Interface Control Document InformaCast® Fusion and E911 Anywhere®

Version 1.2 | March 9, 2021

RedSky Technologies, Inc.	Singlewire Software, LLC.
333 North Michigan Avenue Suite 1600 Chicago, IL 60601 www.redskye911.com	1002 Deming Way Madison, WI 53717 www.singlewire.com

RedSky Technologies, Inc.

333 North Michigan Avenue, Suite 1600
Chicago, IL 60601
redskye911.com

Contents

Revision History

Date	Version	Revision	Made By
2/11/2021	1.0	Initial Draft	Ryan Olsen and Katrina Vlasich
3/4/2021	1.1	Added InformaCast Fusion integration steps	Katrina Vlasich
3/8/2021	1.2	Updated with input from M. Cole	Katrina Vlasich

Introduction

RedSky and Singlewire have partnered together to allow notifications triggered by an emergency call handled by RedSky® E911 Anywhere® or Horizon Mobility® to extend to InformaCast Fusion. This will allow the details of the emergency call, such as Location information, to also be delivered as an InformaCast Fusion notification, which can incorporate a wide array of additional notification targets.

1 InformaCast Fusion Configuration

1.1   Creation of Distribution Lists

Create a Distribution List for each group of recipients that will be targeted with emergency call notifications from E911 Anywhere®. Multiple lists can be created if different individuals are responsible for responding to emergency call alerts from different locations.


1.2   Creation of Message Templates

Create at least one message template to serve as the building block for E911 Anywhere® notifications. Multiple templates can be created if additional "site-specific" recipients such as Device Groups (e.g., IP Phones or IP Speakers) or Outbound Systems (e.g., WebEx or Microsoft Teams spaces) are utilized.

The message template should have the following fields set to *Customizable*   to allow E911 Anywhere® to populate those fields, accordingly:
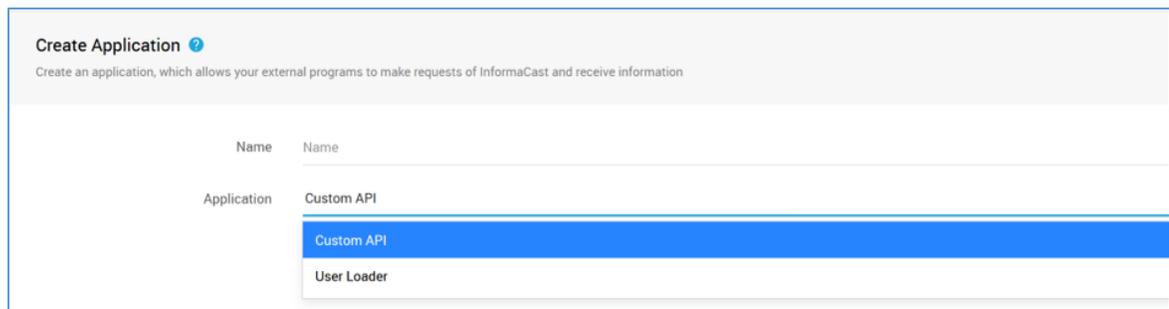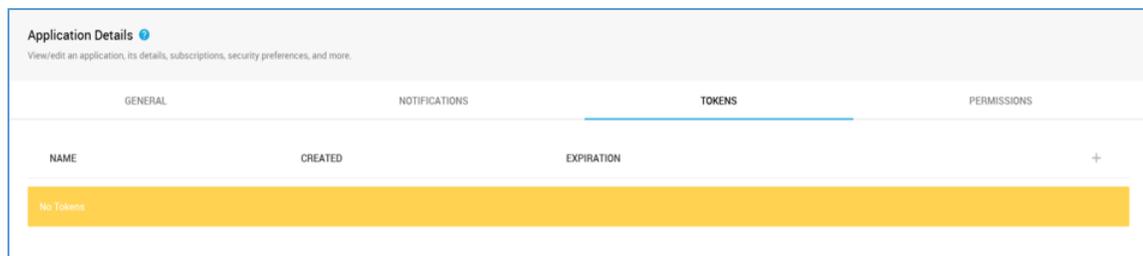
- Distribution Lists
- Subject
- Body
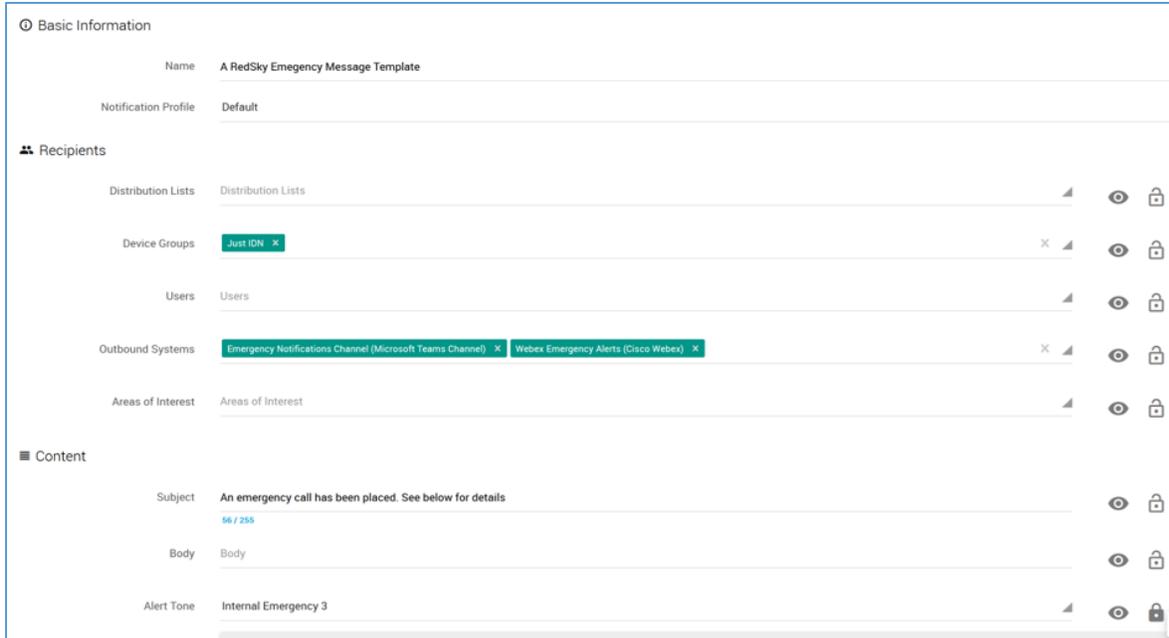
1.3 Creation of Application

