



everbridge™
redsky

Prime Routing

Feature Guide

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Introducing Prime Routing

Prime Routing provides a flexible, location-aware way to manage how emergency and non-emergency calls are routed across an organization. Administrators can define route plans for 911, panic buttons, security help desks, or other dial strings, then determine the appropriate call destination based on the caller location and the organization response workflow.

Prime Routing supports workflows that route emergency calls to the public safety answering point (PSAP), to a security destination, or to both using supported call monitoring options. It is designed for organizations with multiple buildings, campuses, security teams, or operational processes that require different routing behavior by site.

Key capabilities

- Configure multiple route plans for 911 and other dial strings.
- Route calls by location to a PSAP, a security destination, or a PSAP plus Security conference.
- Use SIP URIs or phone numbers as security destinations, with an optional secondary destination for backup.
- Deliver caller location information to Security through PIDF-LO over SIP and/or the EON application.
- Automatically connect security and caller to the responding PSAP.
- Filter alert subscriptions and call monitoring by caller location so various response teams are notified only for the locations they support.

Prime Routing provides the capabilities available in Horizon Prime and adds tighter integration with E911Anywhere and Horizon Mobility. Horizon Prime remains supported, but organizations should plan to migrate to Prime Routing where the integrated E911Anywhere and Horizon Mobility workflow is preferred.

Prime Routing is an optional capability available for an additional fee.

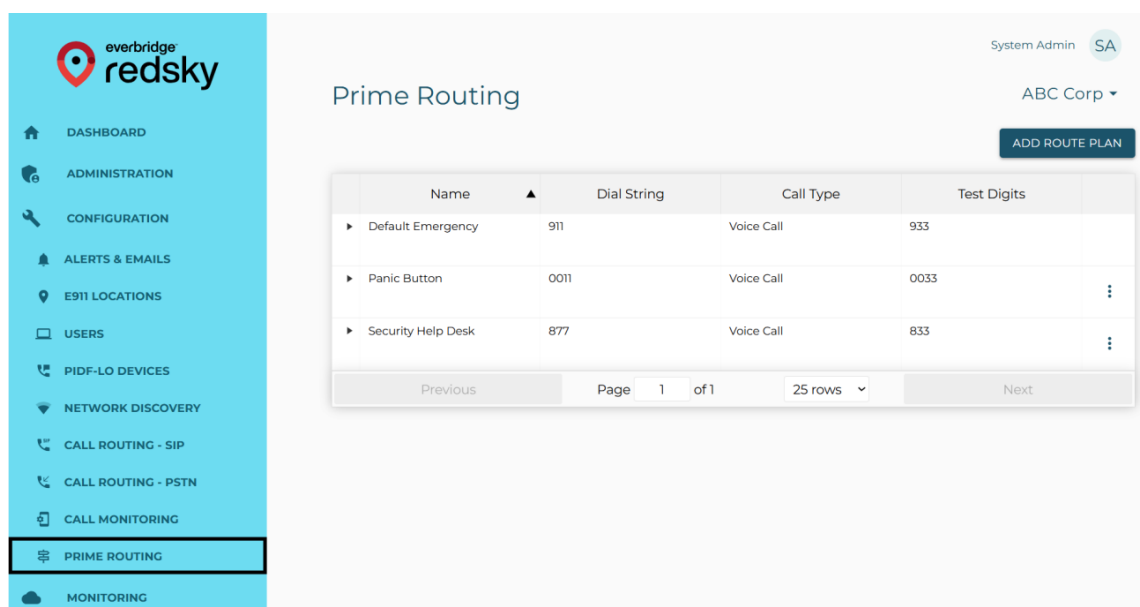


Figure 1. Prime Routing configuration screen showing multiple route plans.

Call Routing

Prime Routing evaluates the configured route plan and caller location to determine the correct destination for the call. For emergency calls, this can include direct routing to the PSAP, routing to Security, or routing based on configured location-specific destinations.

Routing 911 calls to the PSAP

When PSAP routing is selected for 911, Prime Routing routes the call to the PSAP or ERC using the same location-based behavior used for standard E911 routing. If the caller location is known and matches a specific Prime Routing location entry, the call follows that configured PSAP destination. If the caller location is unknown or does not match a specific entry, the call is routed to the ERC.

