



Interface Control Document

RedSky E911 Cloud Solutions and Incident Communications Integration

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Revision History

Date	Version	Revision	Made By
01/04/2022	0.1	Initial Draft	Katrina Vlasich
01/05/2022	0.2	Made pre-requisites into a “Requirements” section; expanded on what is now Section 2.1, the “Access to Incident Communications API” section; updated what is now Section 1.3, the “Emergency Call Incidents” section; added a TOC.	Katrina Vlasich
01/06/2023	0.3	Generalized reference to the product, moved the TOC to before the Introduction section, rewrote the Access to Incident Communications API section, and updated the screenshots of Admin Portal to reflect a title change.	Katrina Vlasich
01/09/2023	1.0	Approved version of the document.	Katrina Vlasich

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Introduction

RedSky's E911 Cloud Solutions, E911 Anywhere® and Horizon Mobility®, have been integrated with Everbridge's Incident Communications feature. This integration allows RedSky's E911 Cloud Solutions to act as an Incident Communications Operator, via the Incident Communications API, and launch an Incident when an emergency call is made. The call details will be mapped to pre-provisioned variables created for an organization automatically when the provided Emergency Call Incident Template is imported.

1 Requirements

To complete the integration steps outlined below, some prerequisites must be met:

1. The organization is licensed for an Everbridge solution which includes the Incident Communications feature.
2. The organization has been onboarded onto the E911 Anywhere®/Horizon Mobility® platform and has an Enhanced Notifications license.

2 Incident Communications API Information

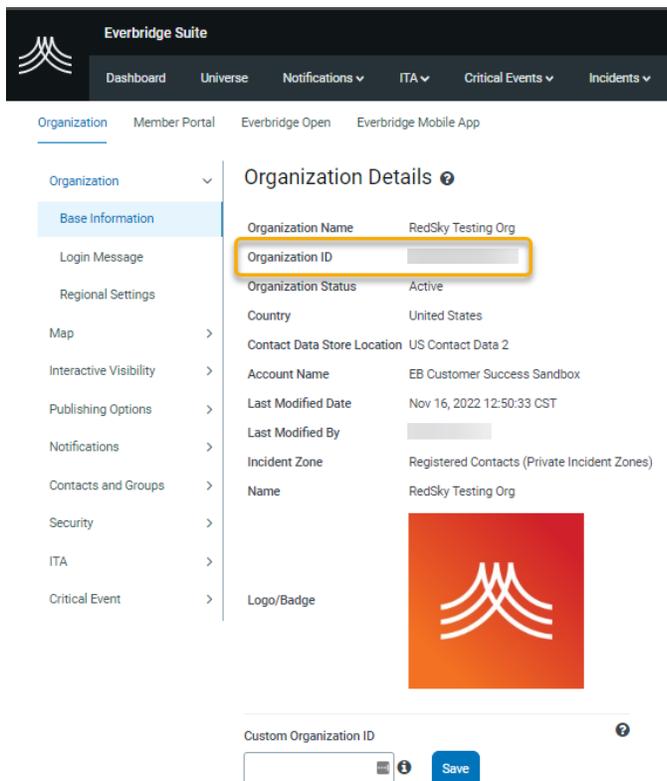
2.1 Access to Incident Communications API

A user with the role of Incident Operator and enabled for API access must be provisioned. Once the user has been provisioned, the API Access Key and Secret Access Key must be associated with user.

The API Access Key and Secret Access Key will be needed in a subsequent step.

