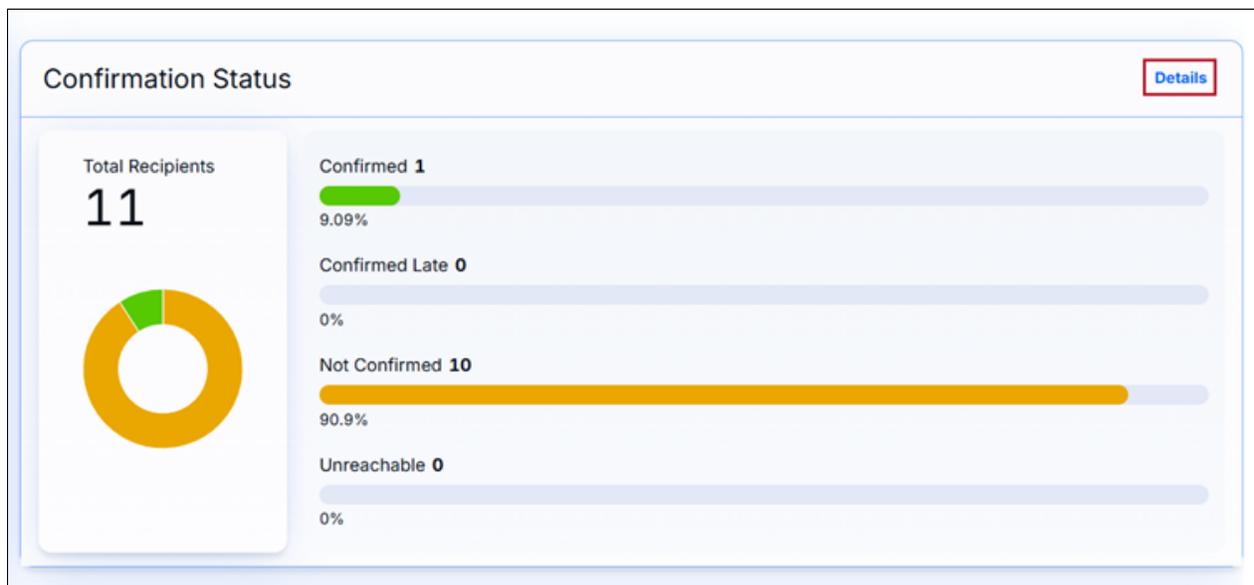
- Confirmation Status
- Confirmation by Delivery Path
- Recipients
- Communication Settings
- Communication Summary

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.



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

- Total Recipients
- Confirmed
- Confirmed Late
- Not Confirmed

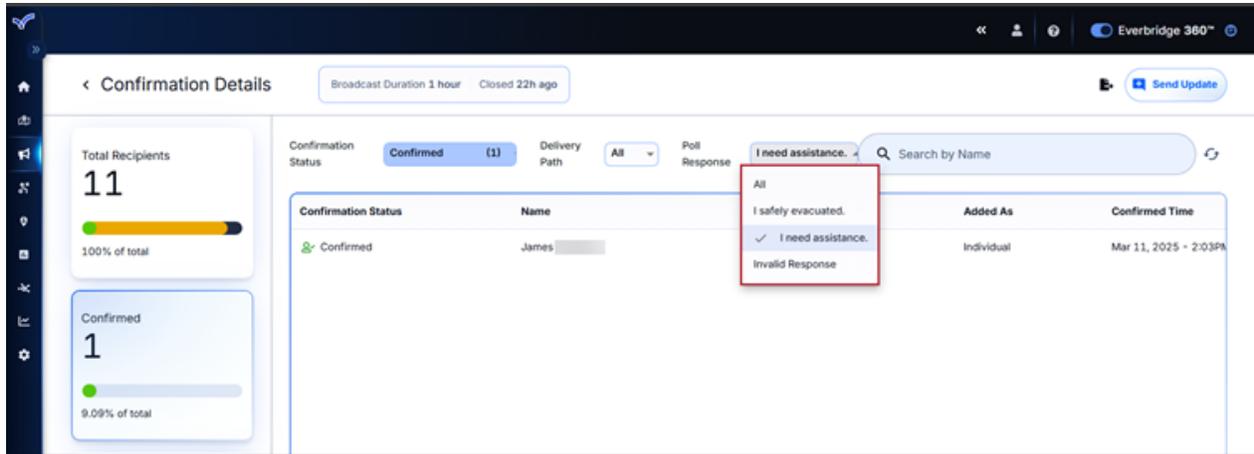
- Unreachable

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.

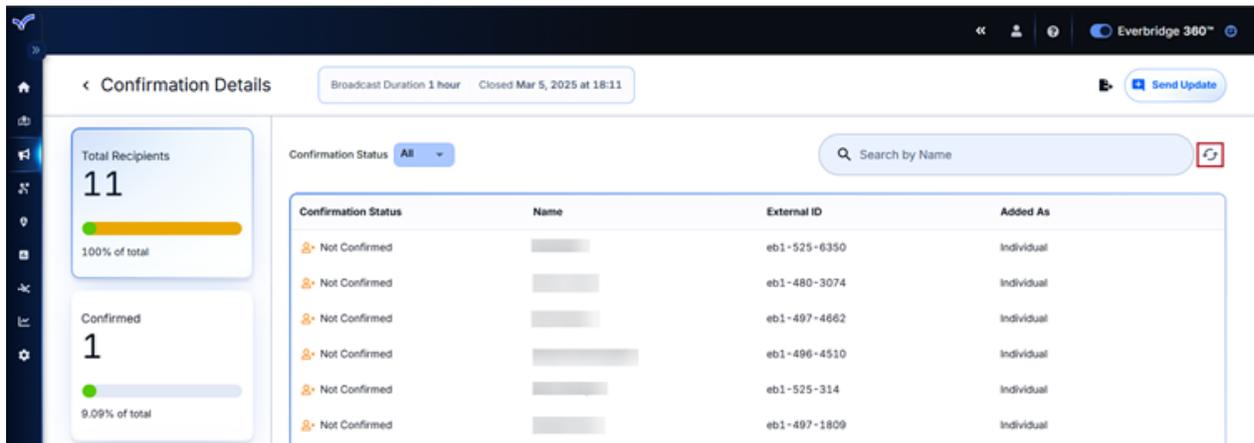
The screenshot displays the 'Confirmation Details' page for a broadcast that was 1 hour long and closed on Mar 5, 2025 at 18:11. The interface includes a sidebar with navigation icons and a main content area. The main area features a summary of recipient counts and a table of confirmed recipients.

Confirmation Status	Name	External ID	Added As	Confirmed Time	Delivery Path	Delivery Path Va...	Poll Response
Confirmed	James	JP232	Individual	Mar 5, 2025 - 5:11PM	Email		- -

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.



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.



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

Confirmation Details | Broadcast Duration 1 hour | Closed Mar 5, 2025 at 18:11

Total Recipients: 11 (100% of total)

Confirmed: 1 (9.09% of total)

Confirmed Late: 0 (0% of total)

Not Confirmed: 10 (90.9% of total)

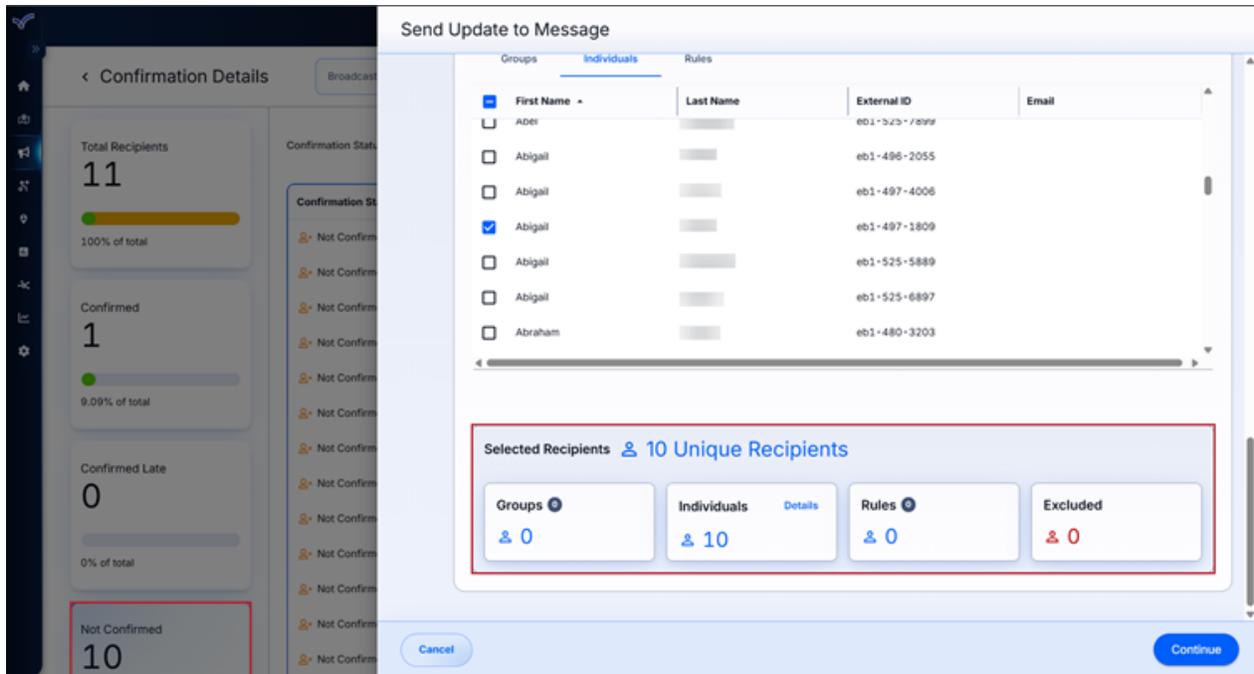
Unreachable: 0 (0% of total)

Confirmation Status: **Not Confirmed (1)** | Delivery Path: All

Search by Name

Confirmation Status	Name	External ID	Added As	Attempted Time	Delivery Path	Delivery Path Value	Call Result
Not Confirmed	[Redacted]	eb1-525-6350	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-525-6350	Individual	Mar 5, 2025 - 5:1...	Voice	[Redacted]	Not Delivered - Blo...
Not Confirmed	[Redacted]	eb1-480-3074	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-480-3074	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-497-4662	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-497-4662	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-496-4510	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-496-4510	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-525-314	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-525-314	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-497-1809	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-497-1809	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-496-276	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-496-276	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-525-6634	Individual	--	Voice	[Redacted]	Not Delivered - Du...
Not Confirmed	[Redacted]	eb1-525-6634	Individual	Mar 5, 2025 - 5:1...	Email	[Redacted]	Sent
Not Confirmed	[Redacted]	eb1-525-2129	Individual	--	Voice	[Redacted]	Not Delivered - Du...

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.

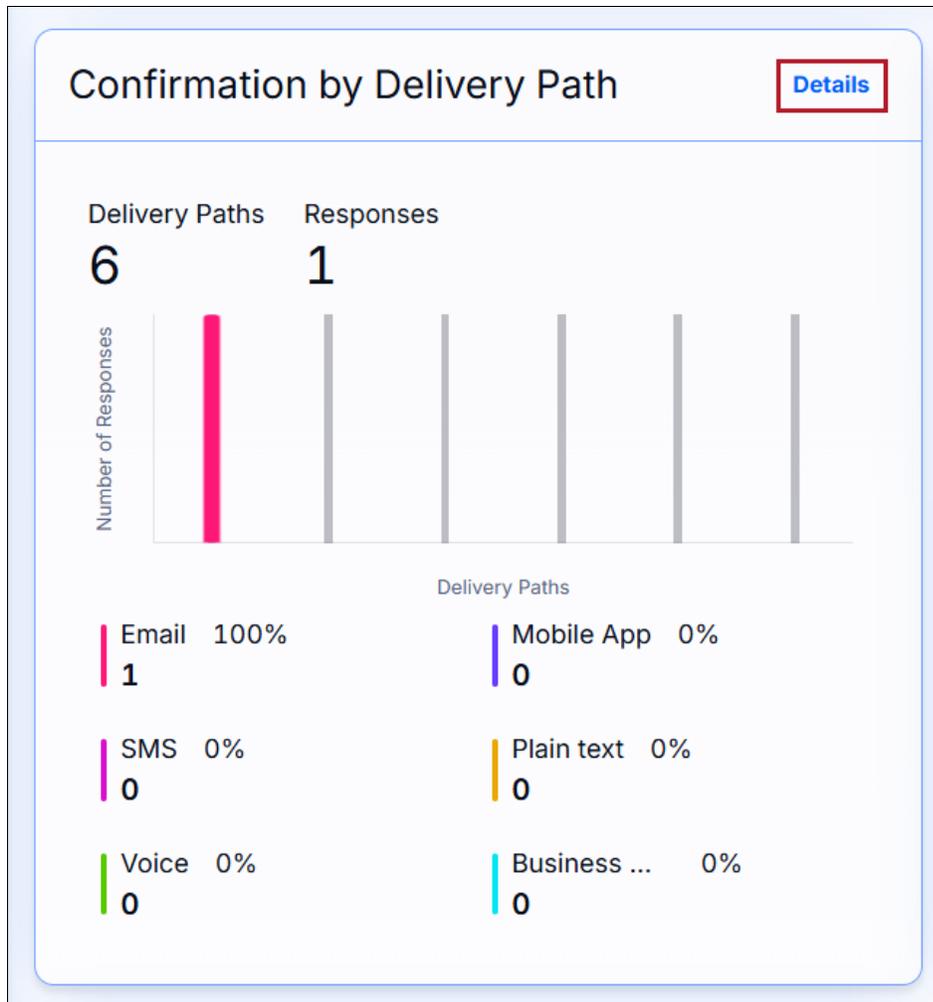


See [Sending a Communication Update](#) for more details.

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.

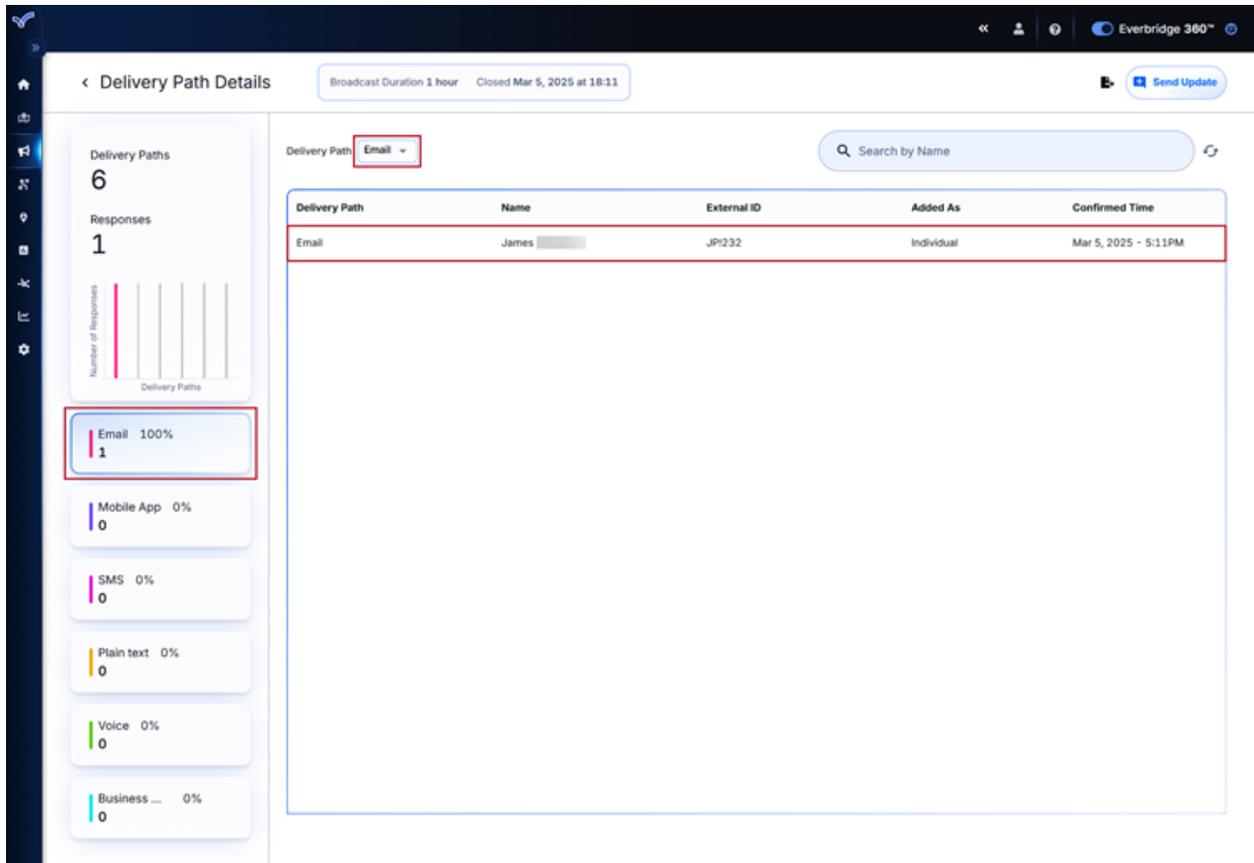
Click **Details** to see more information.



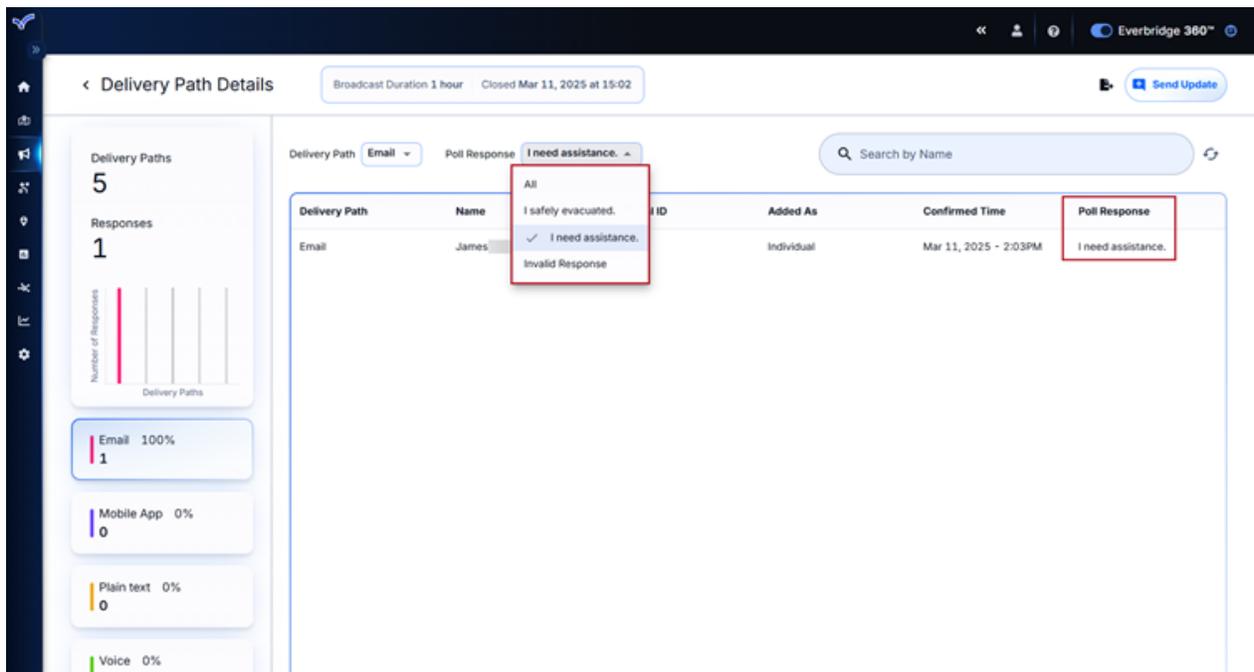
The **Confirmation by Delivery Path** page will open, which displays the color-coded delivery path cards to the left:

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

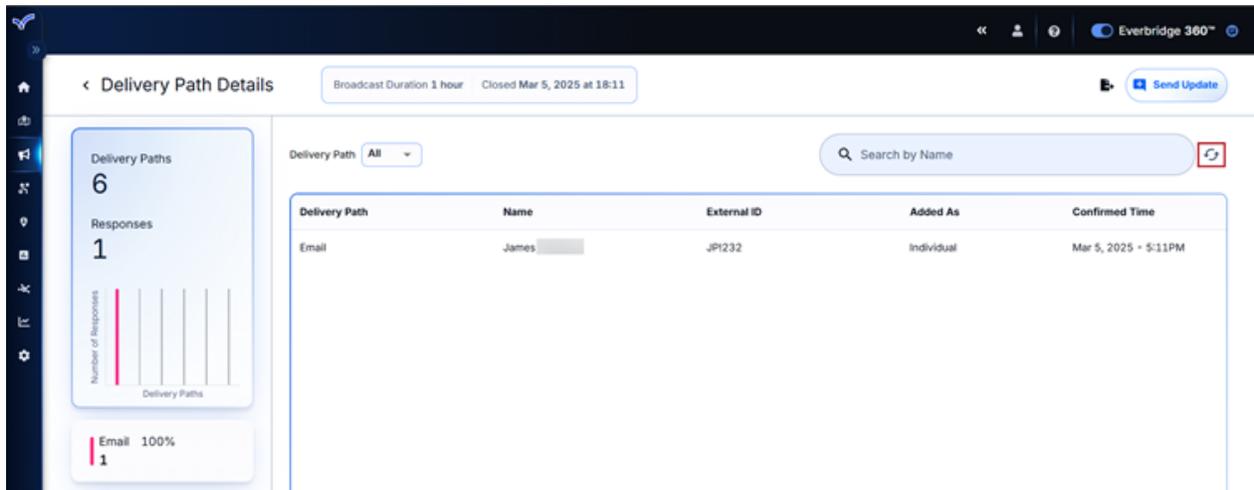
Each delivery method card will display the percentage of applicable responses for that method against the total possible. Clicking a card will highlight it in blue and open the list of recipients that match that delivery path. Doing so will also change the **Delivery Path** filter at the top of the page.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



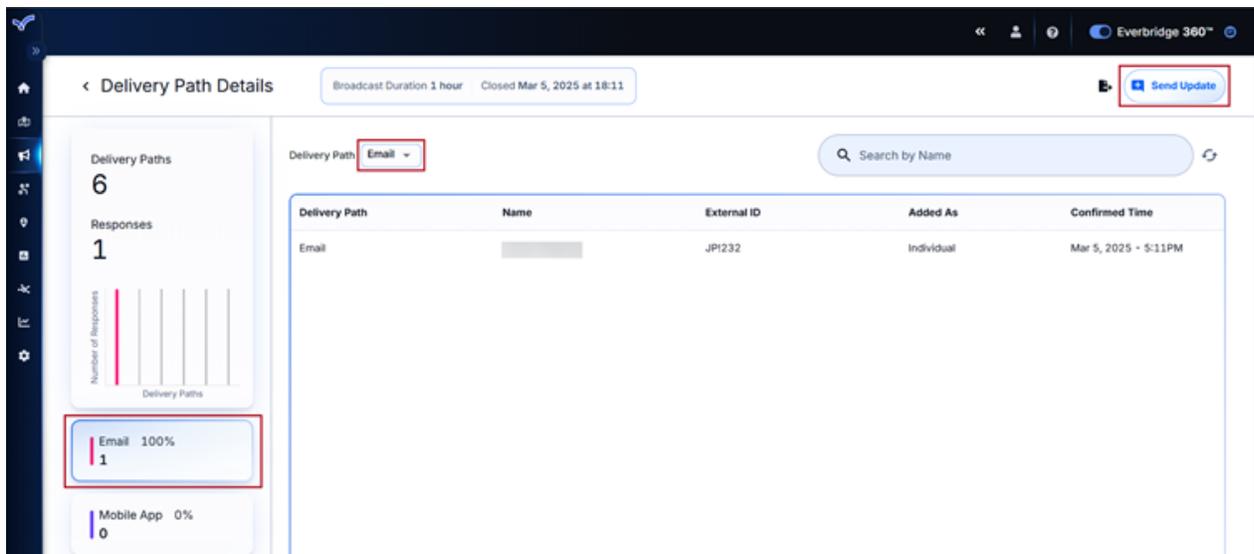
Polling Communications can also utilize the **Poll Response** filter to display recipients who submitted a specific response. The available filters are determined by the polling responses included in the Communication.



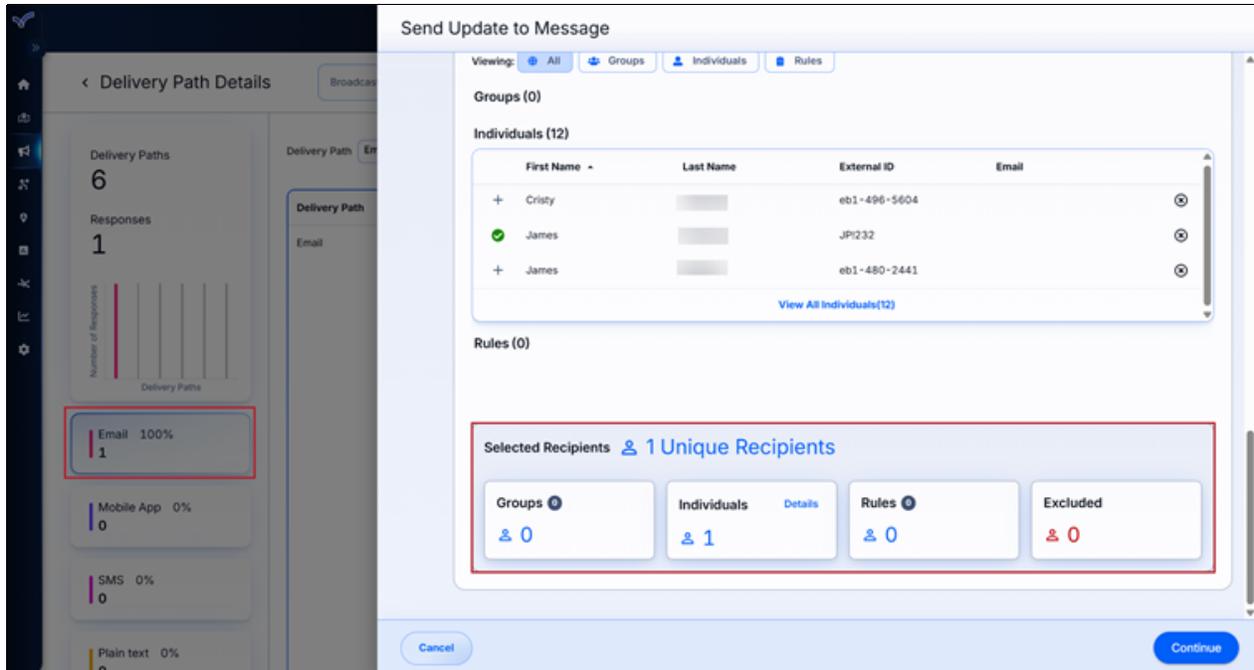
While the status cards automatically update as new responses come in, note that the recipient table does not. It needs to be manually refreshed by clicking the **Refresh** button.



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



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.