Routing 911 calls to Security

When a 911 route plan is configured to send calls to Security, Prime Routing sends the call to the primary Security destination for that location. The primary destination can be a SIP URI or a phone number, depending on the organization routing design.

The primary destination rings for 90 seconds. If the primary destination does not answer and a secondary destination is configured, the call is sent to the secondary destination for another 90 seconds. If neither Security destination answers, the call is routed to the ERC as a failover destination.

Before enabling this workflow, confirm that each location has the intended primary and secondary destination and that Security teams understand their 911 call handling procedures.

Routing non-911 calls to Security

For non-emergency route plans, such as a panic button or security help desk, Prime Routing uses the caller location to select the matching Security destination.

The primary destination rings for 90 seconds. If a secondary destination is configured and the primary destination does not answer, the secondary destination rings for 90 seconds. If no destination answers within 180 seconds, the non-911 call is dropped and does not fail over to the ERC.

Routing non-911 calls to the PSAP

Non-911 route plans can also be configured to route to a PSAP destination. When this option is selected, the call is sent to the PSAP and handled as a 911 call.

Connect to PSAP

This feature enables the Security Desk to connect a caller to the appropriate Public Safety Answering Point (PSAP) after receiving an emergency call through Prime Routing.

When an emergency call is routed to the Security Desk, the Security Desk operator can dial *911 to initiate an emergency escalation on the caller's behalf. The system uses the original caller's location information to identify and call the appropriate PSAP.

The caller's location is delivered with the call to the PSAP. When the PSAP answers, the original caller and the Security Desk operator are connected to the 911 call taker, allowing all parties to communicate on the same call.

Testing route plans

Use test digits to validate route-plan calling and the caller location announcement. When a user dials the test digits, the system answers and announces the caller location.

Use the Test Call Generator to create a virtual test call and verify alert subscriptions for a selected route plan and location. The route plan selector is available only for organizations with Prime Routing enabled.

Configuration

Open Configuration, then select Prime Routing from the left navigation. The Prime Routing list displays each configured route plan with its name, dial string, call type, and test digits.

The screenshot shows the 'everbridge redsky' interface. On the left is a navigation menu with items: DASHBOARD, ADMINISTRATION, CONFIGURATION, ALERTS & EMAILS, E911 LOCATIONS, USERS, PIDF-LO DEVICES, NETWORK DISCOVERY, CALL ROUTING - SIP, CALL ROUTING - PSTN, CALL MONITORING, PRIME ROUTING (highlighted), and MONITORING. The main area is titled 'Prime Routing' and includes a user profile 'System Admin SA' and a dropdown 'ABC Corp'. An 'ADD ROUTE PLAN' button is present. Below is a table of route plans:

	Name ▲	Dial String	Call Type	Test Digits	
▶	Default Emergency	911	Voice Call	933	
▶	Panic Button	0011	Voice Call	0033	⋮
▶	Security Help Desk	877	Voice Call	833	⋮

At the bottom of the table is a pagination bar: 'Previous', 'Page 1 of 1', '25 rows', and 'Next'.

Figure 2. Configuration > Prime Routing in the left navigation.

Review route plans

The route plan list provides the starting point for viewing or modifying routing behavior.

The Default Emergency route plan is for 911 calls only. Its dial string and test digits cannot be changed.

Expand a route plan to review its default location and destination rule. The Default row applies when the caller location is unknown or does not match a location-specific entry.

Prime Routing

ABC Corp ▾

ADD ROUTE PLAN

	Name ▲	Dial String	Call Type	Test Digits	
▼	Default Emergency	911	Voice Call	933	

Locations & Routing Destinations

ADD LOCATIONS

Locations	Primary Destination	Secondary Destination	
Default	PSAP	-	⋮

Figure 3. Expanded default emergency route plan with default PSAP destination.

Location-specific rows can be added for sites that require different routing behavior.