2.2 Organization ID

Make note of the *Organization ID*, found on Manager Portal under *Settings* → *Organization* → *Base Information*. This information will be required for integration in a later step. For example:

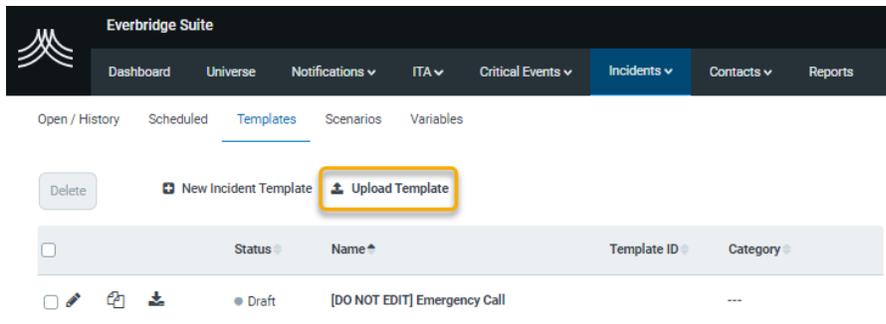


The screenshot shows the Everbridge Suite Manager Portal interface. The top navigation bar includes 'Dashboard', 'Universe', 'Notifications', 'ITA', 'Critical Events', and 'Incidents'. The left sidebar lists various settings categories, with 'Organization' selected. The main content area displays 'Organization Details' for 'RedSky Testing Org'. The 'Organization ID' field is highlighted with a yellow box. Below the details, there is a 'Custom Organization ID' input field and a 'Save' button.

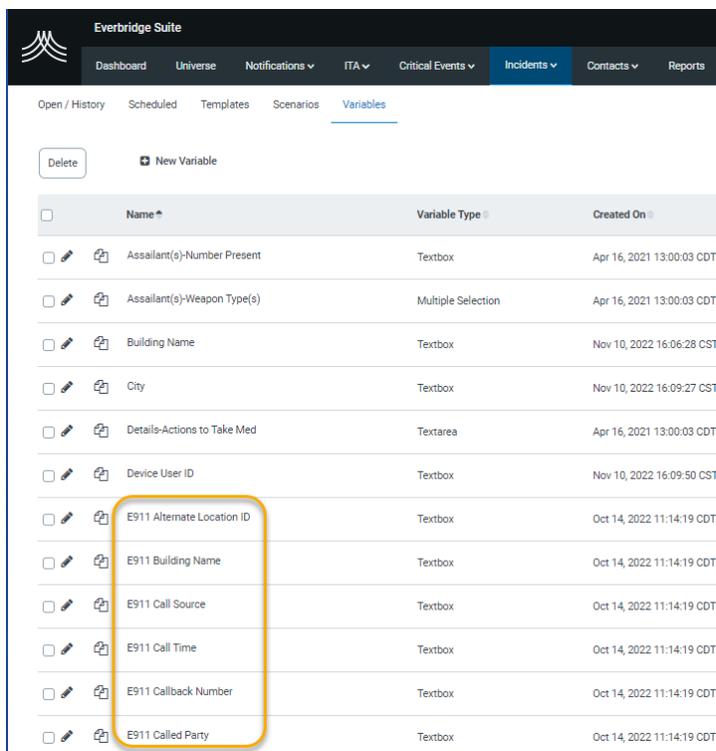
Field	Value
Organization Name	RedSky Testing Org
Organization ID	[Redacted]
Organization Status	Active
Country	United States
Contact Data Store Location	US Contact Data 2
Account Name	EB Customer Success Sandbox
Last Modified Date	Nov 16, 2022 12:50:33 CST
Last Modified By	[Redacted]
Incident Zone	Registered Contacts (Private Incident Zones)
Name	RedSky Testing Org

2.3 Import the Emergency Call Incident Template

Upload the *Emergency Call* Incident Template, supplied by RedSky, via the Manager Portal. This will create an Incident Template, to be used for emergency calls, and the variables that map to various call information data, which will be sent from E911 Anywhere®/Horizon Mobility® when an emergency call is placed.



The Incident Communications variables that are imported as part of the *Emergency Call* template will be pre-pended with “E911” to make them easy to identify (e.g., *E911 Called Party*, *E911 Phone Number*, *E911 Location Name*).



