



everbridge™  
redsky

Visual Command Center  
911 Risk Event  
Configuration Guide

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2025  
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# Table of Contents

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1. Introduction.....	4
2. Configuring Everbridge CEM .....	4
3. Configuring the RedSky Service .....	7

# 1. Introduction

The RedSky 911 Cloud service is now integrated with the Everbridge CEM/EB360 service and can send an event to the Everbridge CEM/EB360 service when a 911 or test call is received from a RedSky user. This will create an Alert in CEM/EB360 with the details of the 911 call and it will be mapped on the Visual Command Center as a Staff Emergency. Further to that, a notification of the call can be sent using the configured contacts including user and location details.

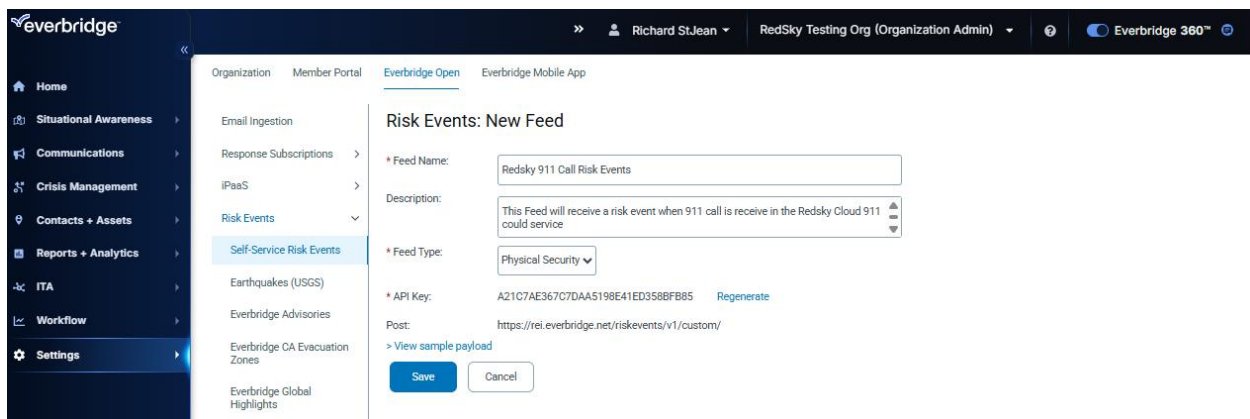
The configuration consists of entering the REI API Key obtained when configuring a self-service risk event feed in the Everbridge suite dashboard. An Alert Template must also be selected. It can be the standard Emergency Call Alert template or a customized template if needed.

Once configured, any 911 call with a known location will automatically trigger a risk event in the Visual Command center. If the location of the 911 call is unknown, there will be no event triggered.