Prime Routing

System Admin SA

ABC Corp ▾

ADD ROUTE PLAN

	Name ▲	Dial String	Call Type	Test Digits	
▼	Default Emergency	911	Voice Call	933	

Locations & Routing Destinations

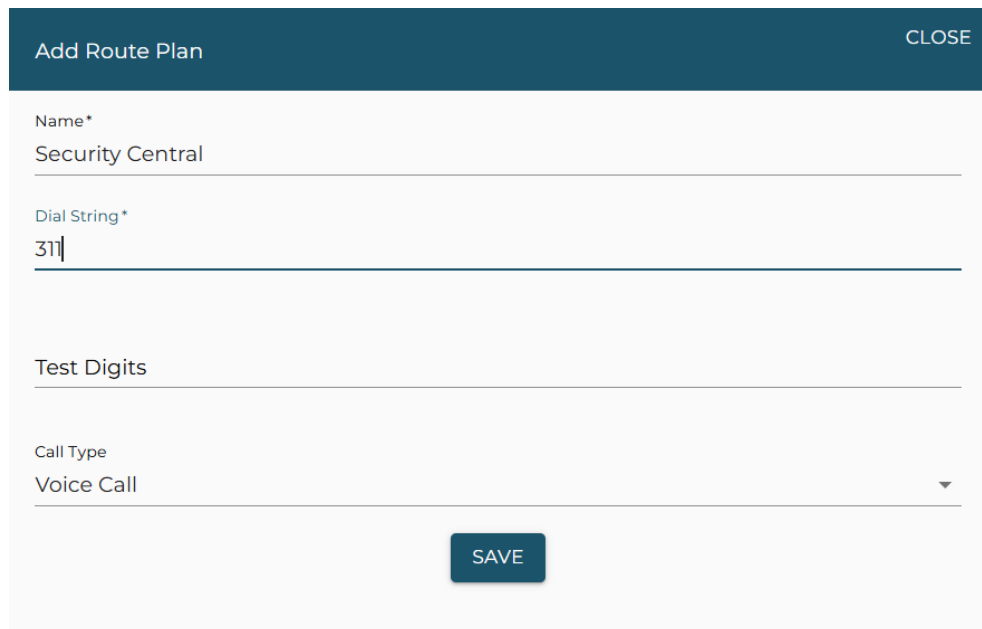
ADD LOCATIONS

Locations	Primary Destination	Secondary Destination	
Default	PSAP	-	⋮
East Manufacturing Complex	SIP:GSOC_east@20.34.100.01	(945) 555-6565	⋮
West Coast Research Campus	SIP:GSOCwest@20.34.100.1	(366) 454-9699	⋮

Figure 4. Route plan with location-specific destination entries.

Create a route plan

Select Add Route Plan to define a new call flow. Enter a name and dial string, optionally enter test digits, confirm the call type, and then select Save.

The image shows a 'Add Route Plan' dialog box. It has a dark blue header bar with the title 'Add Route Plan' on the left and a 'CLOSE' button on the right. The main area is light gray and contains four input fields: 'Name*' with the text 'Security Central', 'Dial String*' with the text '311', 'Test Digits' (empty), and 'Call Type' with a dropdown menu showing 'Voice Call'. At the bottom center is a dark blue 'SAVE' button.

Add Route Plan

CLOSE

Name*

Security Central

Dial String*

311

Test Digits

Call Type

Voice Call

SAVE

Figure 5. Add Route Plan dialog.

Name: Name of the route plan.

Dial String: Enter the digits callers use for the route plan.

Test Digits: Enter the digits to be used for making a test call for the route plan.

Call Type: Only voice calls are supported at this time.

Assign locations and destinations

Select Add Locations to assign one or more locations to a route plan. Select the routing option, enter the applicable destination values, add each location, and then select Save.

Add LocationsCLOSE

Routing options

☐ PSAP
☒ Security

Primary destination*

SIP:SecurityCentral@190.10.1.25

Secondary destination

(955) 467-9900

Location

ADD

Locations

East Manufacturing Complex	
----------------------------	--

SAVE

Figure 6. Add Locations dialog with Security routing selected.

When Security routing is selected, configure the primary destination. A secondary destination can be added as a backup. The destination can be a SIP URI or a phone number, depending on the organization routing design.

Location assignment rules

A route plan always includes a Default entry for callers with unknown locations or locations not included in the added specific locations.

More specific location entries should represent the buildings, campuses, floors, or other location records that require a distinct destination.

Save and validate the route plan

After saving, confirm the Default and location-specific destinations. Use test digits to verify the location announcement and the Test Call Generator to verify alert subscriptions.

Alert Filtering

Alert subscriptions can be filtered by route plan.

When route plan filtering and location filtering are enabled, a call must satisfy both criteria to trigger the alert.

The screenshot shows the 'Add Subscription' form with the following details:

- Name:** Alert Subscription Test
- *Alert Type:** Emergency Call Received
- *Template:** Panic Button Template
- *Time Zone:** America/New York (UTC-04:00)
- Enable Alert Filtering:** ☒
- All Corporate Locations:** ☐
- All Personal Locations:** ☐
- All Route Plans:** ☐
- *Route Plans:** Panic Button
- Buildings:** Boston HQ
- Recipients:** A list with one entry: (555) 456-4444. An 'ADD' button is next to the 'Phone Number' field.
- Buttons:** 'SAVE' at the bottom.

Figure 7. Alert subscription with route plan and location filtering.

Call Monitoring

Call monitoring can be filtered by route plan.

When route plan filtering and location filtering are enabled, a call must satisfy both criteria to trigger call monitoring.

The screenshot shows a web application interface for adding call monitoring. The main dialog is titled "Add Call Monitoring" and includes a "CLOSE" button in the top right. The form contains the following elements:

- *Name:** A text field containing "Call Monitoring - GSOC".
- *All Locations:** A toggle switch that is currently turned off.
- *All Route Plans:** A toggle switch that is currently turned off.
- *Route Plans:** A dropdown menu showing "Security Help Desk" with a close button (X) and a dropdown arrow.
- *Buildings:** A dropdown menu showing "Boston HQ" with a close button (X) and a dropdown arrow.
- *Phone Number:** A text field with an "ADD" button next to it.

A modal window is open over the "Phone Number" field, displaying a table with the following data:

Phone Number
(780) 555-1212

The modal window also includes a trash icon for deleting the entry. At the bottom of the main dialog is a "SAVE" button.

Figure 8. Call monitoring with route plan and location filtering.

Monitoring and Reporting

Three reports include Prime Routing data so administrators can identify the dialed digits or route plan and review calls routed to Security, the PSAP, and the ERC.

Call History includes a Called Party column, allowing administrators to review the dialed destination associated with a call record.

Call History				
Search				
Call Time	Email / HELD+ User ID	Phone Number / ID	Called Party	Location
07/06/2026 03:33:47 PM		6137443356	311	1926 SW Military Dr San Antonio TX 78221

Figure 9. Call History showing the Called Party and Location columns.

The Emergency Call Details report includes the Called Party column so administrators can review the destination associated with each call.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	##Report Date Range: 2026-06-28 to 2026-06-30																	
2	##Report Run For: ABC Corp																	
3	##Time Zone Selected: America/New_York																	
4																		
5	Call Date	Call Time	Called Party	Phone Num	Device Us	Alternate I	Callback N	HELD Devi	HELD+ Usr	Call Status	Building N	Address	Location N	Location Ir	Suppleme	Reason	Caller Display Name	
6	6/30/2026	12:55:21	***TEST***							VALID	B1	45 Courth	B1			Prime Routing test: route	***TEST***	
7																		

Figure 10. Emergency Call Details report with the Called Party column.

The Emergency Call Total report summarizes emergency call volume and includes counts for PSAP calls, Security calls, and ERC calls.

A	B	C	D	E
1	##Report Date Range: 2026-06-30 to 2026-06-30			
2	##Report Run For: PR OFF Testing			
3				
4	Date	Total Emergency Calls	Number PSAP Calls	Number of Security Calls
5				Number ERC Calls
6				
7				

Figure 11. Emergency Call Total report for a Prime Routing organization.

##Report Date Range: 2026-06-30 to 2026-06-30				
##Report Run For: AAA Club Alliance				
Date	Total Emergency Calls	Number Directly Routed Calls	Number ERC Calls	

Figure 12. Emergency Call Total report for an organization without Prime Routing.

Call Testing

Use the Test Call Generator to create a virtual test call and test alert subscriptions for a selected location without placing an actual 933 call. For organizations with Prime Routing enabled, select the route plan, building, and location, and then select Send Test.

The screenshot displays the Everbridge Redsky web interface. On the left is a blue sidebar with a navigation menu. The main area is white with a 'Call Testing' header. Below this is a 'Test Call Generator' section with three dropdown menus for selecting a route plan, building, and location. A 'SEND TEST' button is positioned below these selections. The top right corner of the interface shows the user's role as 'System Admin SA' and the organization as 'ABC Corp'.

Figure 13. Test Call Generator with Prime Routing route plan selection.