Create an Application that will host the API token needed for E911 Anywhere® to initiate an InformaCast Fusion notification.
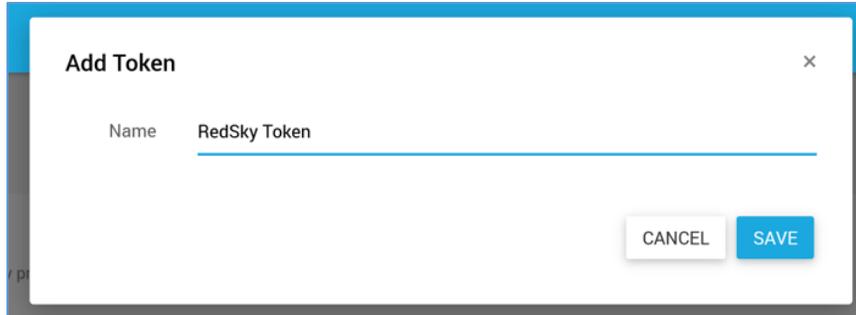
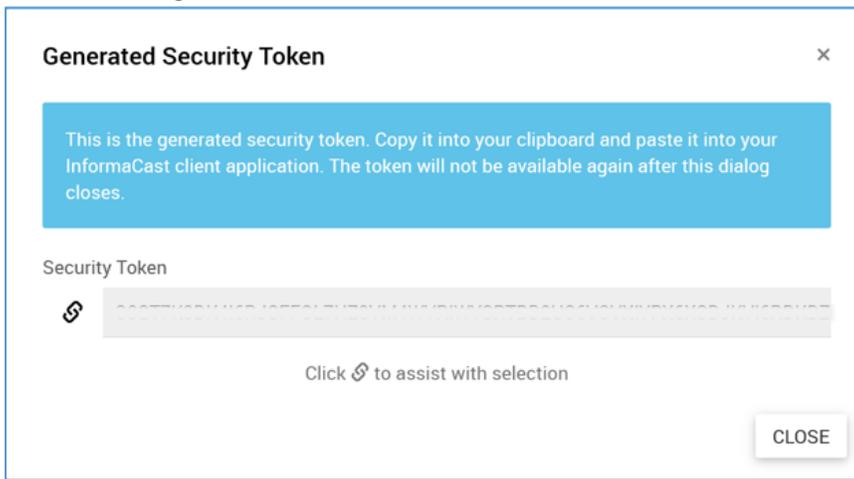1. Set *Application* to 'Custom API'.