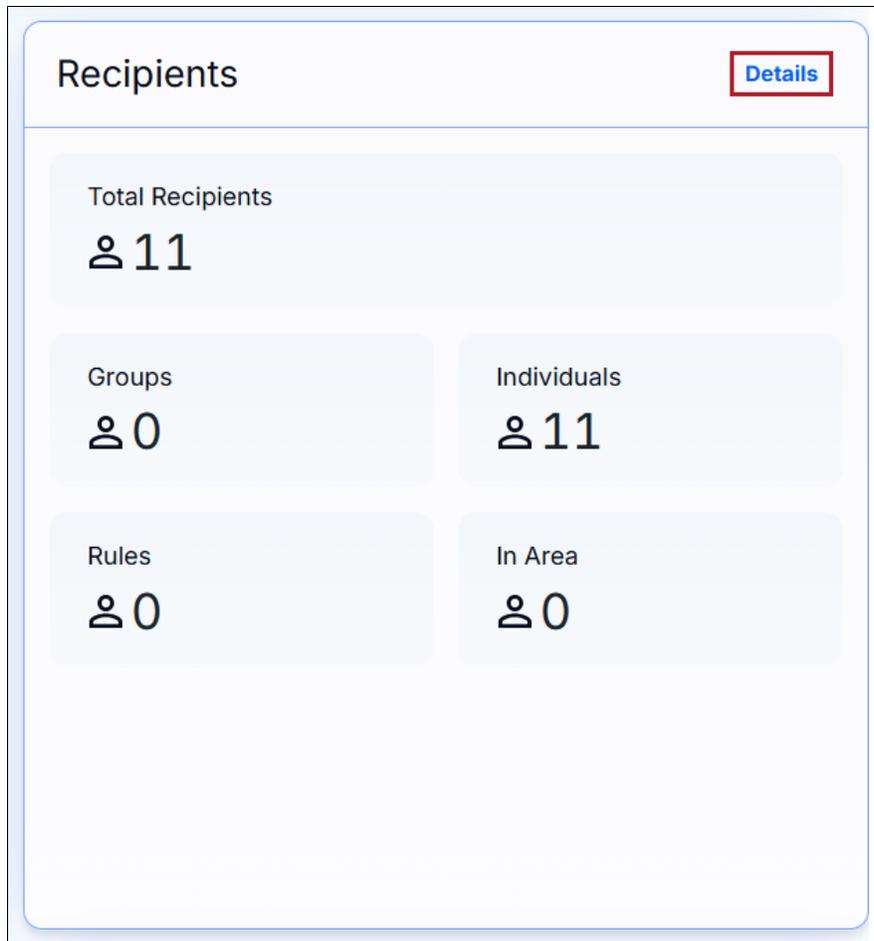


See [Sending a Communication Update](#) for more details.

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.

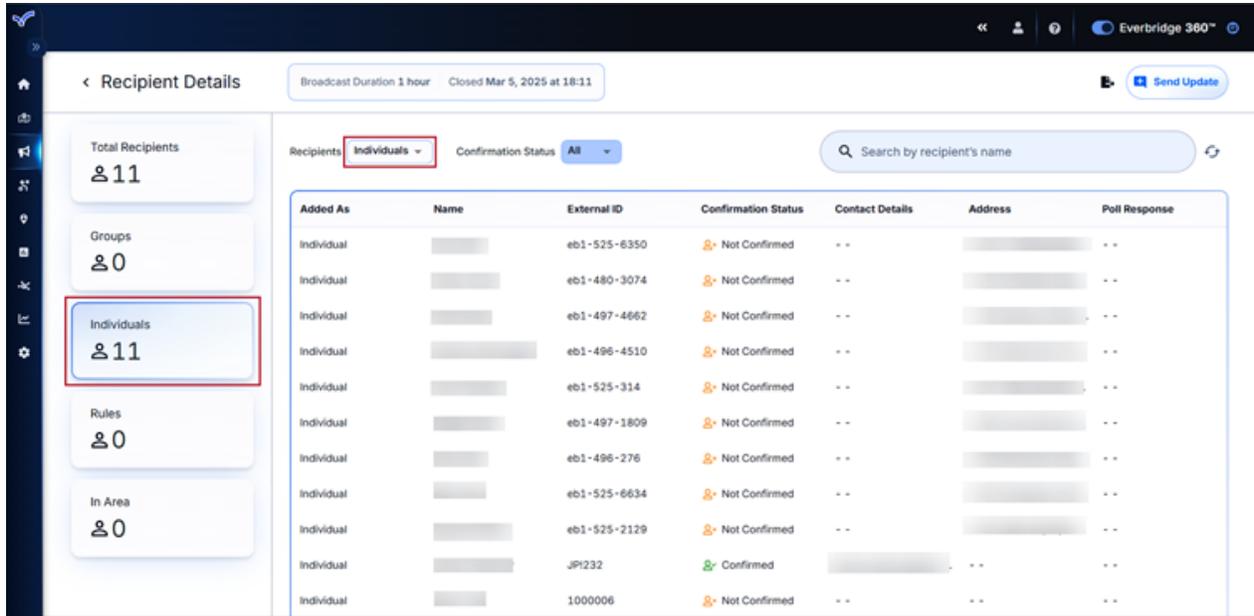
Click **Details** to see more information.



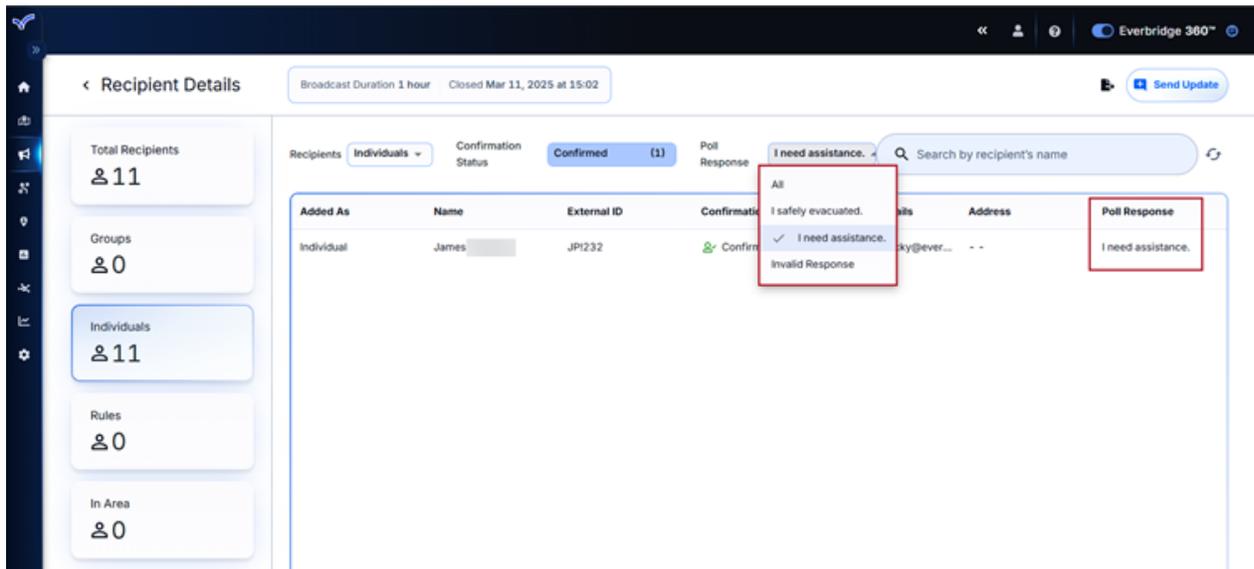
The **Recipient Details** page will open, which displays the recipient selection method cards to the left:

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

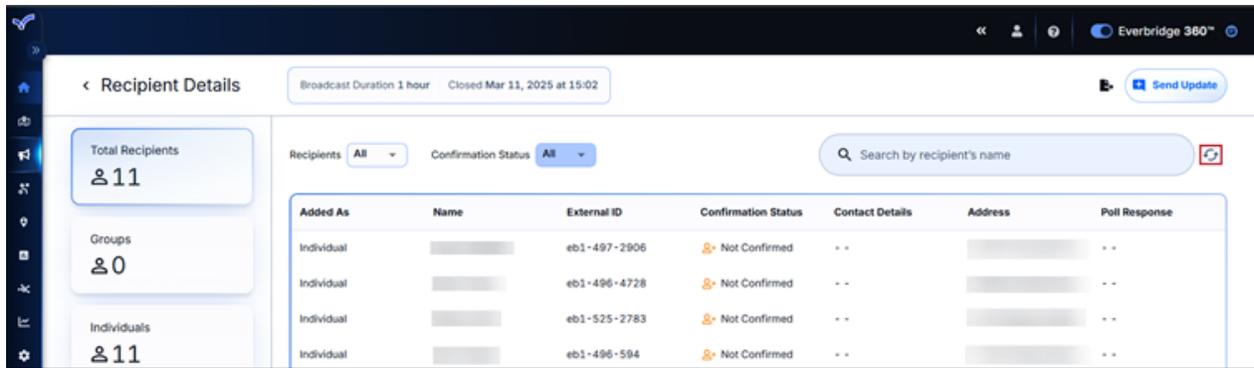
Each recipient selection card will display the percentage of applicable responses per selection method against the total possible. Clicking a card will highlight it in blue and open the list of recipients that match that selection method. Doing so will also change the **Recipients** filter at the top 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.



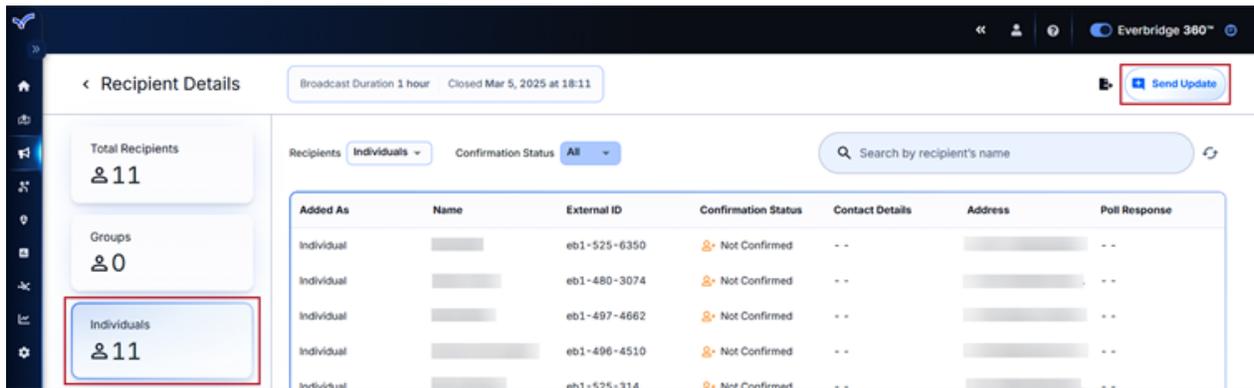
Polling Communications can also utilize the **Poll Response** filter to display recipients who submitted a specific response. The available filters are determined by the polling responses included in the Communication.



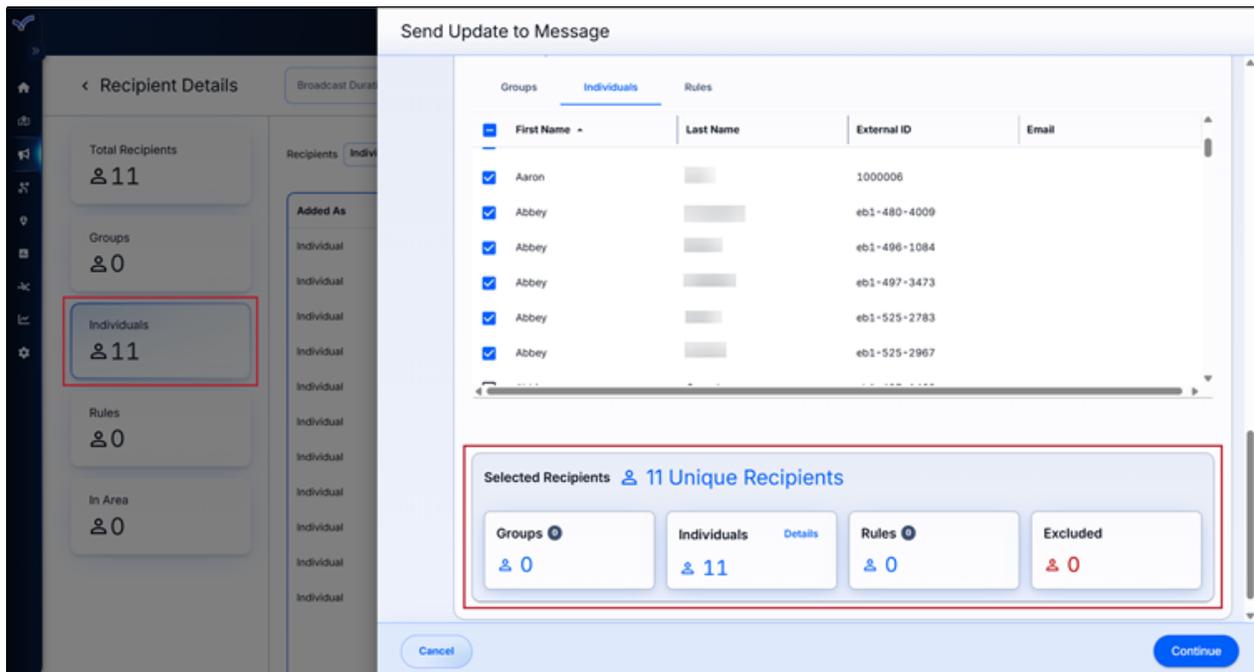
While the status cards automatically update as new responses come in, note that the recipient table does not. It needs to be manually refreshed by clicking the **Refresh** button.



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



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.



See [Sending a Communication Update](#) 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:

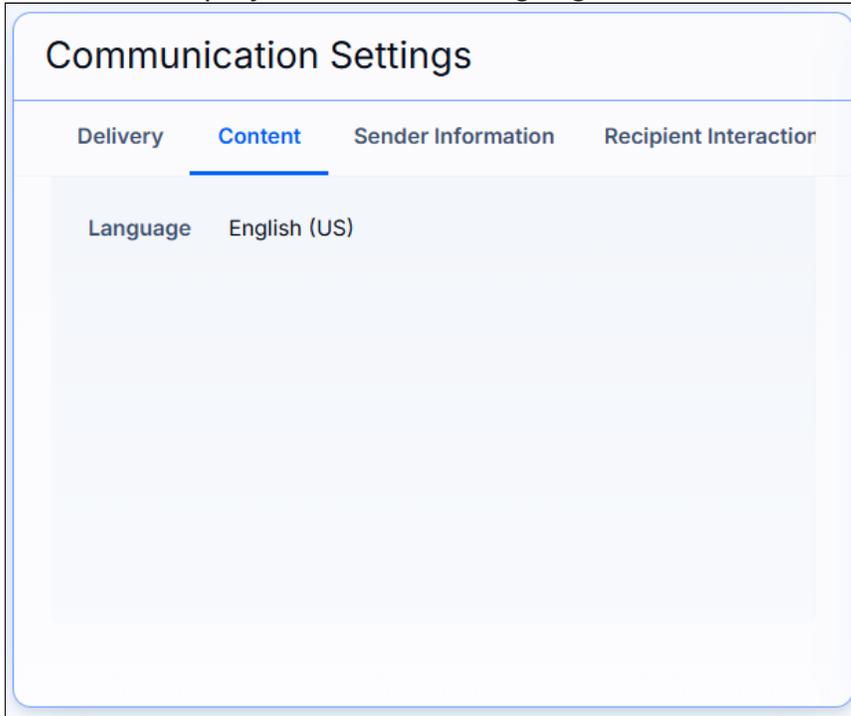
- **Delivery** - Includes the following delivery settings:
 - Delivery Path Order
 - Delivery Paths
 - Wait Between Delivery Paths
 - Override Quiet Time Settings
 - Contact Cycles
 - Wait Between Cycles
 - Broadcast Duration
 - Apply Voice Delivery Throttling Rules

Communication Settings

Delivery
Content
Sender Information
Recipient Interactor

Delivery Path Order	One Time Custom
Delivery Paths	1. Home Email 2. sms1 3. Home Phone 4. email2 5. sms2 6. extension phone 7. ms team 8. mobile push alert 9. slack 10. PlainTextEmail - 1Way 11. PlainTextEmail - 2Way
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 Rules	Yes

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



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

- SMS ID

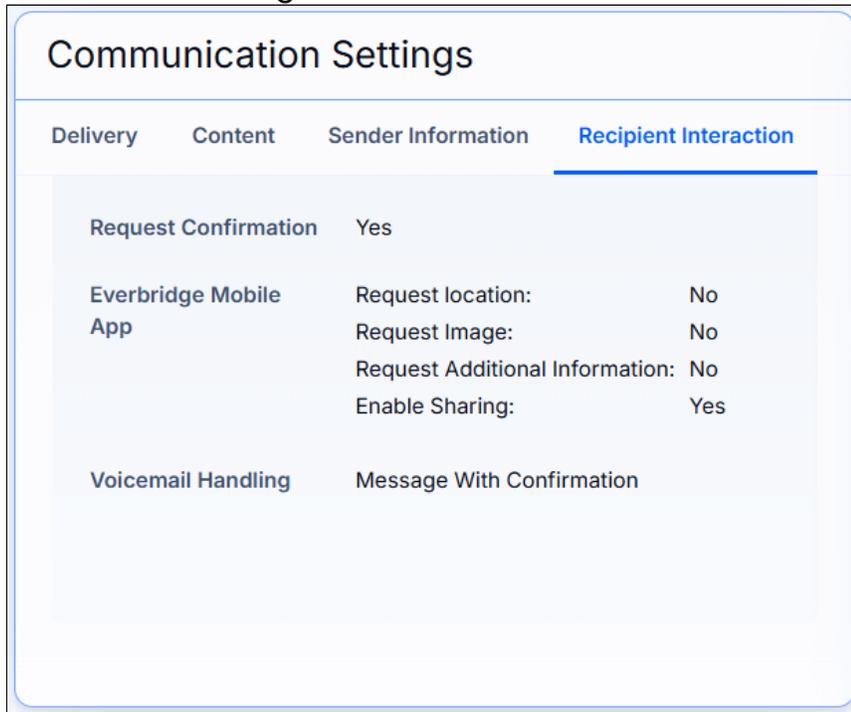
Communication Settings

Delivery
Content
Sender Information
Recipient Interaction

Email Sender Name	Paul <input style="width: 50px;" type="text"/>
Reply To Email	<input style="width: 100%;" type="text"/>
Caller ID	United States: <input style="width: 100px;" type="text"/> United Kingdom: <input style="width: 100px;" type="text"/> Canada: <input style="width: 100px;" type="text"/> South Africa: <input style="width: 100px;" type="text"/>
SMS ID	Other countries: Everbridge Numeric SMS ID United Kingdom: <input style="width: 50px;" type="text"/> China: <input style="width: 50px;" type="text"/> Albania: <input style="width: 50px;" type="text"/> Hong Kong: <input style="width: 50px;" type="text"/>

- **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 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.).

Communication Summary	
Communication ID	ccdd79a8-2342-4bf1-94d7-aa2e1698cecc
Event Type	HAZMAT/Fire
Name	Chemical Spill at Downtown Business District
Notification Mode	Live
Sender	James [REDACTED] 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

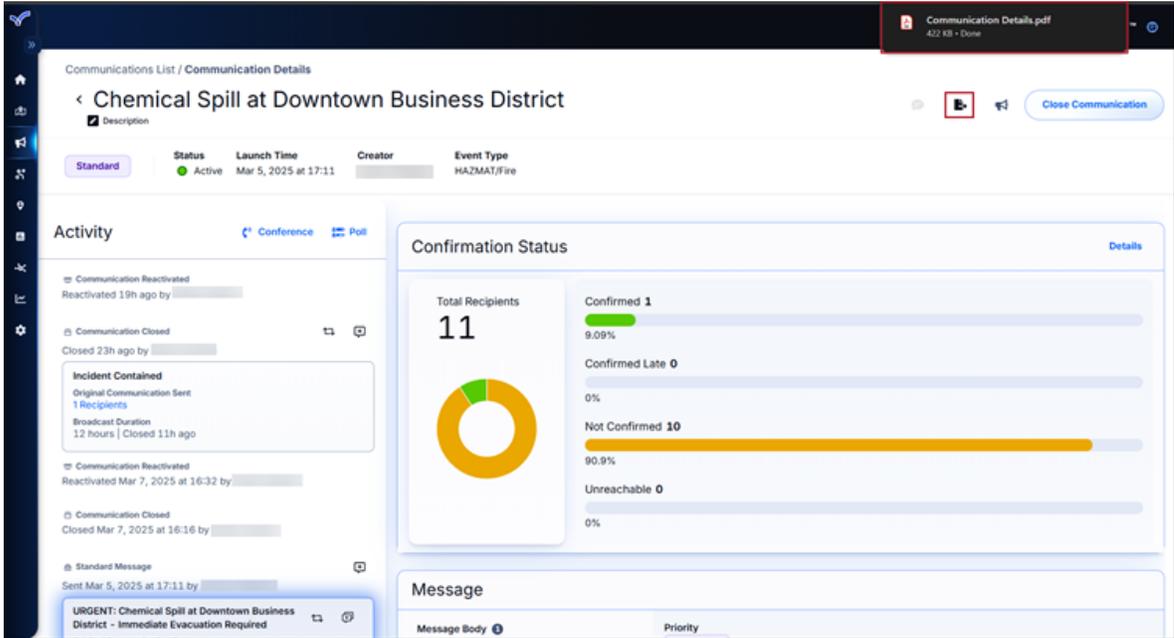
The Communication Details Export allows users to download the Communication Details page as a PDF, including:

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

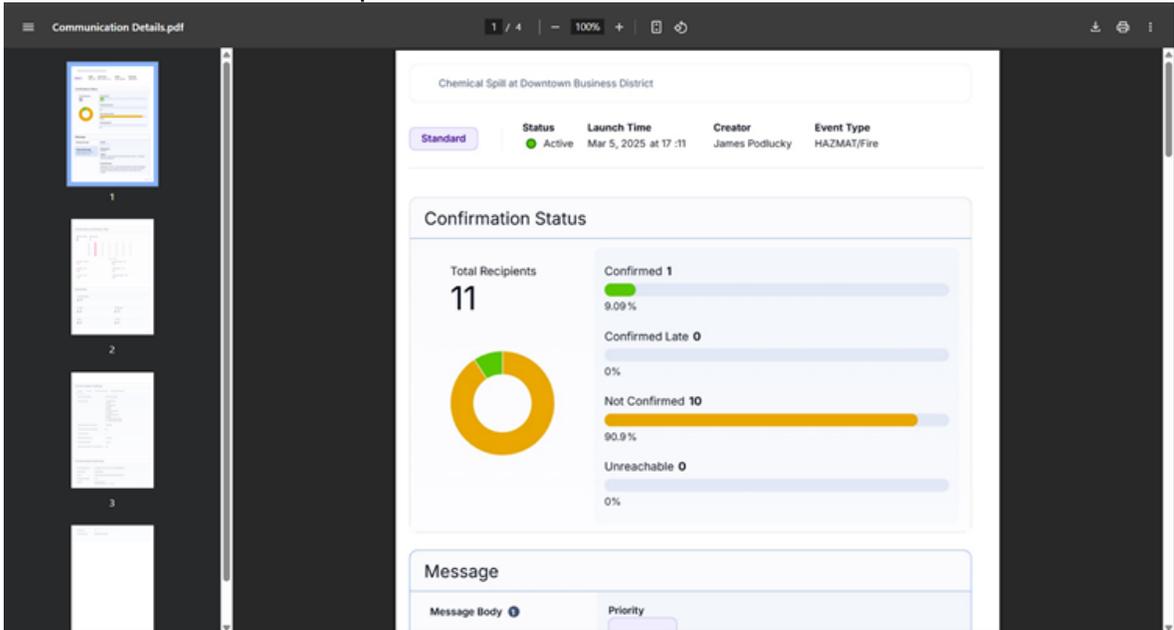
To download this export:



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.



Confirmation Status by Recipient Export

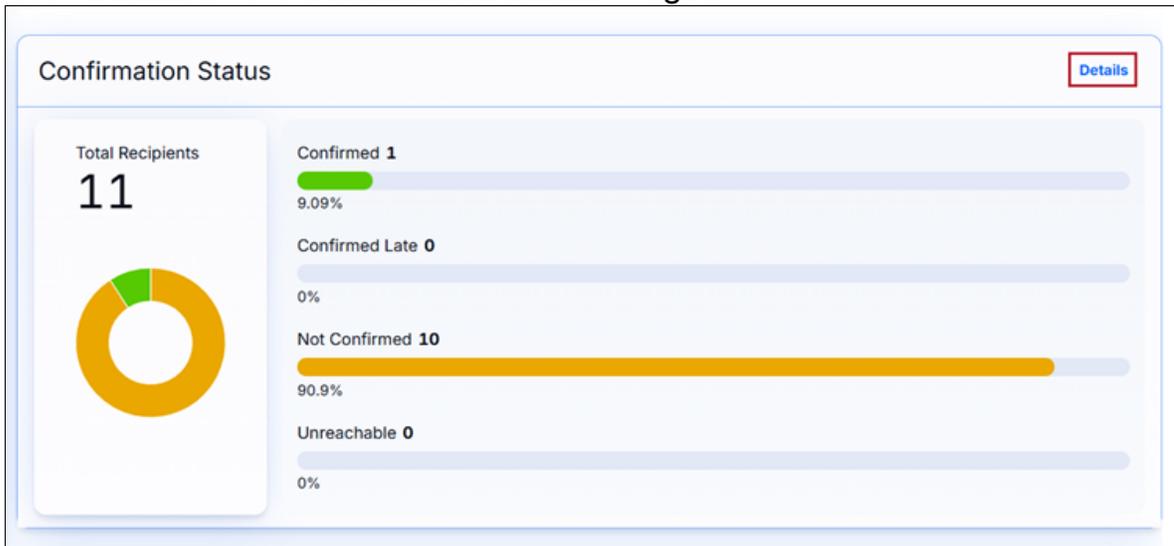
The **Confirmation Status by Recipient Export** is a CSV report displaying the following items (when applicable):

- 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.

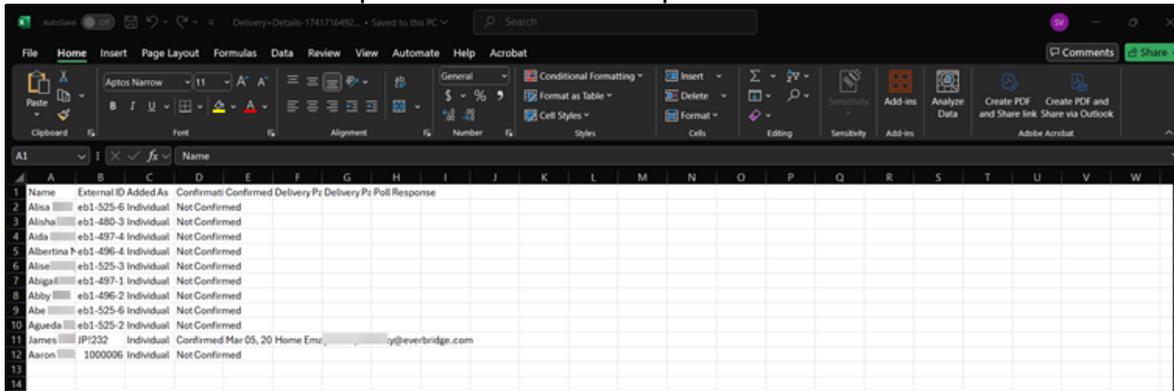


3. The **Confirmation Details** page will appear. Click the **Export Confirmation Details by Recipient** button to generate the CSV.

The figure shows the 'Confirmation Details' page. At the top right, a file download icon is visible with the text 'Delivery + Details-1741716492840.csv' and '917 B • Done'. Below this, there's a 'Send Update' button. The main content area has a search bar 'Search by Name' and a table with the following columns: Confirmation Status, Name, External ID, and Added As. The table contains five rows, all with 'Not Confirmed' status and 'Individual' added as.