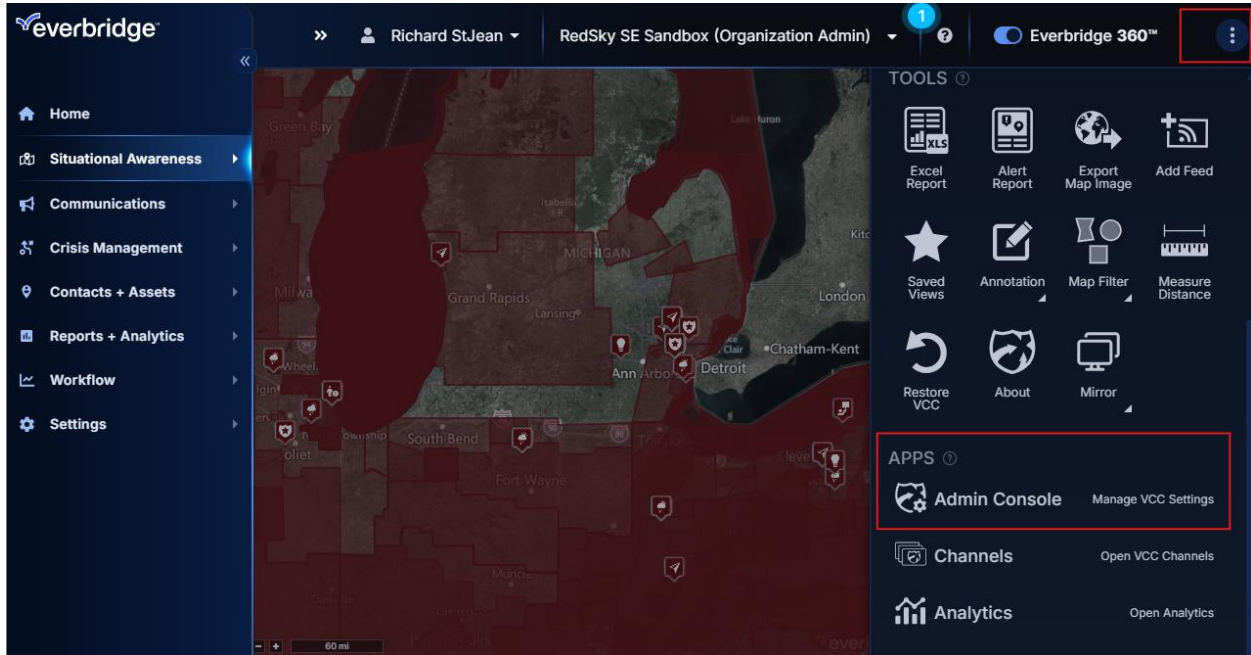
# 2. Configuring Everbridge CEM

The first step is to create a feed to receive 911 call alerts. The configuration is accessed via the Settings- Everbridge Open – Self-Service Risk Events menu.

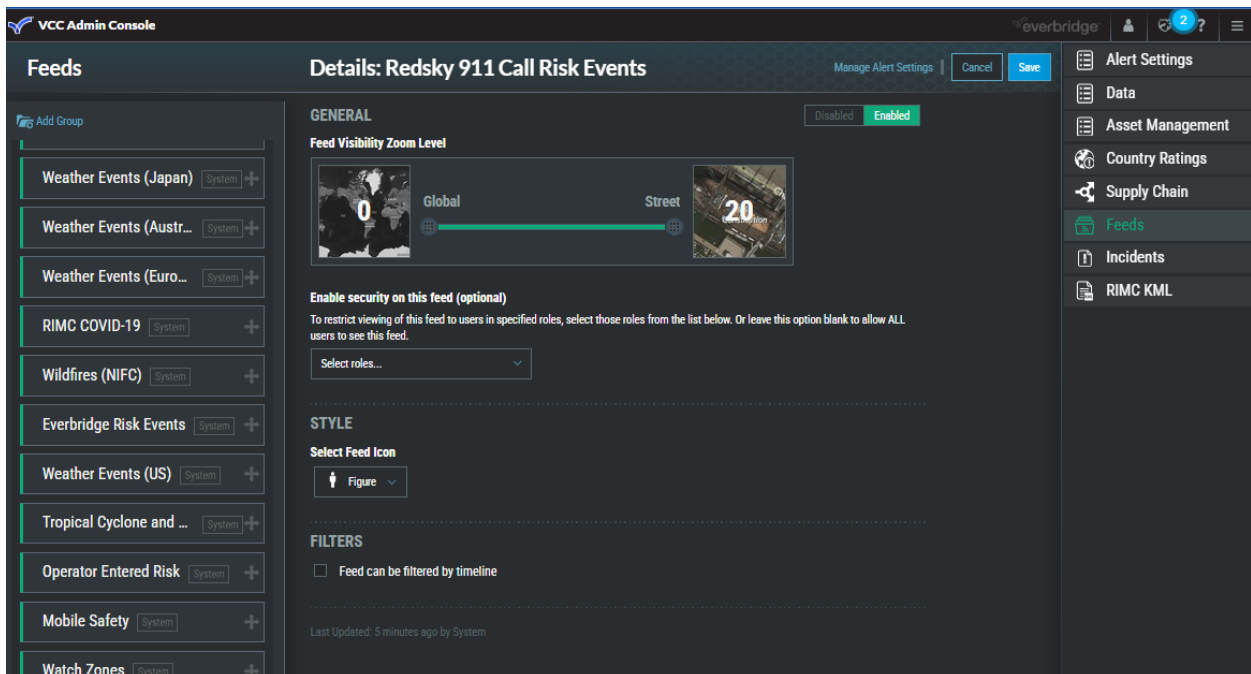
Create a new feed of Feed Type “Physical Security” and include a Feed Name and optional description. An API key will be automatically generated which will be used in the configuration of the organization in the RedSky cloud account.



