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 perquisites must be me:

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:

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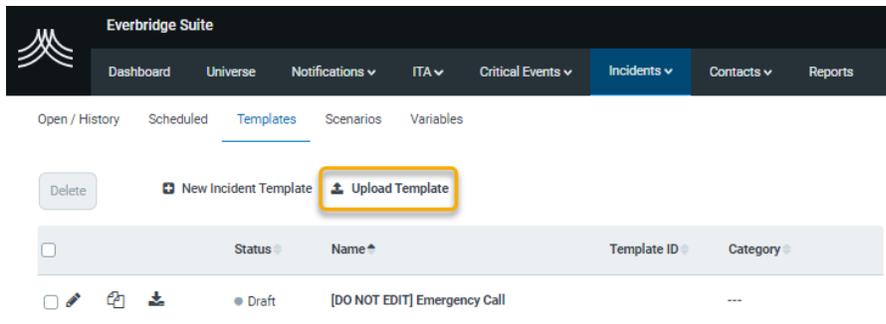
The Incident Communications variables that are imported as part of the *Emergency Call* template will be pre-pended with "E911" to make them easy to identify (e.g., *E911 Called Party*, *E911 Phone Number*, *E911 Location Name*).
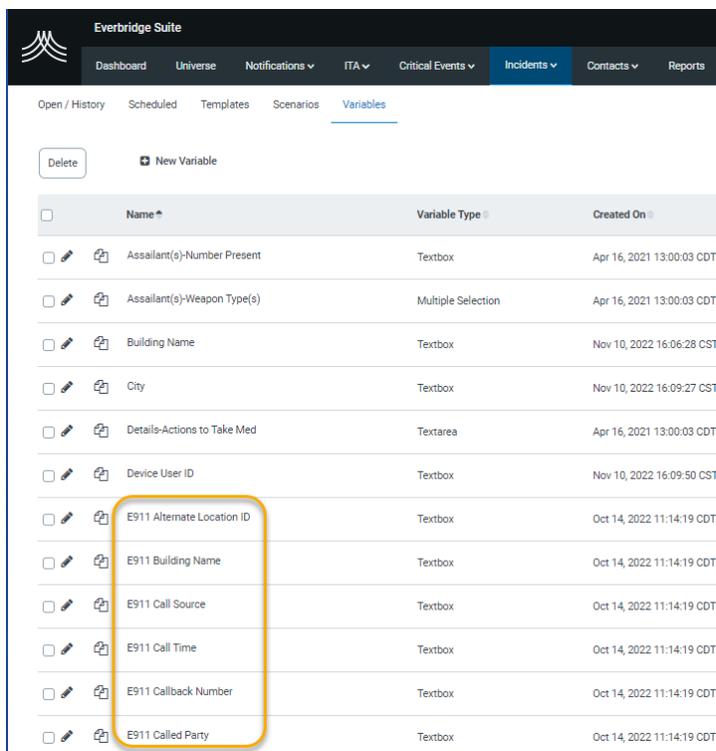
2.4   Customization of the Emergency Call Incident Template

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:

- 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:

- 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:

- o 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:

- 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:

- 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:

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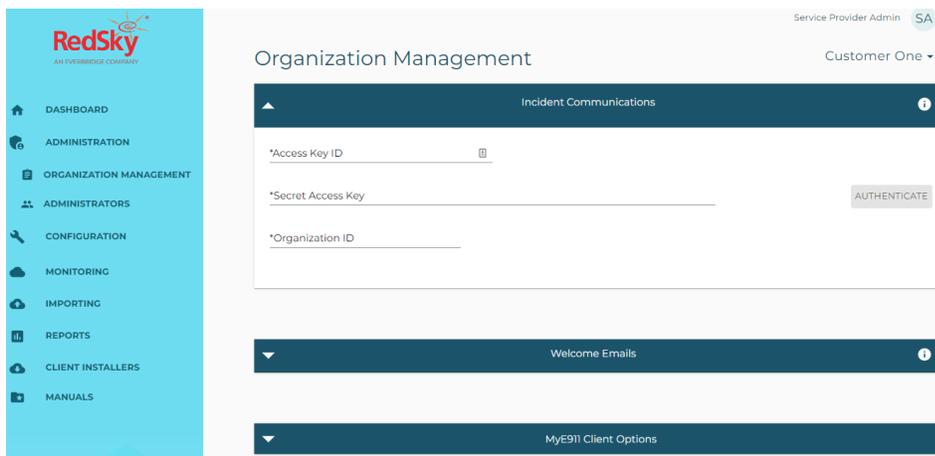
Upon revisiting the Organization Management page, after successfully authenticating the API access information, the values entered will be hidden for security purposes. To change or clear out the information, simply click on the **RESET** button then click **DELETE** to confirm. For example:
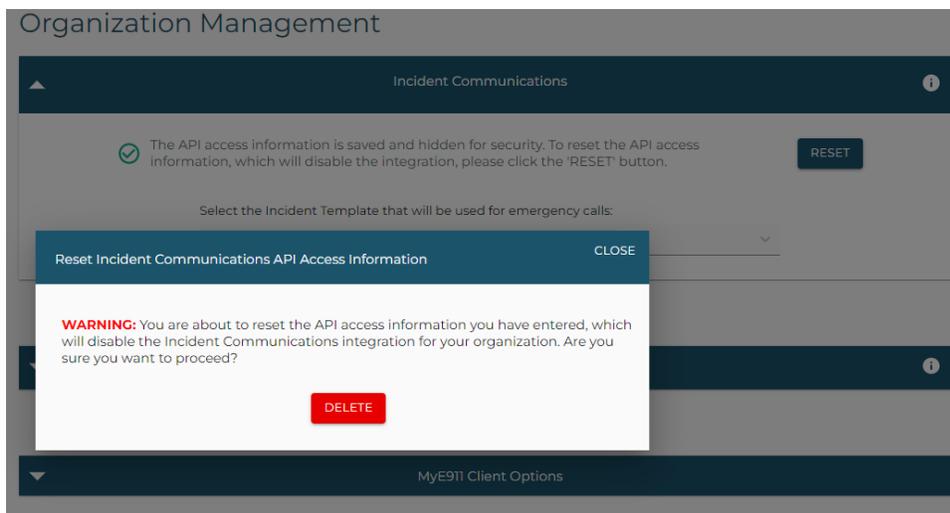
3.3   Incident Communications Template Selection

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:
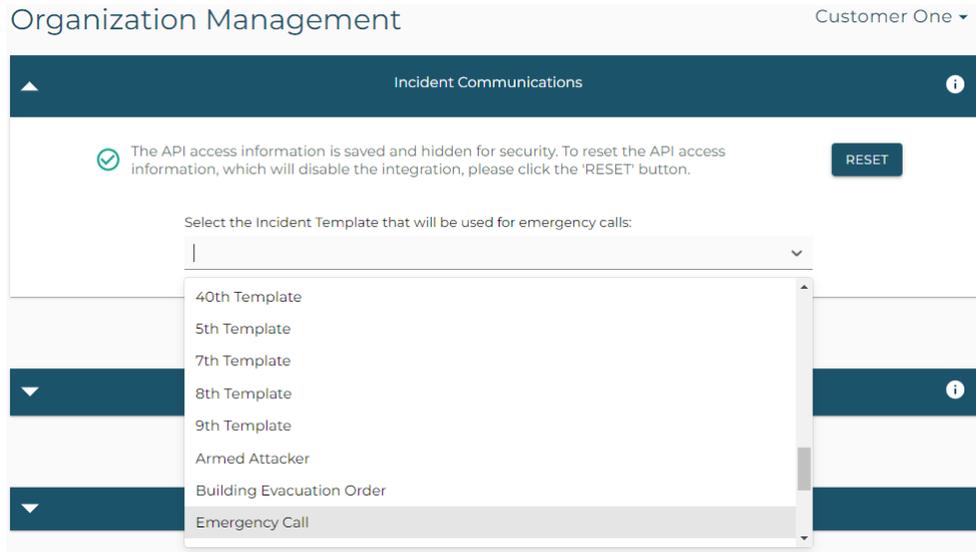
4 Testing

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:

[DRILL]An Emergency Call Was Made!

RT RedSky Testing Org Alerts <noreply@everbridge.net>
To

Please click here to acknowledge receipt of this message

[DRILL]A 933 call was made at Wed Jan 04 20:58:06 GMT 2023.
Information about the call:
Phone Number:
Building Name:
Address: 333 N Michigan Ave, Chicago, IL, 60601
Location Name: Conference Room
Location Information: 16th fl north side