2. After creating the Application, click on the *Tokens* tab and select the (+) icon to add a new token.

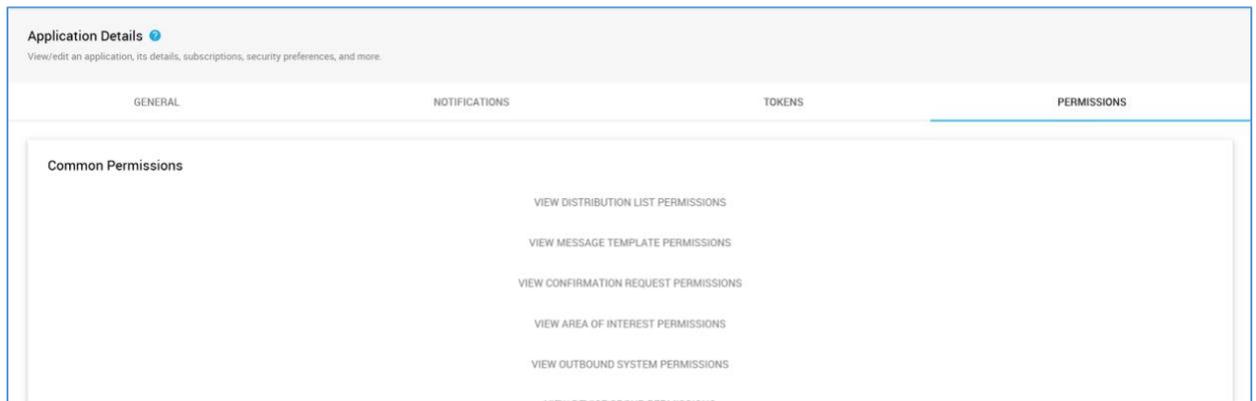3. Give the token a descriptive name.

4. Copy and save the generated token in a safe location. This token will need to be provided to your E911 Anywhere® Administrator to complete the E911 Anywhere® side of the configuration.

1.4   Elevate Application Permissions

1. Click on the *Permissions* tab

2. It is recommended to limit access to only the Distribution List(s) and Message Template(s) E911 Anywhere® needs access to. To limit this access, select *View Distribution List Permissions* from within the *Common Permissions* section and place a checkmark into the *View* column of each Distribution List E911 Anywhere® should access:

3. Select *Done* to save your changes.

4. Next, select *View Message Template Permissions* from within the *Common Permissions* section. Place a checkmark into the *View* column of each Message Template E911 Anywhere® should access:

5. Select *Done* to save your changes.

6. Finally, the Application needs permission to send a notification. Navigate down to the *Global Permissions* section and expand the *Notifications | Notification History | Notifications* object. Place a checkmark next to the *Create* privilege:
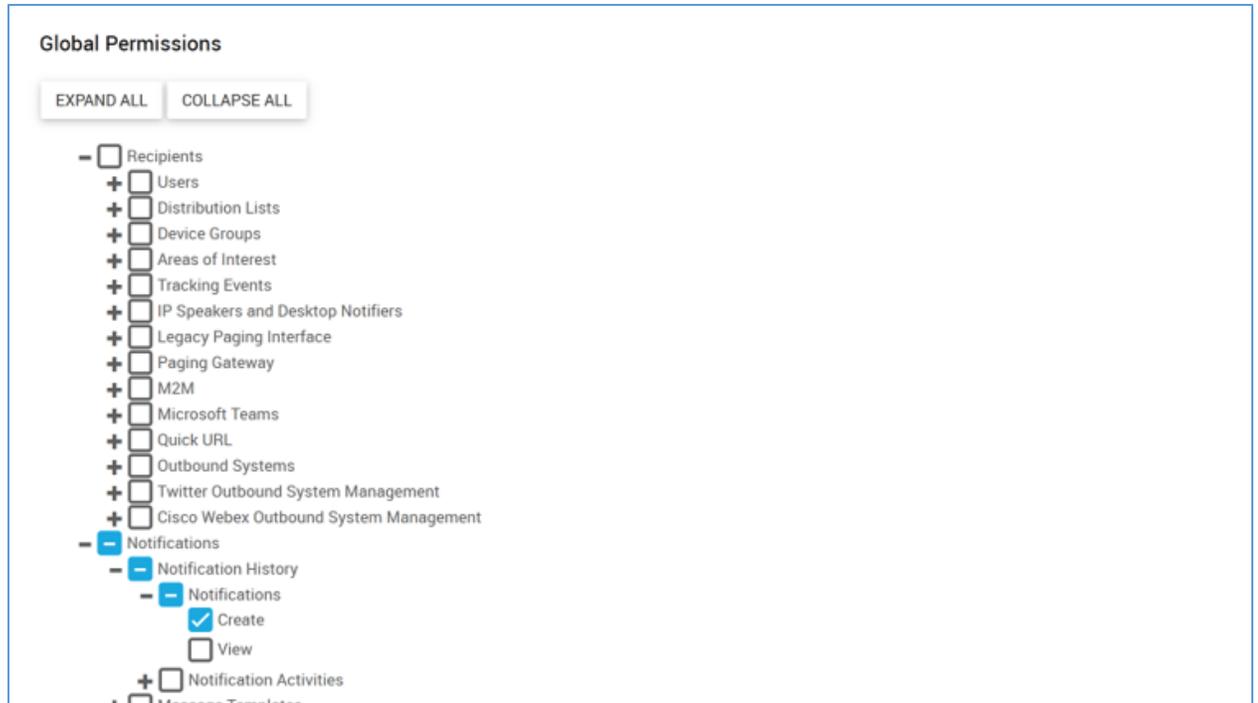
7. Select *Done* to save your changes.