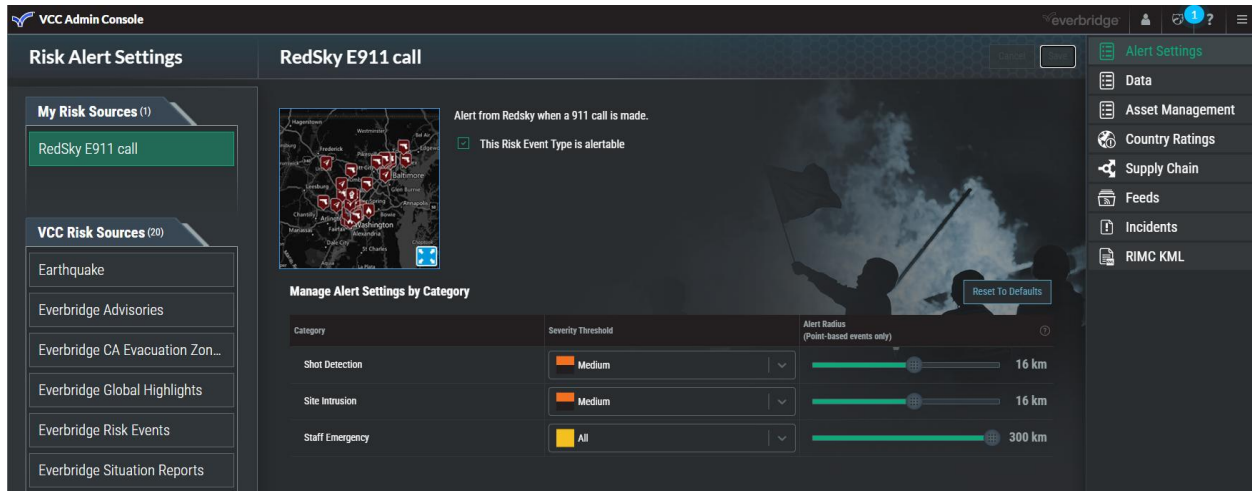
After opening the Visual Command Center operating console, open the Tools and Apps menu using the three dot Icon at the top right of the screen and launch the VCC admin console



Select the Manage Feeds options and click the Risk Events (System) to open a list of Risk Events feed. Click on the Feed you created for RedSky 911 calls and select Enabled and save your setting.



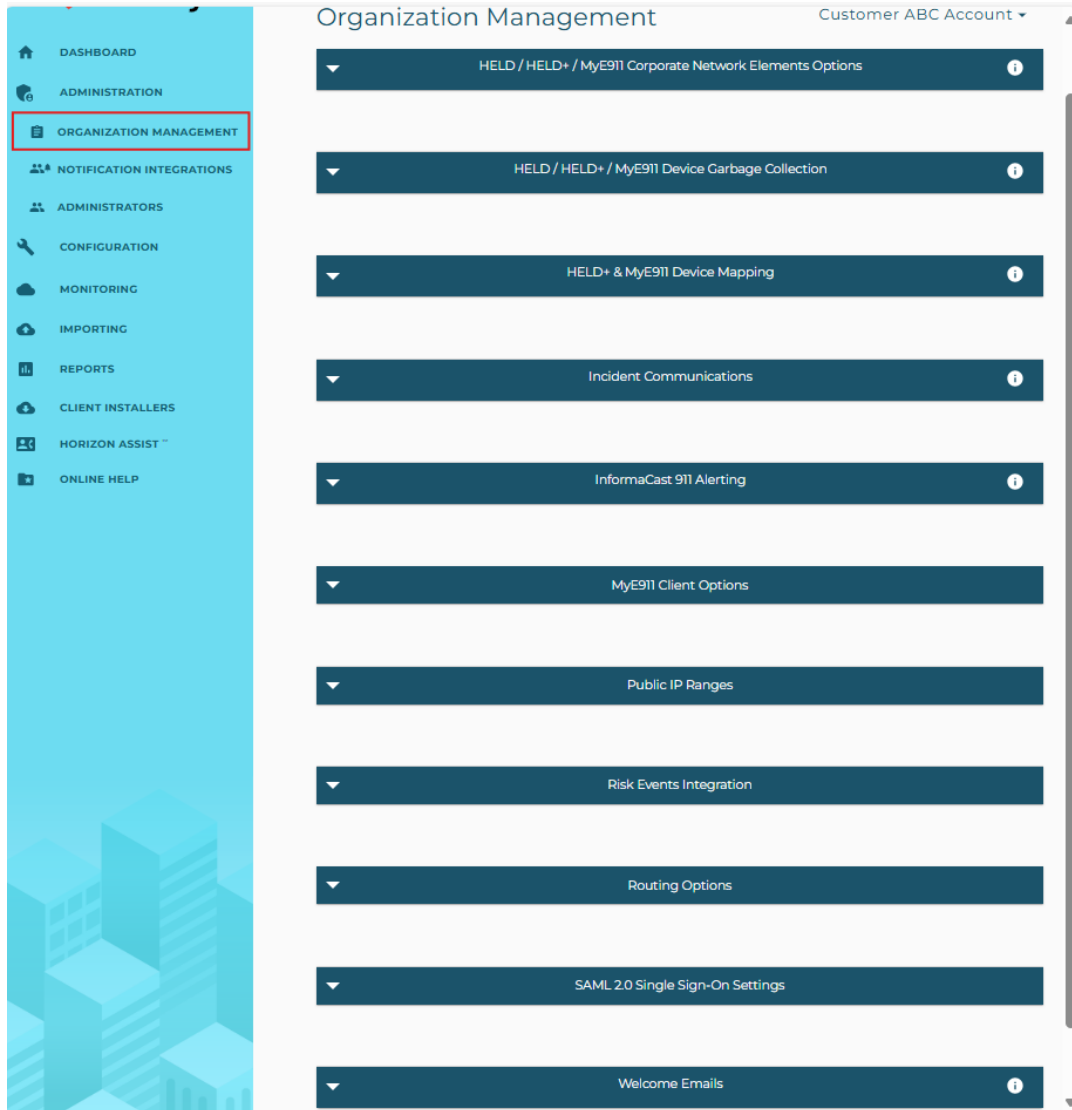
Finally, the risk event needs to be made alertable in VCC by enabling the check mark beside that setting. The risk event category will be Staff Emergency and the severity threshold needs to be set to all. The alert radius can be adjusted depending on your needs, namely if 911 calls can be made from a distance of your assets or registered contacts.