Confirmation Status	Name	External ID	Added As
Not Confirmed	[Redacted]	eb1-525-6350	Individual
Not Confirmed	[Redacted]	eb1-480-3074	Individual
Not Confirmed	[Redacted]	eb1-497-4662	Individual
Not Confirmed	[Redacted]	eb1-496-4510	Individual
Not Confirmed	[Redacted]	eb1-525-314	Individual

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



Confirmation by Delivery Path Export

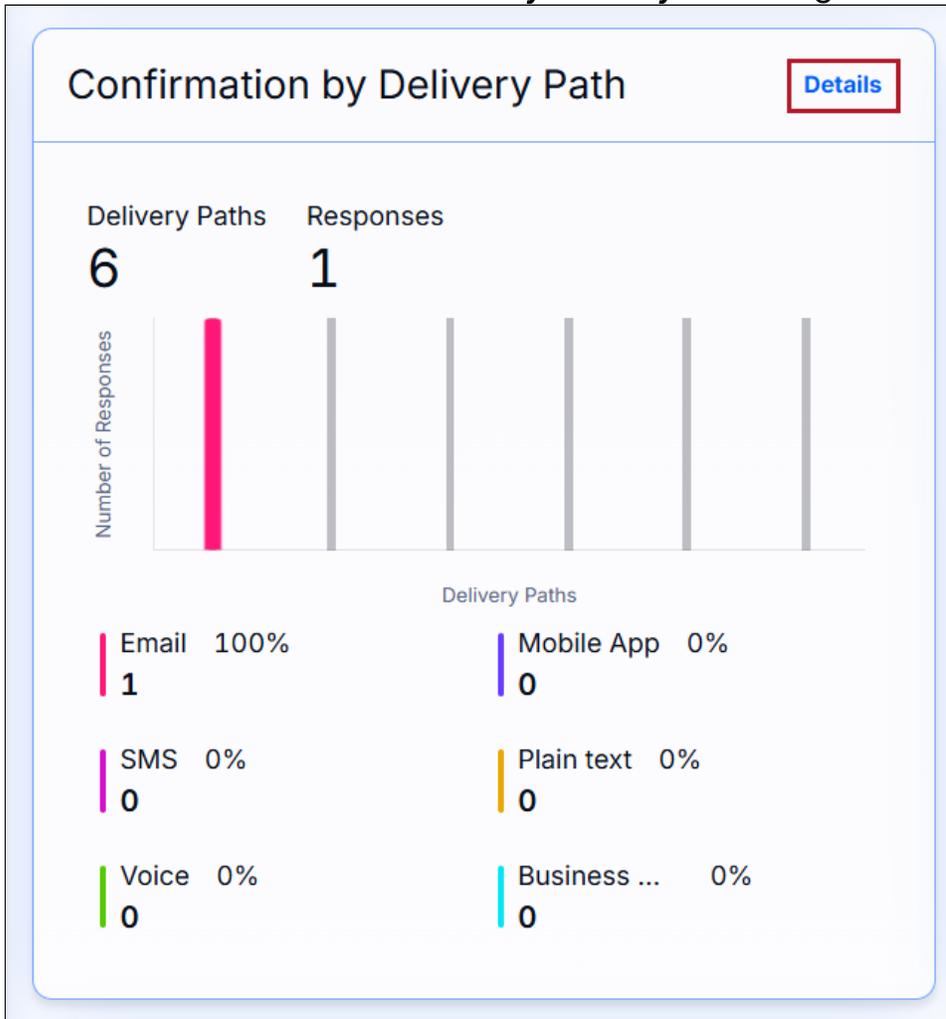
The **Confirmation by Delivery Path Export** is a CSV report that offers insight on the following items:

- 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.

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



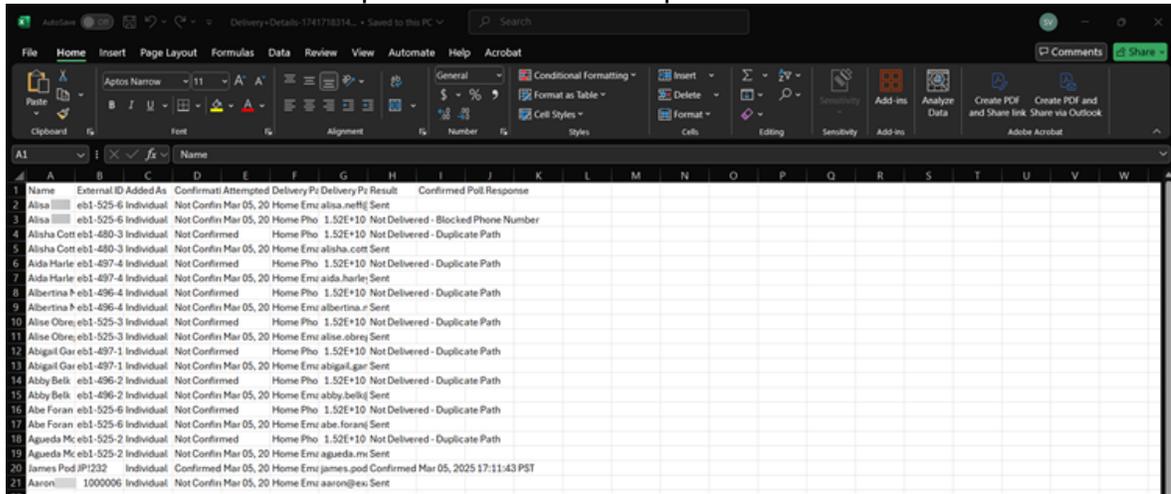
- The **Delivery Path Details** page opens. Click the **Export Delivery Path Details** button to generate the download.

Delivery Path Details Broadcast Duration 1 hour Closed Mar 5, 2025 at 18:11 Export Send Update

Delivery Path: All Search by Name

Delivery Path	Name	External ID	Added As	Confirmed Time
Email	[Redacted]	JP1232	Individual	Mar 5, 2025 - 5:11PM

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



Recipients Export

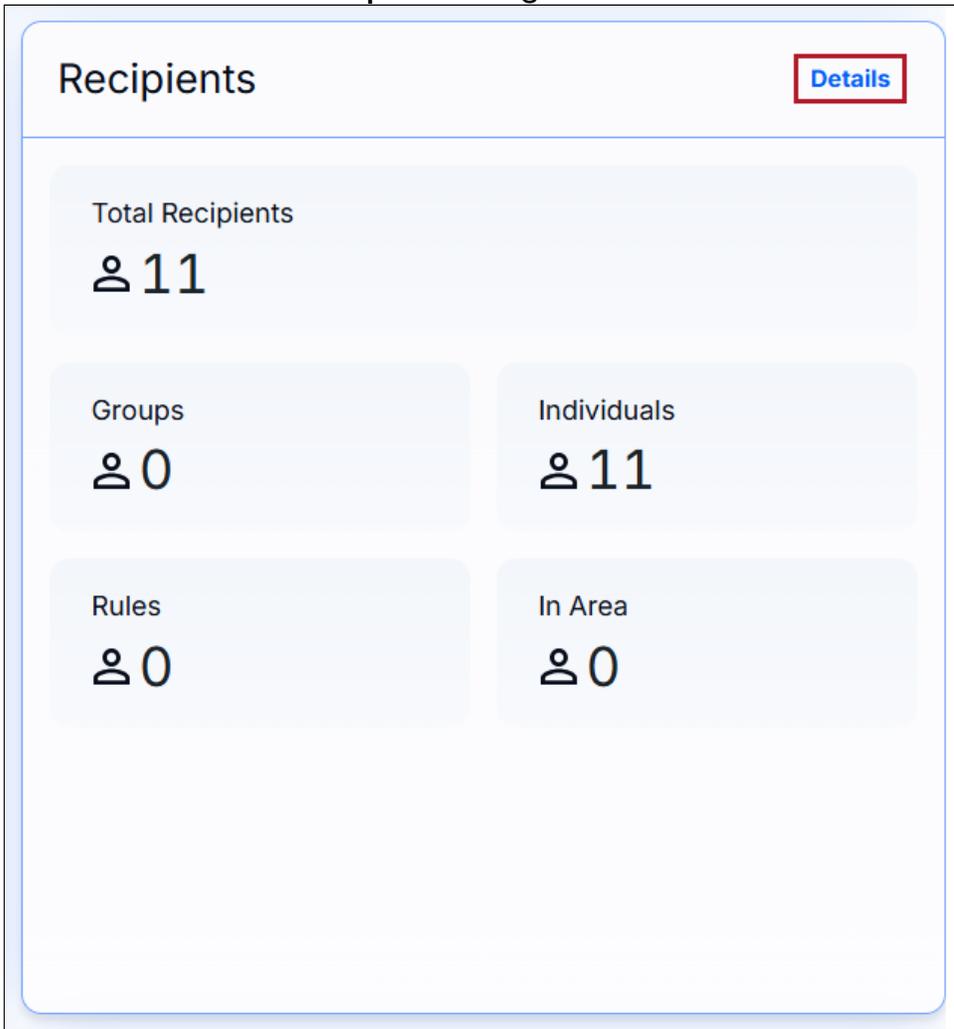
The **Recipients Export** is a CSV report displaying the following items (when applicable):

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

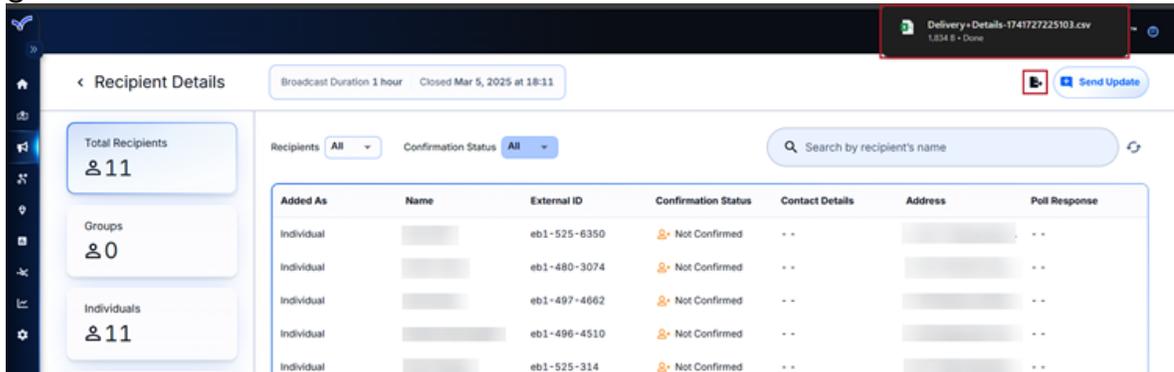
To download this report:

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

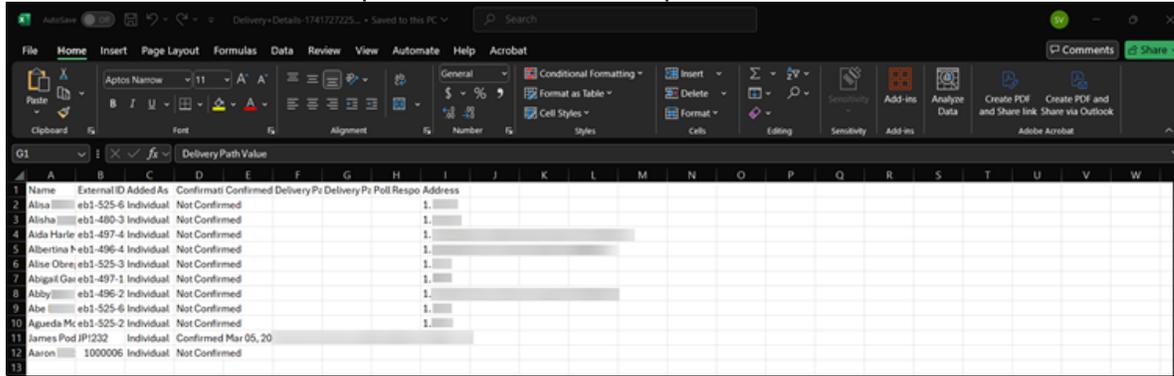
2. Click **Details** on the **Recipients** widget.



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



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



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™ > Event Types**.

<input type="checkbox"/>	Event Type	Custom	Created Date	Created By	Last Modified On	Last Modified
<input type="checkbox"/>	Accidents	Yes	Aug 3, 2023 09:47:56...	Jency	Aug 3, 2023 09:47:56...	Jency
<input type="checkbox"/>	Air Quality	No	Jun 30, 2023 03:42:03...	Everbridge Default	Jun 30, 2023 03:42:03...	Everbridge
<input type="checkbox"/>	Civil Unrest	No	Jun 30, 2023 03:42:03...	Everbridge Default	Jun 30, 2023 03:42:03...	Everbridge
<input type="checkbox"/>	Communication D...	Yes	Aug 25, 2023 23:31:56...	Jency	Aug 25, 2023 23:31:56...	Jency
<input type="checkbox"/>	Conflict/War	No	Jun 30, 2023 03:42:03...	Everbridge Default	Jun 30, 2023 03:42:03...	Everbridge
<input type="checkbox"/>	Crime	No	Jun 30, 2023 03:42:03...	Everbridge Default	Nov 17, 2023 01:19:54...	Jun
<input type="checkbox"/>	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.

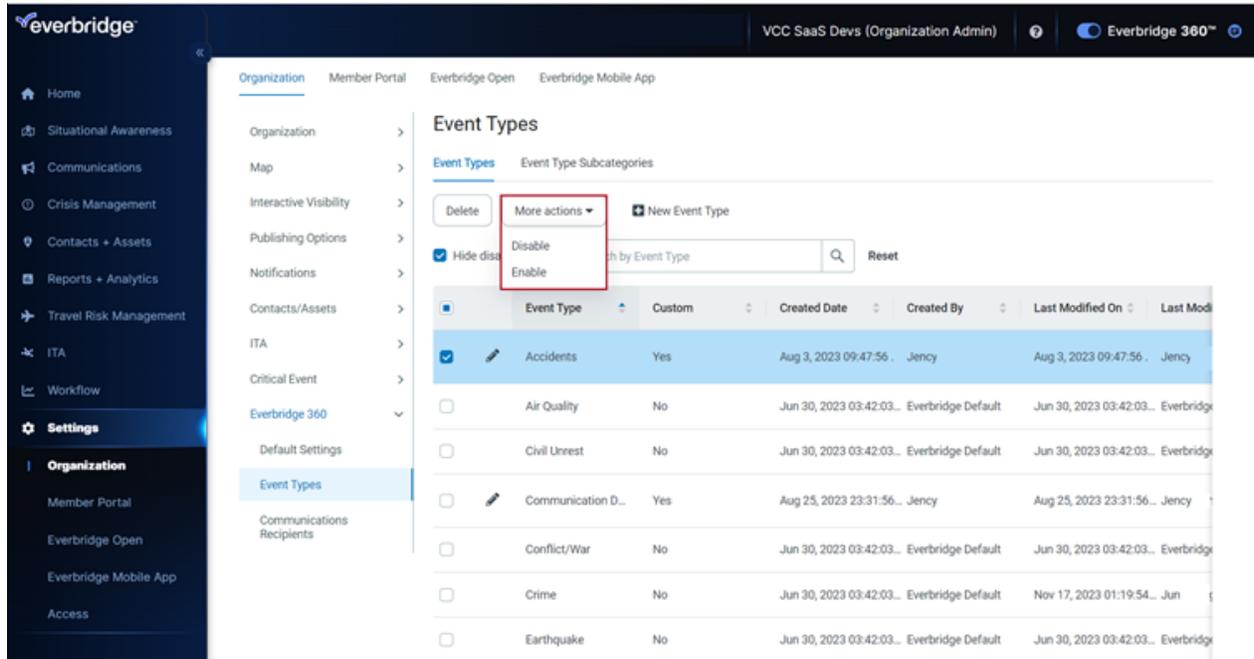
NOTE: If you are a Visual Command Center (VCC) customer, **Risk-related Event Types** are the same as **Category/Subcategory** in VCC.

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.



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.

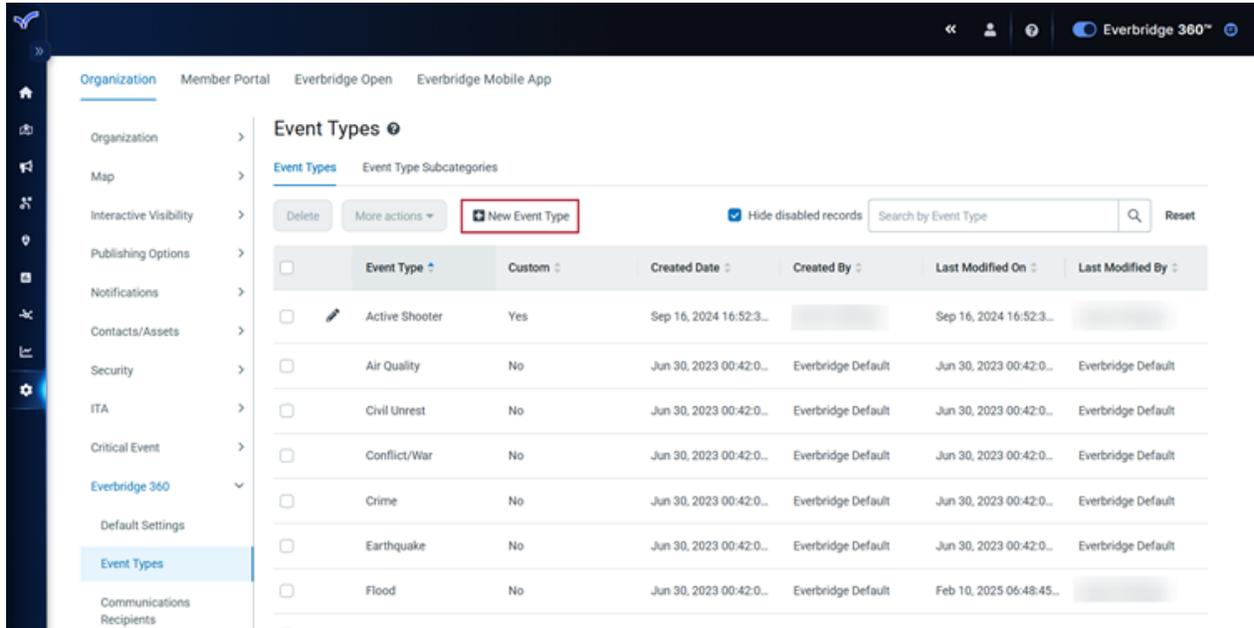
- Account Administrator (non-configurable and enabled)
- Organization Administrator (non-configurable and enabled)
- The following permissions are auto-on but configurable for Incident Administrators, Incident Operators, Mass Notification Operators, and Group Managers:
 - **Communications > Create Event 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**.

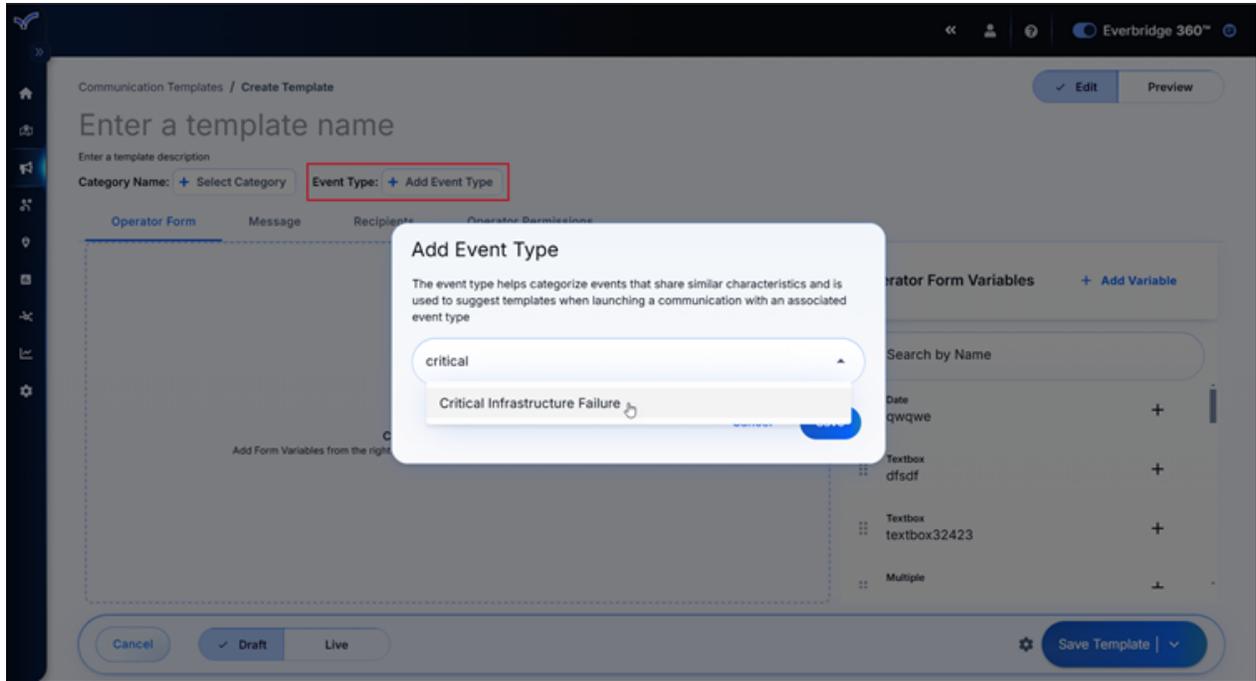


Click **New Event Type**, give it a name, and click **Save**.

New Event Type X

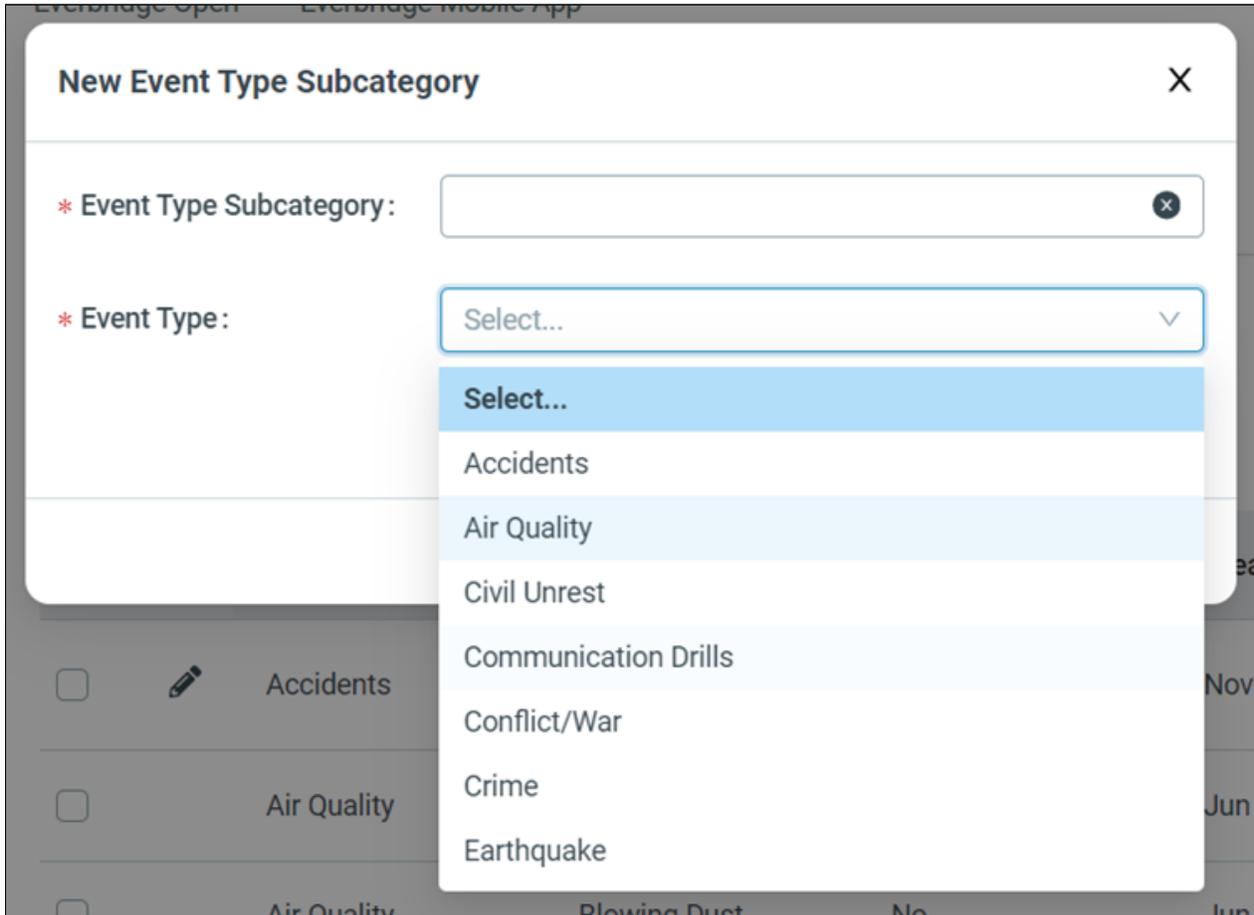
* Event Type:

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 [Creating Communications Templates](#) for more details about creating Communications templates.



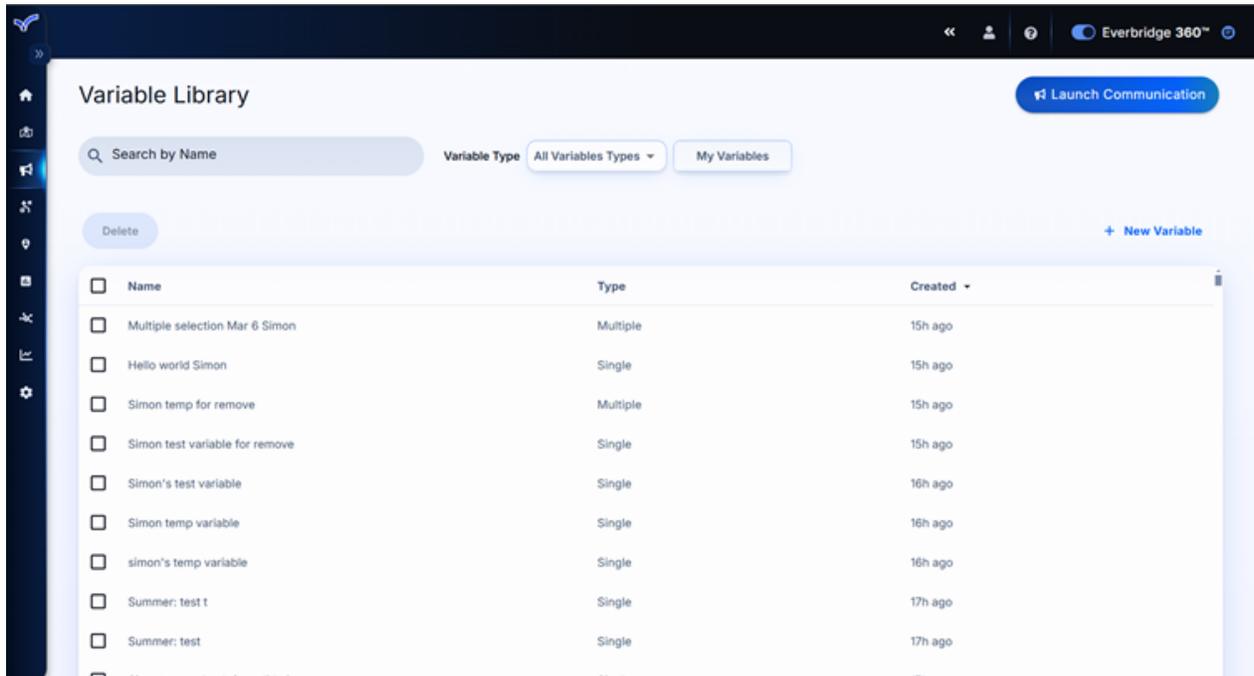
New Event Type Subcategory

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.



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**.



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.