2.4 Customization of the Emergency Call Incident Template

Important considerations:

- The provided, default *Emergency Call* Incident Template has every E911 variable selected. If a variable does not pertain to an organization, based its configuration on E911 Anywhere®/Horizon Mobility®, it can be removed from the Operator’s Form of the template. For example:

Incidents > Incident Templates

Edit Incident Template [Return to Template List](#)

* Name: Draft Live

Category: Template ID: ITA Process:

[New](#) | [Updated](#) | [Closed](#) | [MANAGE](#)

Form & Message

Publishing Options

Contacts

Settings

Permissions

SEARCH THE INFORMATION YOU WANT TO COLLECT:

Req New Variable

Req	Variable Name
<input type="checkbox"/>	City
<input type="checkbox"/>	Details-Actions to Take Med
<input checked="" type="checkbox"/>	E911 Alternate Location ID
<input checked="" type="checkbox"/>	E911 Building Name
<input checked="" type="checkbox"/>	E911 Call Source
<input checked="" type="checkbox"/>	E911 Call Time
<input checked="" type="checkbox"/>	E911 Callback Number
<input checked="" type="checkbox"/>	E911 Called Party
<input checked="" type="checkbox"/>	E911 Caller Display Name
<input checked="" type="checkbox"/>	E911 City

PREVIEW & EDIT:
To add form fields, select variables at left. Drag them up or down to rearrange.

View: [Operator's Form](#) [Outgoing Message](#)

- E911 Called Party 260 characters remaining
- E911 Call Time 260 characters remaining
- E911 Phone Number 260 characters remaining
- E911 Location Name 260 characters remaining
- E911 Street Address 260 characters remaining
- E911 City 260 characters remaining
- E911 State/Province 260 characters remaining

- When customizing the template, do NOT set any of the imported variables as required. This will cause an incident to fail to launch if an emergency call does not include the required information. For example:

Incidents > Incident Templates

Edit Incident Template [Return to Template List](#)

* Name: Draft Live

Category: Template ID: ITA Pro

[New](#) | [Updated](#) | [Closed](#) | [MANAGE](#)

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SEARCH THE INFORMATION YOU WANT TO COLLECT:

Req

Req	Variable Name
<input type="checkbox"/>	City
<input type="checkbox"/>	Details-Actions to Take Med
<input checked="" type="checkbox"/>	E911 Alternate Location ID
<input checked="" type="checkbox"/>	E911 Building Name
<input checked="" type="checkbox"/>	E911 Call Source
<input checked="" type="checkbox"/>	E911 Call Time
<input checked="" type="checkbox"/>	E911 Callback Number
<input checked="" type="checkbox"/>	E911 Called Party
<input checked="" type="checkbox"/>	E911 Caller Display Name
<input checked="" type="checkbox"/>	E911 City

- RedSky suggests using Conditions to define what groups or contacts receive an incident communication when an emergency call is made. Using Conditions allows for various groups or contacts to be alerted to an emergency call based on a call’s location or other call information. For example:

Edit Incident Template [Return to Template List](#)

* Name: Draft Live

Category: Template ID: ITA Process:

New | Updated | Closed **MANAGE**

Form & Message
Publishing Options
Contacts
Settings
Permissions

CONTACTS
Response Quota: None Use Escalation Use Contact Batches

Enable the system to evaluate all the conditions for all levels

*ALWAYS SEND TO THESE CONTACTS

0 Individuals | **0** Groups | **0** Rules | **0** Map [Preview contacts](#)

INCIDENT RULE
Select contact whose individual/group attribute meets the incident variable value
Individuals: New Groups

CONDITIONS 1
If a condition is met, those contacts are used IN ADDITION TO your contact selections above.

Chicago Office

Name:

IF these incident criteria are met

E911 Building Name is equal to

Add Filter Search: is

THEN send to these contacts

*ALWAYS SEND TO THESE CONTACTS

1 Individuals | **0** Groups | **0** Rules | **0** Map [Preview contacts](#)

- RedSky strongly suggests creating a condition specific for test calls, whereby the *E911 Called Party* value should not equal ‘911’. This will assure only certain individuals or groups would receive notifications when test calls are made. This condition should precede other conditions in the order of processing. For example:

CONDITIONS 2
If a condition is met, those contacts are used IN ADDITION TO your contact selections above.