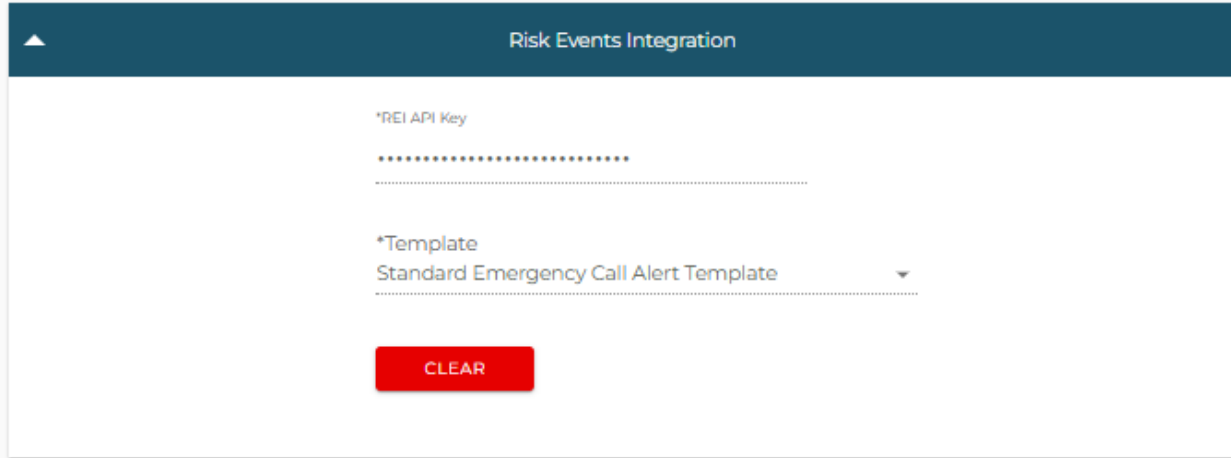
Your RedSky 911 feed is now created and you can proceed to configure your RedSky account.

### 3. Configuring the RedSky Service

The Risk Event integration is configured in the Organization Management page. This is done under the Risk Event Integration drop down tab.



The configuration consists of entering the Risk Events Feed API Key obtained when configuring self-service risk event feed in the Everbridge suite dashboard. An Alert Template must also be selected. It can be the standard Emergency Call Alert template or a customized template if needed.



Once configured, any 911 call with a known location will automatically trigger a risk event in the Visual Command center. If the location of the 911 call is unknown, there will be no event triggered.