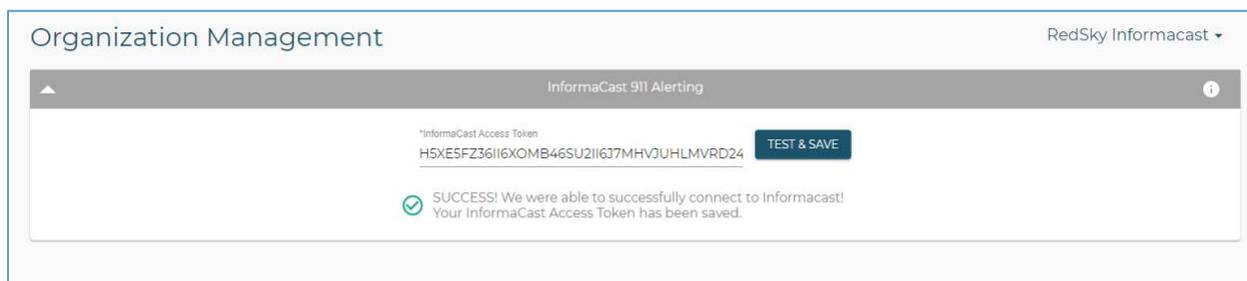# 2 E911 Anywhere® Configuration

2.1 Connect E911 Anywhere® to InformaCast

On the E911 Anywhere® Admin portal, expand the *Administration* navigation menu section and select *Organization Management*.

Paste in the token that was created during the InformaCast configuration steps and select *Test & Save*. You should receive a notification that the connection was successful. In the event you receive an error please contact your system administrator.

2.2 Configure InformaCast 911 Alert Entities

The *Notification Integrations* page is where an administrator will create InformaCast 911 Alert Entities, which are simply mappings of the Distribution Lists and Templates, created on the InformaCast portal. These entities will be used when defining alert subscriptions in the next step.

The *Notification Integrations* page is found under the *Administration* navigation menu section. To create a new alert entity, select the *Add InformaCast 911 Alert Entity* button. An alert entity consists of three fields:

- *InformaCast 911 Alert Entity Name* – a name for the newly created alert entity. This name will be used when creating alert subscriptions.
- *InformaCast Distribution List* – Select the Distribution List(s) to receive the alert. The Distribution Lists are configured in the InformaCast portal.
- *InformaCast Template* – Select which template should be used for the alerts. The templates are configured in the InformaCast portal.

2.3   Create Alert Subscriptions

The *Alerts* page is where an administrator can subscribe an InformaCast distribution list, belonging to an InformaCast Alert Entity, to notifications for emergency calls across all buildings, or specific buildings. Alert subscriptions can leverage native RedSky® email or SMS alerts, as well as the InformaCast Notifications configured in the previous step.

The *Alerts* page is found under the *Configuration* navigation menu section. To create a new alert subscription, select the *Add Subscription* button. The following information will be required when creating an alert subscription:

- *Name* – An identifier for the new alert subscription.
- *Alert Type* – Select which event type should trigger the alert. Valid options include:
  - Emergency Call Received
  - ECRC Emergency Call Received (a call with no location)
- *Template* – Select from a list of E911 Anywhere® templates that correspond to the Alert Type selected.
  - The E911 Anywhere® template chosen will be inserted into the InformaCast Template that was configured as part of the alert entity subscriber selected.
- *Time Zone* – Used for the time stamp in the alert message.
- *All Buildings* – Leave the toggle on to select all buildings by default or slide the toggle off to select individual buildings.

- *Recipients* – From the *InformaCast* tab, select the InformaCast 911 Alert Entity, configured in Step 2.2, that corresponds to the InformaCast Distribution List you would like to notify with this alert, and add it to the *Recipients* list.

The same InformaCast 911 Alert Entity can be used for multiple alert subscriptions.

3 Testing

Once configuration steps are complete within InformaCast Fusion and E911 Anywhere®, simulate a test call within E911 Anywhere® to verify the Emergency Call details are propagated to the designated InformaCast recipients.