Multiple conditions are processed in the order below.
Only the first condition that matches operator/system inputs is used. (Drag up or down to change order)

TEST CALLS

Name:

IF these incident criteria are met

E911 Called Party is not equal to AND

Add Filter Search: is

THEN send to these contacts

*ALWAYS SEND TO THESE CONTACTS

1 Individuals | **0** Groups | **0** Rules | **0** Map [Preview contacts](#)

Chicago Office

- As a reminder, templates must have a delivery method(s) selected, or an incident will fail to launch when that template is used. For example:

Incidents > Incident Templates

Edit Incident Template [Return to Template List](#)

*Name: Draft Live

Category: Template ID: ITA Process:

MANAGE

Form & Message

Publishing Options

Contacts

Settings

Permissions

SETTINGS

View: **Default** | Condition

View: **Read-only** | **Edit**

* Sender E-Mail Display:

* Sender caller ID:

* Sender SMS ID:

* Request Confirmation: Yes No

* Delivery methods:

- Please select...
- Everbridge App
- Business Email
- Personal Email
- Business Text Msg
- Personal Text Msg
- Mobile Phone #1
- Mobile Phone #2
- Business Desk Phone
- Home Phone

> More options

- Make sure to set the Incident Template to 'Live'. If the Incident Template is in 'Draft' it will not be made available as a selection item in a later step.

2.5 Viewing Emergency Call Incidents

Incidents launched by the API User, when an emergency call is made, will appear in the *Open/History* page of the Incident Communications module on Manager Portal. For example:

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated	Closed On	Integration
» Closed	Live	[DRILL] An Emergency Call Was Made!	0d0h4m15s	Jan 04, 2023 14:58:08 CST	CEM API	Jan 04, 2023 15:02:23 CST	Jan 04, 2023 15:02:23 CST	

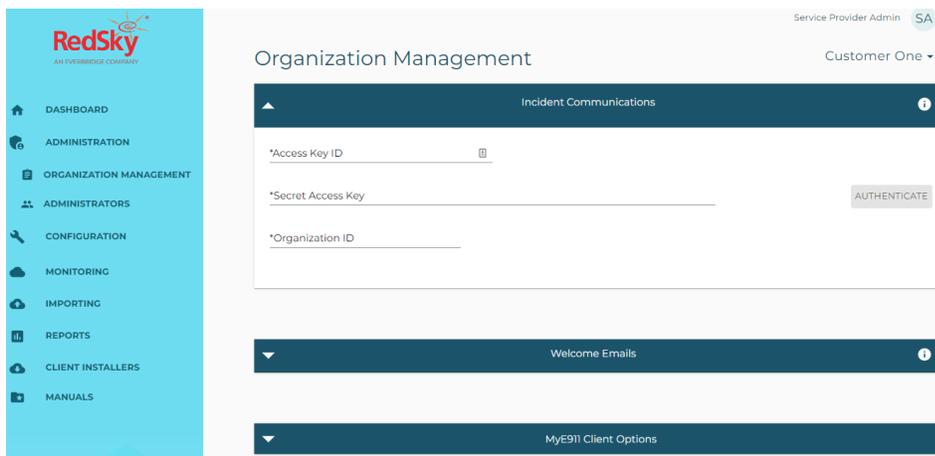
3 E911 Anywhere/Horizon Mobility Configuration