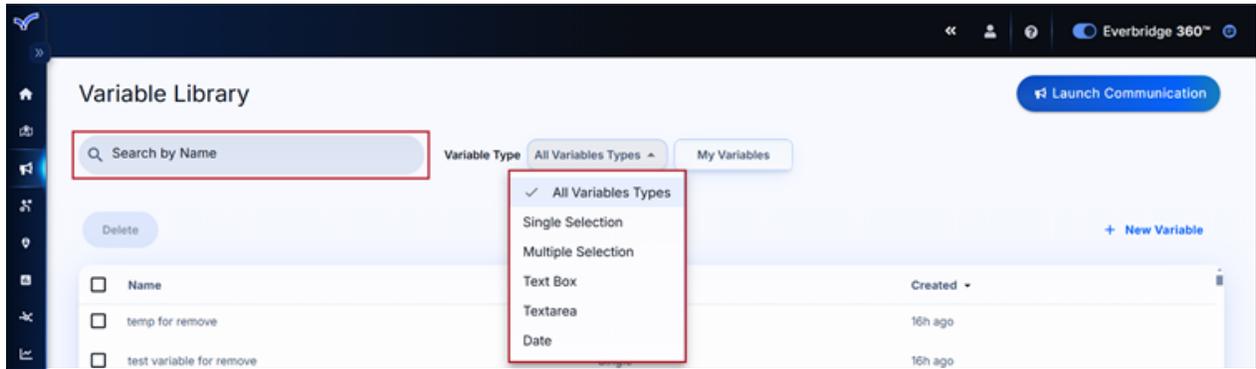
Variable Library Overview

Search, Filter, and My Variables

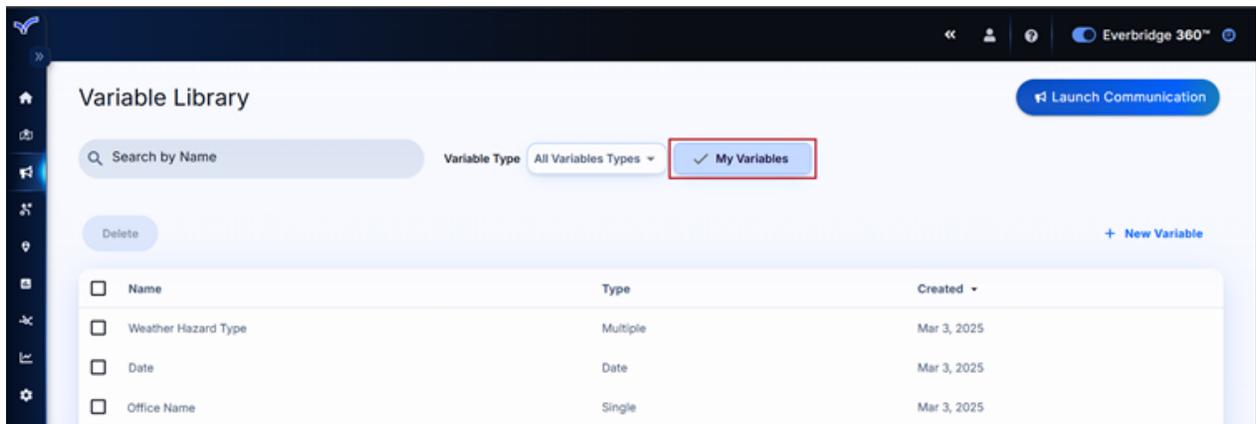
Variables can be located by searching by name or by filtering by the following types:

- Single Selection
- Multiple Selection
- Text Box
- Textarea

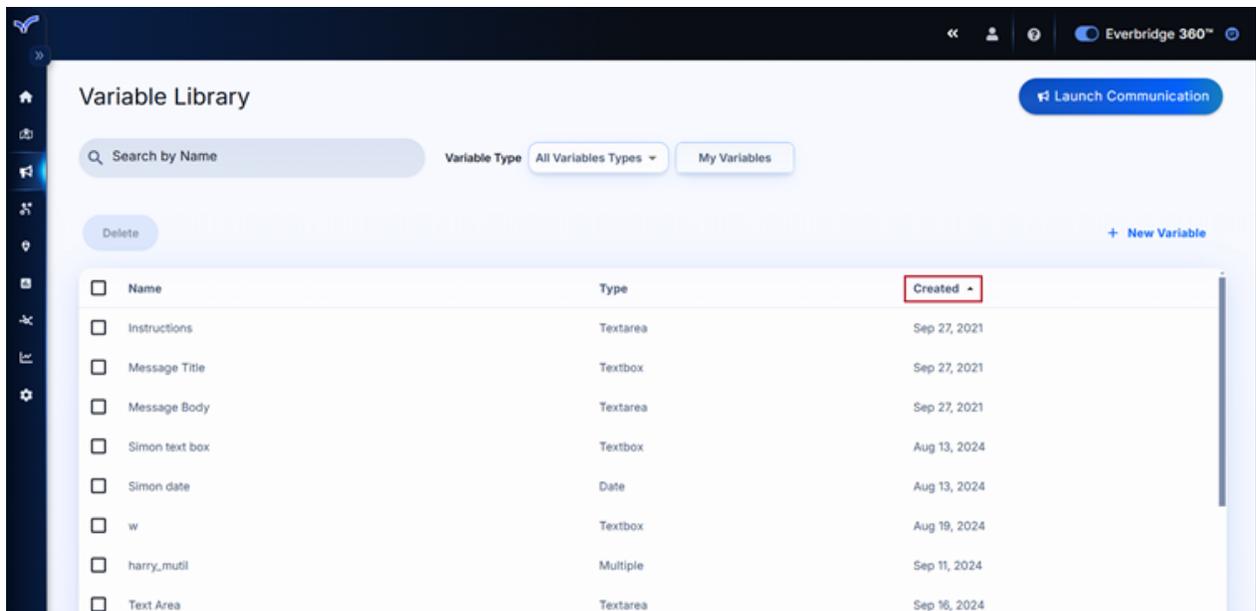
- Date



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

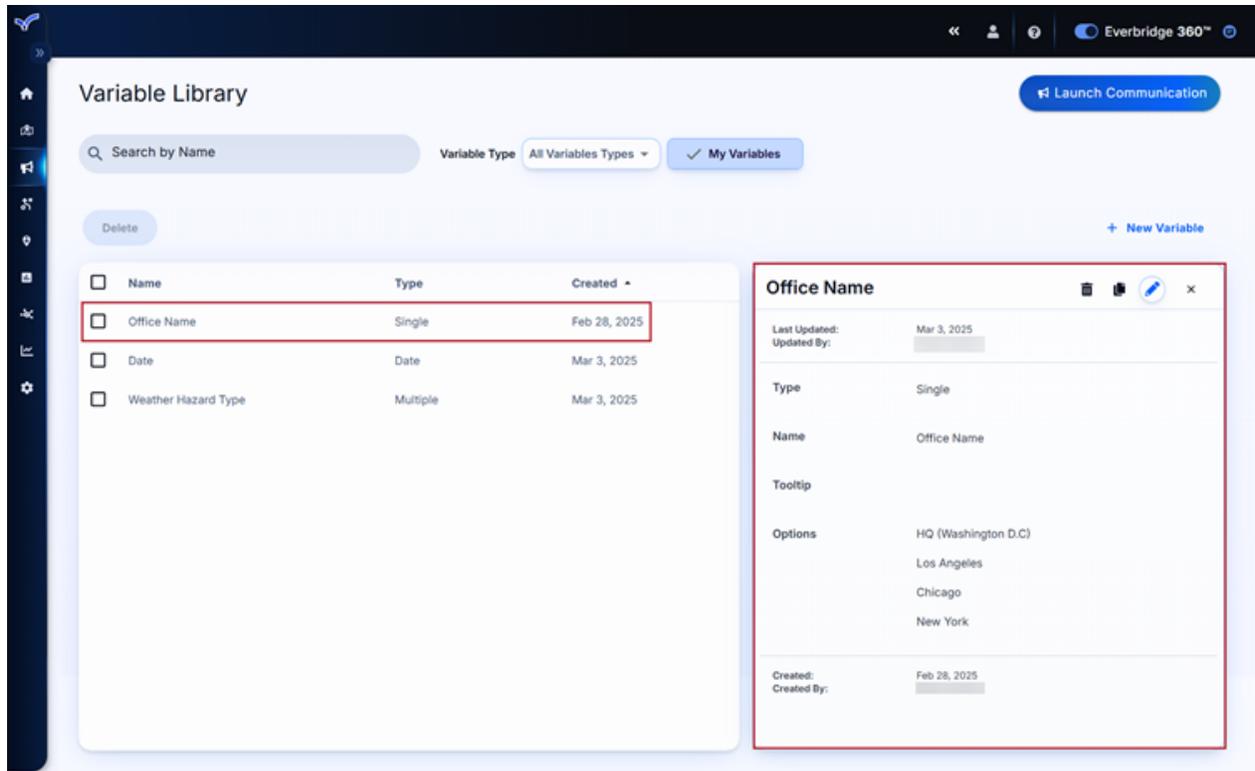


Clicking the header of the **Created** column will allow users to sort by creation date (oldest to newest or newest to oldest).



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.



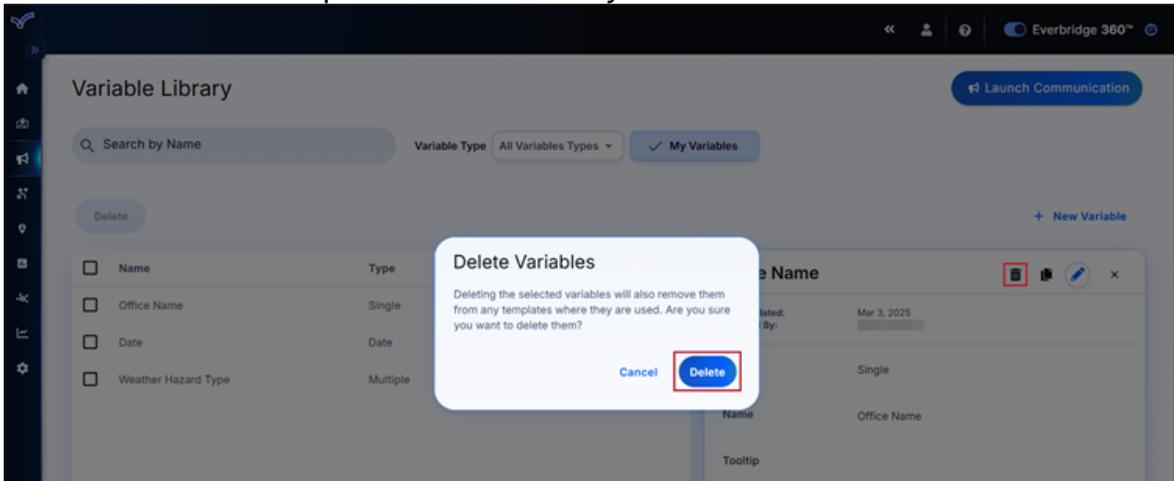
The Variable Details panel displays the following information about the selected variable:

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

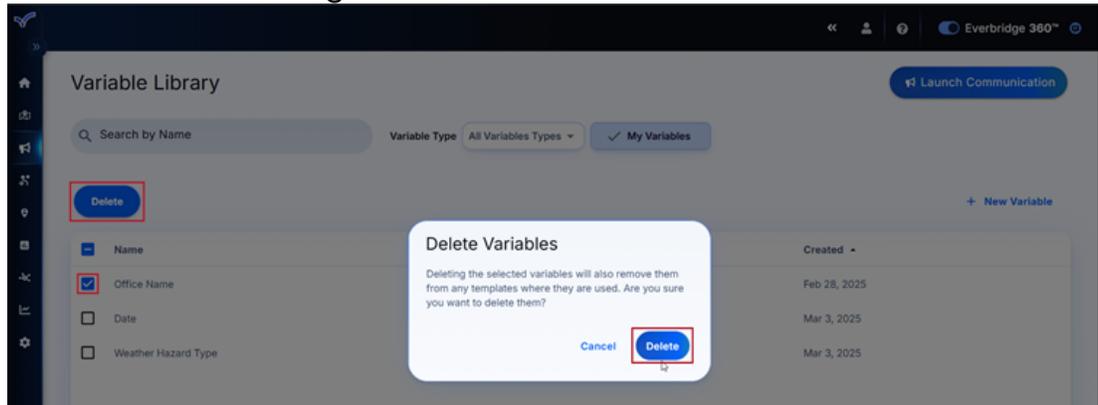
From there, the following actions can be taken:

- 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.

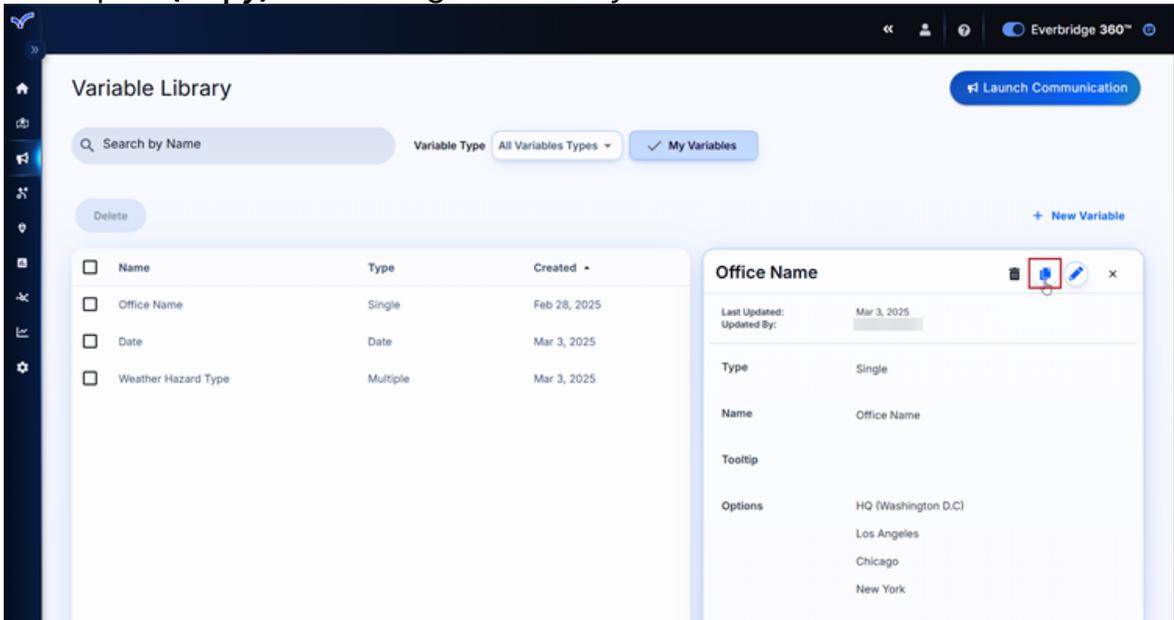


- Variables can also be deleted from the list view by selecting its checkbox and clicking **Delete**.

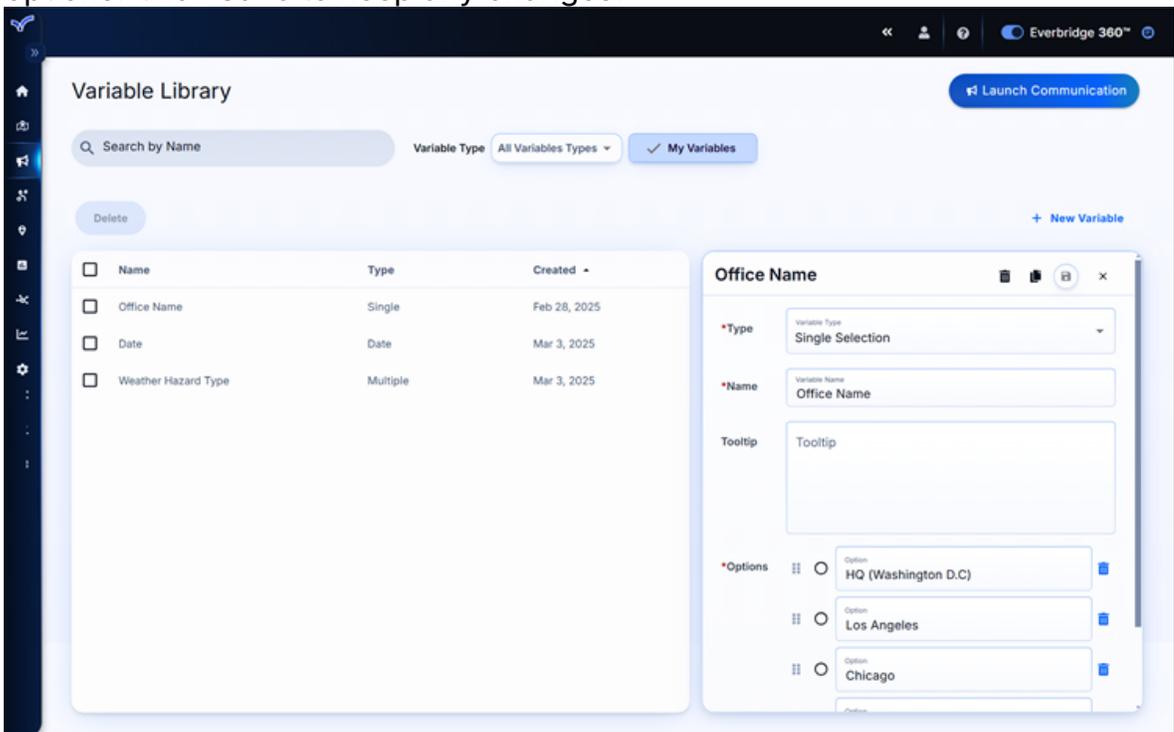


- Click **Copy** to duplicate the variable. This is useful if, for example, you want to create a similar variable with only a few minor changes without having to start from scratch. The name of the variable copy will default to the original

name plus **(Copy)** until changed manually.



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



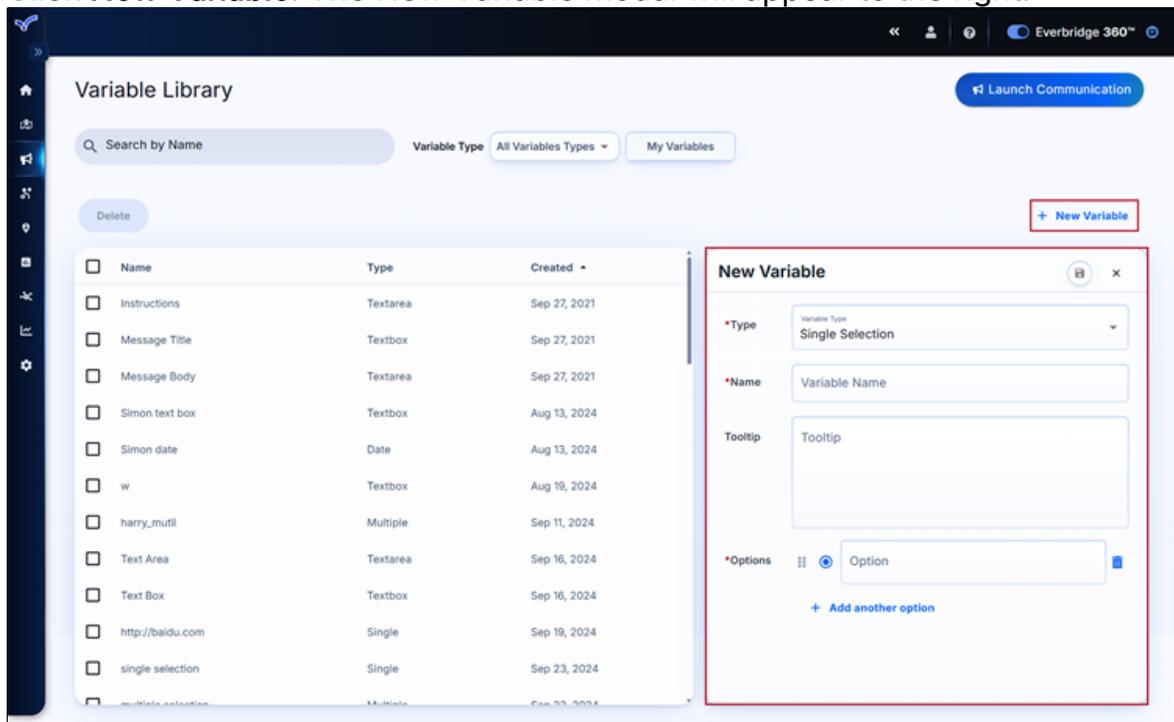
Creating Communications Variables

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.



2. Choose the variable type from the following options:

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

New Variable 🔒 ×

***Type** Variable Type
Single Selection

***Name** Variable Name
Single Selection 1-3

Tooltip Tooltip
Choose one of three options.

***Options**

Option 1

🗑️

Option 2

🗑️

Option 3

🗑️

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

New Variable 🔒 ×

***Type** Variable Type
Multiple Selection

Tooltip Tooltip
Choose up to three options.

***Options**

☑

Option
1

🗑

☐

Option
2

🗑

☐

Option
3

🗑

[+ Add another option](#)

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

New Variable

×

***Type**

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 Variable

×

***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,

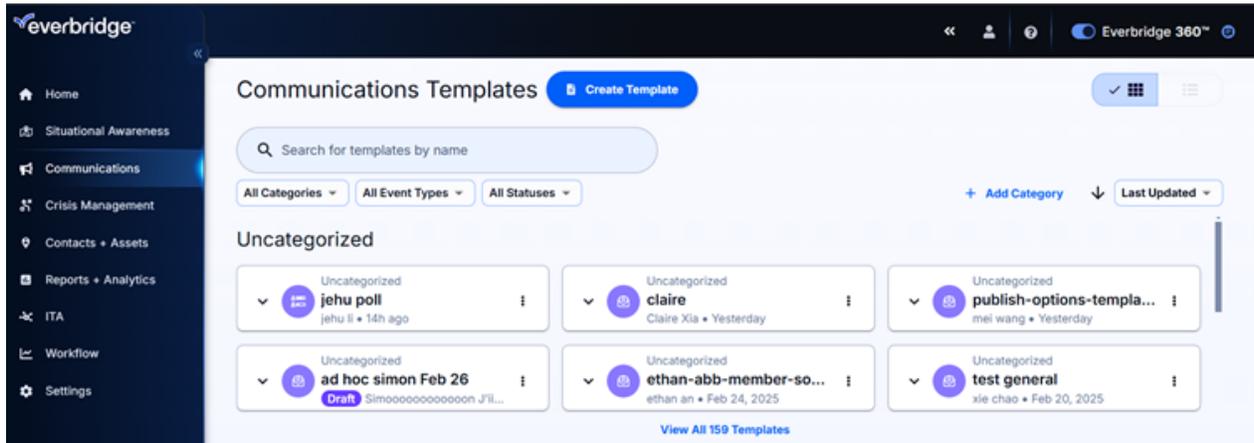
users can specify if it should use the 24-hour clock or 12-hour clock.

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**.



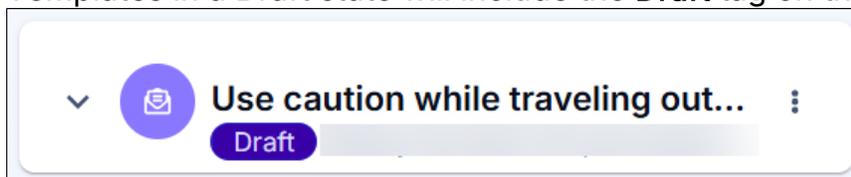
See [Creating Communications Templates](#) for more details on creating templates.

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

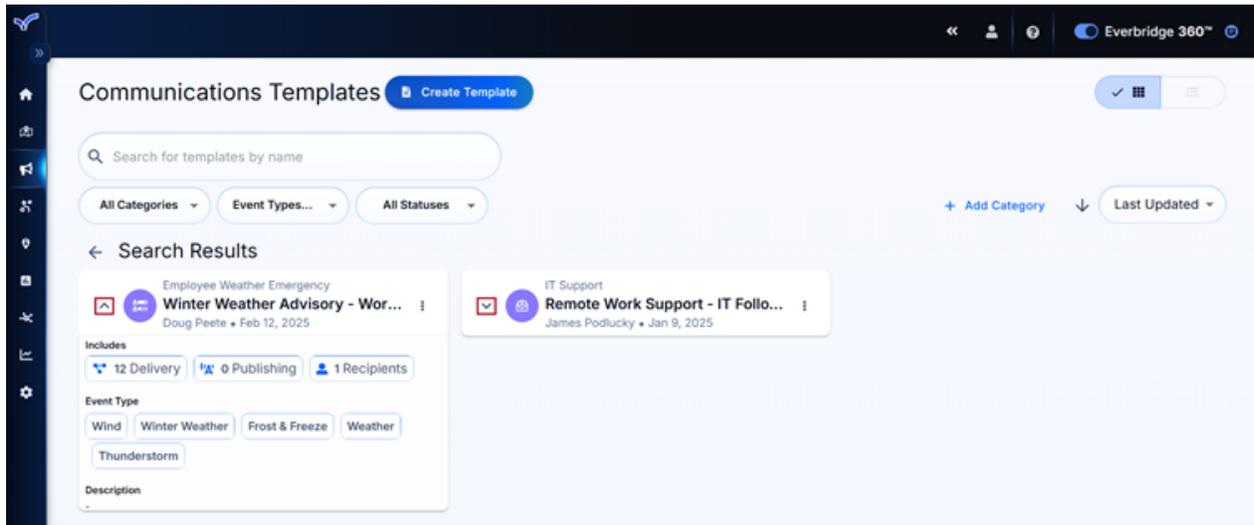
Several actions can be taken from the Communications Template Library, such as:

- 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.



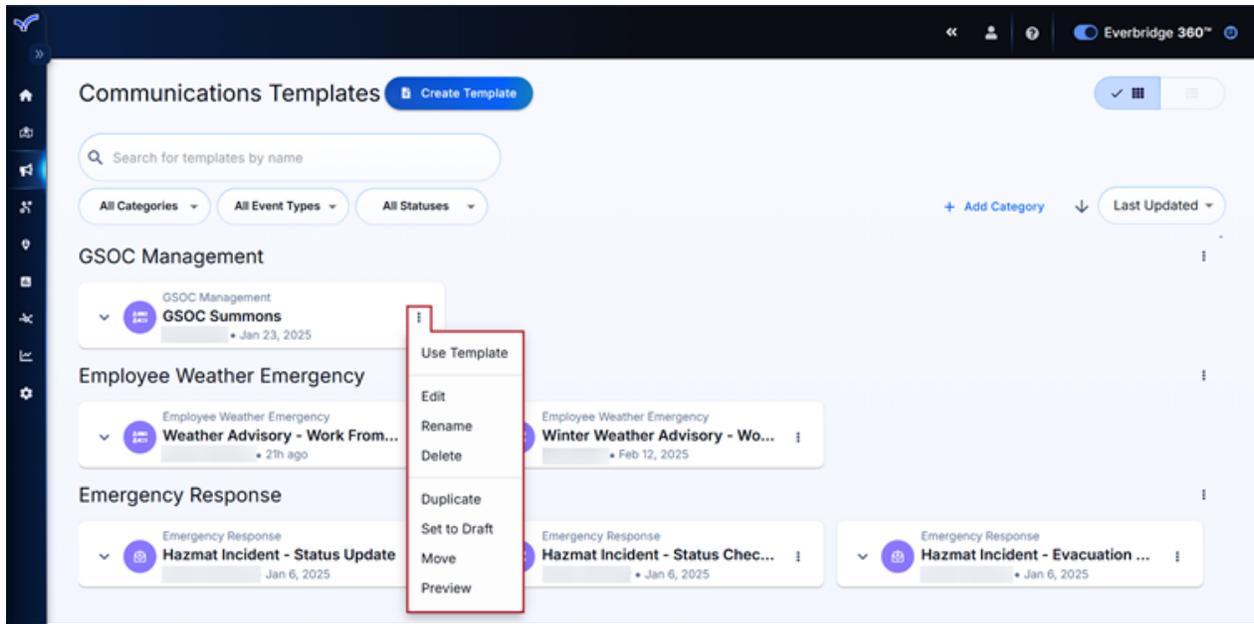
Viewing template details by clicking the down arrow on the template tile, including:

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



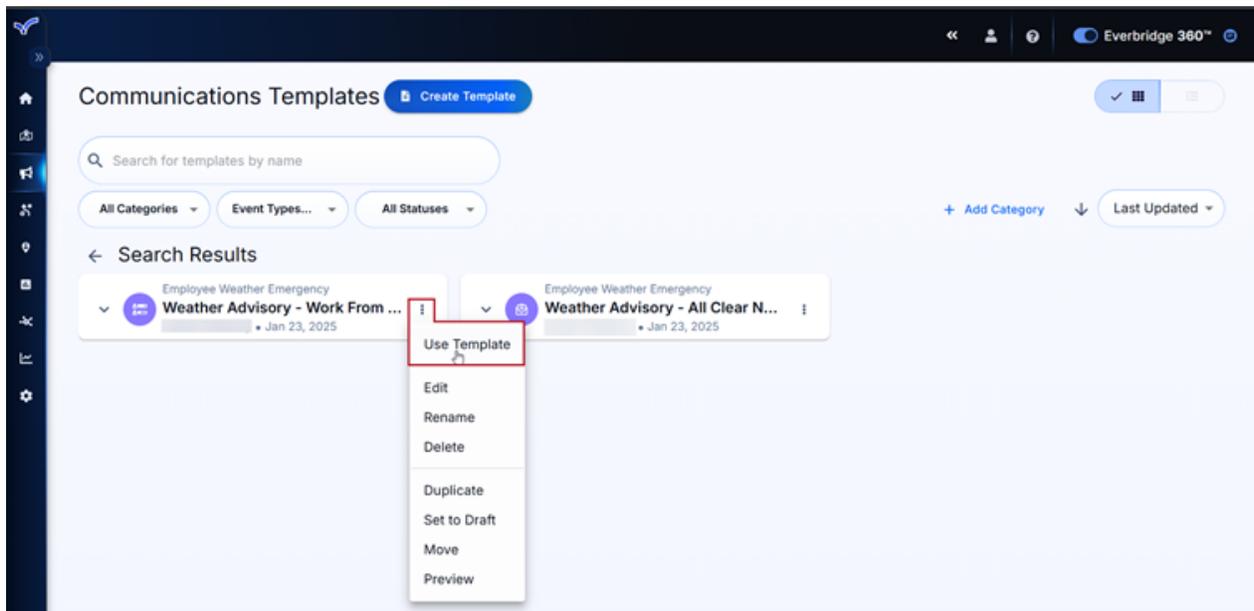
Clicking the kebab action menu icon for a specific template tile reveals the following actions:

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

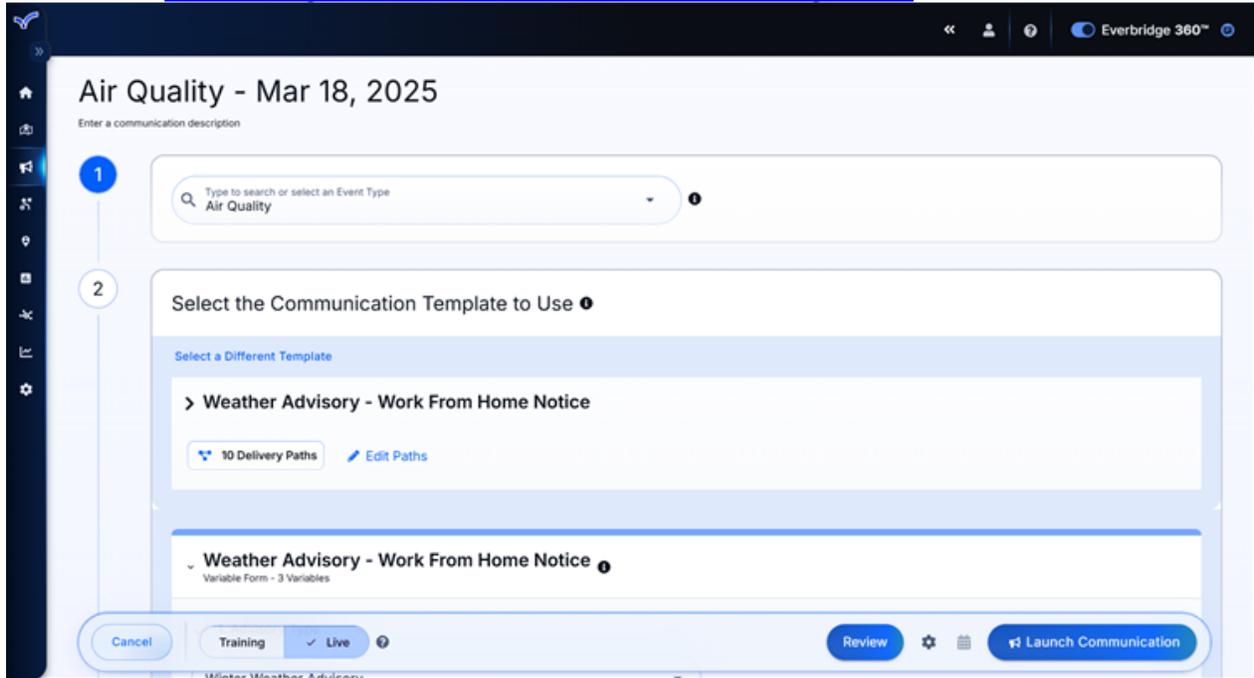


Launching a Template

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

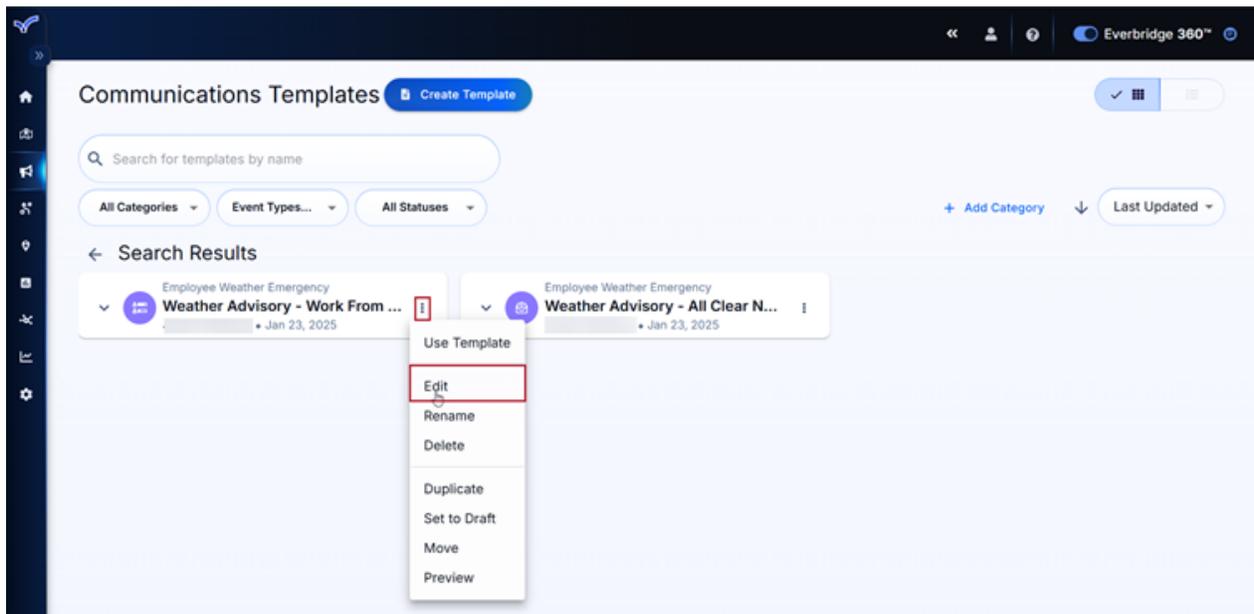


The **Launch Communication** form will appear with the template's details already filled. See [Launching a Communication from Everbridge 360](#) for more information.

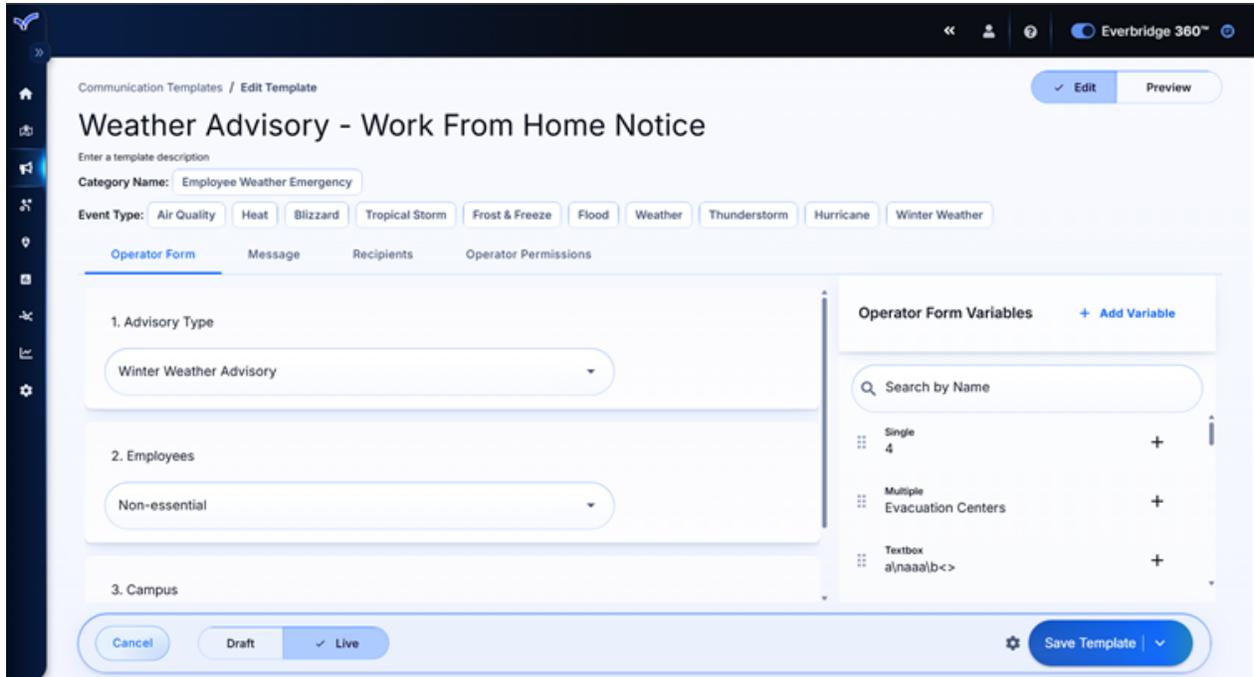


Editing a Template

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

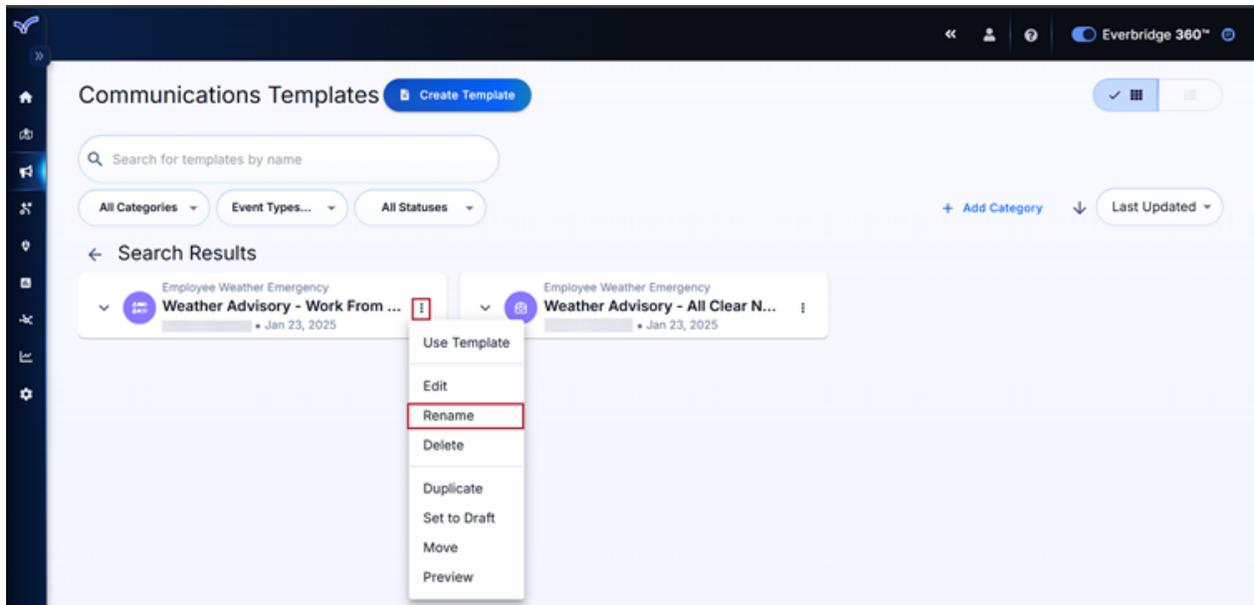


The **Edit Template** page will appear, allowing the user to make any necessary changes to the selected template. Click **Save Template** to apply the edits.

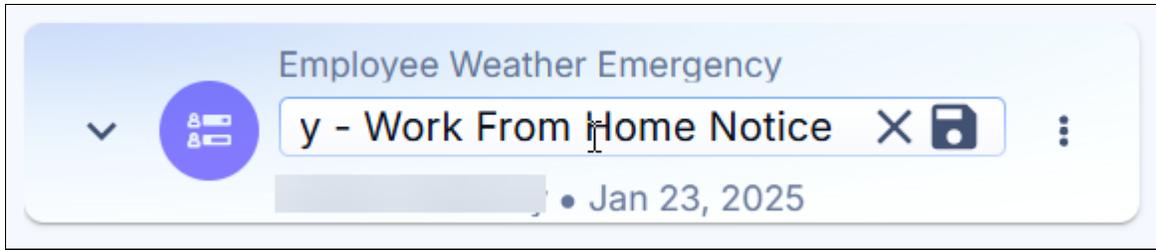


Renaming a Template

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

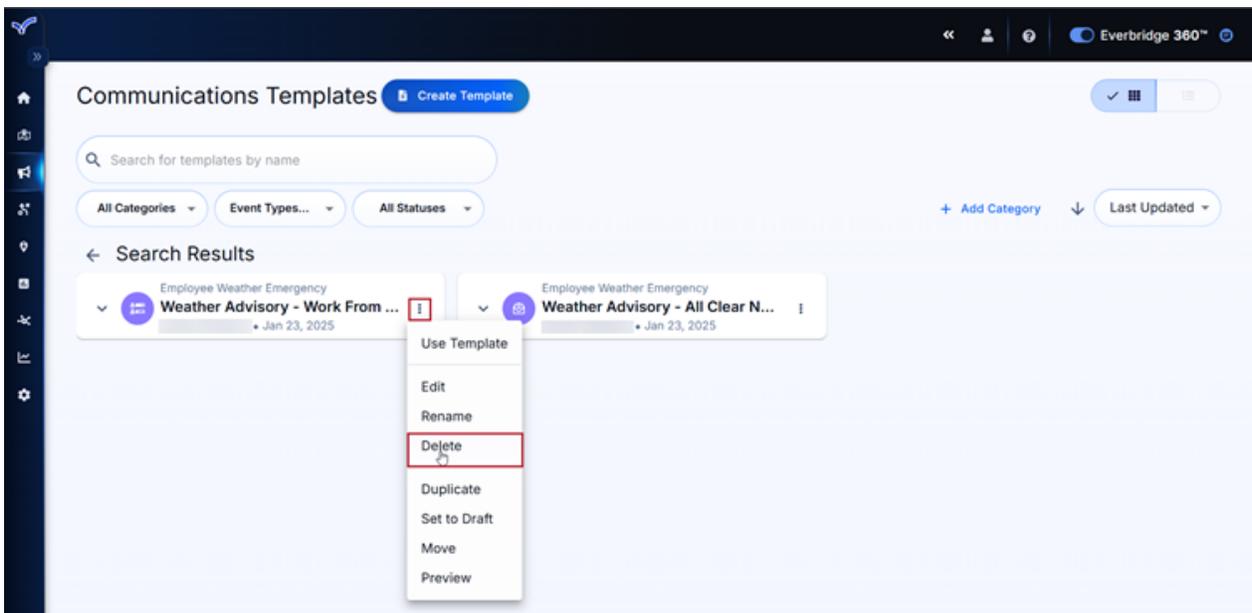


Once clicked, the user will be able to update the name using the inline text editor. Make the needed changes and click **Save**.

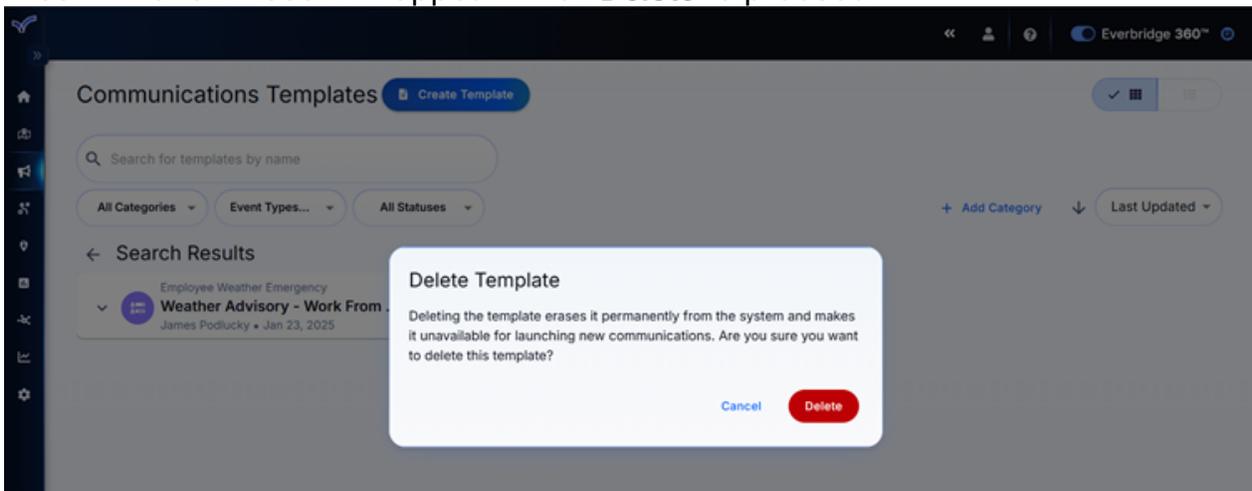


Deleting a Template

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.

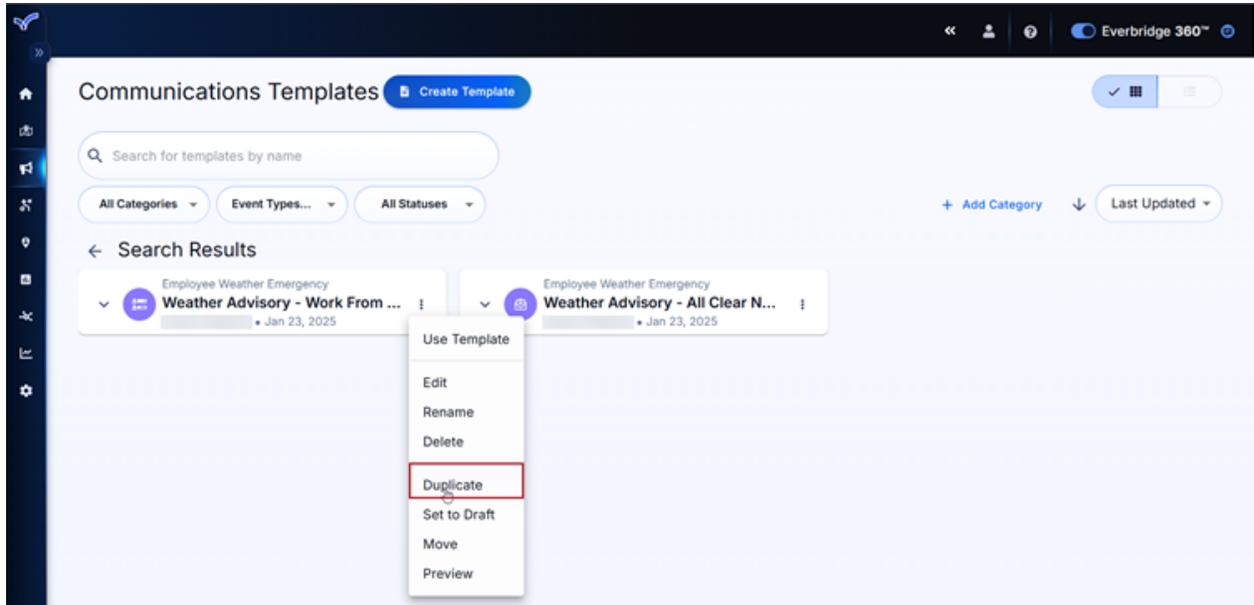


A confirmation modal will appear. Click **Delete** to proceed.

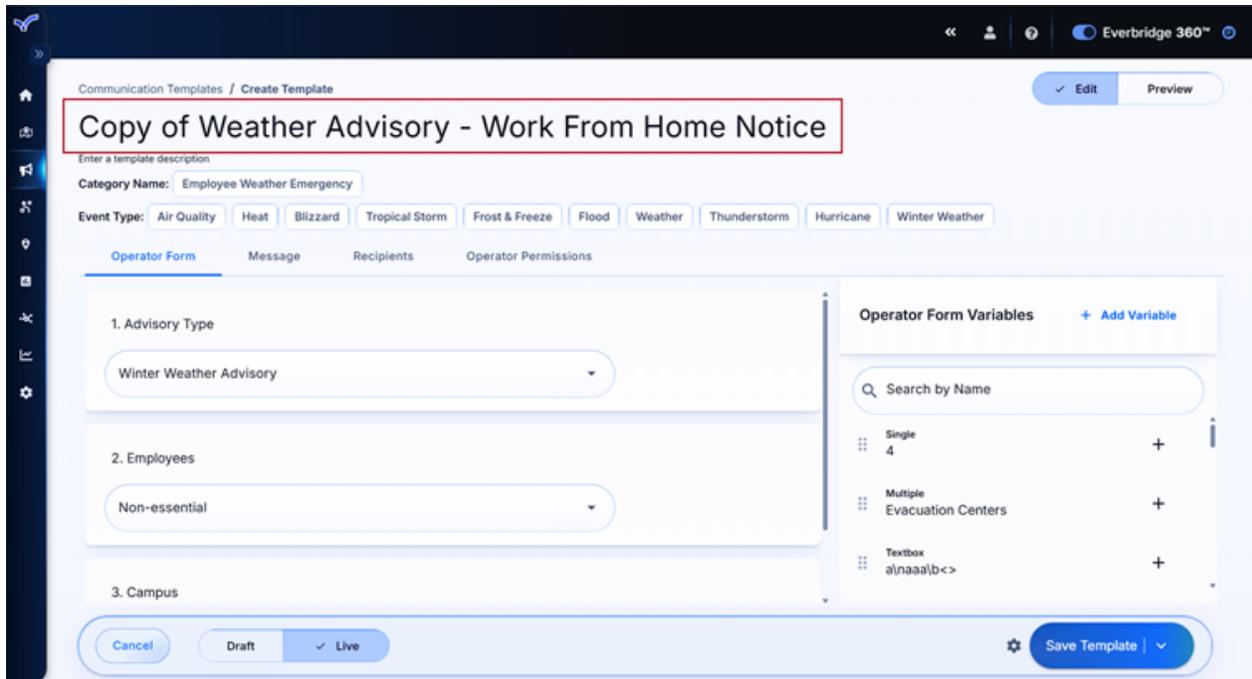


Duplicating a Template

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

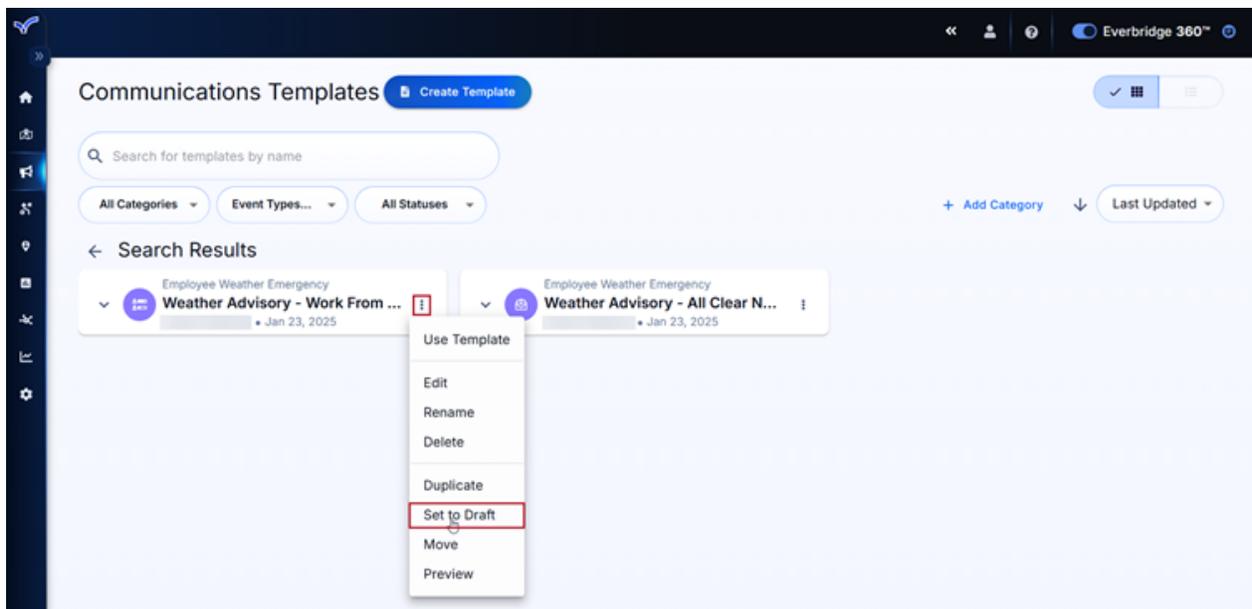


The **Create Template** form will open with all of the template's details already prefilled. The template name will be the same as the original with "Copy of..." prepended to it. Make any needed changes and click **Save Template**.

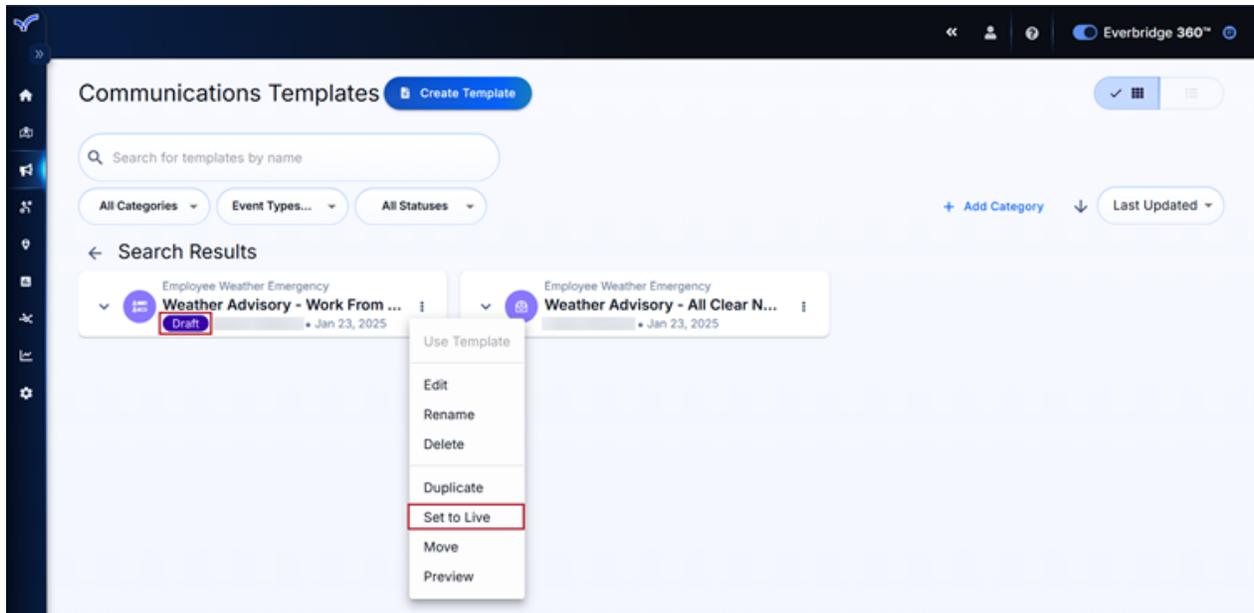


Setting a Template to a Draft State

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.

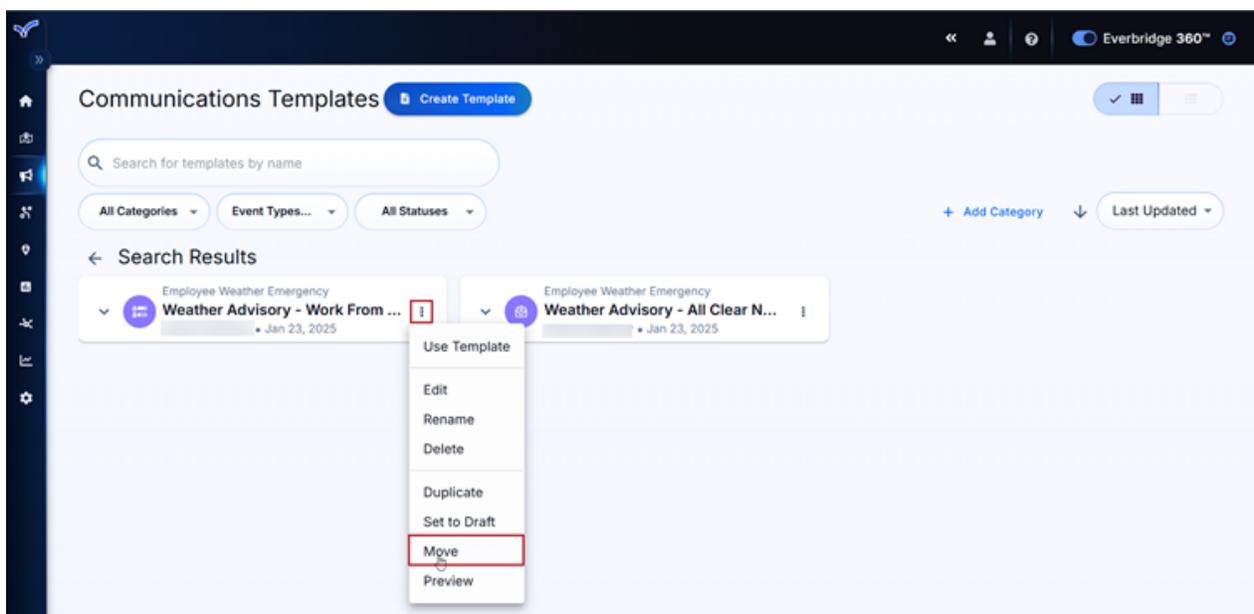


Once clicked, the **Draft** tag will appear on the template's tile, and the **Set to Live** option will replace the **Set to Draft** option in the actions menu. Click it to reactivate the template and make it usable again.

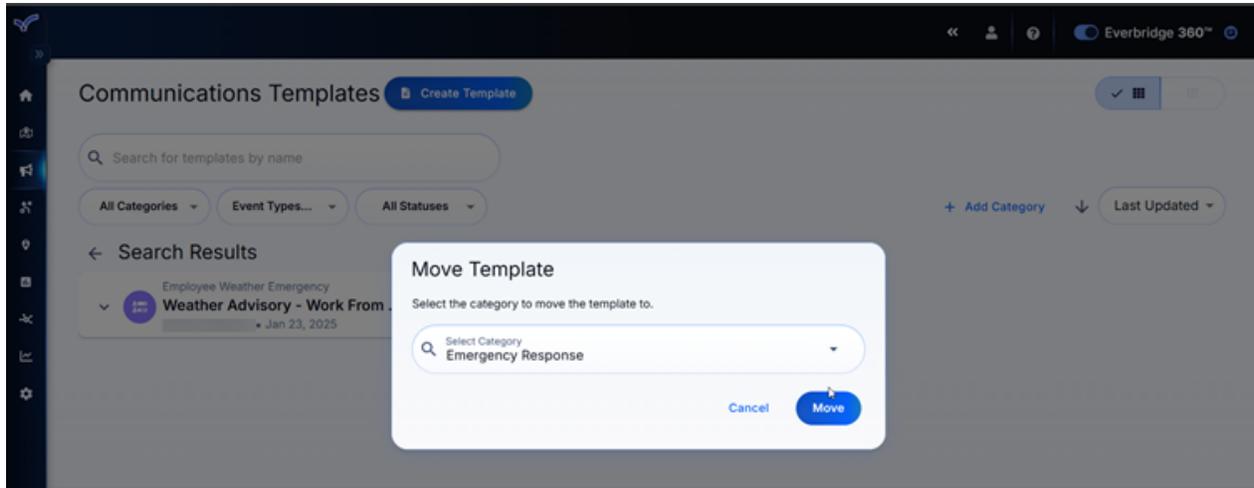


Moving a Template

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

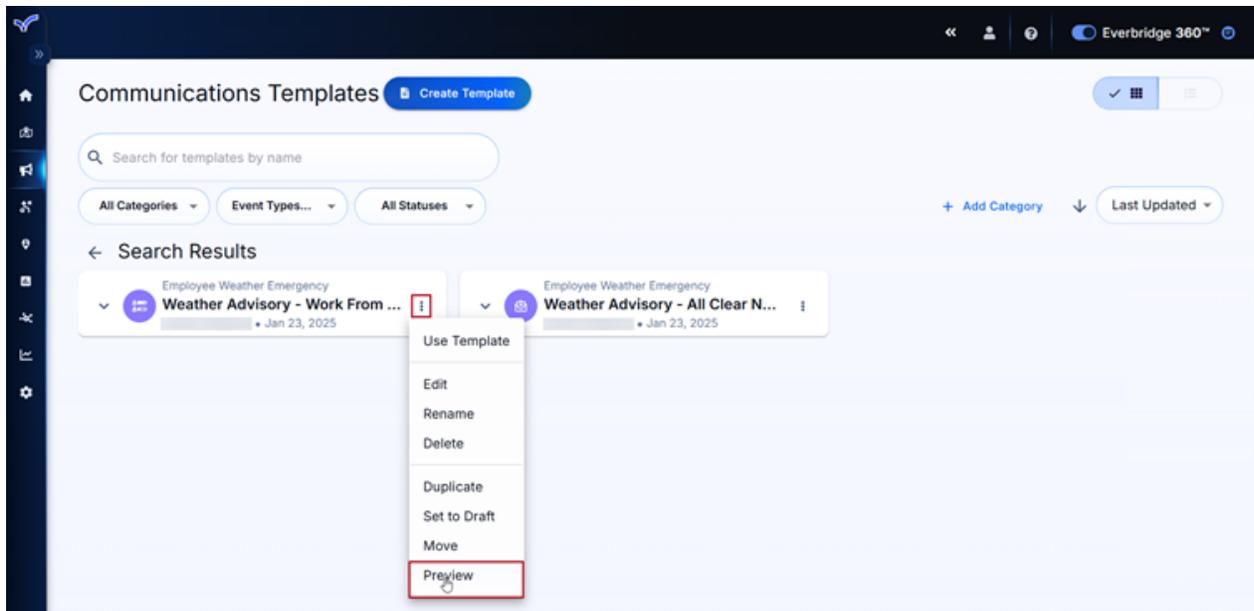


The **Move Template** modal will appear, prompting the user to select the Category to which they want to move the template. Choose the Category from the dropdown and click **Move**.



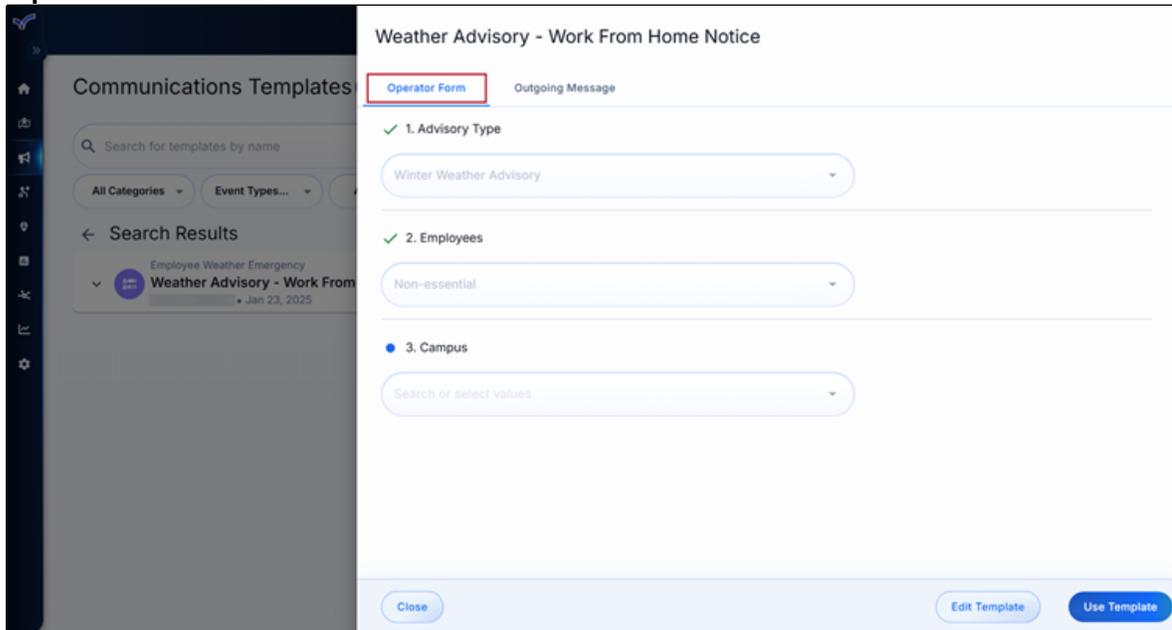
Previewing a Template

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

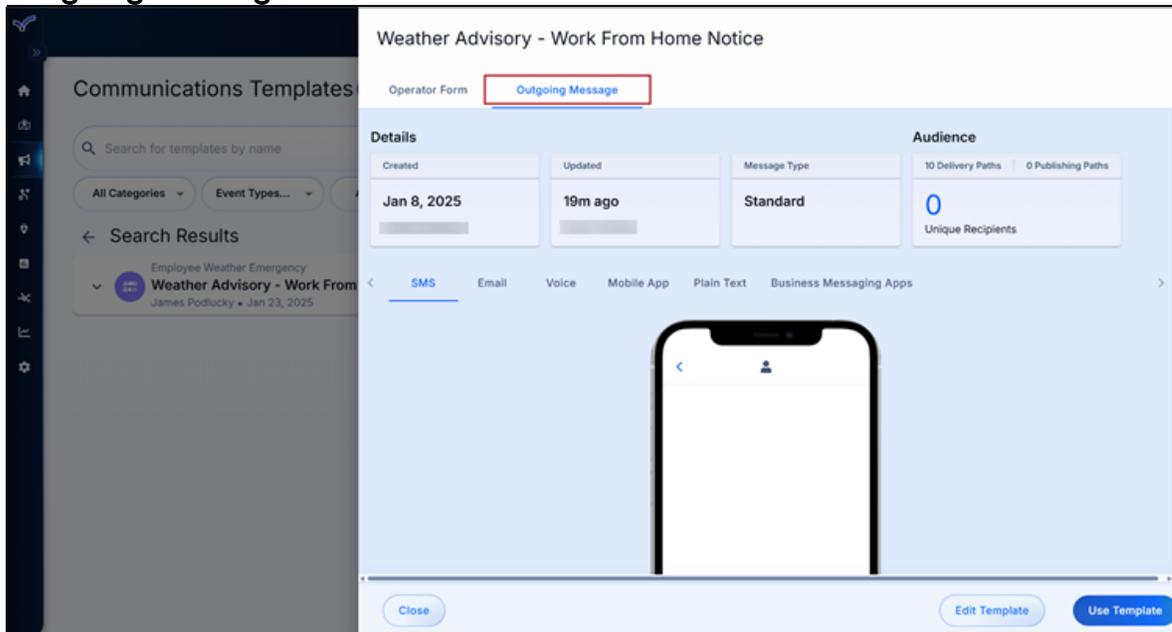


The Preview modal will appear with two tabs:

- Operator Form



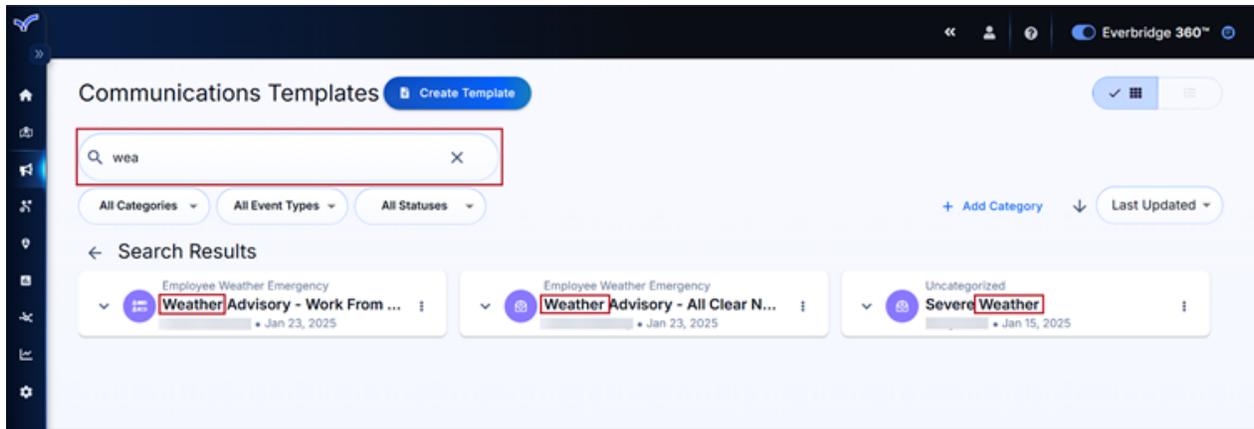
- Outgoing Message



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.



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

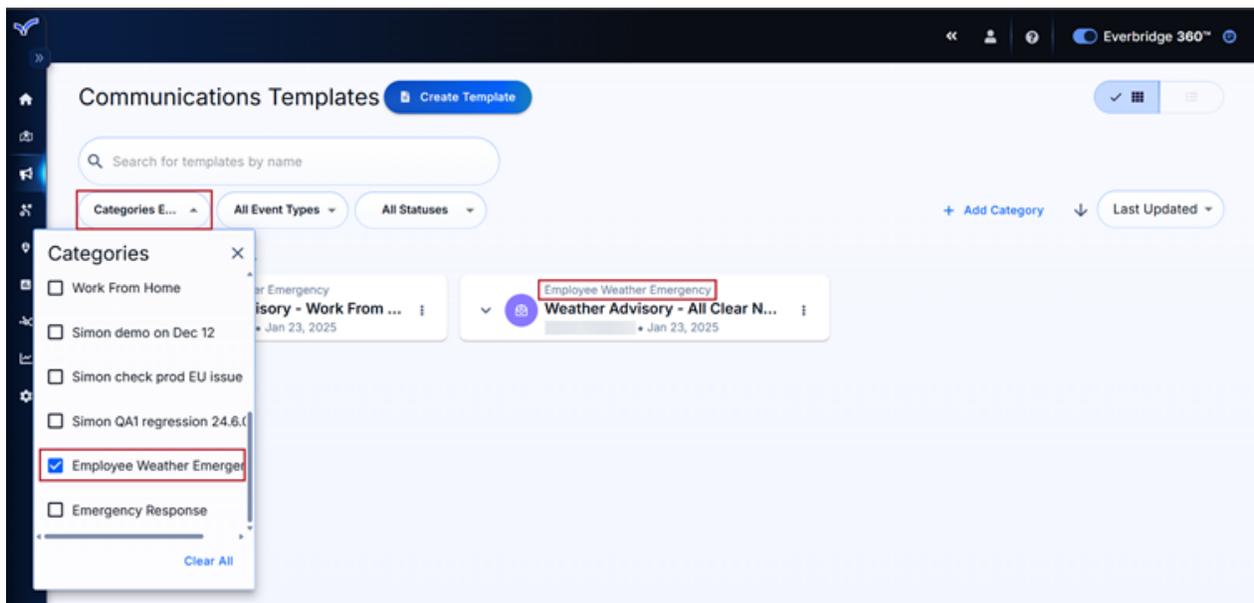
Filtering Templates

The template library can be filtered by the following attributes:

- Category
- Event Type
- Status

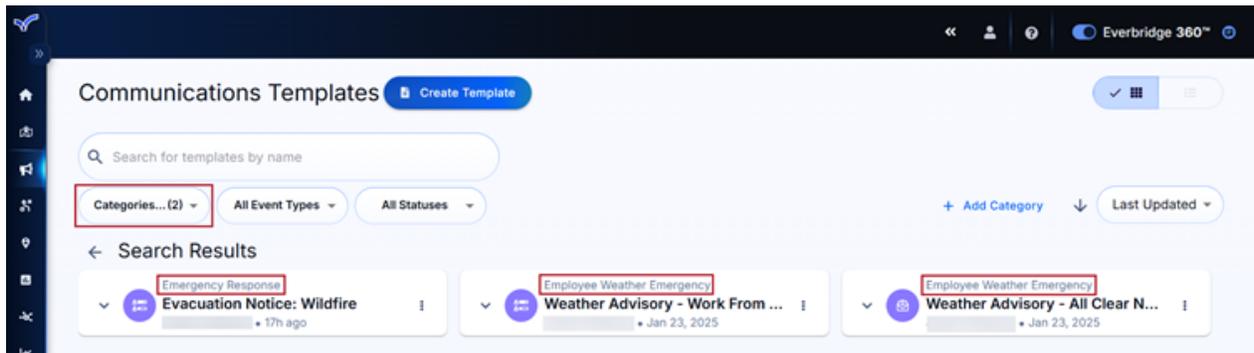
Filtering by Category

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



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

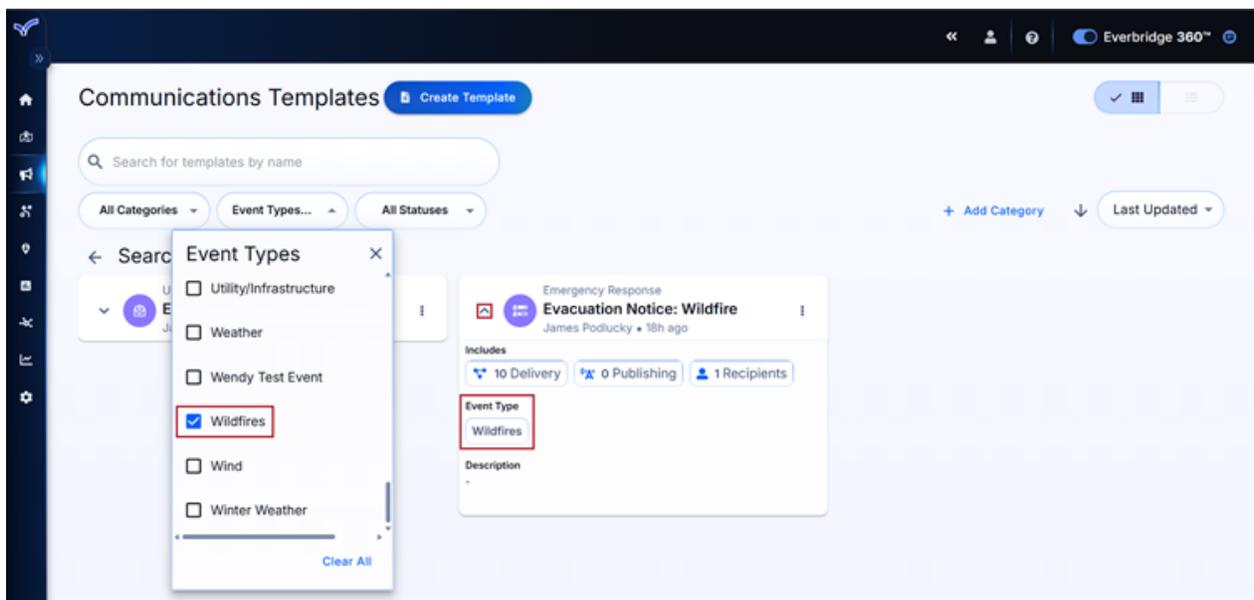
image below, the filters for the Emergency Response and Employee Weather Emergency Categories are applied.



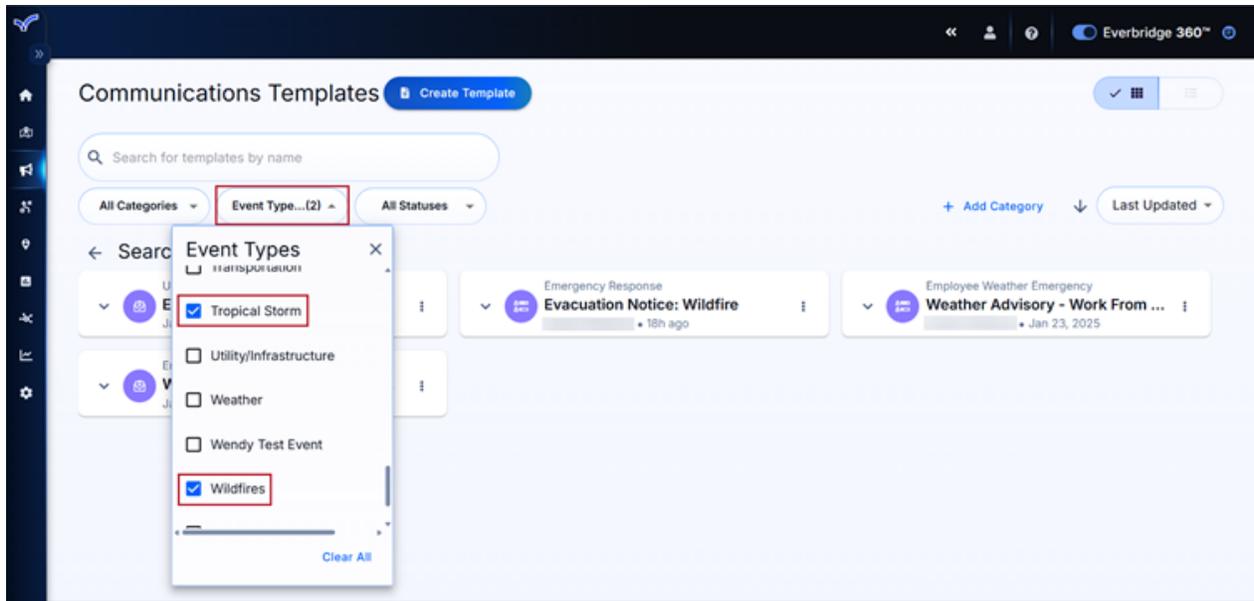
Click **Clear All** at the bottom of the filter dropdown to remove the filters.

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.



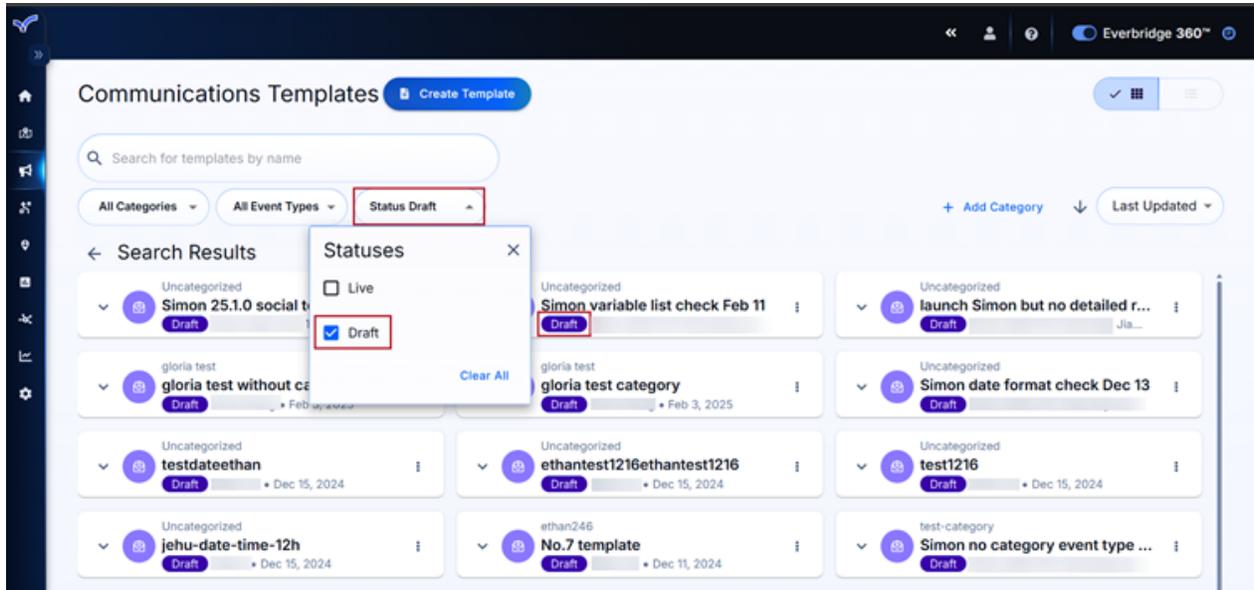
Multiple Event Types can be selected at once. When the Event Type filter is applied, the dropdown will show the number of applied Event Types. For example, in the image below, the filters for the Wildfires and Tropical Storm Event Types are applied.



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.



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.

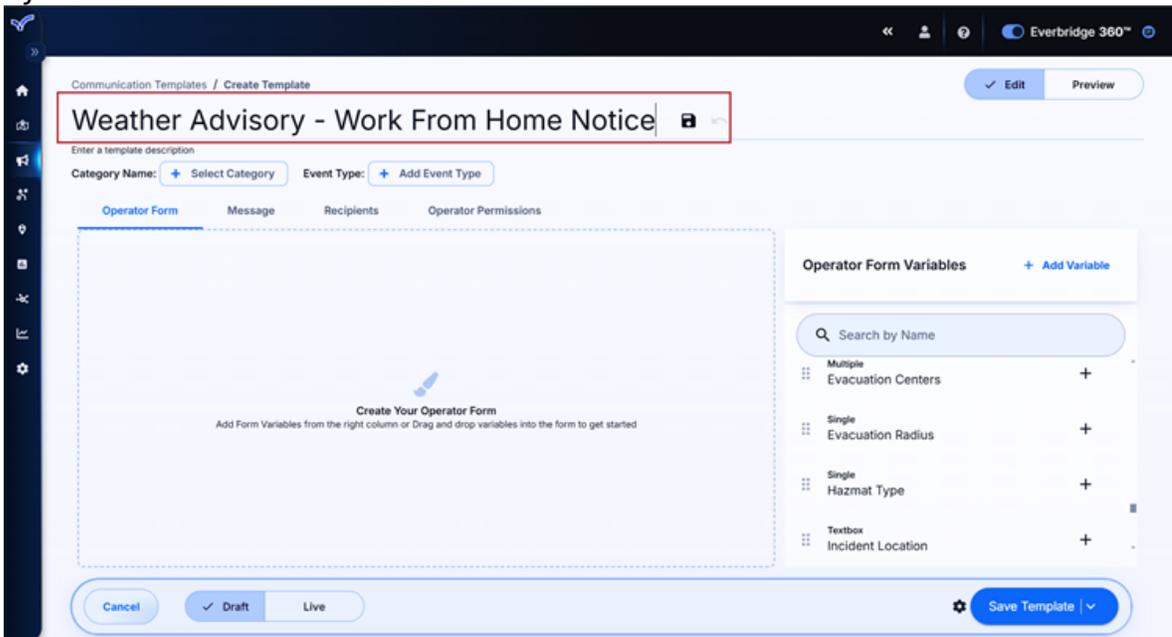
NOTE: This functionality is currently only available to customers who have been onboarded directly into Everbridge 360 Communications. It will be offered to customers using Mass Notification and Incident Communications in the future.

To create a Communications template:

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

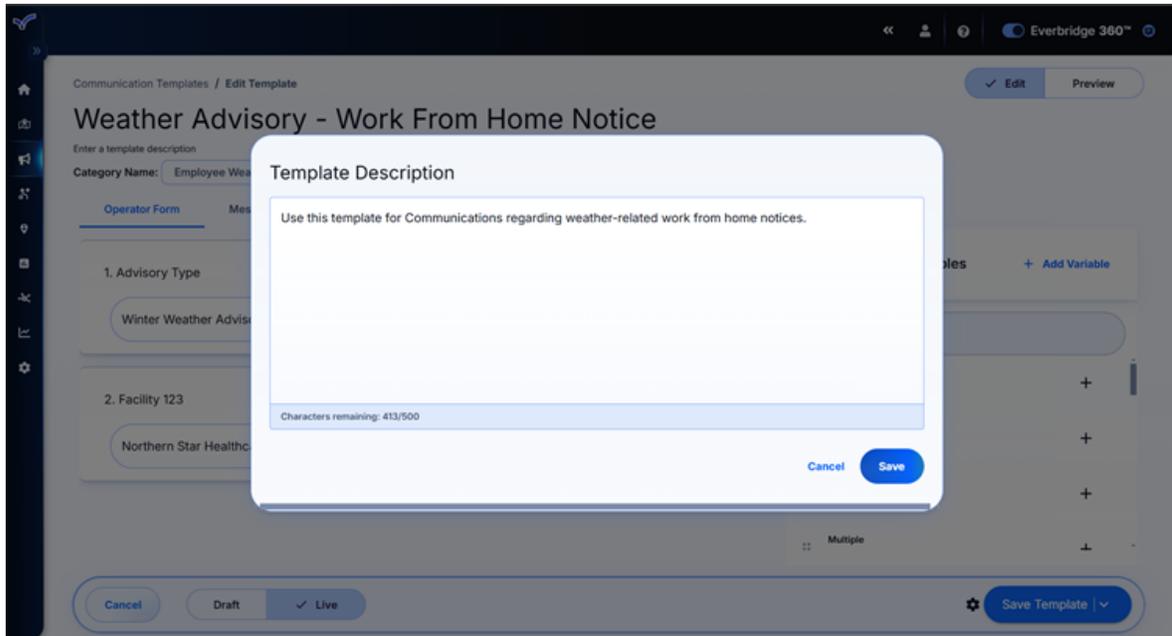


2. Enter a template name to be used for identification, organization, and retrieval. It must be 100 characters or less in length and unique within the system.



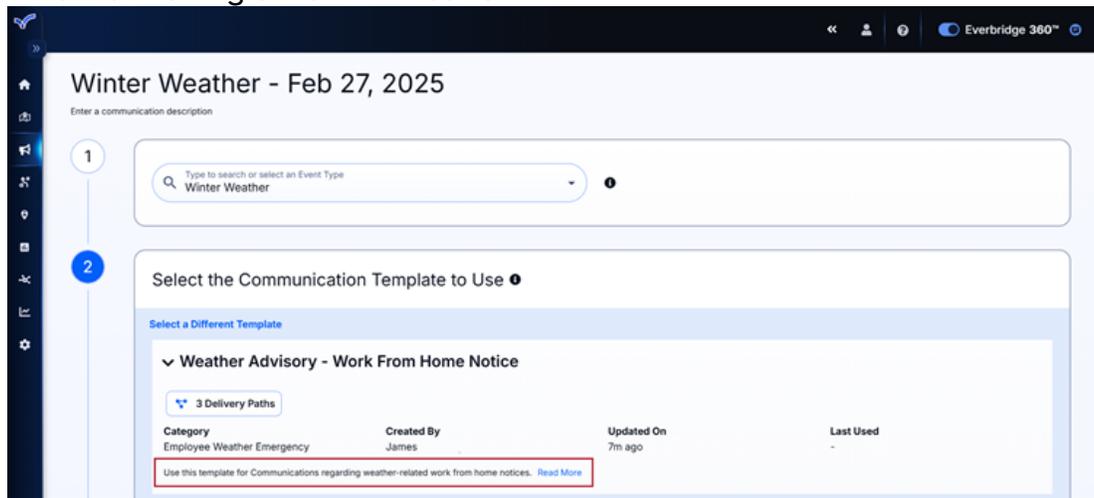
3. Click **Enter a template description** to add a description of the template to assist with appropriate usage for specific use cases. The description must be

500 characters or less.

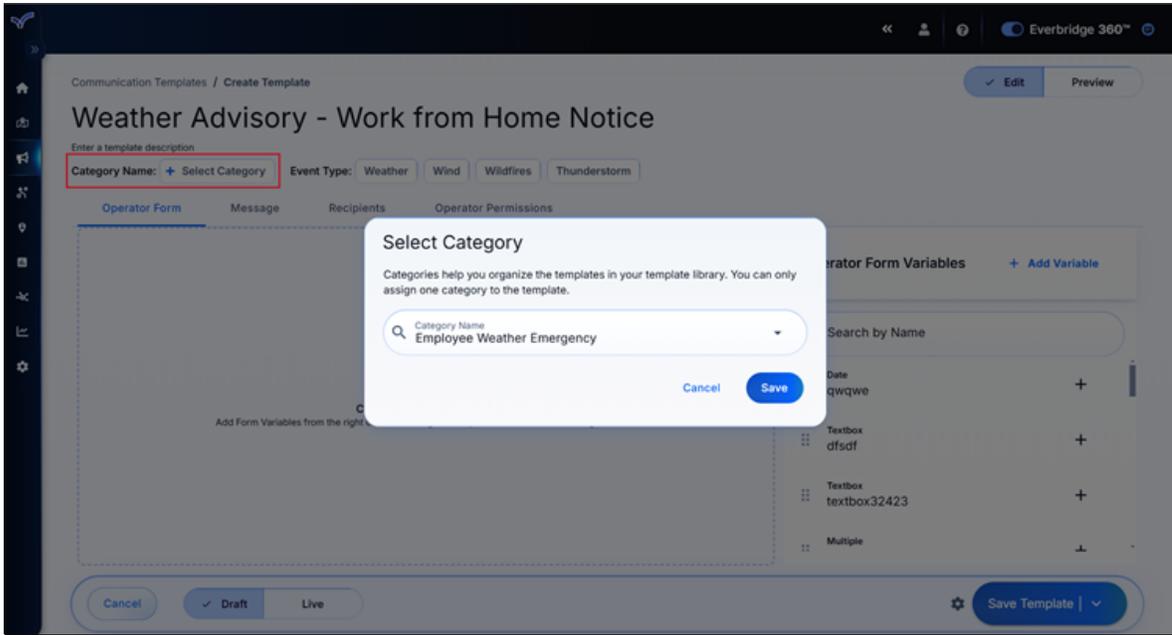


Click **Save**.

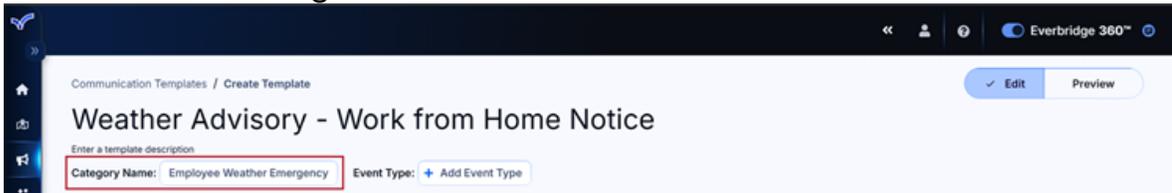
- Once the template itself has been saved, this description will be displayed for the operators' convenience during template selection when launching a Communication.



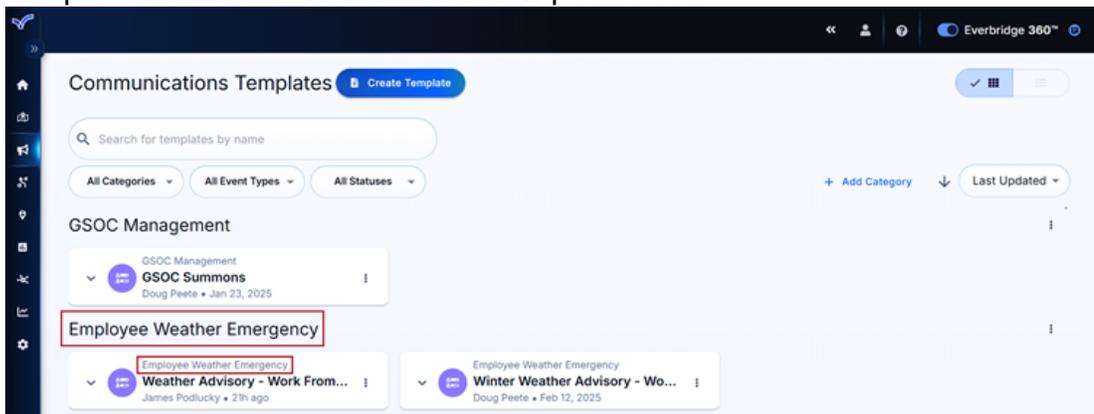
4. Optionally, click **Select Category** to choose the most appropriate Category for this template and click **Save**. Templates with assigned Categories will be grouped within their respective Category in the template library, while templates without a Category will automatically appear in the **Uncategorized**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

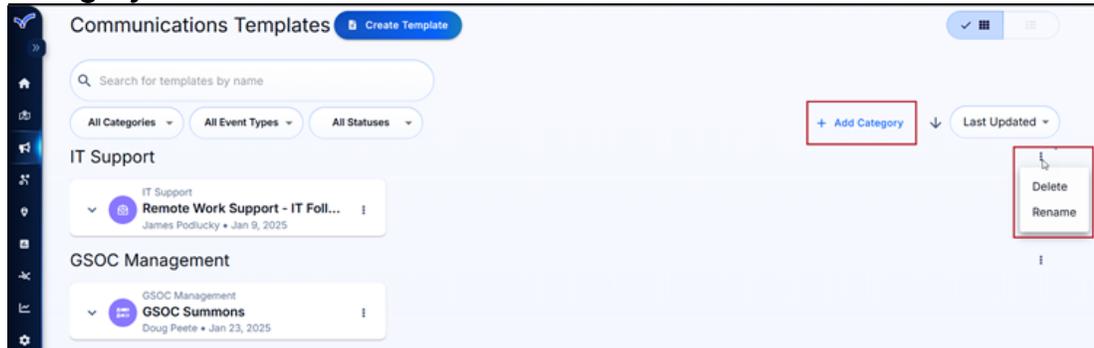


- Once the template is saved, Categories will appear in the Communications Templates Library as sections, as well as above the template name on the individual template tiles.



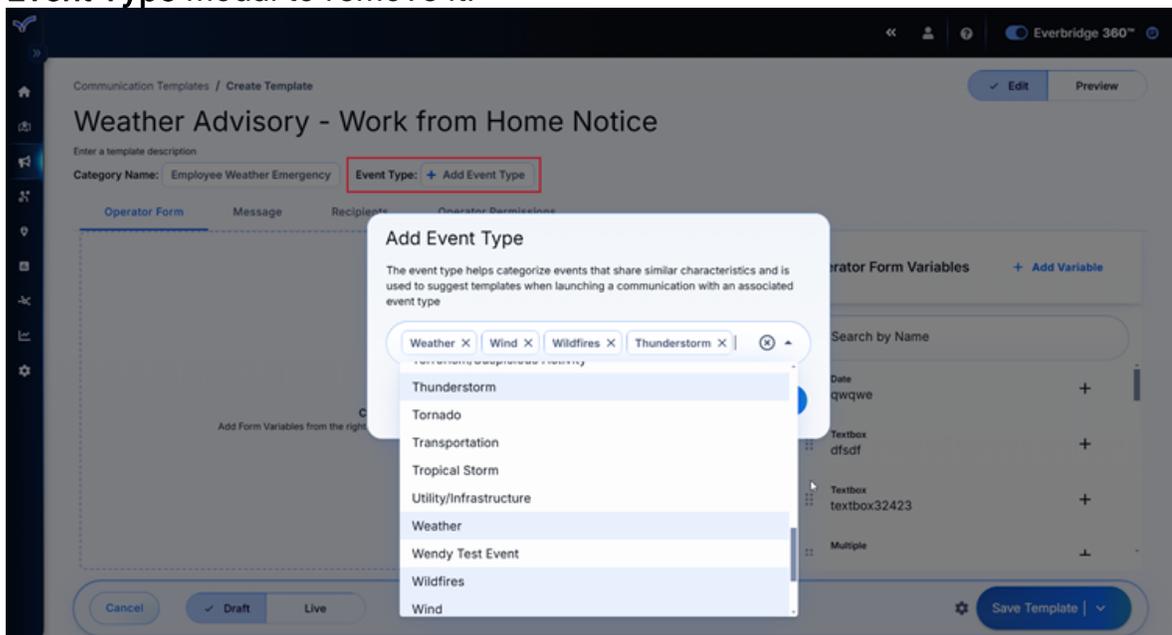
- Categories can be viewed, renamed, or deleted from the Communications Templates library by clicking the kebab menu icon for the desired Category. Note that when a Category is deleted, all of its templates will be moved to **Uncategorized**.
- A Communication template can only be assigned one Category.

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

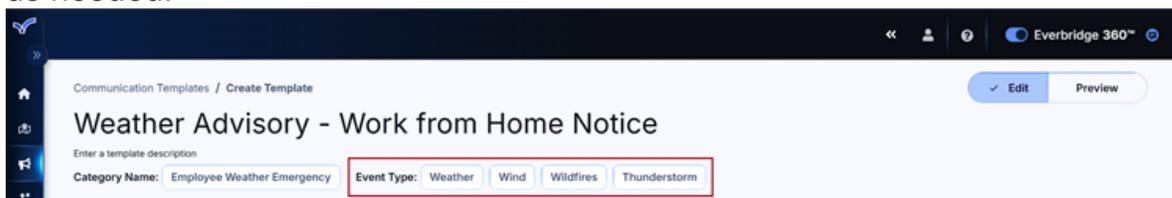


5. If desired, click **Add Event Type** to assign an Event Type to this template from the dropdown menu, which will later be used to suggest templates when launching a Communication with the associated Event Type. There's no limit to the amount of Event Types that can be assigned to a template.

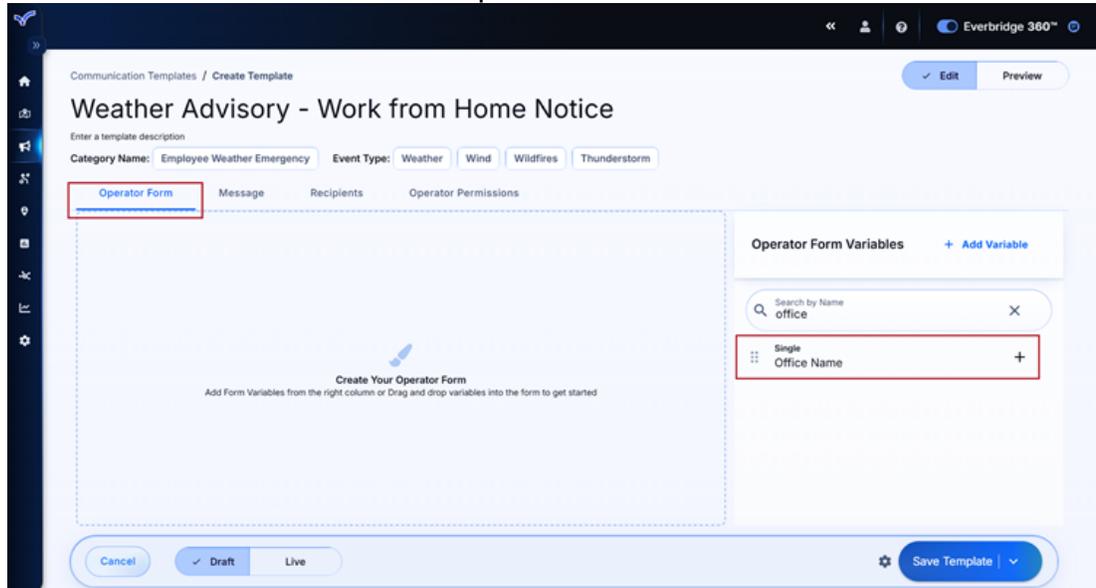
If an Event Type was included by mistake, click the X on its chip in the **Add Event Type** modal to remove it.



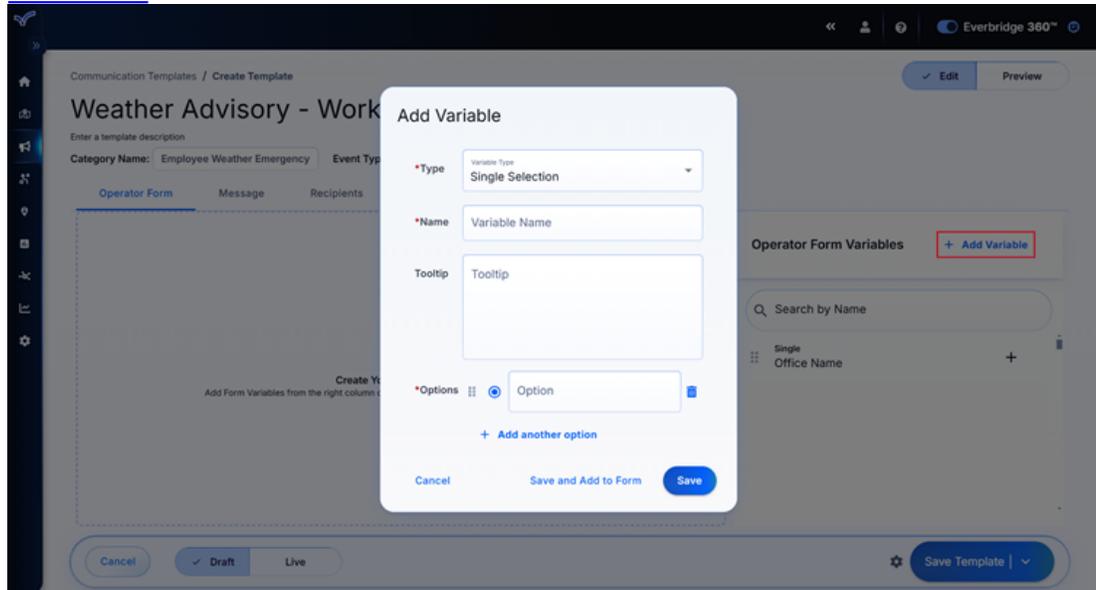
After clicking **Save** in this modal, the selected Event Types will populate beneath the Communication's title. Click on them to edit the selections again as needed.



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 [Creating Communications Variables](#) for more details.



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

◦ Single Selection

Add Variable

***Type** Variable Type
Single Selection

***Name**

Tooltip

***Options**

- 🗑️
- 🗑️
- 🗑️

+ Add another option

Cancel
Save and Add to Form
Save

◦ Multiple Selection

Add Variable

***Type** Variable Type
Multiple Selection

***Name**

Tooltip

***Options**

- 🗑️
- 🗑️
- 🗑️

+ Add another option

Cancel
Save and Add to Form
Save

- Text Box

Add Variable

***Type** Variable Type
Text Box

***Name** Variable Name

Tooltip Tooltip

***Limit** 1
1 - 399 Characters

Cancel Save and Add to Form Save

- Textarea

Add Variable

***Type** Variable Type
Textarea

***Name** Variable Name

Tooltip Tooltip

***Limit** 100
100 - 50,000 Characters

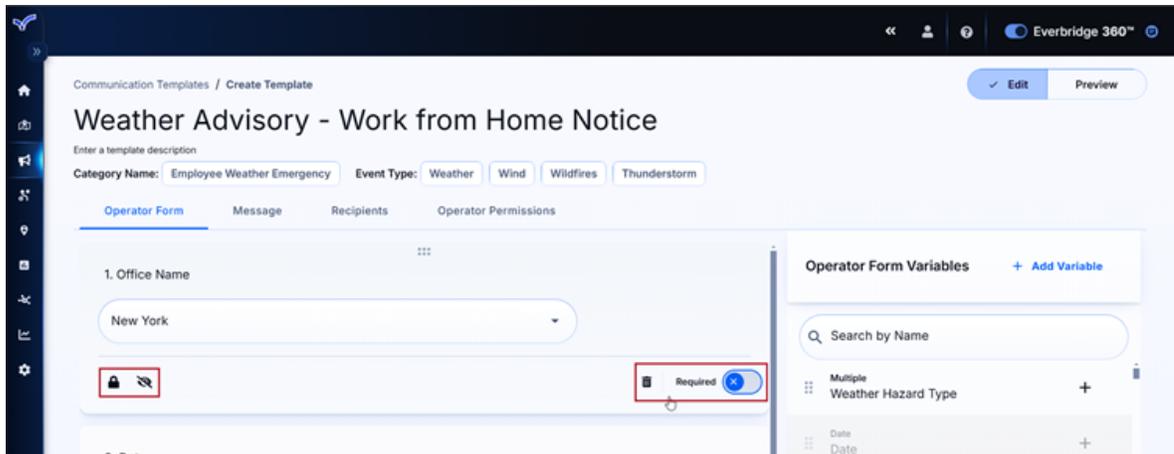
Cancel Save and Add to Form Save

◦ Date

- **NOTE:** Clicking **Save** will only add the variable to the Variable Library.

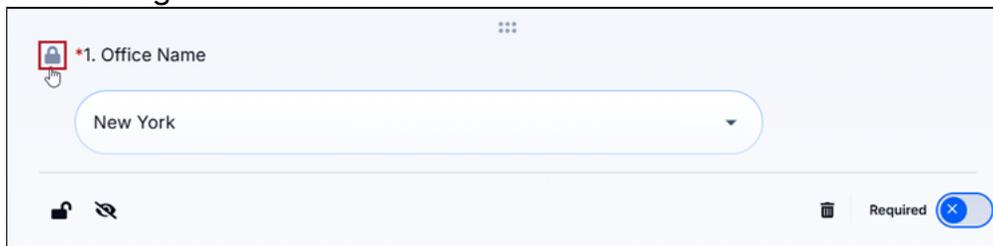
7. Once a variables have been added, if desired, select a response to set it as a predefined value to be used during the Communication launch.

Hover over a variable to reveal additional actions.



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.

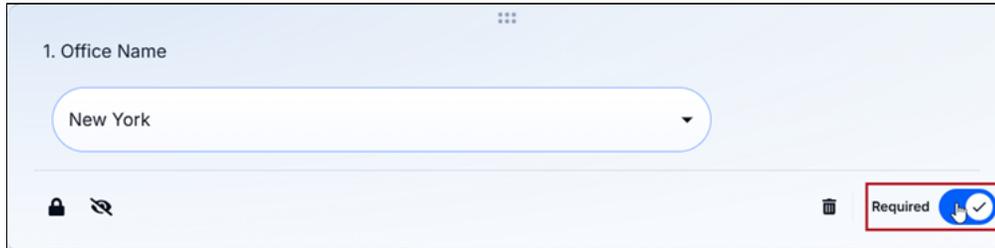


- **Hide Variable** - If a specific variable value has been defined, the value will be hidden in the Operator Form during launch but still appear in the sent Communication. Once applied, the **Hidden** icon will appear next to the variable's name. Click the **Show Variable** icon below to show it again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

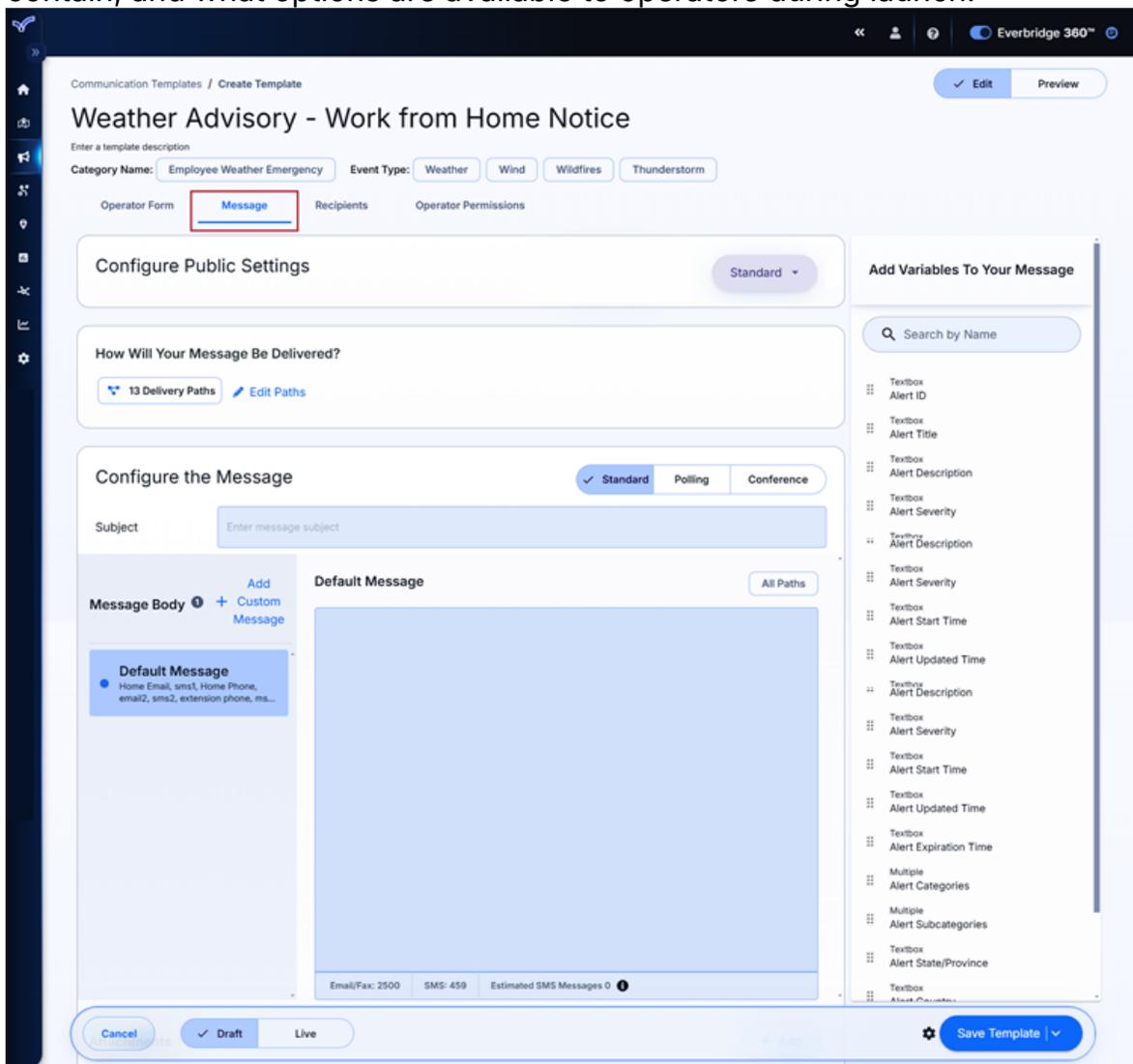


- **Delete Variable** - Removes the variable from the form. It can be added again as needed.

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



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.



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



Choose paths from the following Delivery Methods:

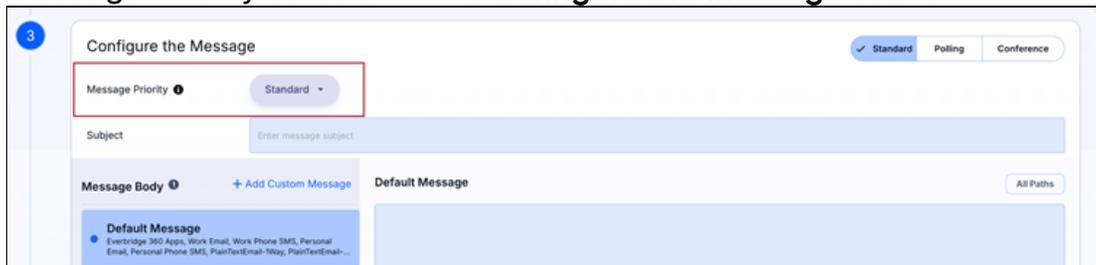
- SMS
- Email
- Voice
- Mobile App
- Plain Text
- Business Management apps

- The bottom section displays available Publishing Paths.



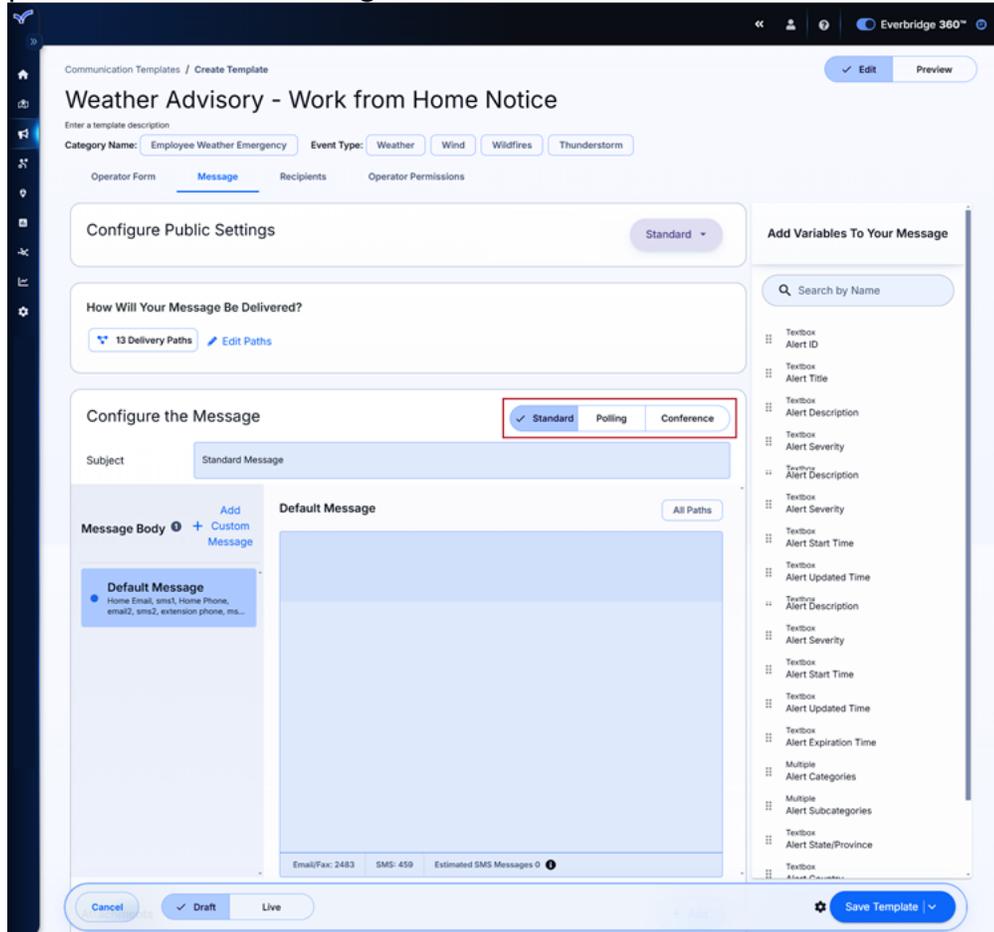
Choose paths from the following Publishing Methods:

- 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.



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.



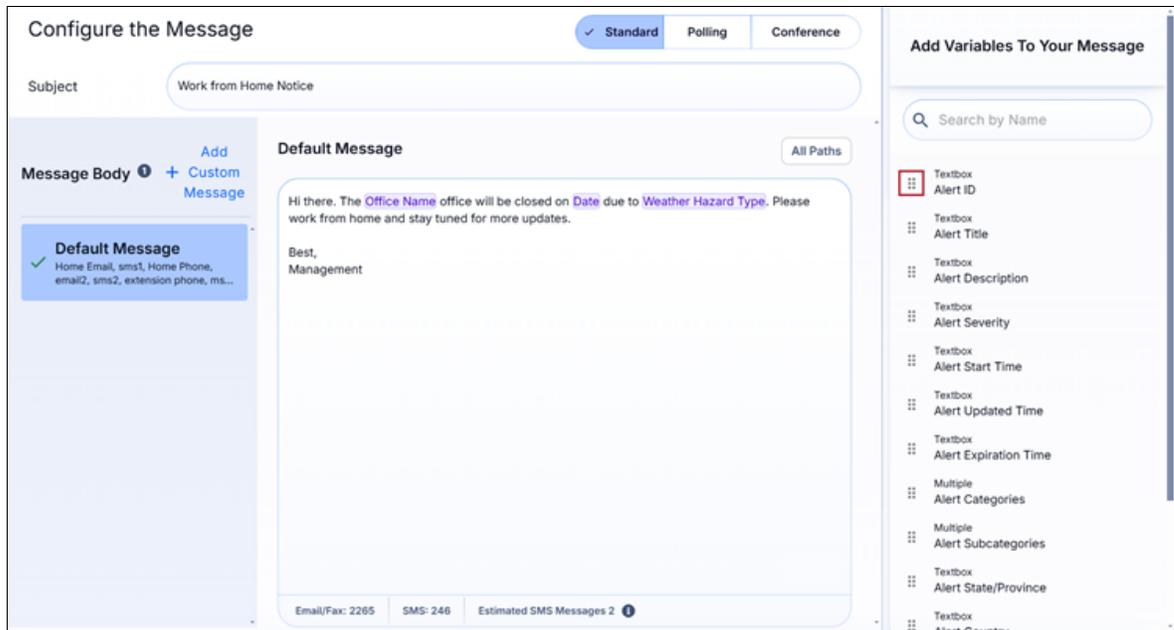
- **Polling Message Type** - Use this option to send a Polling Notification by adding as many Poll Responses as needed. Poll Responses are the answer options for your poll question, which is entered in the Notification body as well as the Notification Reports. Recipients can

select only one response.

- 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.

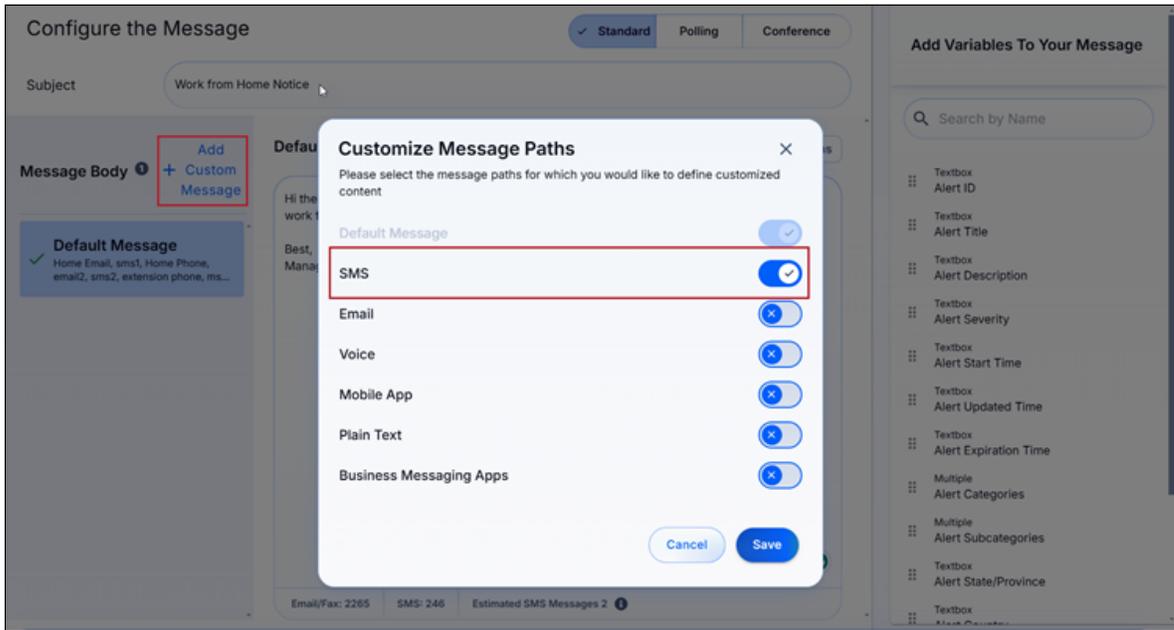
10. Enter the desired message in the **Default Message** field and drag the desired variables into place as needed. The included variables will appear in the message box in purple.



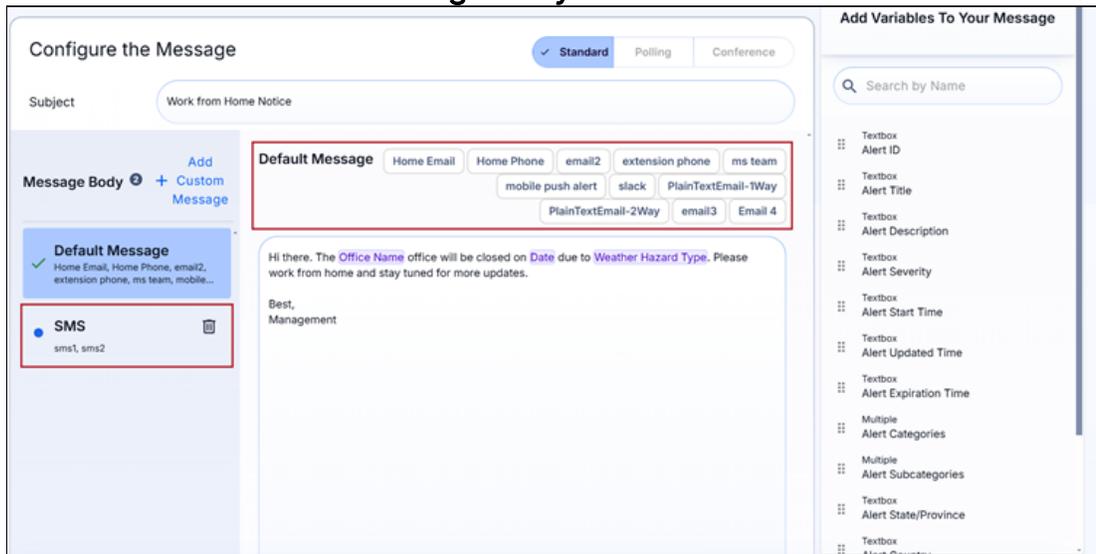
Keep the following conventions in mind when crafting a Standard type Default Message:

- 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

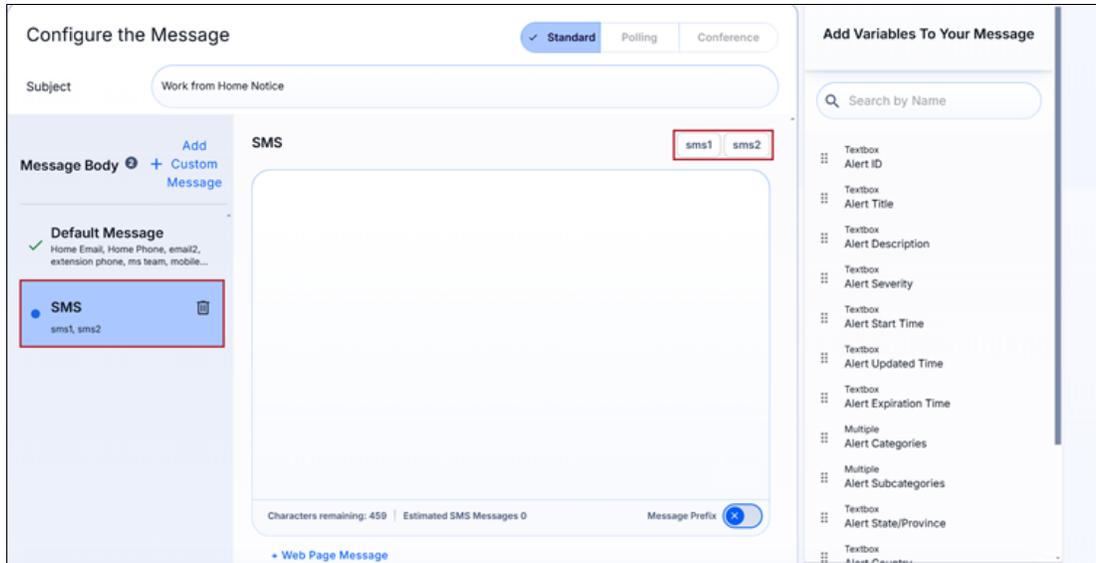
click **Save**.



- 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.



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

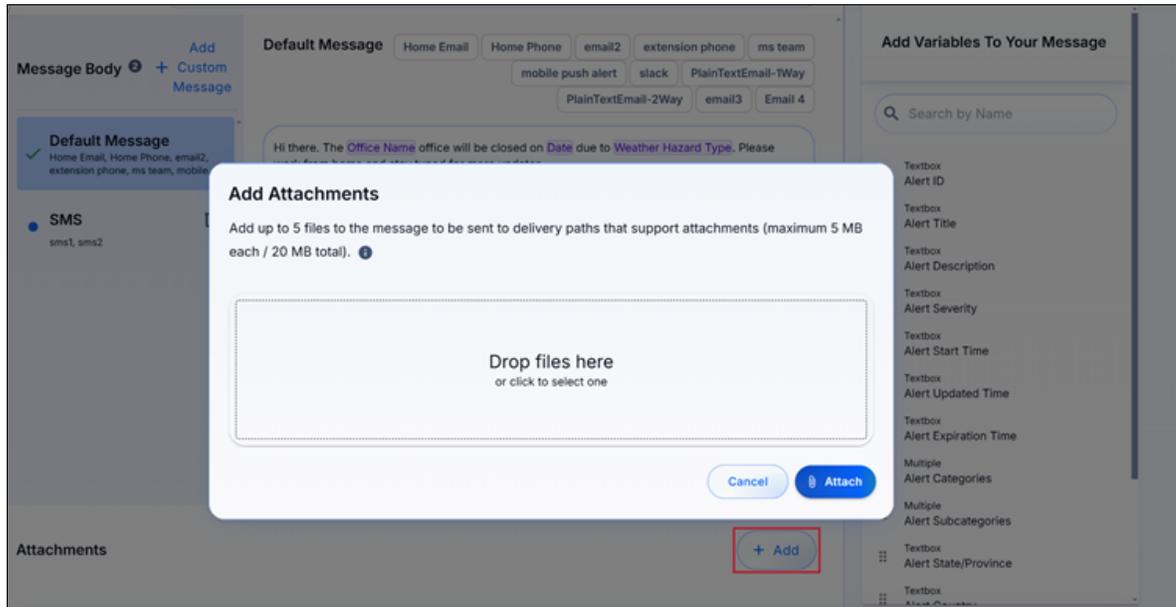


Repeat this process as needed for each path that needs a custom message.

- Paths can be removed by clicking the trash icon next to their name from the **Message Body** section.

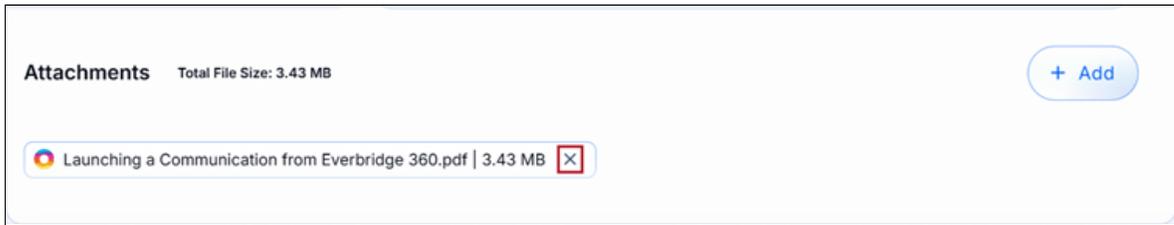
12. Continue to the **Attachments** section and click the **Add** button to upload up to five attachments to be sent via supported message paths. Files can either be selected by browsing the device or by being dragged and dropped into the modal. Individual files can be up to 5MB each for a maximum of 20 MB per template.

Click **Attach** once the files are selected.

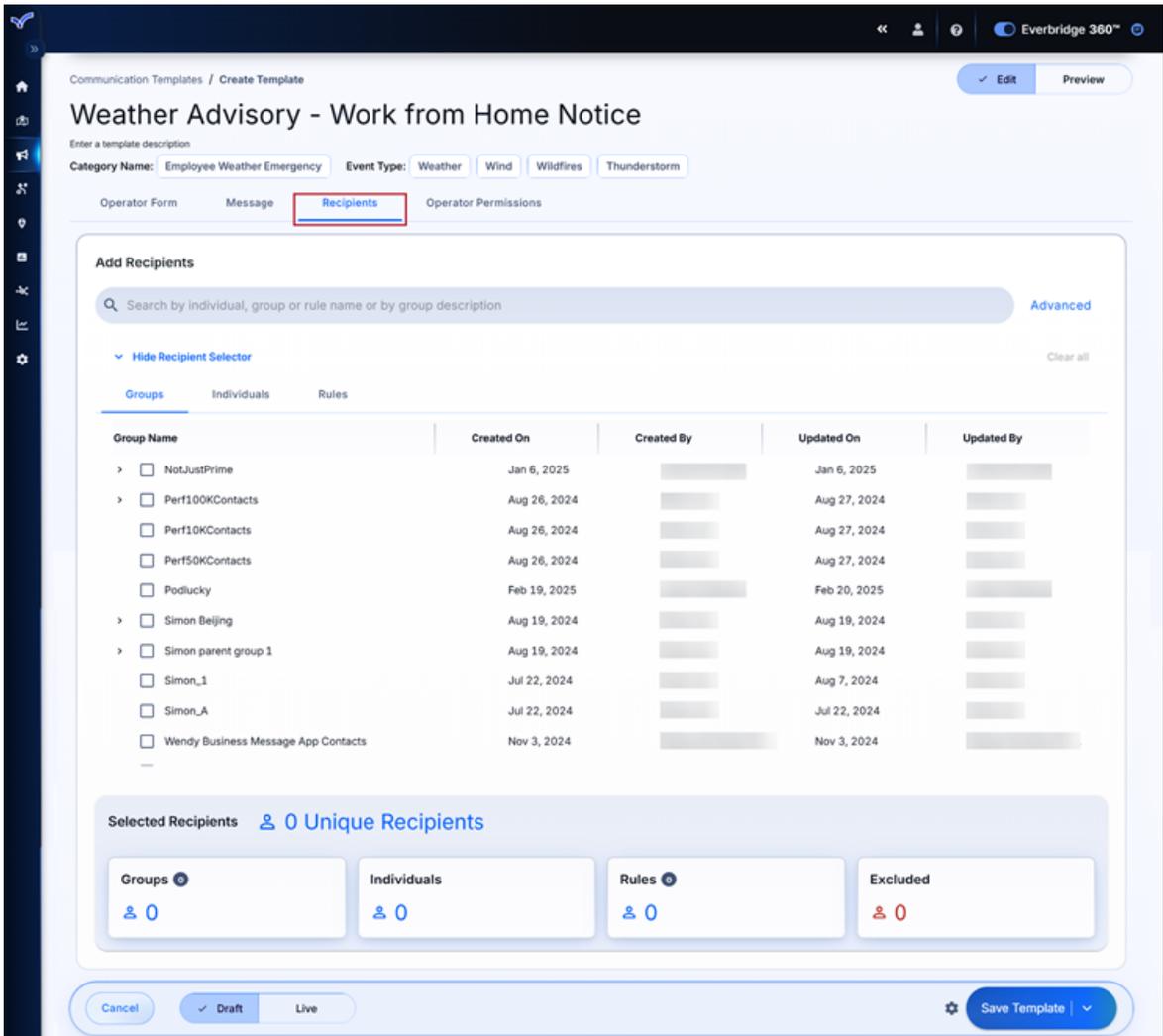


Once attached, the files will populate under the **Attachments** header. If needed, click the **X** next to the file to remove it from the message, or click

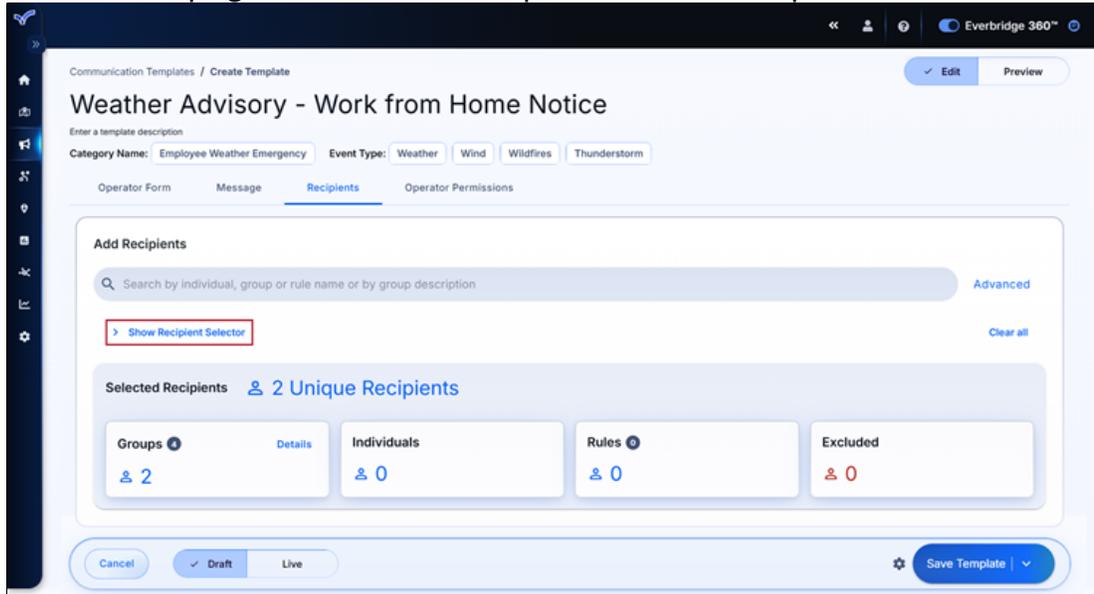
Add to attach more files.



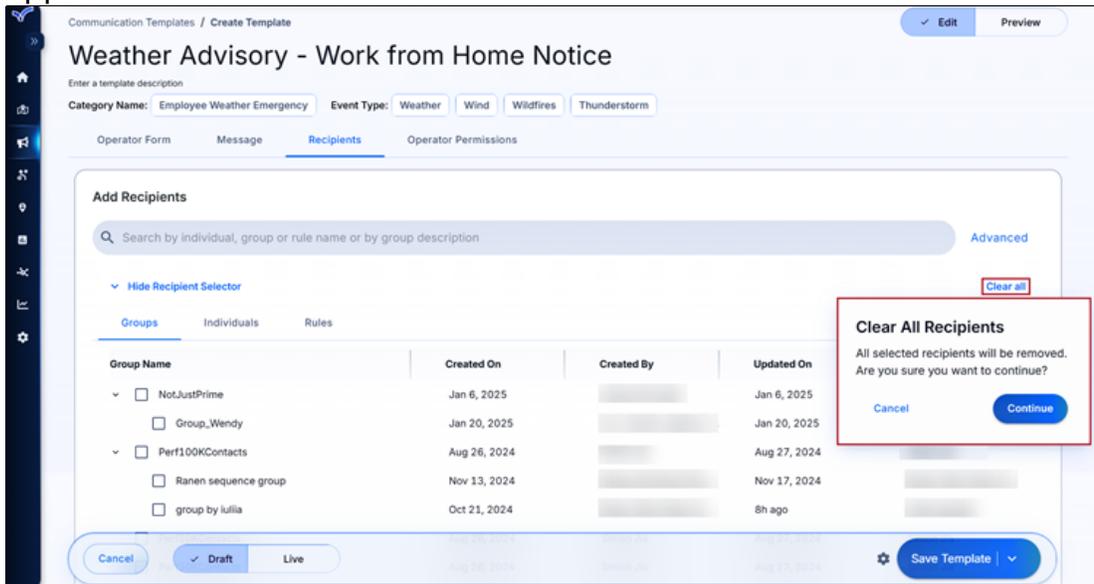
- After the **Message** tab is finished, click the **Recipients** tab to select recipients via Groups, Individuals, and/or Rules. This selection process mirrors that of [Step 5: Recipient Management](#) of the Launch Communication workflow, so refer to that section for more details.



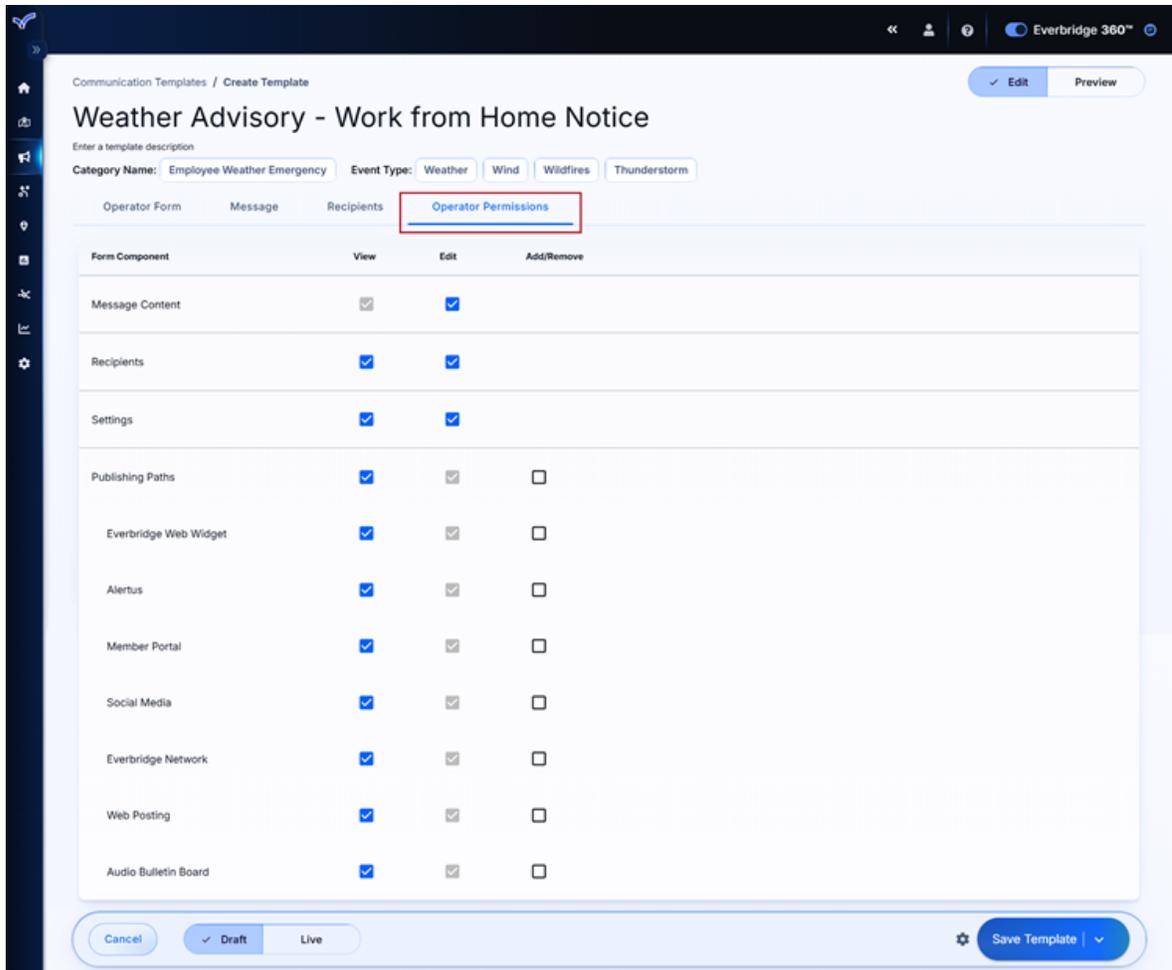
- If desired, click the **Show** or **Hide Recipient Selector** to customize the view of this page to reveal or collapse the list of recipients.



- 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.



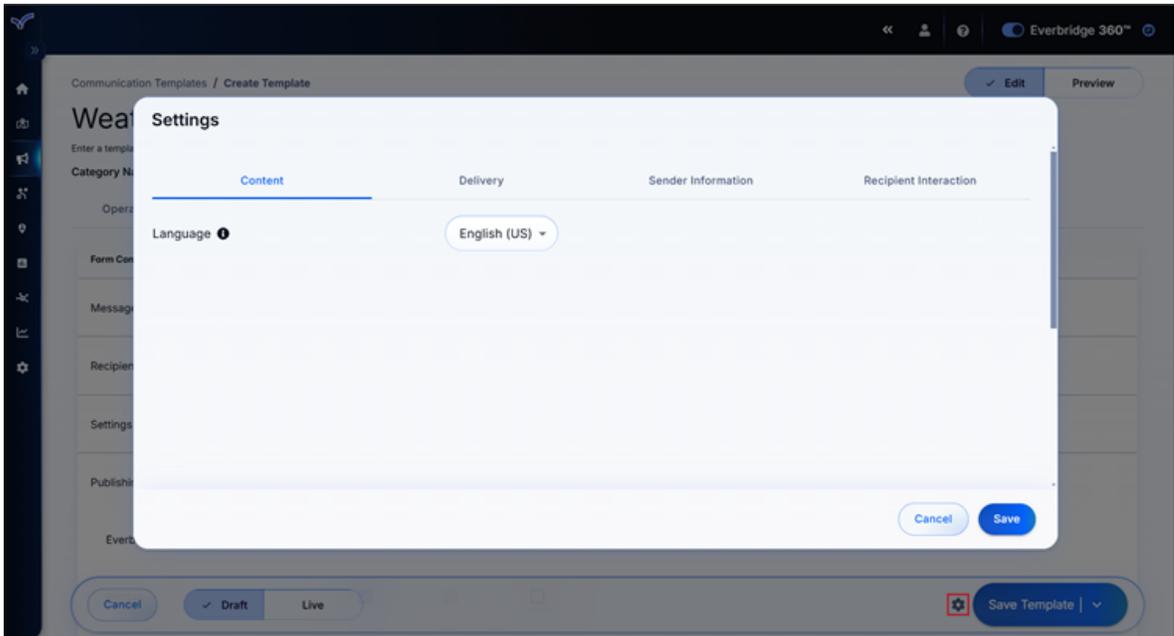
14. Click the **Operator Permissions** tab to configure and control what operators can view and edit when using this template to launch Communications.



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 [Step 6: Settings](#) of the Launch Communication flow, so

refer there for more details.



- 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.



17. Click **Save Template**. Optionally, click the downward arrow on the **Save Template** button to save and duplicate this template.