3.1 Enhanced Notification License

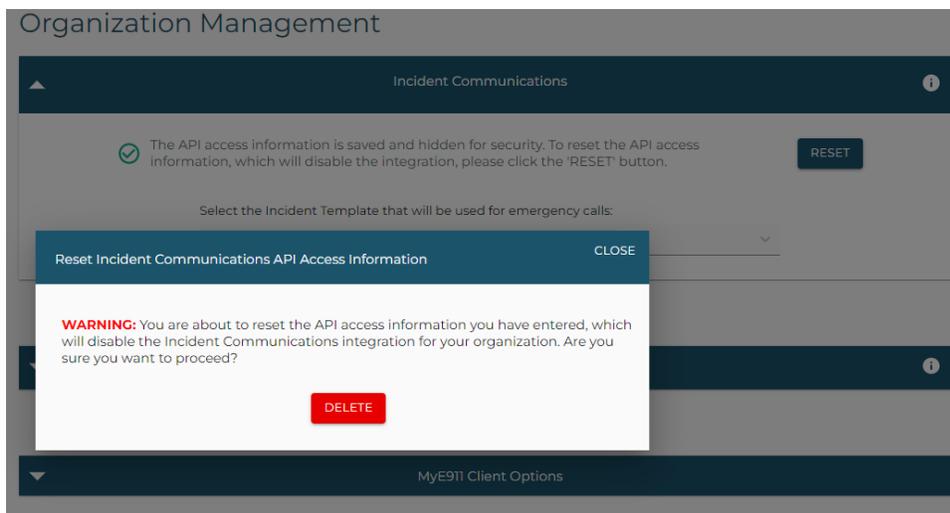
An Enhanced Notification License is required to integrate with the Everbridge solution that includes the Incident Communications feature.

3.2 Incident Communications API Configuration

Enter the Incident Communications Access Key ID, Secret Access Key, and Organization ID via the *Organization Management* page. Only valid API access information will be saved.

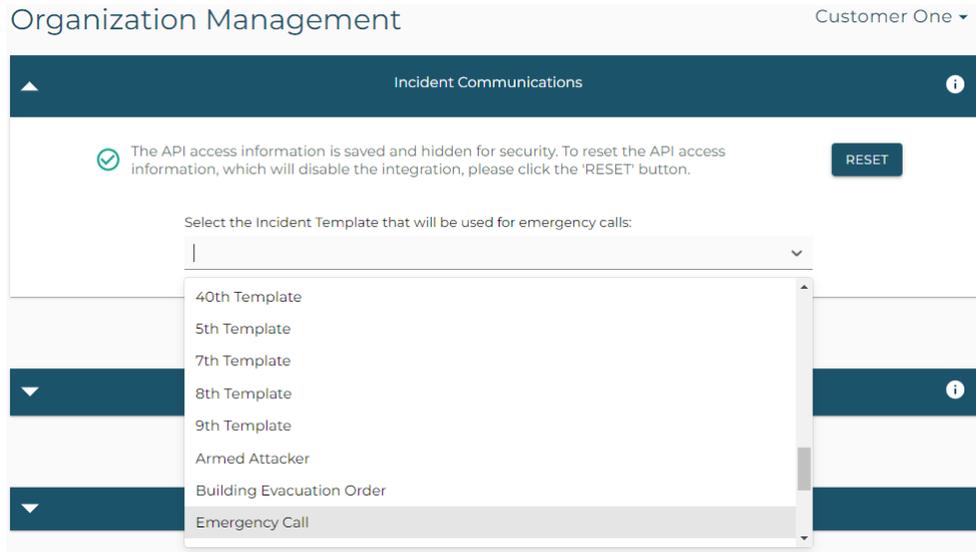


Upon revisiting the Organization Management page, after successfully authenticating the API access information, the values entered will be hidden for security purposes. To change or clear out the information, simply click on the **RESET** button then click **DELETE** to confirm. For example:



3.3 Incident Communications Template Selection

Upon successful authentication, the system will prompt for an Incident Template to be selected. Select the Emergency Call template, which is the template imported in an earlier step, from the dropdown list. Please note that only live templates will be seen in the dropdown list; templates in the 'Draft' state will not be available. For example:



4 Testing

Once configuration steps are complete, simulate a test call, by calling 933 or using the Test Call Generator within E911 Anywhere®/Horizon Mobility®. This will send an incident notification with '[DRILL]' pre-pended to the message title and/or text. For example:

