everbridge™

Visual Command Center User Guide

Everbridge Suite

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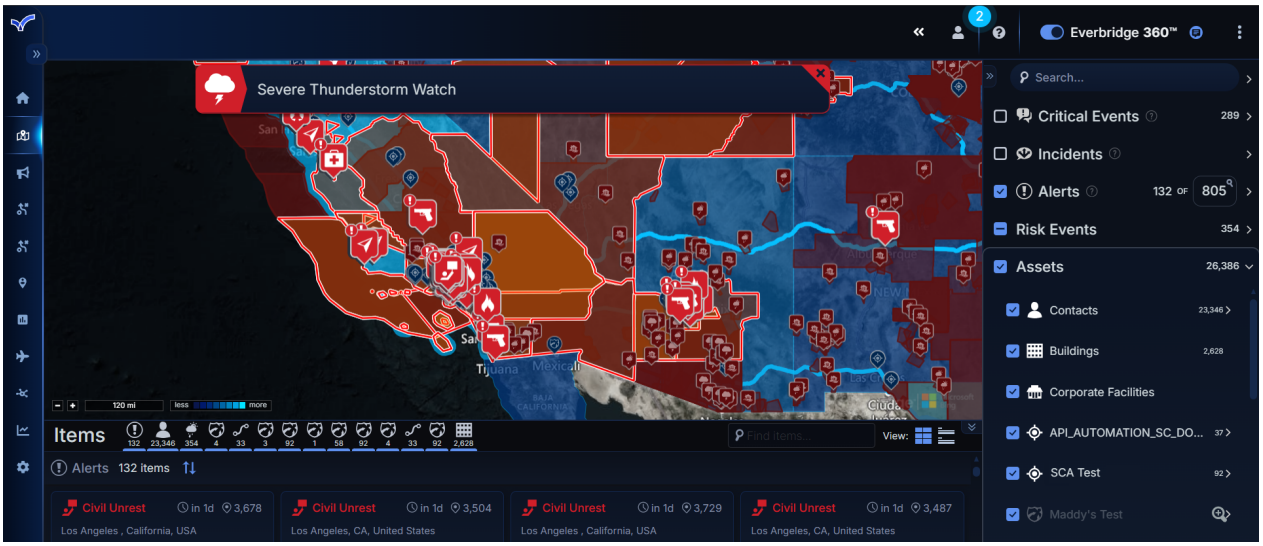
What is Visual Command Center?

Visual Command Center serves as the visualization and orchestration engine for the Everbridge Critical Event Management platform. Visual Command Center enables you to assess, locate, act upon, and analyze critical events, enabling you to better manage operational risk. As a result, events that might threaten lives or impact business can be identified and responded to quickly.



Visual Command Center allows you to:

1. Visualize the locations of the things you care about, such as people and buildings. In other words, your Assets.
2. Understand the Risk Events affecting your Assets; for example, weather or civil unrest.
3. Handle Alerts on Risk Events depending on the timing and location of the Risk Event. Alerts are triggered when Visual Command Center determines that the risk impacts your Assets. Specifically, when the event overlaps your Assets within a certain location or time frame.

For example, for a retail company:

- Your Assets are shops, warehouses, employees, and supply chains.
- Risk Events are anything and everything going on around the world. One of the greatest challenges is parsing through the Risk Event information to identify credible threats. Visual Command Center helps cut through the noise made by multiple, unrelated risk sources. For example, any disruption to supply chains, like weather, or any event that may affect the safety of warehouses or shops, like fire or civil unrest.
- Alerts are Risk Events that are important to your business/organization. For example, the result of an Alert could be a Notification to all staff who work at

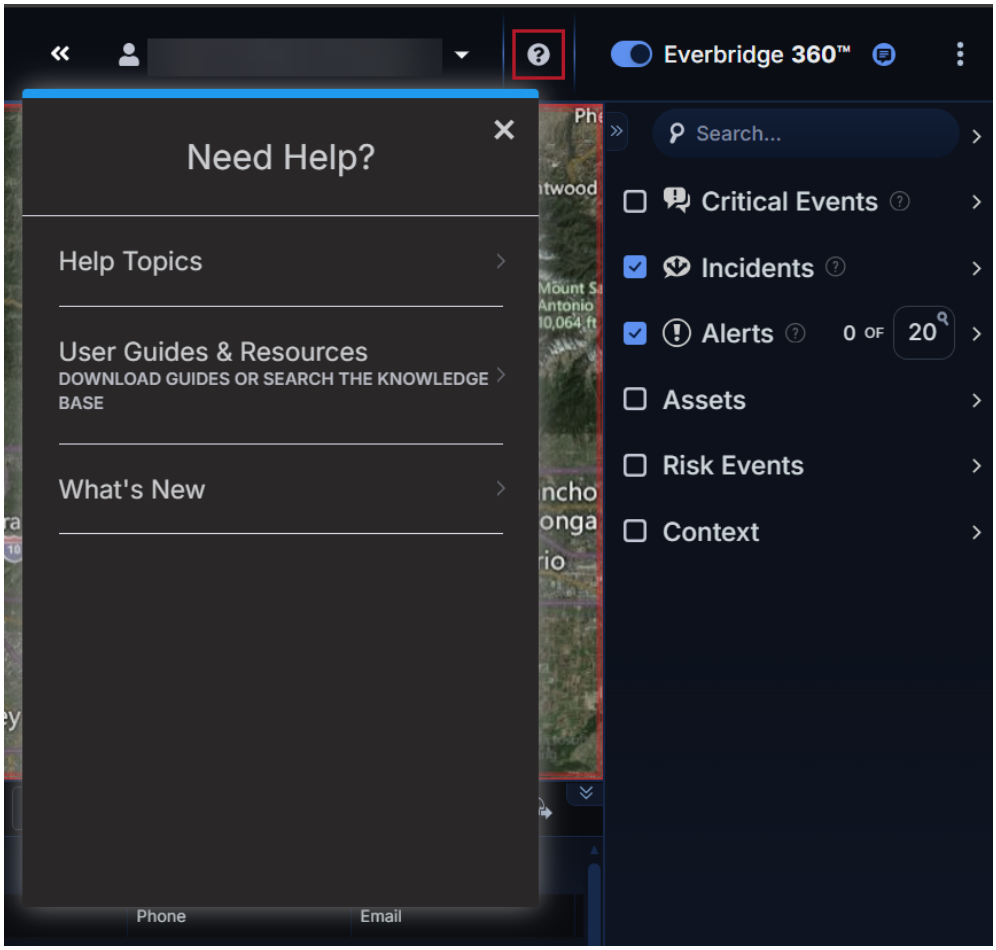
a particular retail outlet to explain that they should stay at home because of civil unrest, or a Notification to stakeholders that there is civil unrest near a retail outlet.

Visual Command Center Documentation and Training

Documentation and training are provided to help you implement and run the Everbridge Critical Event Management Suite of products. Click the **Help and Support** icon on the top menu bar to reveal the available help options.

Visual Command Center Documentation

The VCC-specific help menu can be accessed directly from its interface by clicking the Help icon at the top of the page.



This menu contains:

- **Help Topics** - Short, topic-based tutorials.
- **User Guides and Resources** - Provides links to the Everbridge Support Center and Everbridge University.
- **What's New** - Displays release notes for the most recent VCC updates.

Everbridge University Visual Command Center Training

Visual Command Center Operator Certification training is available in Everbridge University, Everbridge's self-service, online training resource for the Everbridge Platform.

Visual Command Center Operator Certification

Visual Command Center Operator Certification covers concepts and navigation essential for an Operator or Analyst to successfully use the Visual Command Center. It allows you to explore simulated dashboards and respond to use-case situations, all while familiarizing yourself with the CEM workflow. At successful completion, you receive the Visual Command Center Operator certification.

You must complete the following courses:

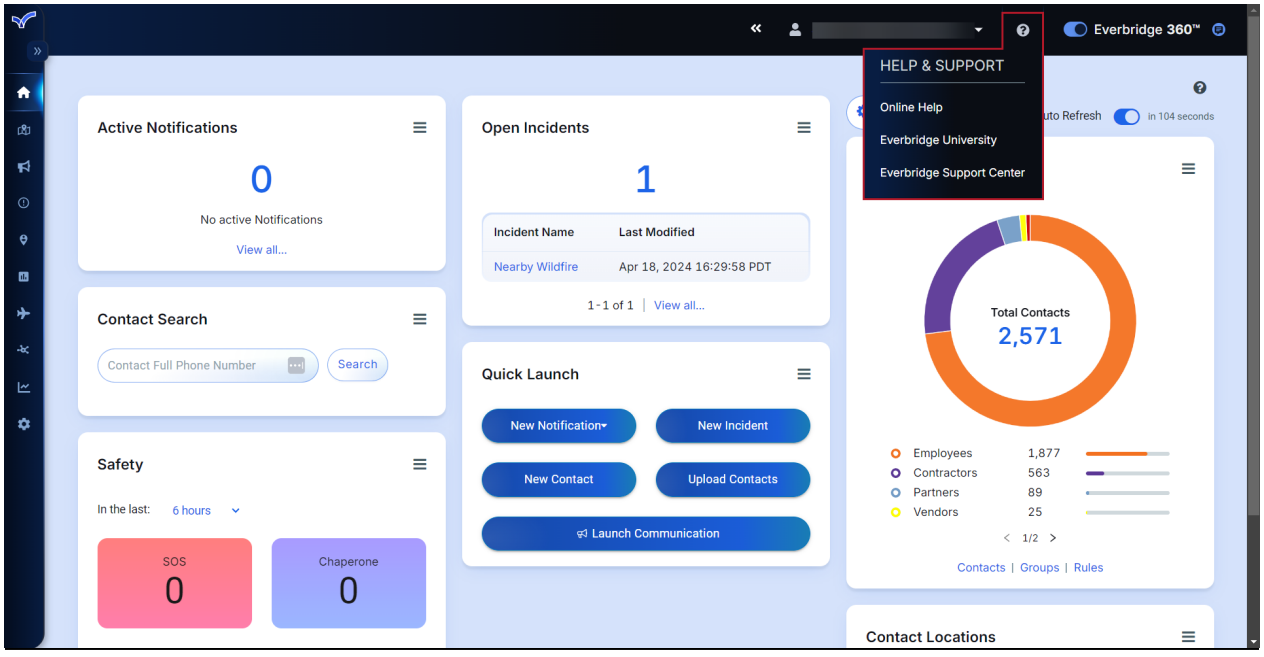
Training course	Links	Description
Introduction to Visual Command Center	• US Stack • EU Stack	This course provides an introduction to the Visual Command Center and its functionality. It covers what Visual Command Center does, how it does it, and how it can be applied in example situations. All of this is framed in the context of Critical Event Management. Lessons are taught using a combination of images, text, and videos, with a Knowledge Check at the end.
Visual Command Center: Assess and Locate	• US Stack • EU Stack	This use-case-focused course covers the Assess and Locate functions of Critical Event Management through Visual Command Center. Emulating real- life situations, it first reviews and then walks through the steps of finding alerts, reviewing assets, viewing Risk Events, and contextual Items. Lessons are taught through a combination

		of images, text, and videos. This course contains audio.
Visual Command Center: Act and Analyze	• US Stack • EU Stack	This use-case-focused course covers the Act and Analyze phases of Critical Event Management through Visual Command Center. Emulating real-life situations, it first reviews and then walks through the steps of evaluating response options for various alerts, launching an Incident, and accessing analytical reports. Lessons are taught through a combination of images, text, and videos. This course contains audio.

Related Everbridge Documentation

Documentation for related Everbridge products is available from:

- Everbridge Support Center. Guides are available to download as PDFs.
- Online Help. Selecting **Online Help** provides help for the Everbridge Suite system. In addition, select **(?)** on a page to access context-sensitive help.



How do I Manage Critical Events in Visual Command Center?

When Critical Events occur, they need to be managed based on:

- When and where are the events happening?
- Who or what is affected?
- What will the impact be?

Critical Event management helps you work through a response to such events.

Assess

Visual Command Center helps you track Assets, contacts, and Risk Events geospatially. Many Risk Sources feed Visual Command Center information about what is happening worldwide. You can determine the Risk Sources you want to track and identify the Assets you want to monitor.

Locate

What makes a risk event relevant? A risk event is relevant based on its proximity to the things you care about, for example, your people or buildings. Visual Command Center allows you to see your Assets in the context of their geographical location and the surrounding events and conditions.

Act

Once you know that an event is going to impact your Assets, you need to make some decisions to protect those people and Assets. For example, implementing standard operating procedures, team activation, situational reporting to key stakeholders, and notifying employees in an impacted location, can all be automated in Visual Command Center.

Analyze

Data is collected throughout the critical event management workflow in Visual Command Center allowing you to improve your standard operating procedures and track your decision-making performance.

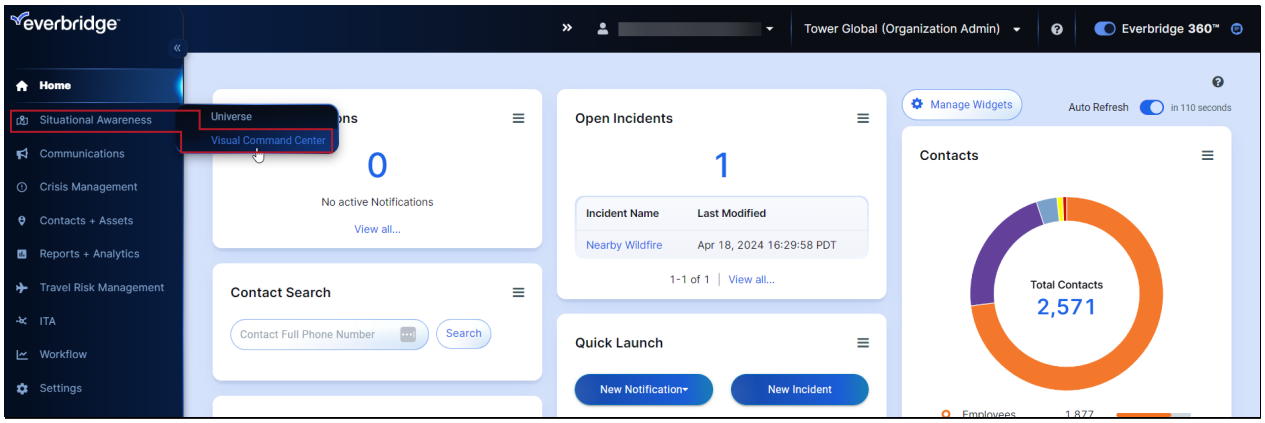
Logging in to Visual Command Center

For a list of supported browsers and PC requirements, see Visual Command Center - Supported Browsers.

How you log in to Visual Command Center depends on whether SSO is enabled or not. For more information, see VCC: What URL Should Be Used to Logon to Visual Command Center (VCC) When Using Single Sign-On (SSO)?

Signed In to Everbridge Suite

If a user is already signed in to the Manager Portal, they can access Visual Command Center from **Situational Awareness** > **Visual Command Center**.

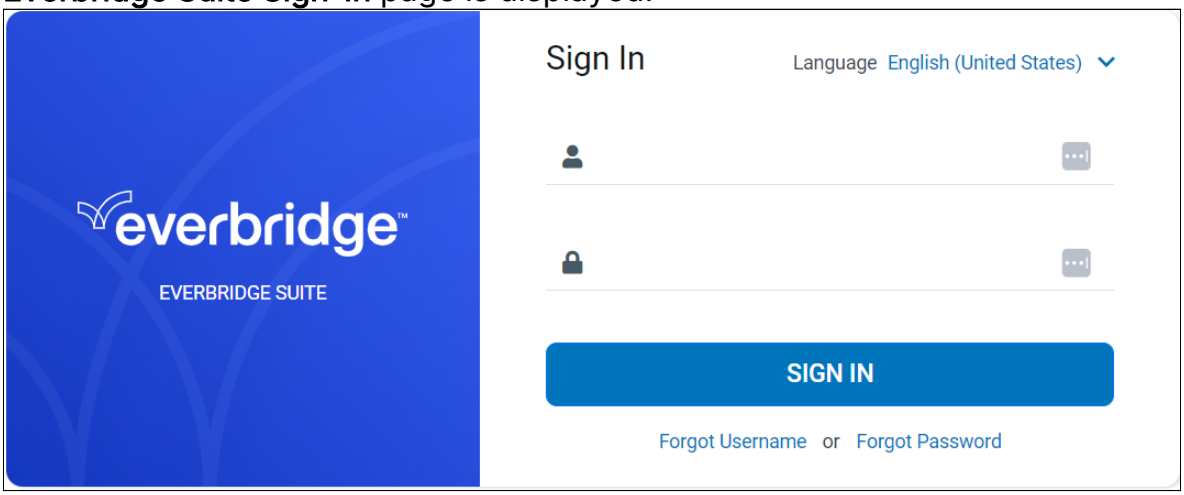


Via URL

If desired, users can access Visual Command Center from their browser using a link. To do so:

1. From a browser, type the URL you use to log in to Everbridge Suite, for example, `https://vcc.everbridge.net/` or `https://vcc.everbridge.eu/`. The

Everbridge Suite Sign-In page is displayed.

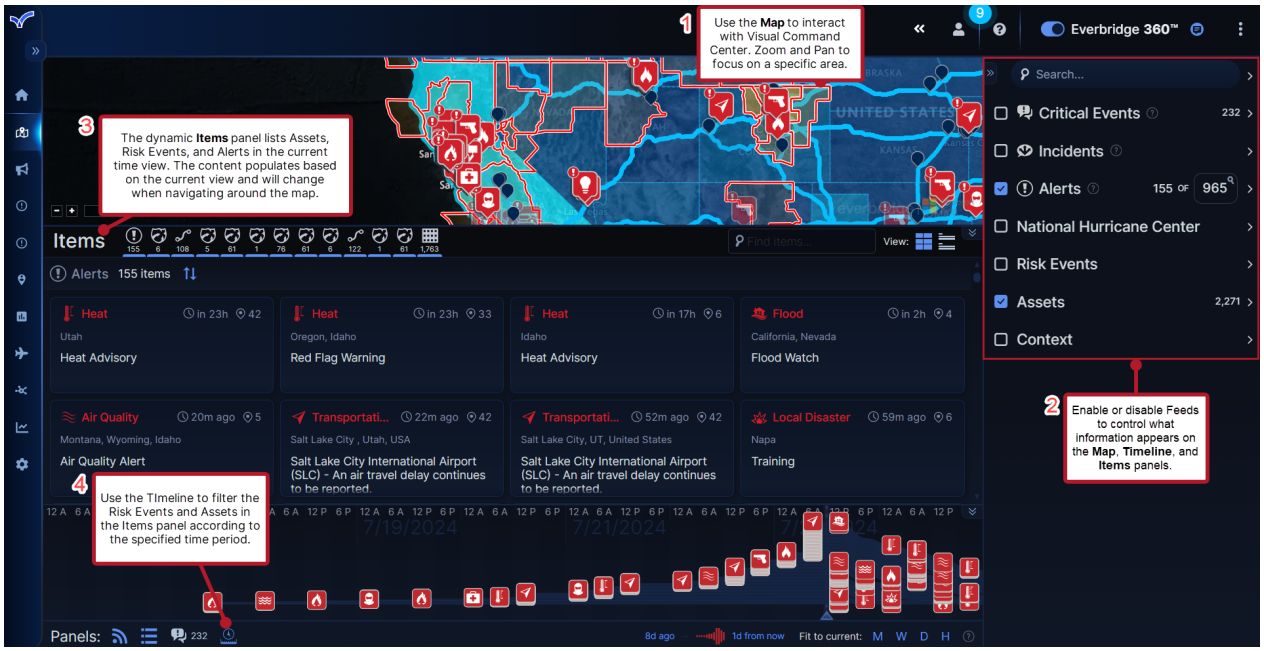


> **NOTE:** Contact your Everbridge representative if you are not sure which URL you use to log in to Everbridge Suite.

2. Enter the sign-in credentials that you use for Everbridge Manager Portal. If you do not know your username and/or password, select **Forgot Username** or **Forgot Password**, depending on your requirements.
3. Select **Sign In**.

Getting Started with Visual Command Center

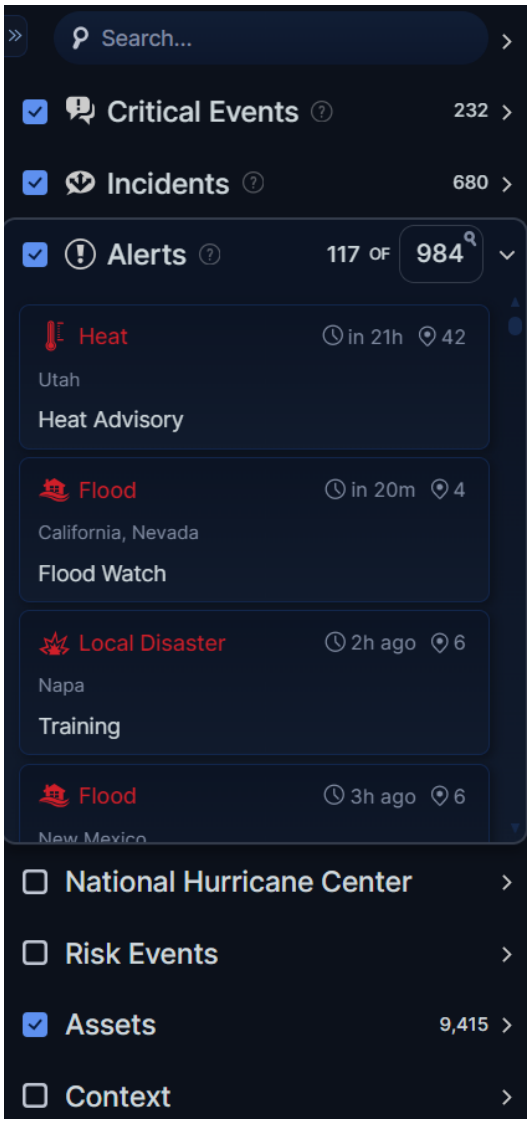
Visual Command Center serves as a visualization of your Asset and Risk data.



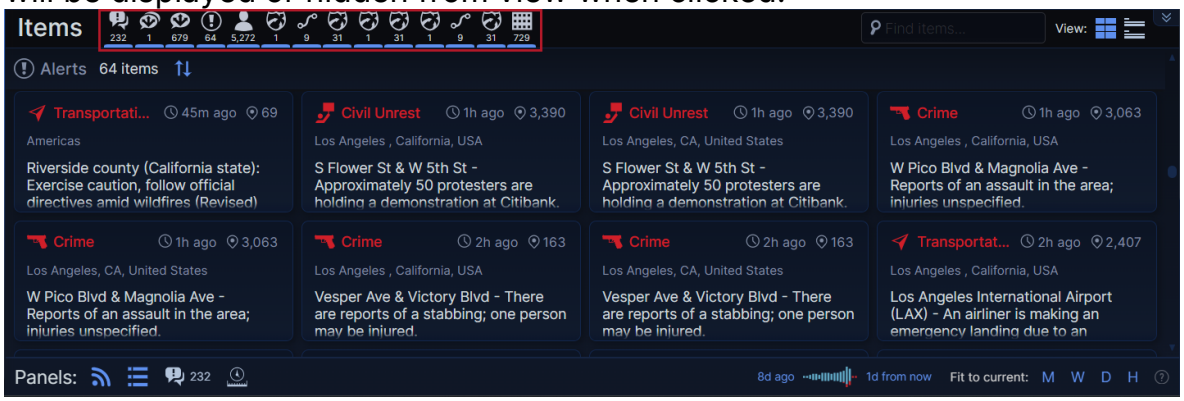
1. You can zoom and pan to an area on a map. If you select an Alert, Visual Command Center automatically displays the location on the map where the Alert is visible.

   > **TIP:** Selecting the total count of Alerts in the **Alerts** feed enables you to quickly zoom out again to view all visible Alerts.

2. In the **Feeds** panel, you can select a feed to display all items in a feed on the map, or expand the feed and select categories within the feed.



3. Use the **Items** panel to filter the items displayed on your map. Click the icons along the top to show or hide their items from the panel, such as Critical Events or Incidents. The number beneath the icons indicates how many items will be displayed or hidden from view when clicked.

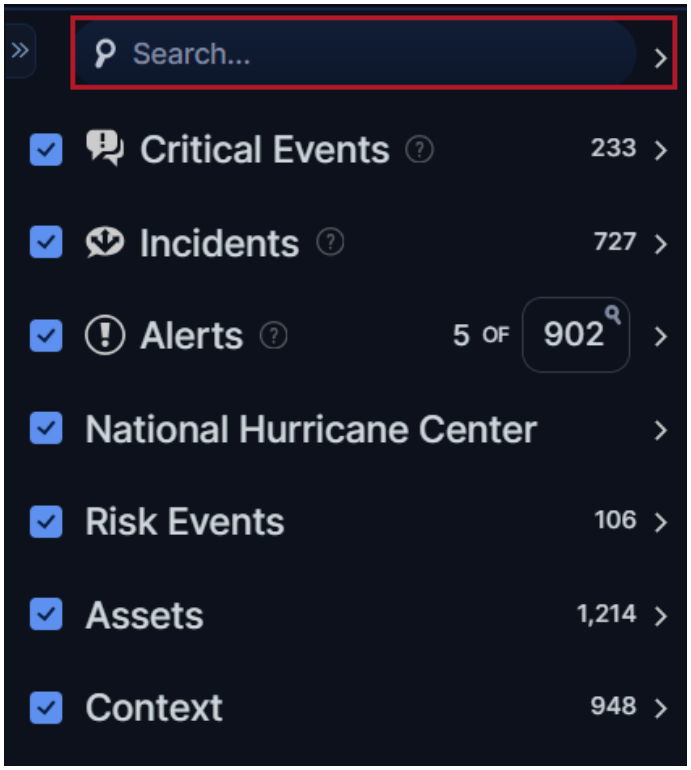


4. Use **Timeline** to filter on events in a time frame you specify. For example, you may be interested in weather events happening in the next 24 hours.



Searching in Visual Command Center

The **Search** box in the **Feed Control** lets you search for items in all of your data - not just items in the current map or timeline view. A feed does not need to be turned on for you to search for its items.



Note the difference between the **Search** box and the **Find** box in the Items Panel:

- The **Find** box displays results from the currently active feeds.
- The **Search** box provides results from all data available in VCC, regardless of whether the feed containing the data is currently active.

Use the search options to find just the items you want:

- **Alerts** - Current and acknowledged Alerts with the search terms in the title. You can filter Alerts by date.
- **Assets** - Assets, where the search terms appear in the asset name or location.
- **Context** - Items in the Context feeds where the search terms appear in the item name or location. Does not return items within KML feeds.
- **Incidents** - Incidents by title. The search returns the most recent 100 Incidents that include your search term.
- **People** - Contacts by name or External ID.
- **Places** - Locations from Bing Maps.

- **Risk Events** - Risk Events, where the search terms appear in the event name or location. You can filter events by date.
- **Travel** - Traveler locations. You can filter these by date. Available only for Organizations with Travel Protector enabled.

> **NOTE:** Use the **All** setting to search all types of data.

Searching for Contacts by Name

When searching for contacts, enter any of the name combinations below. The more complete your entry, the more relevant your results.

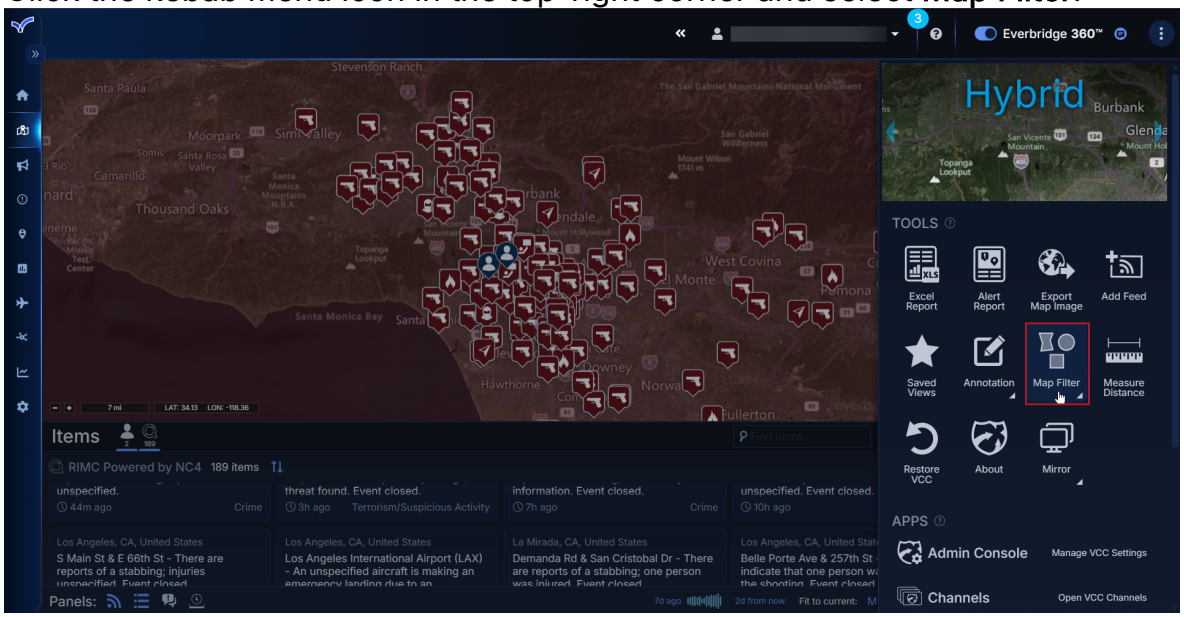
- First or Last Name
  - **Example:** *John* returns John Smith, Johna Adams, Adam Johnson
- First and Last Name
  - **Example**: *Jan Smith* returns Jan Smith, Jane Smith, Jan Smithers
- First, Middle(s), and Last names
  - **Example**: *Jo Anne Douglas Smith* returns Jo Smith, Joseph Smithe, Joan Marie Smith (Middle names are ignored.)
- Last, First names
  - **Example**: *Smith, Jon* returns Jon Smith, Jonathan Smithers

Filtering Maps

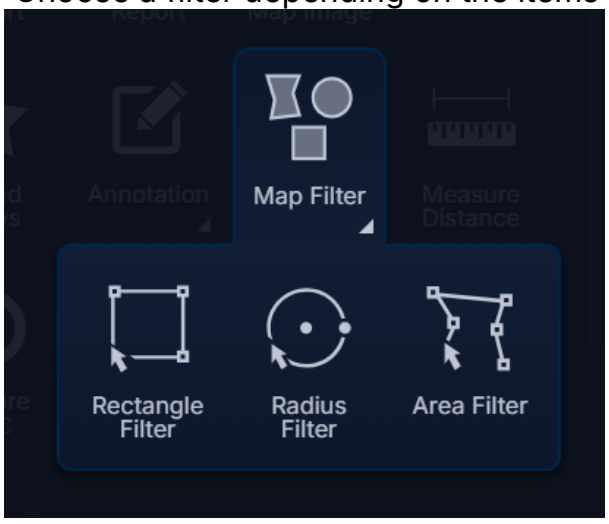
You can filter by an area of a map in Visual Command Center. For example, you may want to filter on an area of interest because you have some assets there or an event is happening there. You can export this as an image, for example, if you want to send this information to someone else in your Organization or launch an Incident.

To add a map filter:

1. Zoom and pan to the area of the map you want to filter.
2. Click the kebab menu icon in the top-right corner and select **Map Filter**.



3. Choose a filter depending on the items you want to filter on your map:



- **Rectangle Filter** - Select this if the area of the map you want to filter is a regular shape.
- **Radius Filter** - Select this if you want to measure the radius of an item on your map.
- **Area Filter** - Select this if the area you want to draw is an irregular shape. You can draw as many sides as needed using **Area Filter**.

4. Once you have configured your map filter, you can:
    - Right-click your map filter and launch an Incident. See Launching Incidents in VCC.
    - Select **Export Map Image** to export this as a map image.



TIP: You can also annotate your filtered map by selecting **Annotation**.

Saving Views

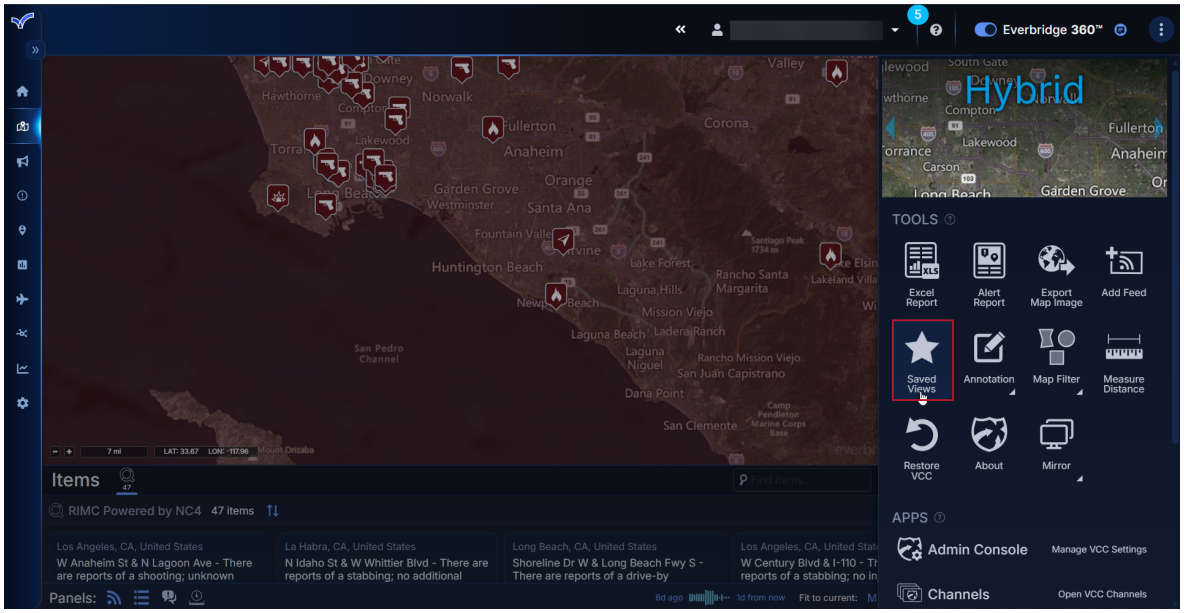
Once you have focused Visual Command Center on specific Assets, Risk Events, and contextual feeds, you can save this as a view.

For example, you could pre-configure Risk Event and Contextual fields in different regions so that operators can quickly and easily see a view relevant to their location. This makes it easy to transition between different Assets or locations and maintain a relevant view on-screen. You can share saved views, depending on access settings.

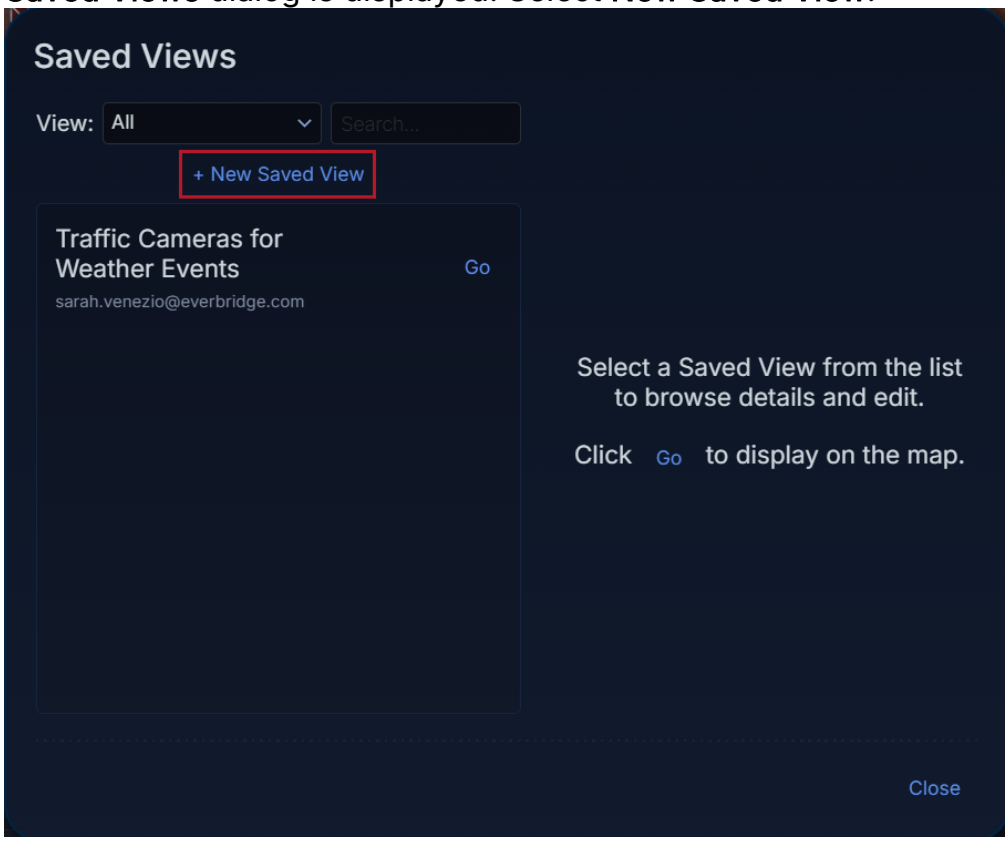
In addition, you may have an area on the map that you want to watch. You can annotate the area of the map you want to watch and save this as a view. The next time you log in to Visual Command Center, you can open your saved view, and see the Assets, Risk Events, and contextual feeds in which you are interested.

To save a view:

1. Click the kebab menu icon and select **Saved Views**.



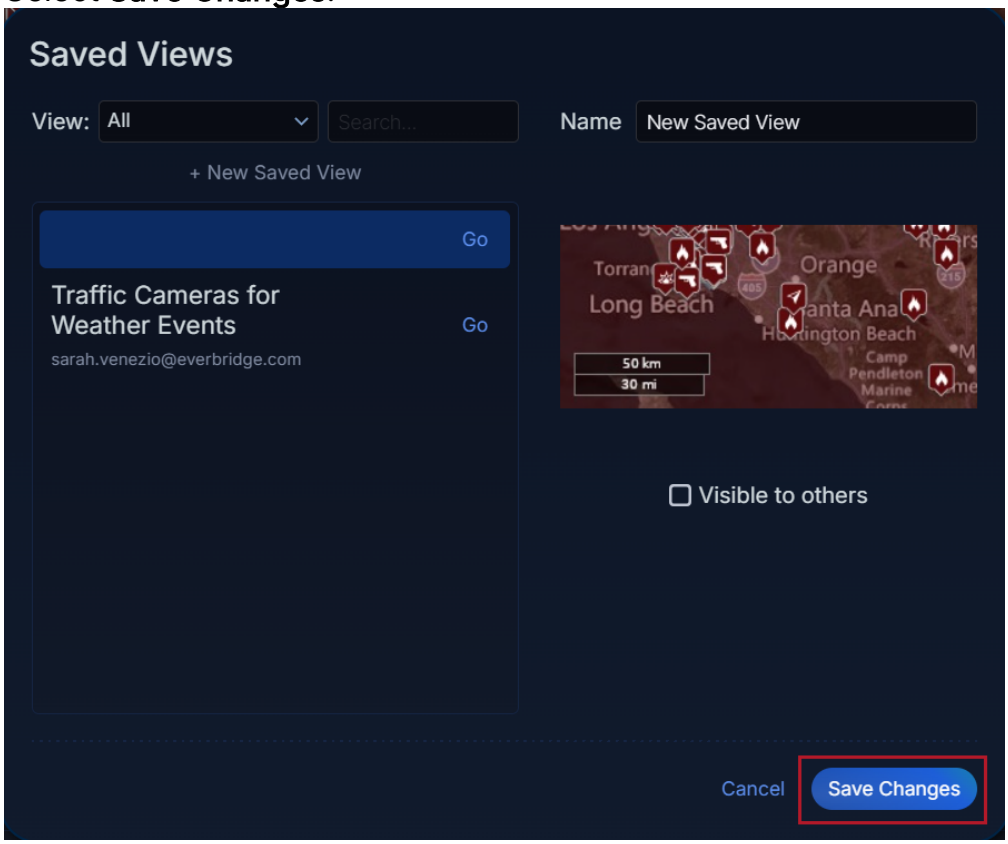
2. **Saved Views** dialog is displayed. Select **New Saved View**.



> **TIP:** From the **Saved Views** dialog, you can also search, rename, share, and delete a saved view.

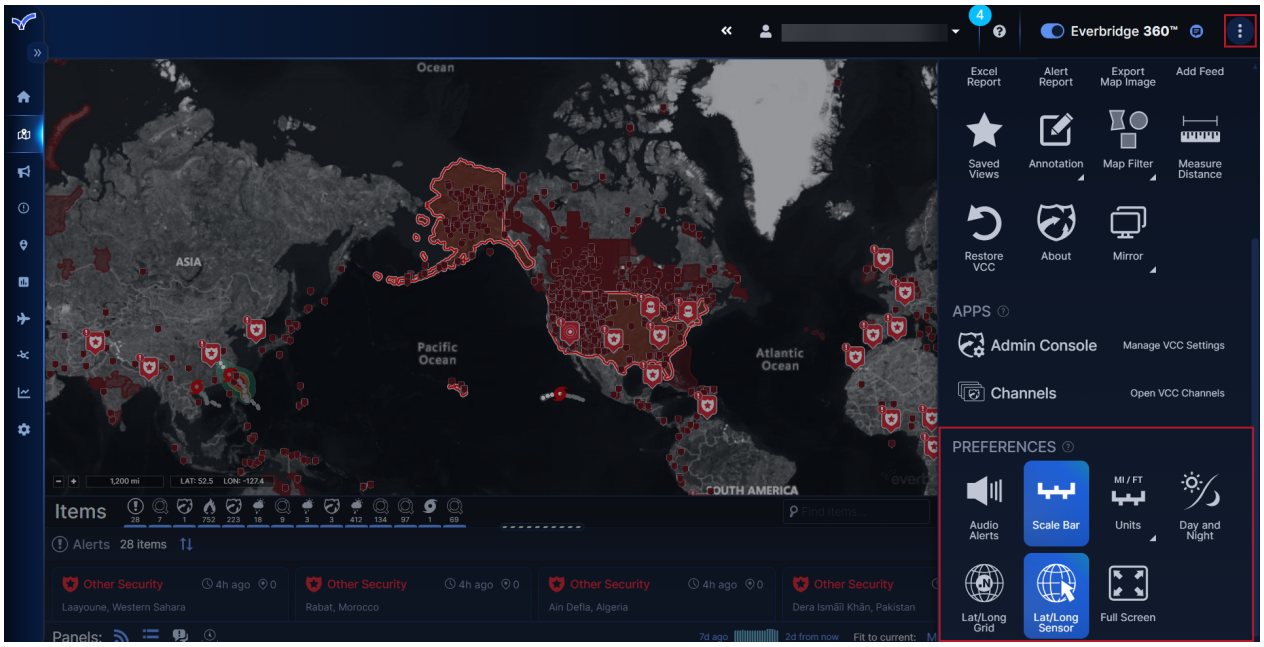
3. In **Name**, type a name for this view.
4. Choose to make this view available to others.

5. Select **Save Changes**.



Configuring Preferences in Visual Command Center

You can choose how you want Visual Command Center to display by selecting the kebab menu icon and navigating to **Preferences**. Select a preference to enable it.



Preference Options

Preference	Description
Audio Alerts	Enables a sound when an Alert is triggered.
Scale Bar	Enables a map scale to be displayed.
Units	Enables you to configure the units used in the map scale and **Measure Distance** tool. You can select: • English - miles/ft • Metric - km/m • Nautical - nautical miles
Day and Night	Shows which parts of the globe are in daylight. **NOTE:** You must zoom out of the map to see this.
Lat/Long Grid	Display latitude and longitude grid lines on your Visual Command Center map.

Lat/Long Sensor	Enables you to select an area on the map and get its exact latitude and longitude coordinates. **NOTE:** You can also right-click anywhere on the map and select **Copy Lat/Lon Coordinates.**
Full Screen	Displays Visual Command Center in full screen. Press **ESC** to leave full-screen.

What are Assets?

Assets are anything that matters to you. This can include contacts, buildings, supply chains, cell towers, power plants, etc. Essentially, anything with a physical address that can be represented on the map as an Asset.

> **NOTE:** Contacts are the only Assets that can receive Incident Notifications.

Your Assets are displayed on the map when the **Assets** feed is enabled.



> **NOTE:** Assets are added to Visual Command Center by administrators using the Everbridge Manager Portal or Visual Command Center Admin Console.

In Visual Command Center, Assets can be alertable or non-alertable. If an alertable Asset is in the proximity of a Risk Event, an Alert will be generated.

Adding Assets to Your Everbridge Suite Organization

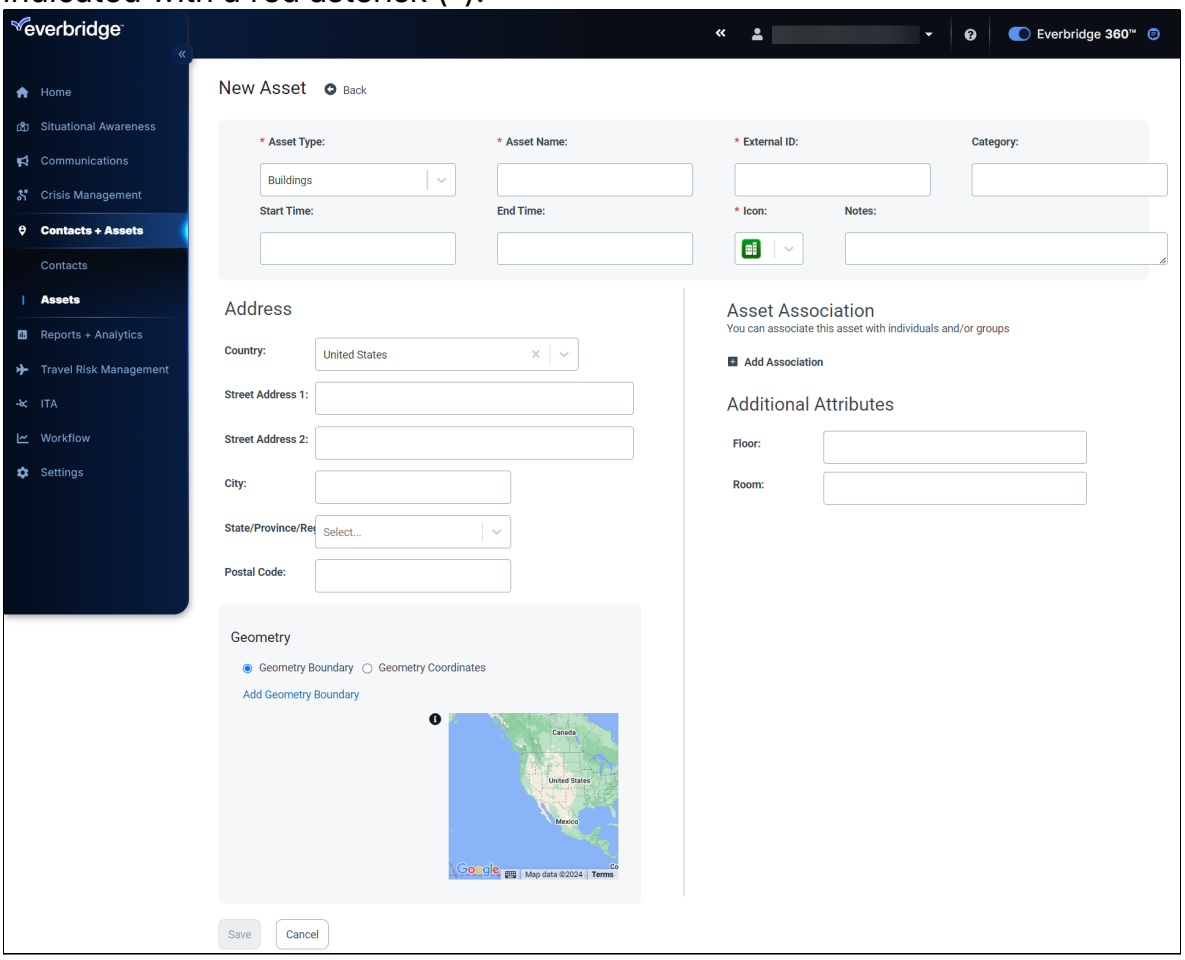
Once the configuration options are completed, you can begin adding Assets to the Everbridge. Assets can be added individually or through an upload process.

You can also edit and delete Assets individually or through an upload process.

Adding Individual Assets

To add a new Asset:

1. Navigate to **Contacts/Assets** > **Assets** > **New Asset.**
2. The **New Asset** dialog is displayed. Fill in the fields. Required fields are indicated with a red asterisk (*).



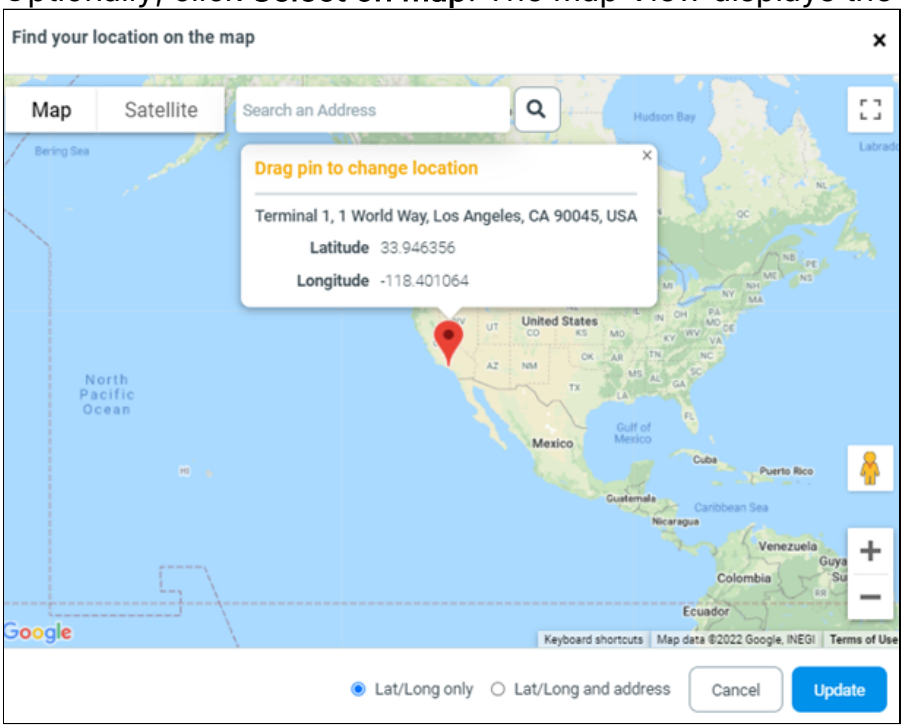
3. Enter the Asset's address information.
4. Add a Geometry Boundary or Coordinates if applicable.
5. If this Asset is associated with specific individuals or groups, configure them by clicking **Add Association**. See Asset Associations for more details.

6. Fill in any desired information in the Additional Attributes section. For example, for greater granularity, you can specify individual floors and rooms when adding a Building Asset.
7. Click **Save**.

View or update an Address Location

To view or update an address location:

1. Click the **Pencil** icon of the desired Asset.
2. As needed, update the Address.
3. Select the **Geometry Coordinates** radio button.
    - **Geometry Boundary** will not be displayed/visualized on Everbridge Suite's Universe/Map components. Geometry Boundary will be displayed in Visual Command Center (if applicable) for visualization and alerting purposes. When drawing a circular boundary from the Select Shapes dialog, the radius, and miles are displayed when you draw or select the circle.
4. Select the Suggested Address. When the suggested address is selected, the Lat/Long are repopulated.
5. Optionally, click **Select on map**. The Map View displays the location.



6. If you move the pin, using the radio button options, you can select whether you want the Lat/Long updated only or both the Lat/Long and address updated.
7. Click **Update**.
8. Click **Save** after editing the Asset.

Uploading Assets

Backing Up Your Assets File by Asset Type

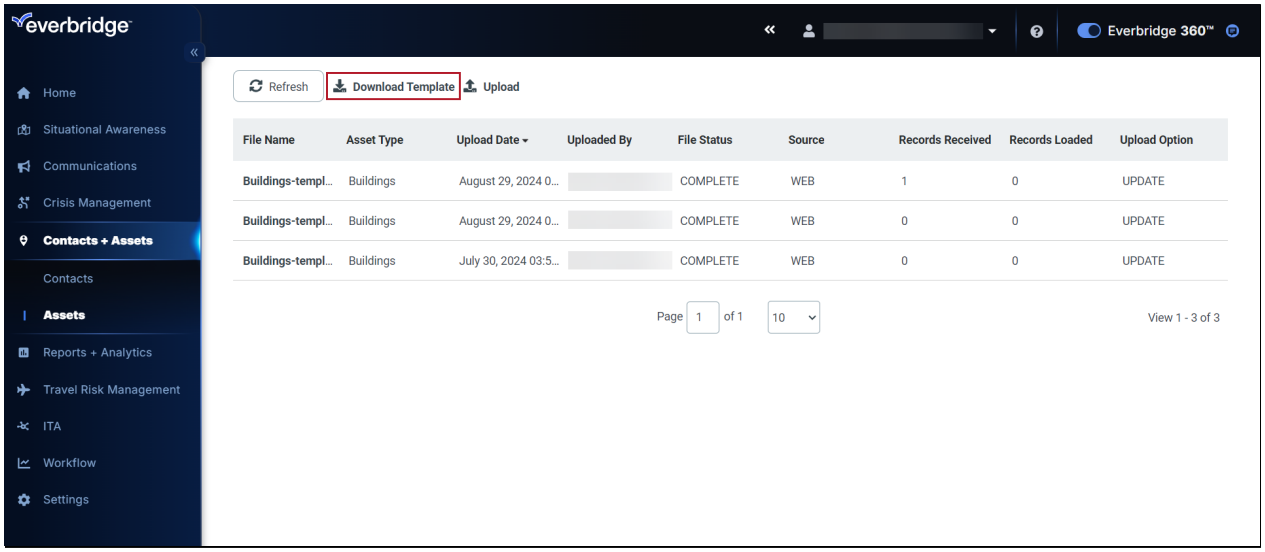
Before uploading an Assets file using either the web-based interface or via SFTP, Everbridge recommends making a backup of your current files. Follow the procedure below.

To make a backup of your current Assets file:

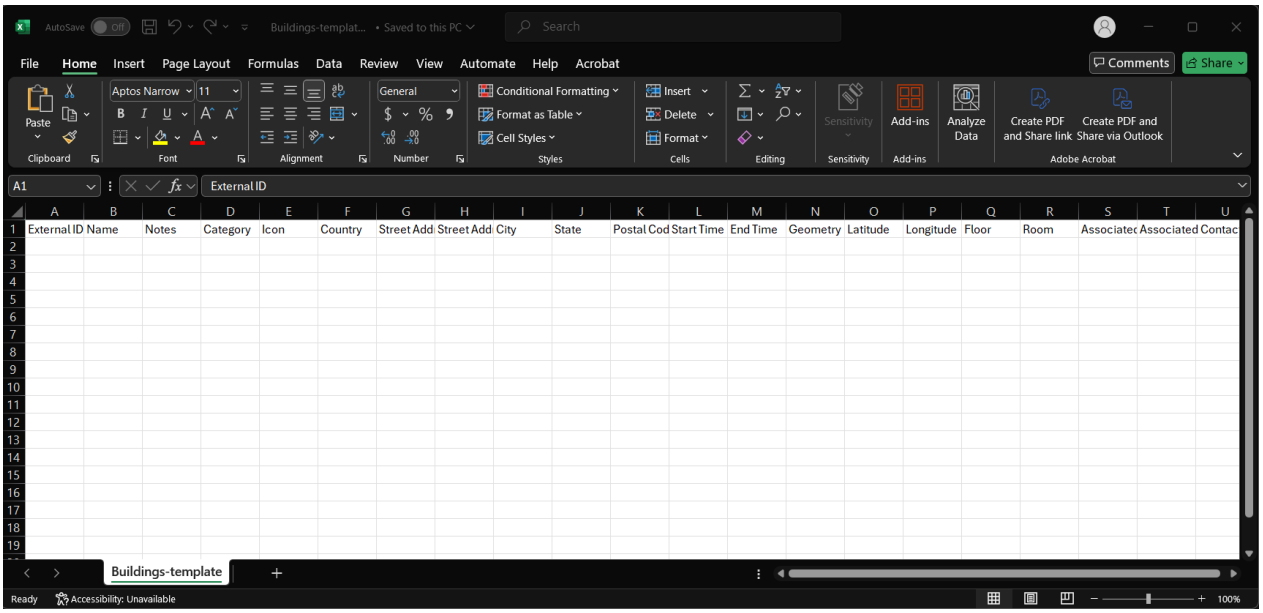
1. From **Contacts/Assets** > **Assets**, select the desired Asset Type from the drop-down list. A list of Assets is displayed by the selected Asset Type.
2. Click **Download** to generate a CSV file of all Assets per selected Asset Type.
    - In the event that you need to revert to this data file, note that you have it available on your desktop.
4. Repeat Steps 1 through 3 for each Asset Type that you want to backup.

Preparing Your Assets CSV File for Upload

Assets are uploaded via a CSV file. You can download the specific Asset template by clicking **Download Template** from **Contacts/Assets** > **Upload Assets.**



The specific template contains the required column headers for your file. The following is an example of the Building-template.csv file.



Standard Attributes of the Asset Template

The following table provides details about the column headings, from left to right, in the Asset template for the CSV file. The column headings must not be changed. If you use your own spreadsheet, then ensure your column headings use the exact case-sensitive spelling and spaces.

Standard attributes vary depending on the selected Asset Type. These default attributes cannot be edited or removed.

Field	Required	Comments
External ID	Yes	Client-defined unique identifier for the Asset record. Maximum Length: 200 Data Type: String Cell cannot be empty Value must be unique in file **NOTE**: If two records have the same External ID, only the latest record is inserted in the Asset list.
Name	Yes	Client-defined unique identifier for the Asset. Minimum Length: 1, Maximum Length: 200

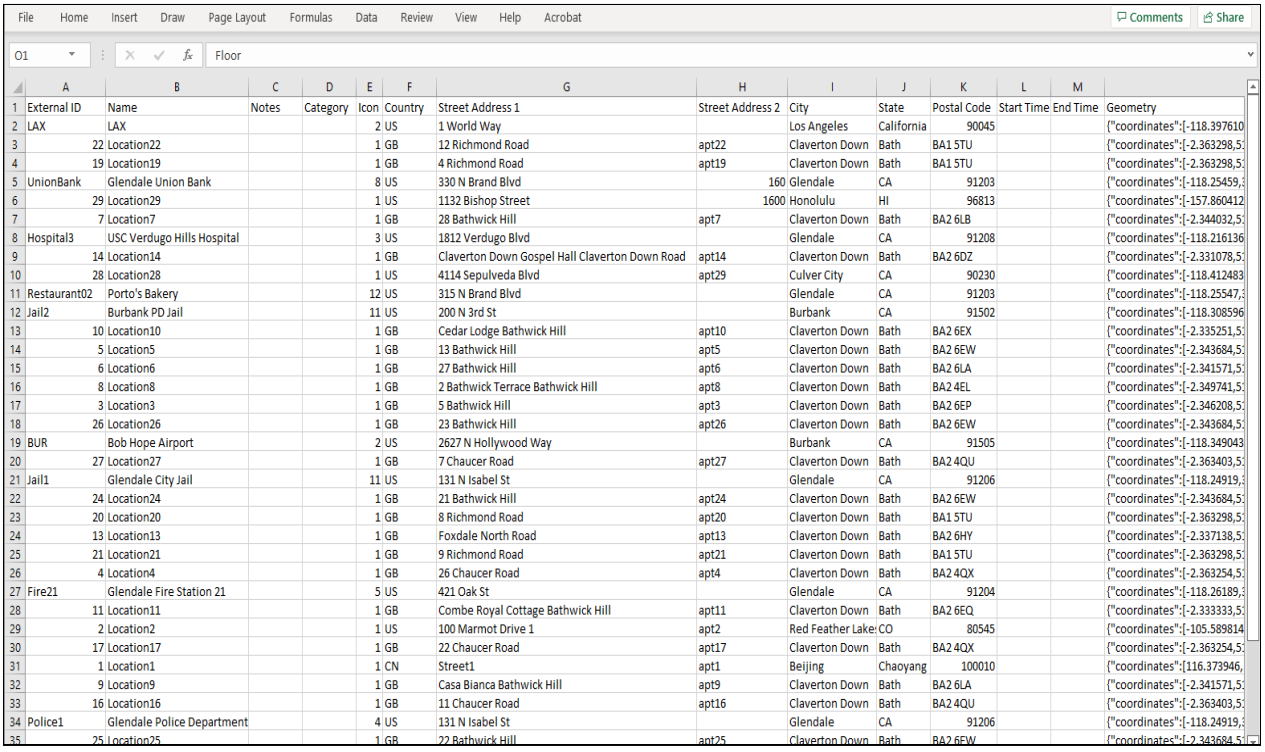
		Data Type: String Cell cannot be empty
Notes	No	Maximum Length: 2,000 Data Type: String
Category	No	Minimum Length: 1, Maximum Length: 200 Data Type: String
Icon	Yes 	**NOTE:** If you do not enter an icon number, or you enter an invalid value, Icon 1, Office, is used. The following types of Safety Connection assets, from top to bottom, correspond with the icons to the left: 1Office 2Airport 3Hospital 4Police/Sheriff Station 5Fire Station 6Power Plant 7Your location of Interest (generic) 8Bank 9Data Center 10Manufacturing Plant 11Prison/Jail 12Retail Store/Restaurant 13Meeting Room NOTE: These icons are valid only for the Safety Connection Asset Type. Currently, Visual Command Center icons are managed in the Visual Command Center Admin Console.

Country	No NOTE: You can provide either a full address and the latitude/ longitude is automatically geo-coded, or you can provide the latitude/longitude.	ISO Alpha-2 country code, ISO Alpha-3 country code, full name (The country code is then converted to Alpha-2 for storage.) Data Type: String Country name is in the ISO country list For Latitidue/Longitude, only Decimal Degrees (DD) are supported
Street Address 1	No NOTE: You can provide either a full address and the latitude/ longitude is automatically geo-coded, or you can provide the latitude/longitude.	Maximum Length: 200 Data Type: String
Street Address 2	No NOTE: You can provide either a full address and the latitude/ longitude is automatically geocoded, or you can provide the latitude/longitude.	Maximum Length: 200 Data Type: String
City	No	City name Maximum Length: 100 Data Type: String For US addresses, jurisdiction name below county level

State	No	Administrative level below county level Maximum Length: 100 Data Type: String For US addresses, Everbridge recommends full State name, e.g., “California”
Postal Code	No	Maximum Length: 20
Start Time	No	Select the date and change the time from the Calendar icon.
End Time	No	Select the date and change the time from the Calendar icon.
Geometry	No NOTE: If Geometry has a value, then it will be used as the Asset Geometry. Otherwise, Latitude/Longitude is used.	Expected format is GeoJSON or WKT in uploads.
Latitude	No	Expected Latitude value is a number Data Type: String Not validated for client jurisdiction Only Decimal Degrees (DD) are supported Minimum Value: -90.0000000000 Maximum Value: 90.0000000000
Longitude	No	Expected Longitude value, including negative sign, is a number Data Type: String Not validated for client jurisdiction Only Decimal Degrees are supported Minimum Value: -180.0000000000

		Maximum Value: 180.0000000000
Floor	No	For Safety Connection Asset Type only Floor number Maximum Length: 20 Data Type: String
Room	No	For Safety Connection Asset type only Room number Maximum Length: 20 Data Type: String

The following is an example CSV file downloaded from **Contacts/Assets** > **Upload Assets** > **Download Template** from a selected Asset Type.



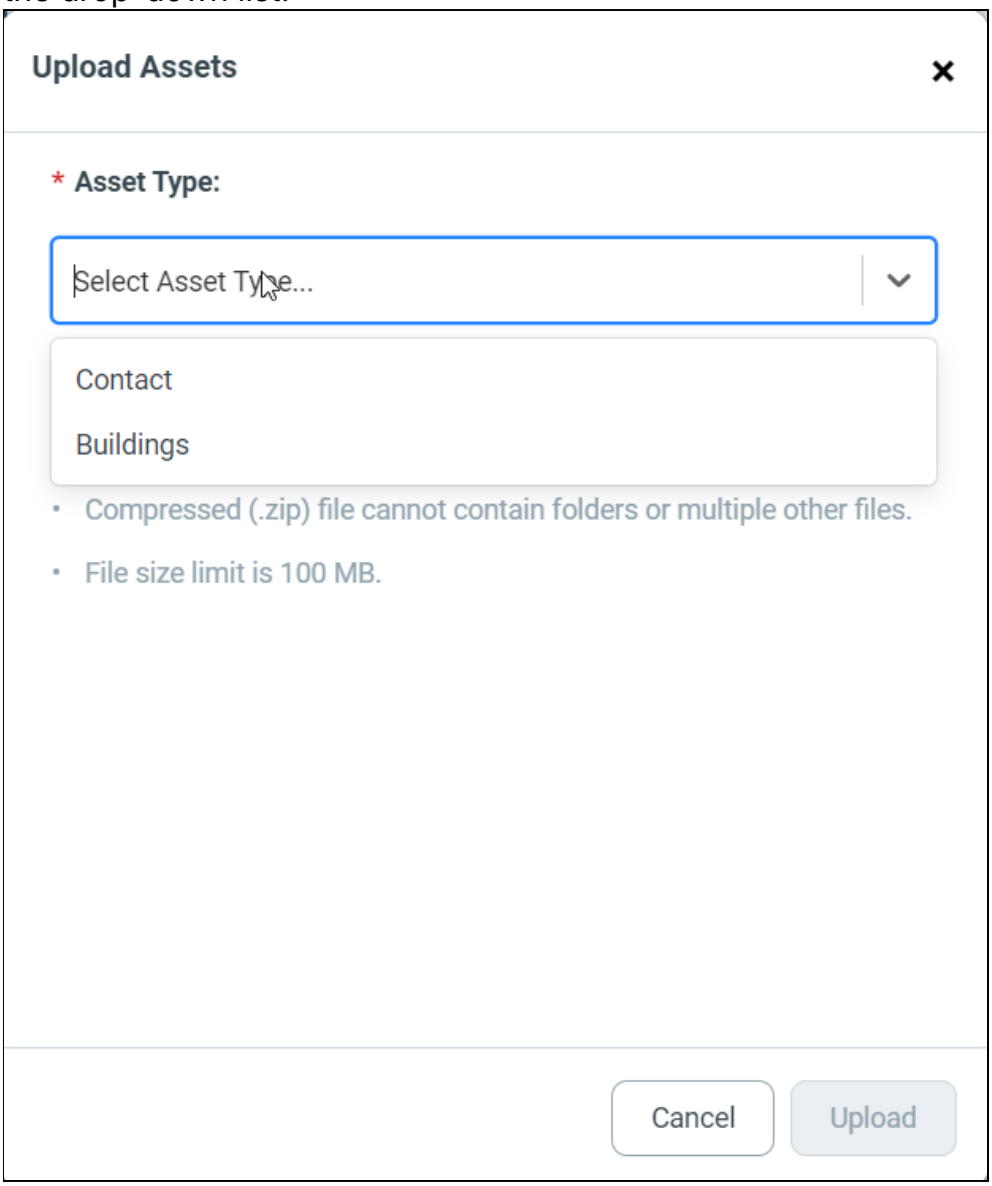
	A	B	C	D	E	F	G	H	I	J	K	L	M	
1	External ID	Name	Notes	Category	Icon	Country	Street Address 1	Street Address 2	City	State	Postal Code	Start Time	End Time	Geometry
2	LAX	LAX			2	US	1 World Way		Los Angeles	California	90045			{"coordinates":[-118.397610
3		22 Location22			1	GB	12 Richmond Road	apt22	Claverton Down	Bath	BA1 5TU			{"coordinates":[-2.363298,5
4		19 Location19			1	GB	4 Richmond Road	apt19	Claverton Down	Bath	BA1 5TU			{"coordinates":[-2.363298,5
5	UnionBank	Glendale Union Bank			8	US	330 N Brand Blvd	160	Glendale	CA	91203			{"coordinates":[-118.25459,
6		29 Location29			1	US	1132 Bishop Street	1600	Honolulu	HI	96813			{"coordinates":[-157.860412
7		7 Location7			1	GB	28 Bathwick Hill	apt7	Claverton Down	Bath	BA2 6LB			{"coordinates":[-2.344032,5
8	Hospital3	USC Verdugo Hills Hospital			3	US	1812 Verdugo Blvd		Glendale	CA	91208			{"coordinates":[-118.216136
9		14 Location14			1	GB	Claverton Down Gospel Hall Claverton Down Road	apt14	Claverton Down	Bath	BA2 6DZ			{"coordinates":[-2.331078,5
10		28 Location28			1	US	4114 Sepulveda Blvd	apt29	Culver City	CA	90230			{"coordinates":[-118.412483
11	Restaurant02	Porto's Bakery			12	US	315 N Brand Blvd		Glendale	CA	91203			{"coordinates":[-118.25547,
12	Jail2	Burbank PD Jail			11	US	200 N 3rd St		Burbank	CA	91502			{"coordinates":[-118.308596
13		10 Location10			1	GB	Cedar Lodge Bathwick Hill	apt10	Claverton Down	Bath	BA2 6EX			{"coordinates":[-2.335251,5
14		5 Location5			1	GB	13 Bathwick Hill	apt5	Claverton Down	Bath	BA2 6EW			{"coordinates":[-2.343684,5
15		6 Location6			1	GB	27 Bathwick Hill	apt6	Claverton Down	Bath	BA2 6LA			{"coordinates":[-2.341571,5
16		8 Location8			1	GB	2 Bathwick Terrace Bathwick Hill	apt8	Claverton Down	Bath	BA2 4EL			{"coordinates":[-2.349741,5
17		3 Location3			1	GB	5 Bathwick Hill	apt3	Claverton Down	Bath	BA2 6EP			{"coordinates":[-2.346208,5
18		26 Location26			1	GB	23 Bathwick Hill	apt26	Claverton Down	Bath	BA2 6EW			{"coordinates":[-2.343684,5
19	BUR	Bob Hope Airport			2	US	2627 N Hollywood Way		Burbank	CA	91505			{"coordinates":[-118.349043
20		27 Location27			1	GB	7 Chaucer Road	apt27	Claverton Down	Bath	BA2 4QU			{"coordinates":[-2.363403,5
21	Jail1	Glendale City Jail			11	US	131 N Isabel St		Glendale	CA	91206			{"coordinates":[-118.24919,
22		24 Location24			1	GB	21 Bathwick Hill	apt24	Claverton Down	Bath	BA2 6EW			{"coordinates":[-2.343684,5
23		20 Location20			1	GB	8 Richmond Road	apt20	Claverton Down	Bath	BA1 5TU			{"coordinates":[-2.363298,5
24		13 Location13			1	GB	Foxdale North Road	apt13	Claverton Down	Bath	BA2 6HY			{"coordinates":[-2.337138,5
25		21 Location21			1	GB	9 Richmond Road	apt21	Claverton Down	Bath	BA1 5TU			{"coordinates":[-2.363298,5
26		4 Location4			1	GB	26 Chaucer Road	apt4	Claverton Down	Bath	BA2 4QX			{"coordinates":[-2.363254,5
27	Fire21	Glendale Fire Station 21			5	US	421 Oak St		Glendale	CA	91204			{"coordinates":[-118.26189,
28		11 Location11			1	GB	Combe Royal Cottage Bathwick Hill	apt11	Claverton Down	Bath	BA2 6EQ			{"coordinates":[-2.333333,5
29		2 Location2			1	US	100 Marmot Drive 1	apt2	Red Feather Lake	CO	80545			{"coordinates":[-105.589814
30		17 Location17			1	GB	22 Chaucer Road	apt17	Claverton Down	Bath	BA2 4QX			{"coordinates":[-2.363254,5
31		1 Location1			1	CN	Street1	apt1	Beijing	Chaoyang	100010			{"coordinates":[116.373946,
32		9 Location9			1	GB	Casa Bianca Bathwick Hill	apt9	Claverton Down	Bath	BA2 6LA			{"coordinates":[-2.341571,5
33		16 Location16			1	GB	11 Chaucer Road	apt16	Claverton Down	Bath	BA2 4QU			{"coordinates":[-2.363403,5
34	Police1	Glendale Police Department			4	US	131 N Isabel St		Glendale	CA	91206			{"coordinates":[-118.24919,
35		25 Location25			1	GB	22 Bathwick Hill	apt25	Claverton Down	Bath	BA2 6EW			{"coordinates":[-2.343684,5

Uploading Your Assets CSV File

After you have prepared your CSV file using the corresponding download template from your selected Asset Type, you can upload it. You can upload or delete Assets using the following procedure.

To upload your assets using the web-based interface:

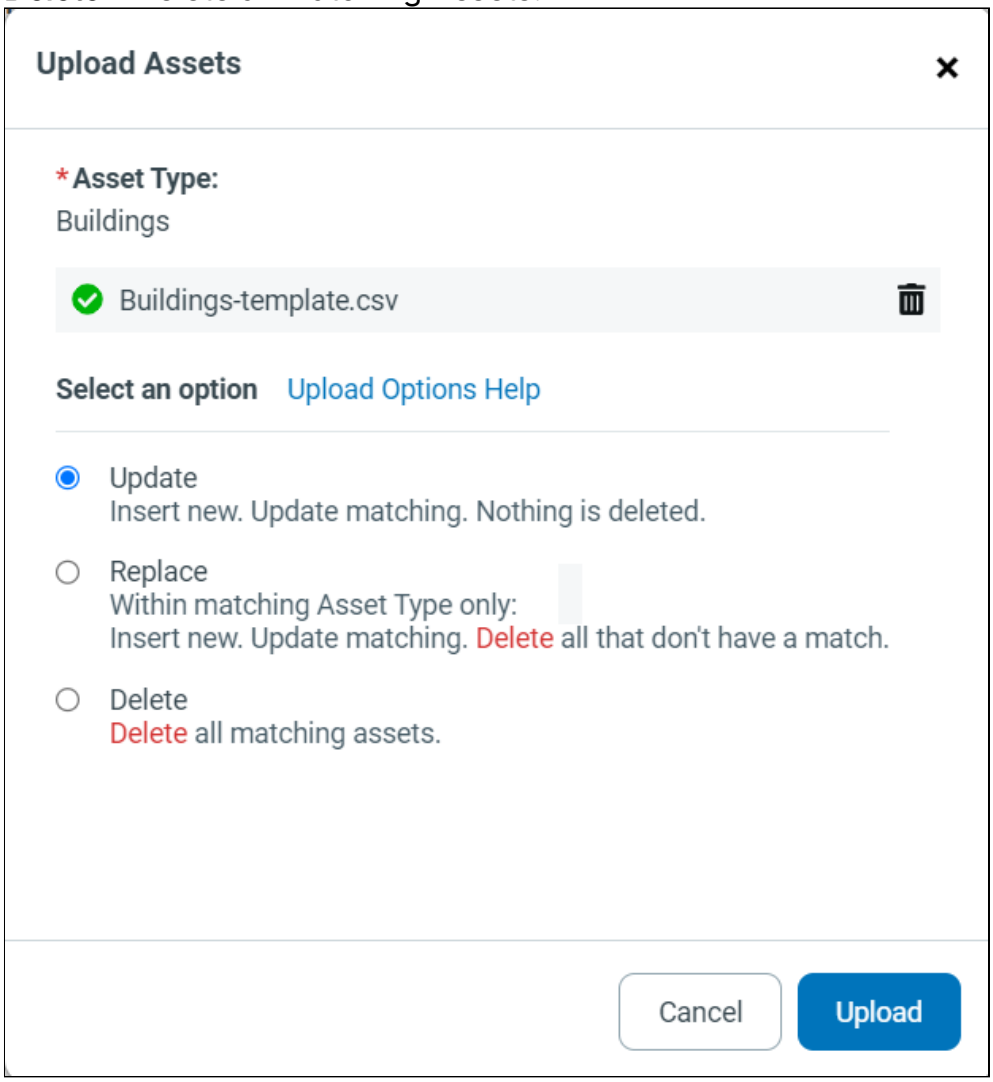
1. From **Contacts+Assets** > **Assets** > **Upload Assets** page, select the **Upload** button.
2. The **Uploads Assets** dialog is displayed. Select the desired Asset Type from the drop-down list.



3. Click **Select a File**.
4. From the **Open** dialog, select the desired Assets file and click **Open**.

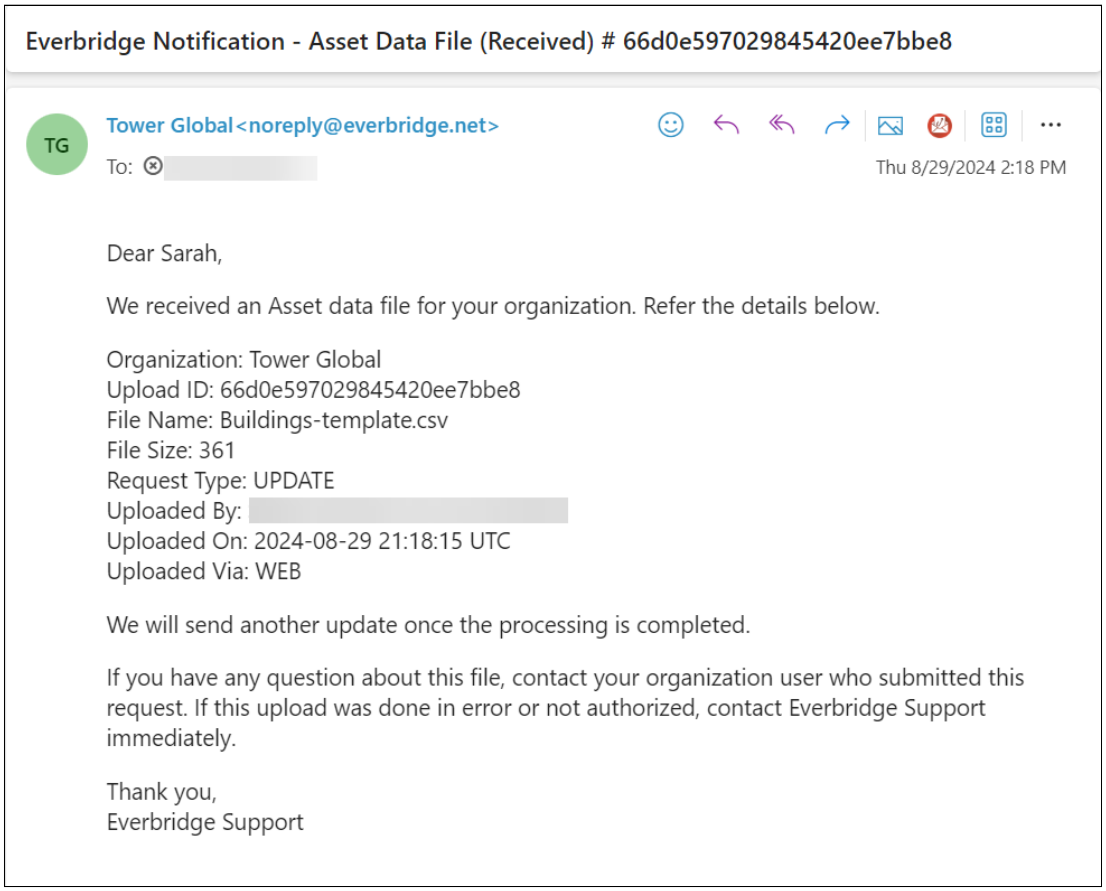
- Acceptable files are .csv, tar.gz, or compressed (.zip) .csv file.
- The compressed (.zip) file cannot contain folders or multiple other files.
- Otherwise, the **Invalid File Type** message appears in the Upload Assets dialog.

5. Select an option:
   - **Update** - Insert new, update matching. Nothing is deleted.
   - **Replace** - Within matching Asset Type only. Insert new. Updating matching. Delete all that do not have a match.
   - **Delete** - Delete all matching Assets.



6. Click **Upload**. You'll receive two automated emails:

- One that the data file was received.



Everbridge Notification - Asset Data File (Received) # 66d0e597029845420ee7bbe8

TG

Tower Global<noreply@everbridge.net>

To:

Thu 8/29/2024 2:18 PM

Dear Sarah,

We received an Asset data file for your organization. Refer the details below.

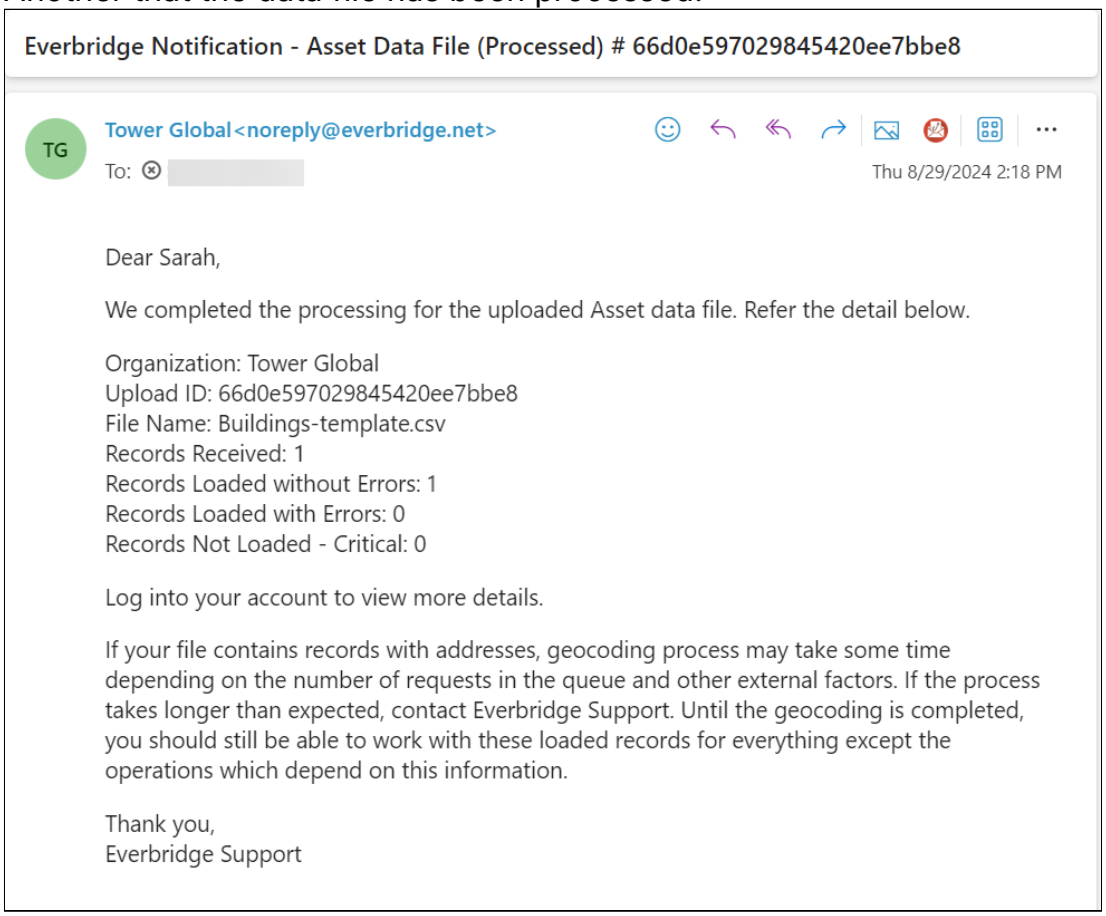
Organization: Tower Global
Upload ID: 66d0e597029845420ee7bbe8
File Name: Buildings-template.csv
File Size: 361
Request Type: UPDATE
Uploaded By:
Uploaded On: 2024-08-29 21:18:15 UTC
Uploaded Via: WEB

We will send another update once the processing is completed.

If you have any question about this file, contact your organization user who submitted this request. If this upload was done in error or not authorized, contact Everbridge Support immediately.

Thank you,
Everbridge Support

- Another that the data file has been processed.



7. Click **Refresh**, then look at the **Records Received** and **Records Loaded** columns.
8. Select the desired CSV file name.
   - **Loaded without error** - Records loaded normally.
   - **Loaded with error** - Records where non-required field(s) had something incorrect, but there was enough good information to load them anyway. If needed, return to the CSV file and fix the issues before uploading again.
   - **Not loaded - critical error** - Records that had errors so severe that they were not loaded. Return to the CSV file and fix the issues before uploading again.
9. If your **CSV loaded with error(s),** select the corresponding tab and read the error message(s). Click Download to generate a list of Asset records that were loaded with errors for troubleshooting purposes. If needed, return to the Asset CSV file and fix the issues before uploading again.
10. If your **CSV was not loaded - critical error(s)**, select the corresponding tab and read the error message. These are records that have errors so severe that they were not loaded. Click **Download** to generate a list of Asset records that were not loaded - critical error for troubleshooting purposes. Return to the Asset CSV file and fix the issues before uploading again.

Uploading an Assets Data File Via Secure FTP

With the Asset Secure FTP (File Transfer Protocol) upload, the Asset Type name is inferred from the filename (to know which Asset Type to which this upload belongs). The filename should start with the Asset Type name, followed by the suffix directly, or followed by the triple underscore with anything additional. For example, if “Airport” is the Asset Type name, Everbridge supports:

- Airport.csv
- Airport___.csv
- Airport___1.csv

By configuring your computer and Secure FTP software to work together, you can programmatically submit the CSV file containing your Asset records. The computer system needs to add the data file in the location configured in the Secure FTP software. The Secure FTP software is scripted to perform the transfer.

To submit an Assets data file via Secure FTP:

1. First, make a backup of your current Assets data file.
2. From the **Settings** tab at the Organization level, select **Contacts / Assets** > **Upload Options** (or, from the **Settings** tab at the Account level, select **Security** > **Secure FTP**), and configure your system to add an Assets file in the Everbridge format. See the Everbridge Suite User Guide for more details.
3. You then script or schedule software that supports Secure File Transfer Protocol (FTP) to upload your file to Everbridge. With your IT department, perform the steps in the procedure To use Secure FTP to upload CSV data files.

   - **NOTE:** Download the Access Instructions to prepare and test your connection to the Everbridge Secure FTP Server as well as to encrypt your Contact data at the file level using PGP or GPG in addition to the standard encryption in transit (SSL or TLS) provided by Everbridge.

     The Access Instructions are intended to guide you in exploring and testing the Everbridge Secure FTP connectivity. They do not provide instructions for developers since Everbridge does not know which tool your organization uses to develop your FTP client. Contact your IT department regarding third-party tools and/or any source code for interfacing with an FTP server.

4. Prepare your data file. (See Preparing Your Assets CSV File for Upload.)
5. Ask your IT department to configure your computer system and Secure FTP software.

6. The Secure FTP software is scripted to perform the transfer. On the server, from the directory “cem_asset”, use the following subfolders as destinations for your asset data file:
    - **Update** - equivalent of the UPDATE option on the Uploads page
    - **Delete** - equivalent of the DELETE option on the Uploads page
    - **Replace** - equivalent of the REPLACE option on the Uploads page
7. When the data file is transferred:
    - For Assets - from **Contacts/Assets** > **Assets**, perform Steps 5-7 of the procedure .

Locating Assets

To assess the severity of an Alert, you need to assess the impact of a Risk Event on your Assets.

How you locate your Assets depends on what you want to do. For example, if you want to determine the severity of an Alert, you may want to view the Assets that are affected; how many there are, what kind they are, and how close they are to the Alert location. If you are simply checking your Assets to see if there are any Risk Events nearby, you may want to use map navigation to locate your Assets.

- Locate Assets affected by an Alert. See Assessing Alerts.
- Locate Assets that relate to a specific area of your map.

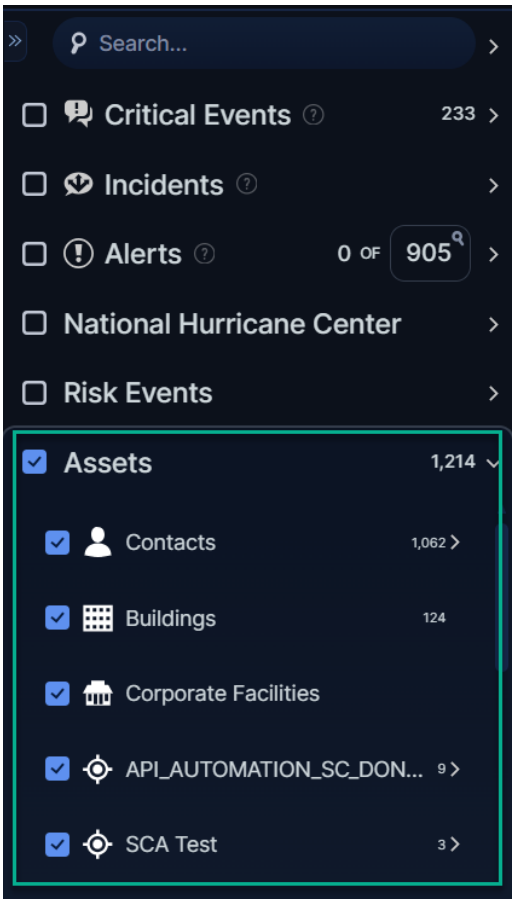
Locating Assets Affected by Alerts

When you select an Alert, the Assets affected by that Alert are automatically displayed in the **Items** Panel. See Assessing Alerts.

Locating Assets Relative to an Area on a Map

You can view Assets that relate to an area of your map. For example, you may want to check a location where your Organization has Assets to see if any current Risk Events in that area might affect them.

1. Navigate to the area of the map you want.
2. Expand the **Assets** feed.
3. Select the Assets you want to display.

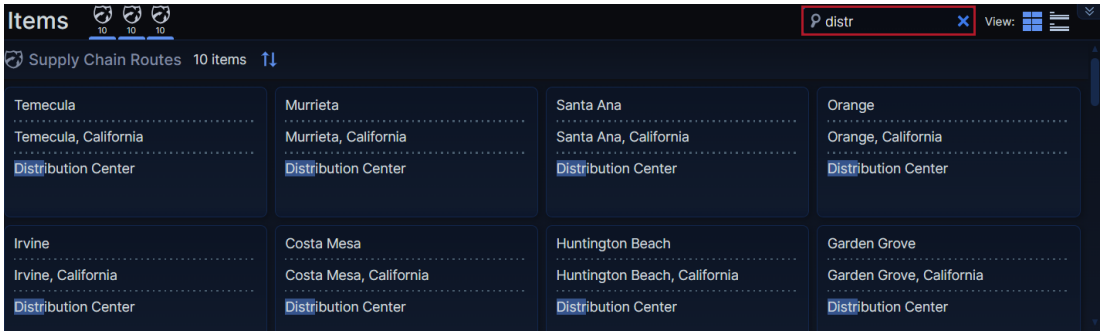


The map updates to display the Assets you selected.

4. Go to the **Items** panel.
   a. Scroll down to find your Assets.
   b. Show or hide different Asset types by selecting their corresponding icon.



   c. Use the **Find** field to locate specific Assets.

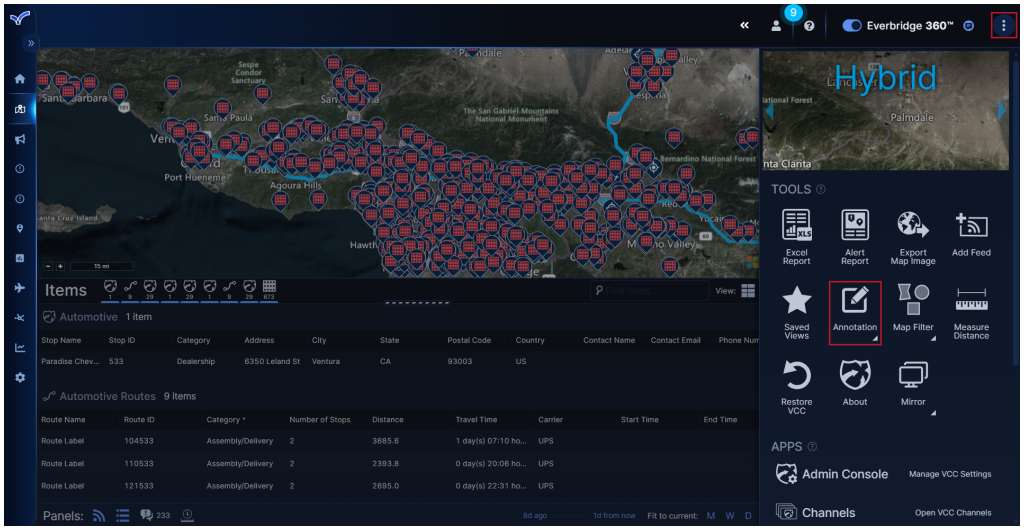


d. Select click the **List View** icon to display a list of Assets. Optionally, select the column on which you want to sort your Assets.



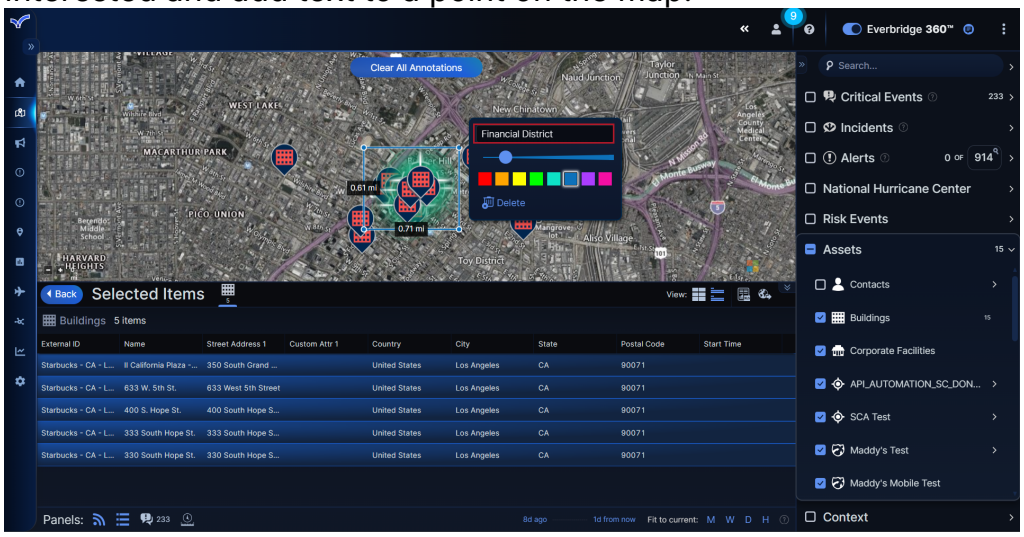
e. Generate an image of where your Assets are on a map. This is useful if you want to send this information to someone else in your Organization or another company system.

   i. Before you export your map image, you may want to add an annotation. For example, you may want to highlight specific areas and provide more information about areas of interest on the map. To do this, click the hamburger menu icon in the top-right corner and select **Annotations**.

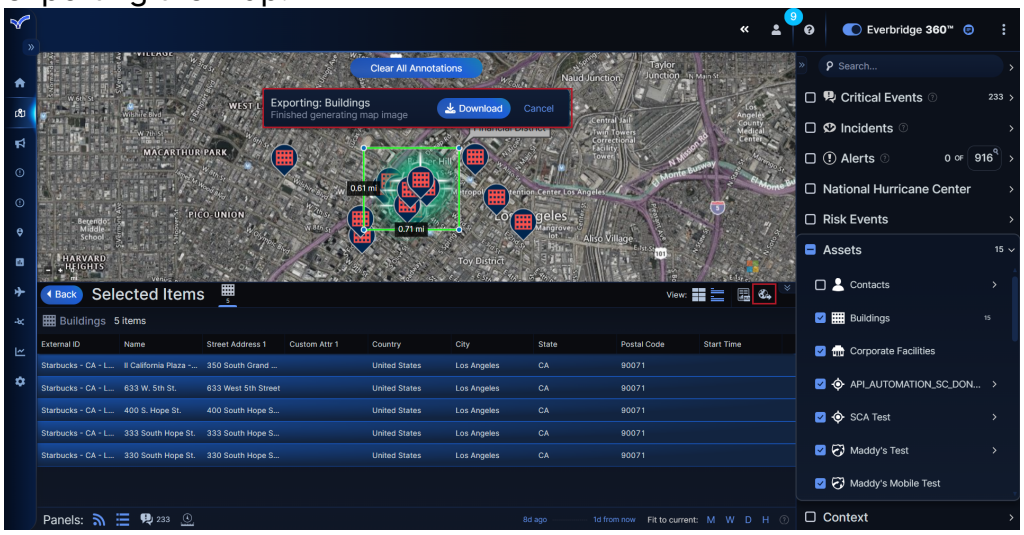


For example, you can outline the area of the map in which you are

interested and add text to a point on the map.



ii. Click the **Export Map Image** button. Visual Command Center starts exporting the map.



> **TIP:** You can also right-click a polygon, like a state from the **States** feed, or a country from the **Countries** feed, and select **Add as Area filter** to list or export the Assets in the polygon. Alternatively, you can export details about Assets in your current view. See Exporting Data from Your Current View in Visual Command Center.

iii. Once the map has been exported, select **Download** to download the map to your device.

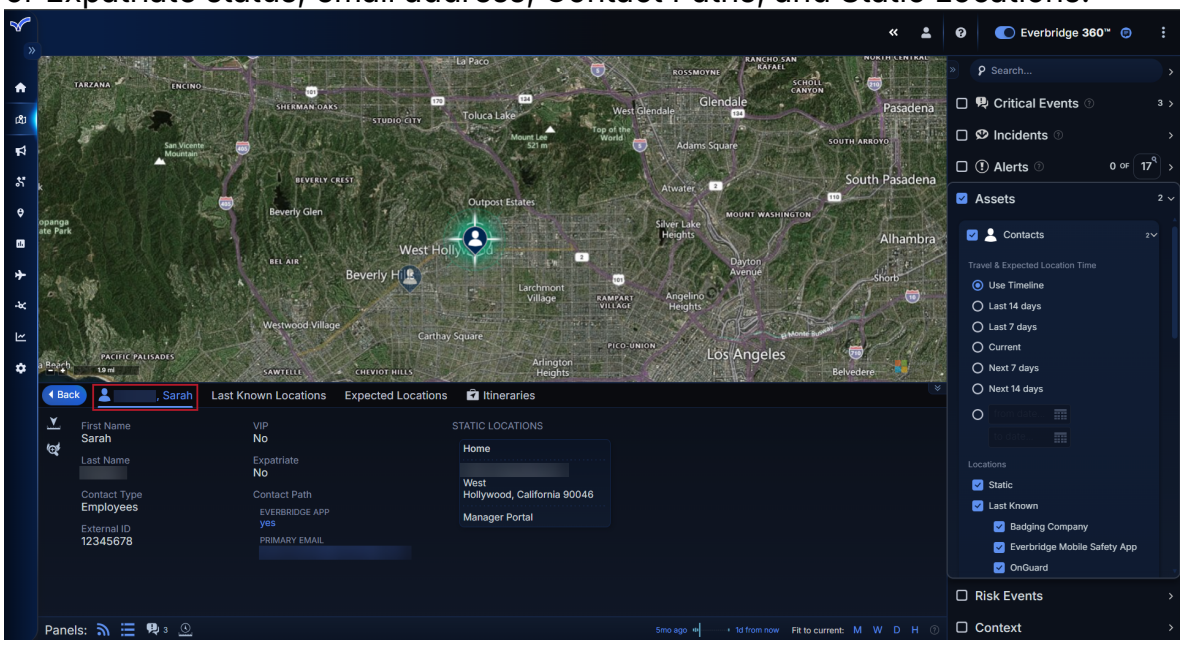
5. Once you have located your Assets, you can:
   - Check to see if there are any Alerts in this area. See Assessing Alerts.

- Learn details about the Risk Events in the area. See Assessing Risk Events.
- Take action on an Alert. See Responding to Alerts.

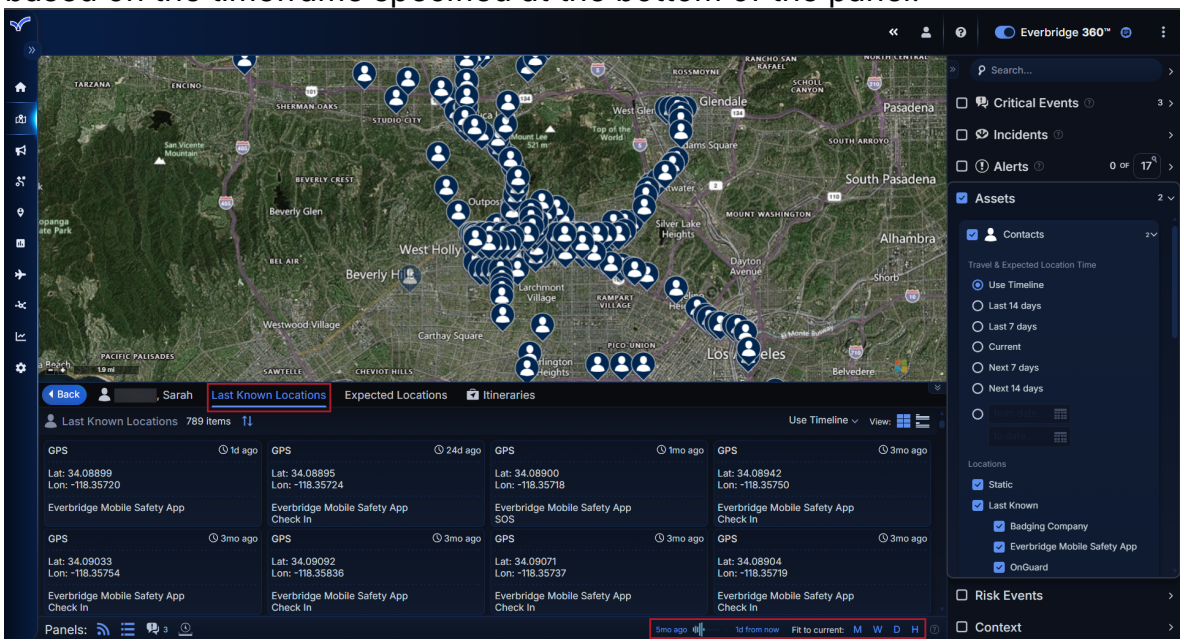
Contact Details in Visual Command Center

Clicking on a contact from the map in Visual Command center opens up the Items panel at the bottom, which is broken into the following tabs:

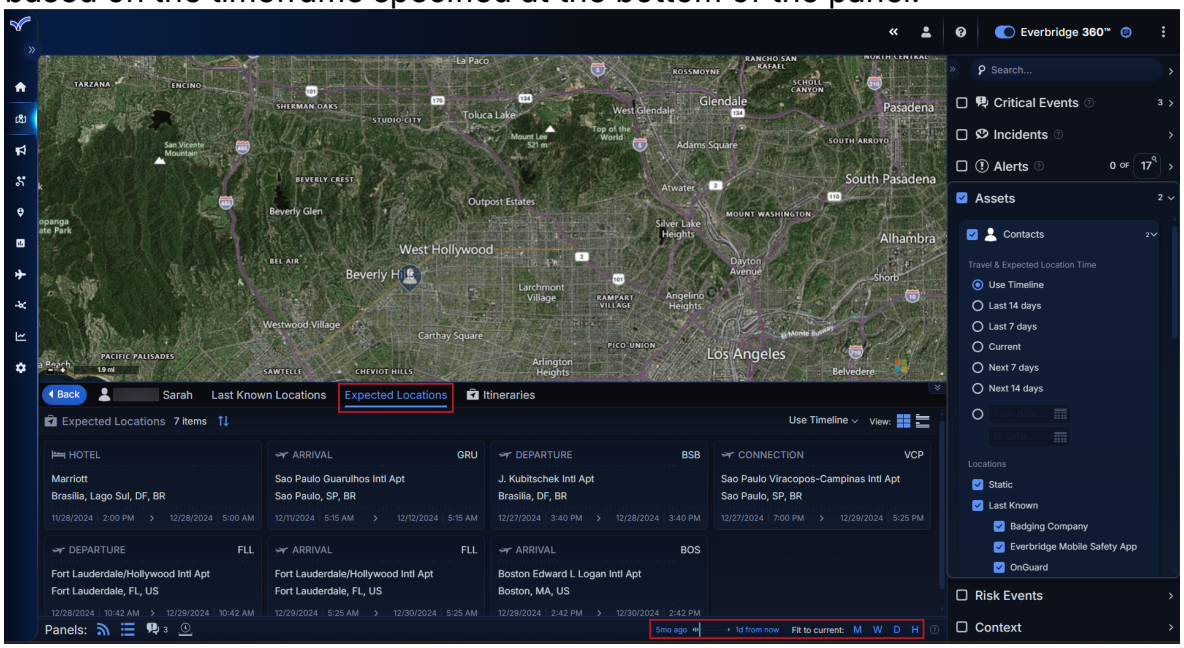
- **Contact Details** - Displays the contact's name, Contact Type, External ID, VIP or Expatriate status, email address, Contact Paths, and Static Locations.



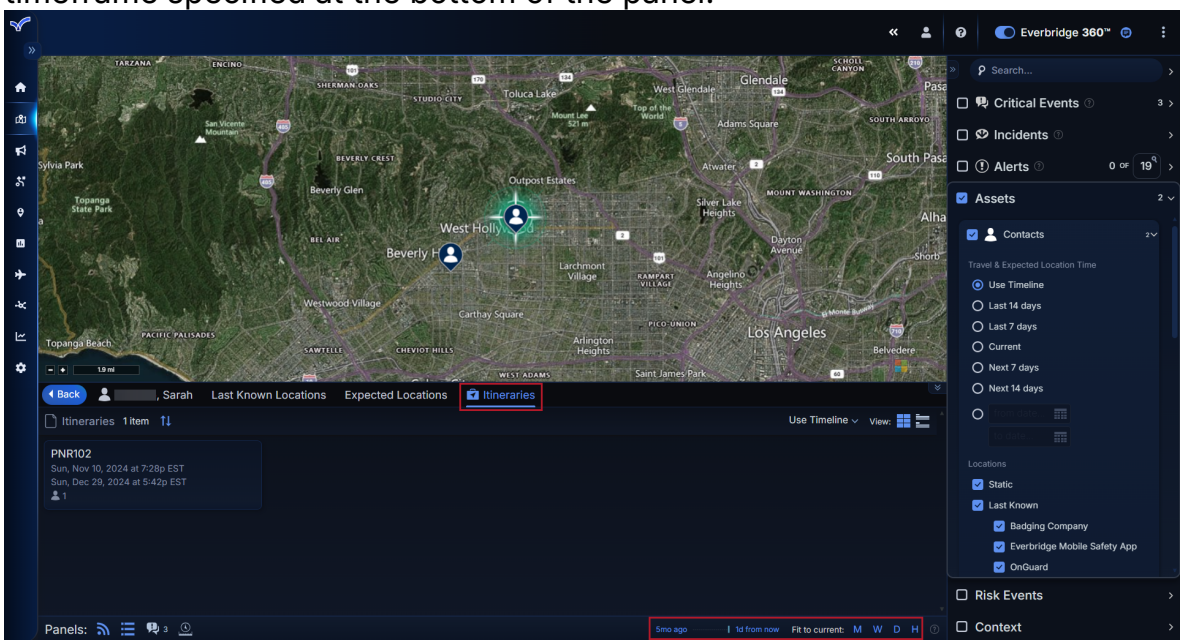
- **Last Known Locations** - Displays a list of the contact's Last Known Locations based on the timeframe specified at the bottom of the panel.



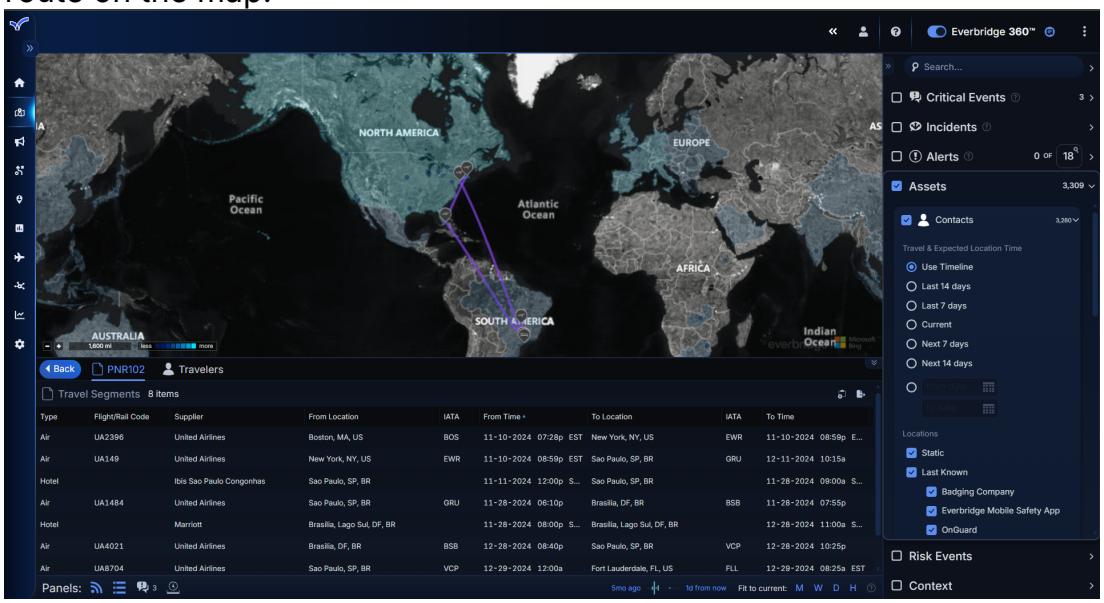
- **Expected Locations** - Displays a list of the contact's Expected Locations based on the timeframe specified at the bottom of the panel.



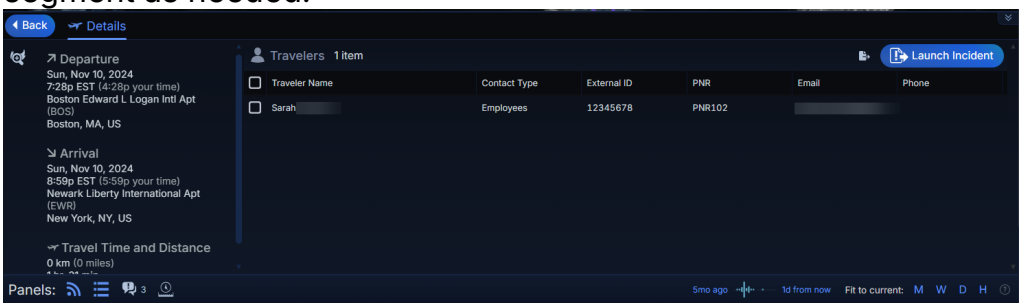
- **Itineraries** - Lists any travel itineraries for the selected contact based on the timeframe specified at the bottom of the panel.



- Clicking on an itinerary will display its Tavel Segments and illustrate the route on the map.



  - Click on an individual segment in the itinerary to view its details, such as Departure and Arrival dates and locations, as well as the travel time and distance. Incidents can also be launched from the segment as needed.



Uploading Asset Data

You can upload your VCC Assets from **Contacts+Assets** > **Assets** > **Upload Assets** in a .csv format. Depending on the type of Asset you are uploading, you can download a template, complete the template, and then upload the file to Visual Command Center.

There are several steps you need to perform when uploading Asset data:

1. Download and complete a .csv file.
2. Upload the .csv file.
3. Configure attributes or add new ones.
4. Enable the Asset type in **Feeds**.

Configuring Locations for Assets

Your .csv files should provide locations for your Assets:

- **Geometry Column** - Specify Asset locations in Well-Known Text (WKT) format or in GeoJSON. Do not mix items with different geometry formats in the same file.
- **Latitude** and **Longitude Columns** - Specify latitude and longitude values in decimal degrees.
- **Address Columns** - For example, **AddressLine1**, **AddressLine2**, **City**, **State**, **PostalCode**, and **Country**. The more specific address information you can supply, the more accurate your Asset location is.

For each Asset, Visual Command Center checks columns in the following order:

- Geometry
- Latitude
- Longitude
- Address columns

> **NOTE:** If you supply partial information, for example, city or country, Visual Command Center may use an approximate location and your Asset may not appear as expected on your map.

Adding WKT-Formatted Values to Visual Command Center .csv Files

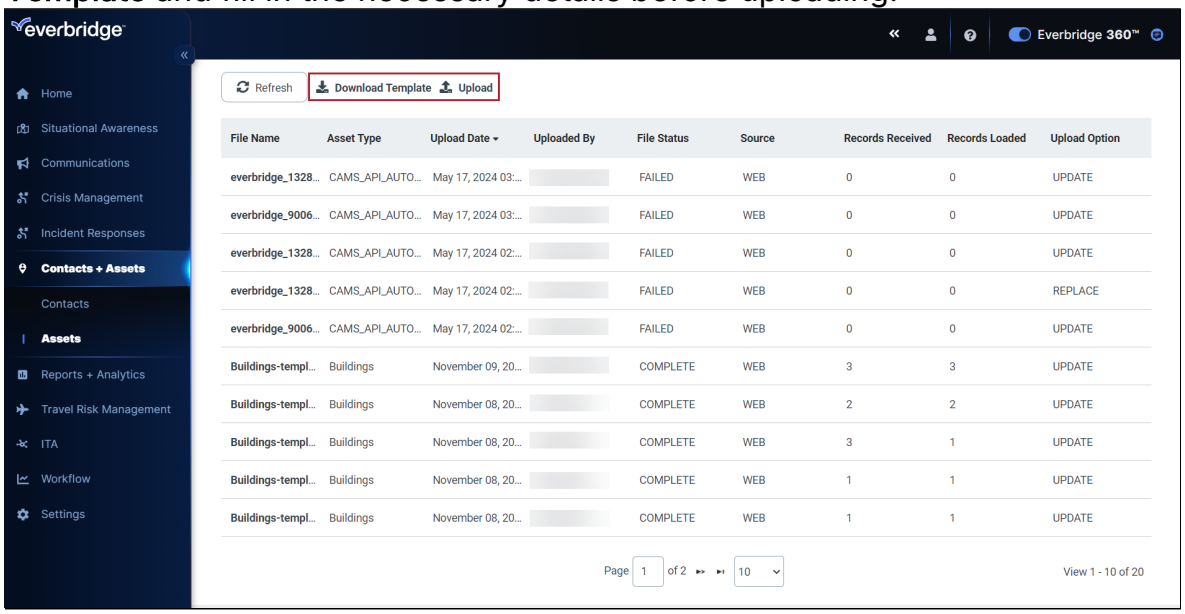
You can provide location information for Assets by adding WKT-formatted geometry values to the **Geometry** column in your template:

1. From a browser, go to http://geojson.io/#map=2/20.0/0.0
2. Zoom in to the location on the map whose geometry values you want to use.
3. Draw a shape or line, or select a point on the map.
4. Select the **JSON** tab. The coordinates are displayed.
5. Select the WKT values and paste them into your .csv template in the **Geometry** column.

Uploading Visual Command Center Files

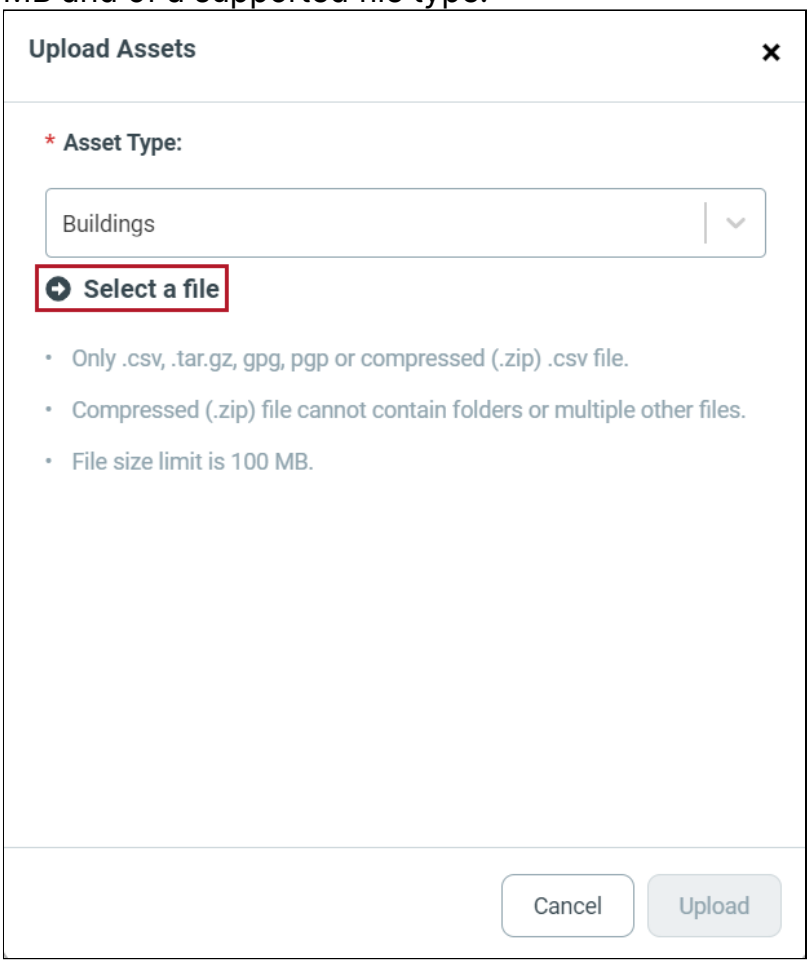
To upload a VCC Asset file:

1. Navigate to **Contacts/Assets** > **Assets** > **Upload Assets** in the Manager Portal.
2. If you already have a prefilled template, select **Upload**. If not, click **Download Template** and fill in the necessary details before uploading.

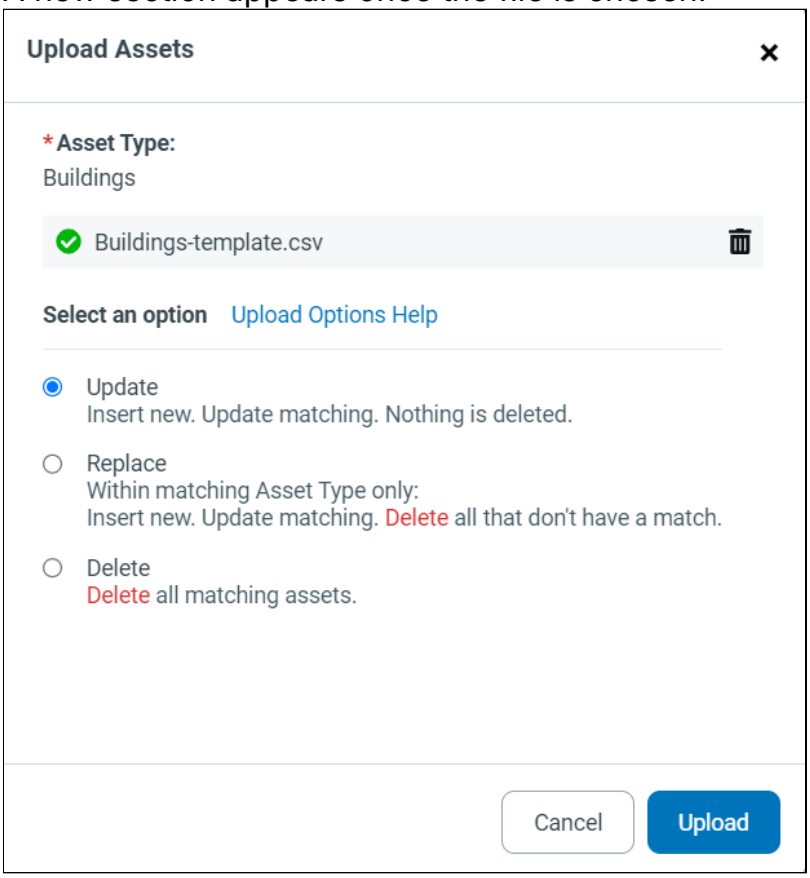


3. The **Upload Assets** modal opens. Select the desired Asset Type from the dropdown menu.

4. Click **Select a file** to open the file picker. Note that the file must be under 100 MB and of a supported file type.



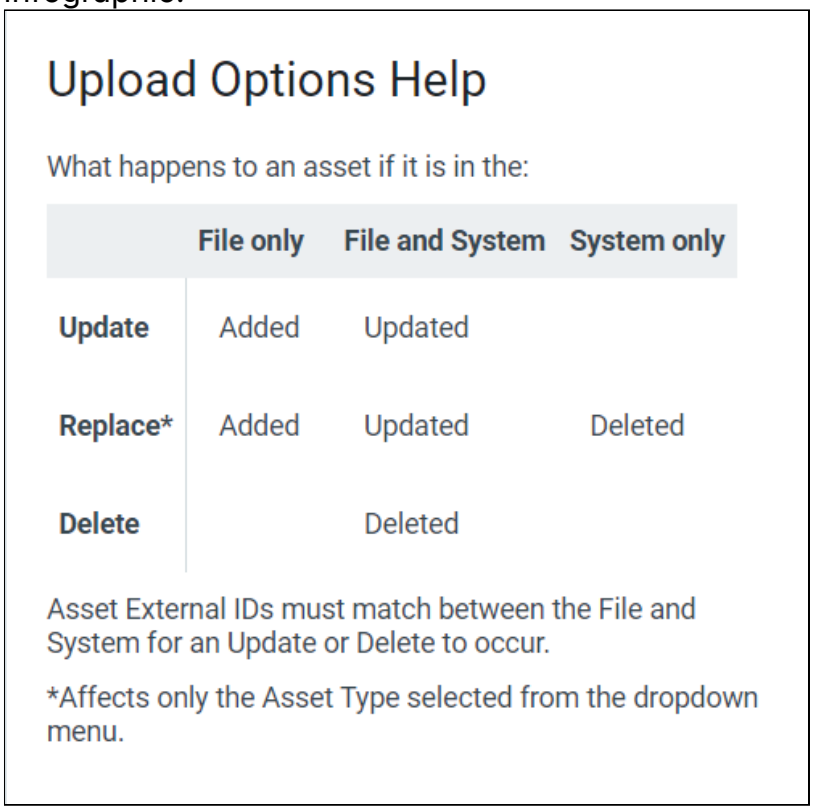
5. A new section appears once the file is chosen.



Select one of the following upload options:

- **Update** - Inserts new Asset data and updates matching Assets without deleting data.
- **Replace** - Replaces Assets within the matching Asset Type by inserting new data, updating matching, and deleting all Assets without a match.
- **Delete** - Deletes any matching Assets.

- Hover the cursor over the Upload Options Help link to see a helpful infographic:



Upload Options Help

What happens to an asset if it is in the:

	File only	File and System	System only
Update	Added	Updated	
Replace*	Added	Updated	Deleted
Delete		Deleted	

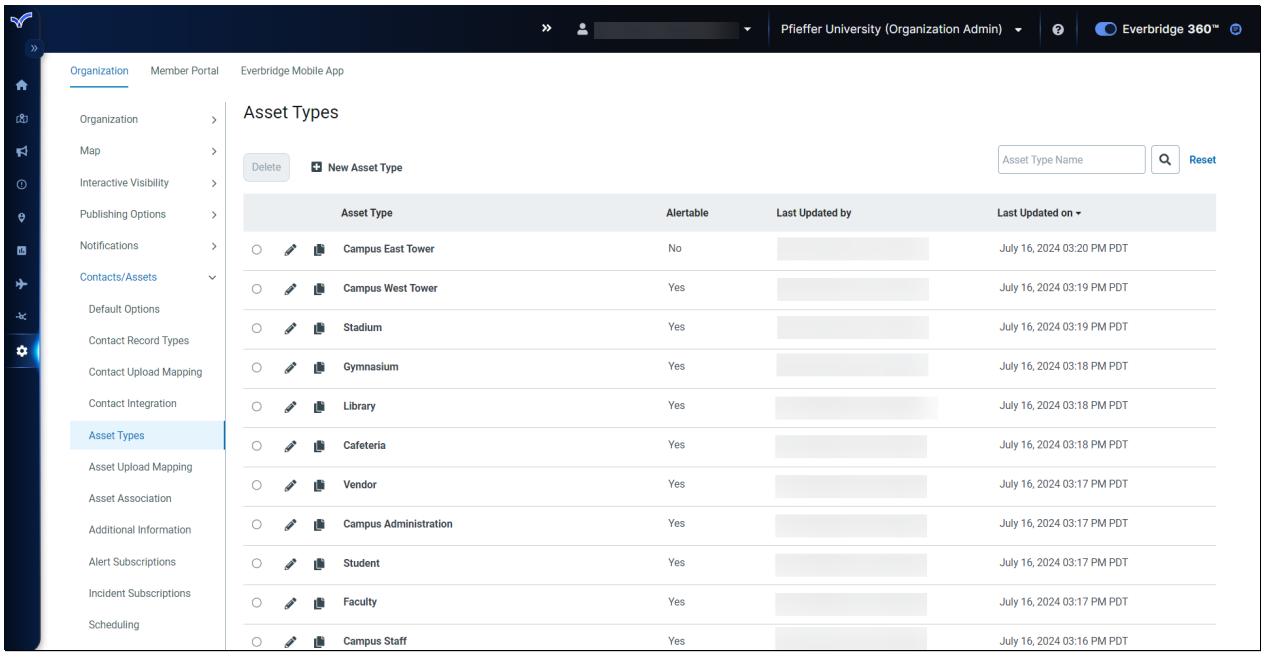
Asset External IDs must match between the File and System for an Update or Delete to occur.

*Affects only the Asset Type selected from the dropdown menu.

6. Click **Upload**.

Asset Types

You must define an Asset Type before adding Assets to it. Asset Types are managed from **Settings** > **Organization** > **Contacts/Assets** > **Asset Types**.



The following are the Asset templates:

- SC Building (Safety Connection Building, if applicable)
- Facility
- Person
- Mobile Unit
- Other

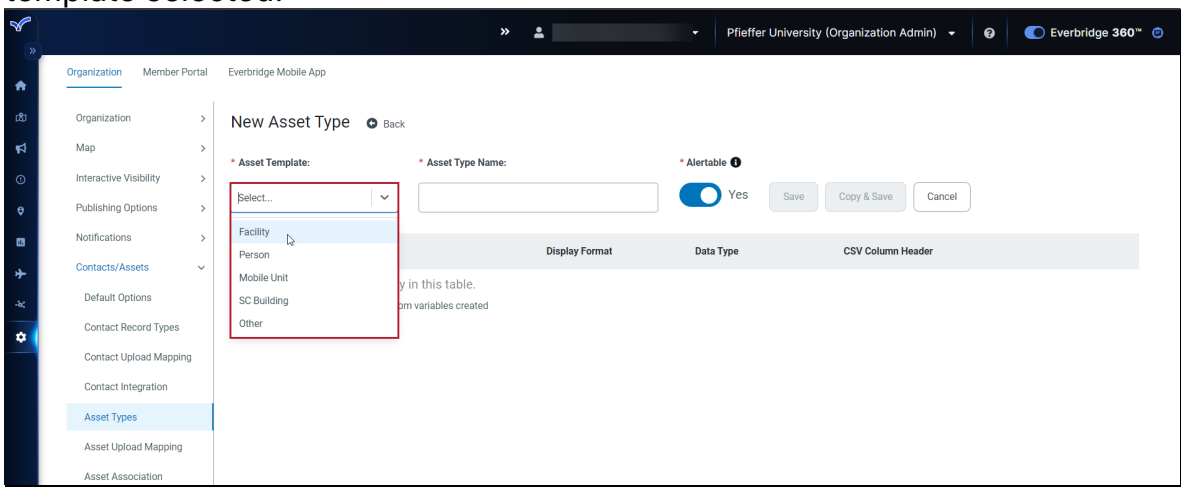
Standard attributes vary depending on the selected Asset template. These default attributes cannot be edited or removed.

Add New Asset Type

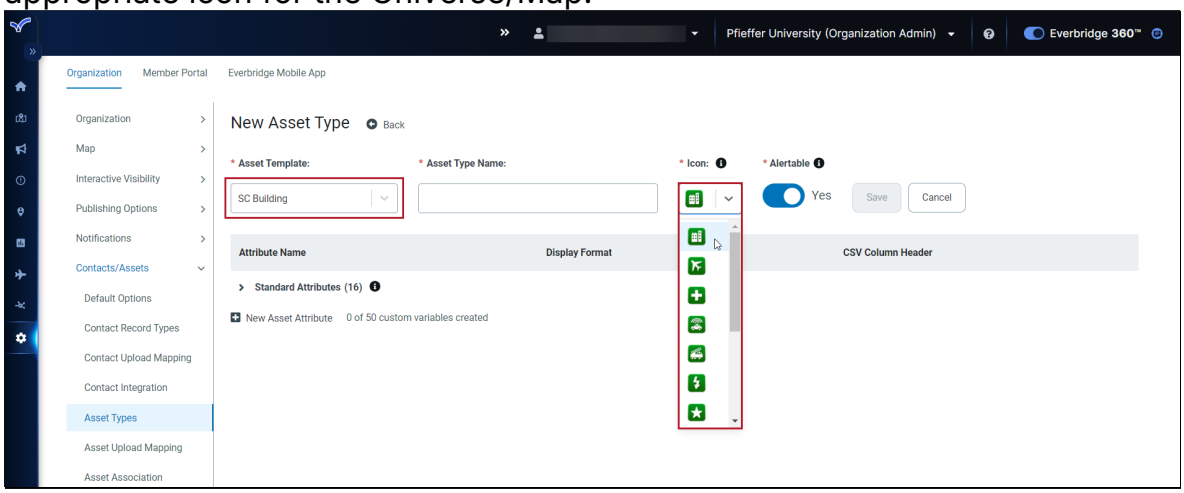
To add a new Asset Type:

1. From **Settings** > **Organization** > **Contacts/Assets**, select **Asset Type**.
2. Click **New Asset Type**.
3. Select the desired Asset Template from the drop-down list. Asset Templates are predefined templates with specific standard attributes based on the

template selected.



4. Give the Asset Type a name.
5. If the Safety Connection Building Asset type was selected, you can select an appropriate icon for the Universe/Map.



6. Toggle on **Alertable** if you want Visual Command Center to generate alerts when Assets of this type may be at risk.
7. Click **Save**.

> **NOTE:** An Organization can only have **one** Asset Type for Safety Connection Buildings. This is because it can have contacts associated with it.

Edit an Asset Type

To edit an Asset Type:

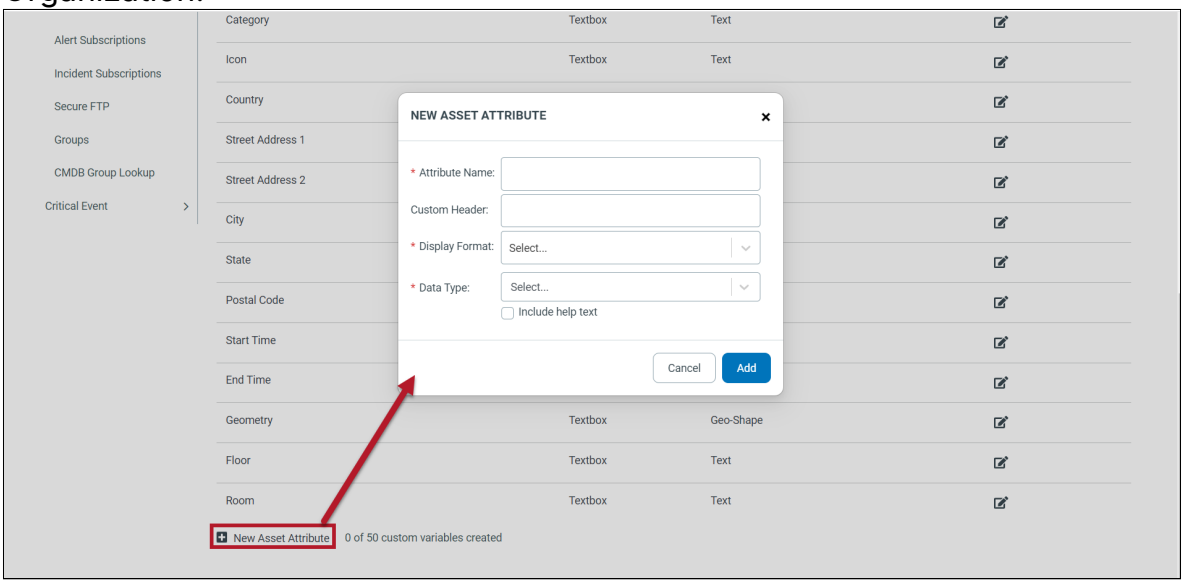
1. From the **Settings** tab, select **Organization** > **Contacts/Assets** > **Asset Type**.

2. Click the **Pencil** icon of the Asset Type you want to change. The **Edit Asset Type** dialog is displayed.
3. Make the desired changes, including creating custom attributes (see Create a Custom Asset Attribute).
4. Click **Save**.

Create a Custom Asset Attribute

To create a Custom Asset Attribute:

1. Click **New Asset Attribute** to add a custom attribute. The number of custom attributes will vary depending on what has been provisioned for your Organization.



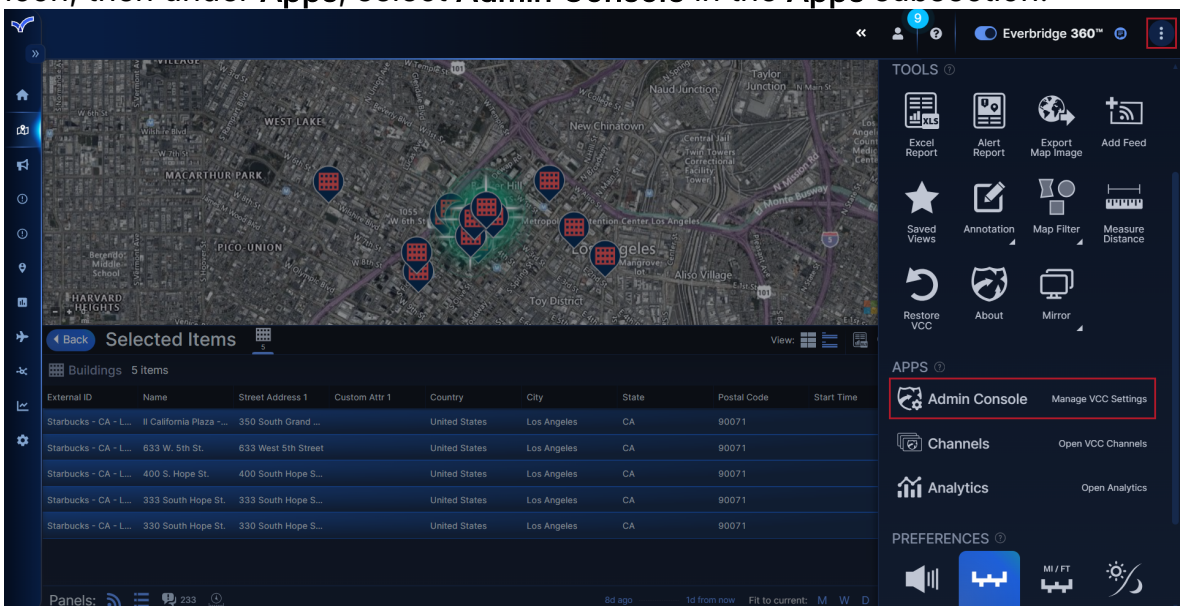
2. Fill in the Attributes:
   - **Attribute Name**
   - **Custom Header**
   - **Display Format**
     - Textbox
     - Single Selection List
     - Multiple Selection List
   - **Data Type**
     - Text
     - Boolean
     - Whole Number
     - Decimal Number
     - Date
     - URL
   - **Include Help Text** - Select the checkbox to include Help Text, if needed. Then enter the Help Text in the field. Currently, the Help Text displays only on the **Edit Custom Attribute** dialog. Click **Add**.

3. Click **Save**.
4. Click the **Back** link to return to the list of Asset Types.

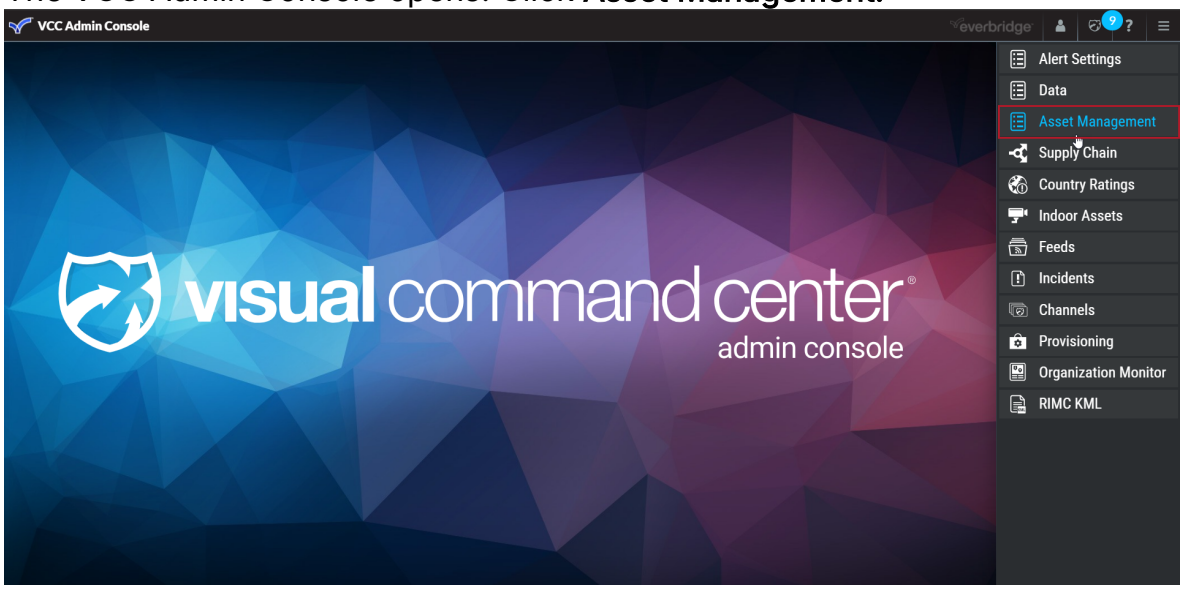
Manage Data Settings

To manage data settings for an Asset Type:

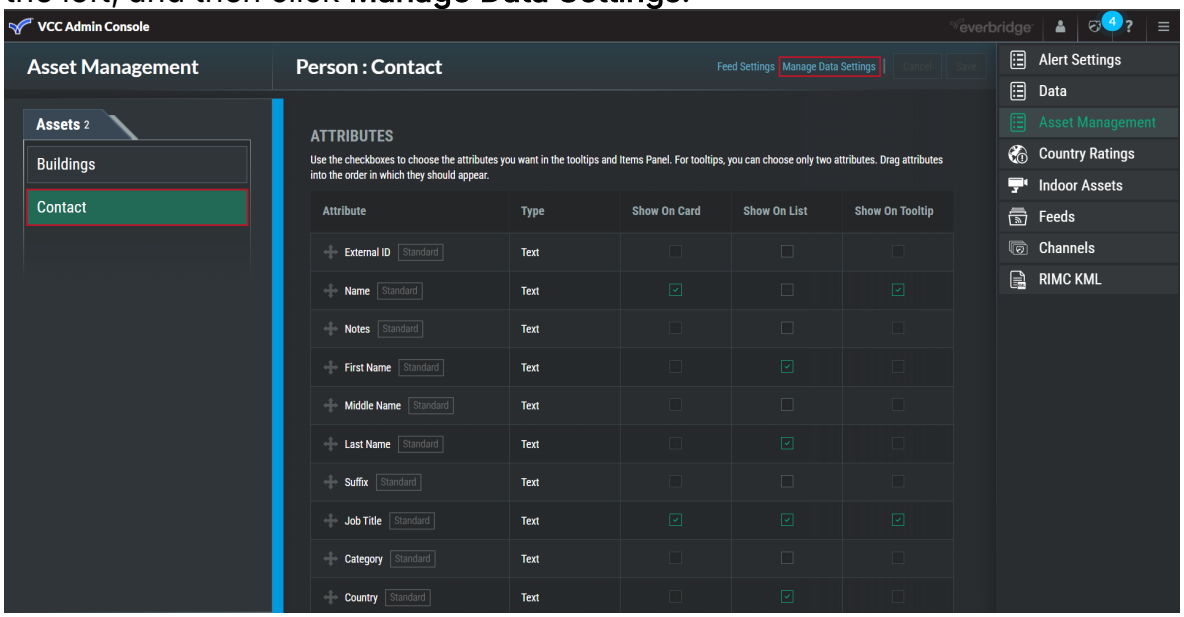
1. From the Visual Command Center Operator Console, click the kebab menu icon, then under **Apps**, select **Admin Console** in the **Apps** subsection.



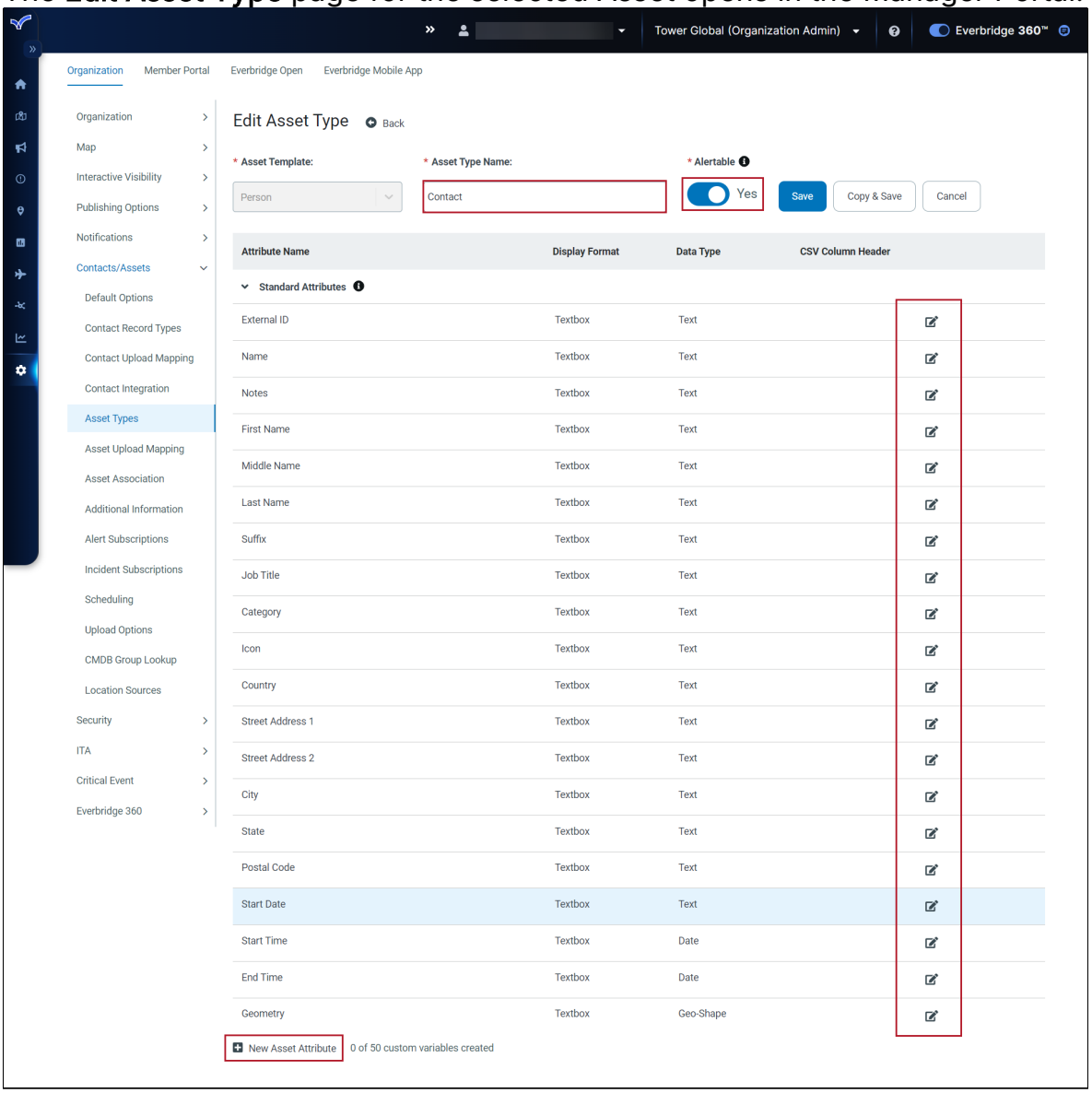
2. The VCC Admin Console opens. Click **Asset Management.**



3. The **Asset Management** page opens. Choose an Asset Type from the list to the left, and then click **Manage Data Settings**.



4. The **Edit Asset Type** page for the selected Asset opens in the Manager Portal.



The following actions can be taken from this page:

- Edit Asset Type Name
- Set as Alertable (Yes/No)
- Edit CSV Column Headers for individual Attributes
- Add or edit custom Asset Attributes
    - NOTE: Standard Attributes are inherited from the Asset Template and cannot be edited or removed.

5. Click **Save** once the desired changes have been made.

View an Asset Type and Its Attributes

To view an Asset Type and its attributes:

1. From **Settings** > **Organization** > **Contacts/Assets**, select **Asset Type**.
2. Click the name of the Asset Type to view details.
3. Click **Standard Attributes** to view the attribute name, display format, and data type.
4. Click the Back button to return to the list of Asset Types.

Delete Custom Attributes

You can delete a custom attribute that is not being used by an Asset. However, if at least one Asset has the value populated for the Custom Attribute, you are not allowed to delete it. Instead, you see the **Custom Attribute Cannot Be Deleted** dialog, where the body of the message explains “Custom attribute cannot be deleted as one or more Assets are using this.”

1. Select the Trash Bin of the Custom Attribute to be deleted.
2. Click **Confirm**.

Configuring Indoor Assets

You can add Indoor Assets to visualize items associated with floors in a building or other facility, like security cameras, emergency exits, panic rooms, or lifesaving equipment such as automated defibrillators.

To see your Indoor Assets, navigate to the building they are associated with and select **Floor**.

For each of your Indoor Assets, you must provide:

- The latitude and longitude coordinates of the item.
- Unique ID of the parent Asset to which the Indoor Asset is associated.
- Floors must be enabled and created for the Indoor Asset. If you have uploaded a floor plan image for this floor, the Indoor Assets are visualized on the plan. However, you do not need to have a floor plan. See **Adding a Floor** below.
- If the item is an IP camera, you can specify the URL to display a preview image and open the camera's live stream from the Operator Console.

Adding an Indoor Asset

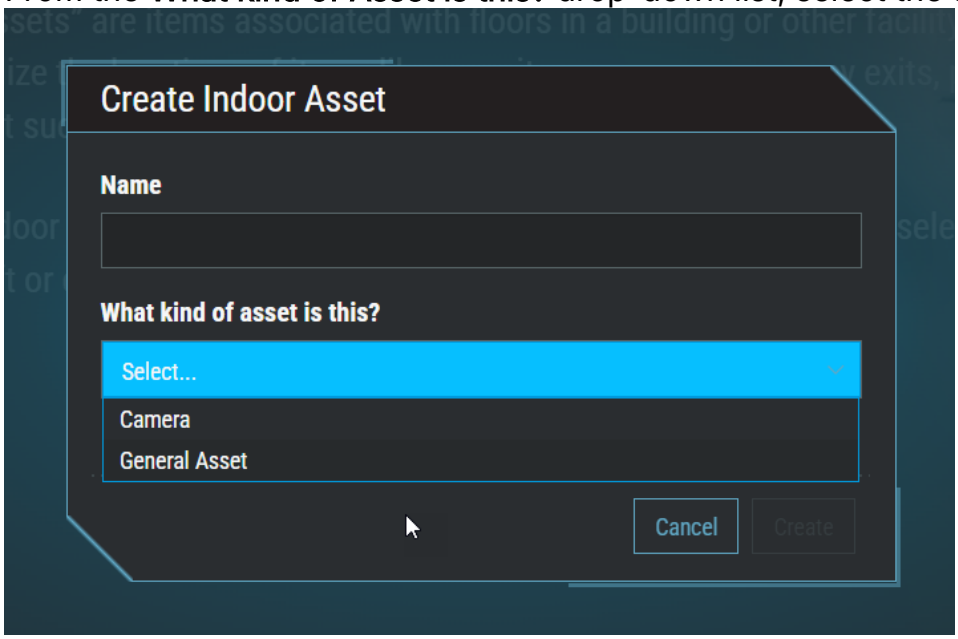
To add a new Indoor Asset:

1. From the Admin Console, select **Indoor Assets**, and then **Add New Indoor Asset**.



2. In **Create Indoor Asset**, type a name for the Asset.

3. From the **What kind of Asset is this?** drop-down list, select the type of Asset.



   - **Camera** - if the Asset is a CCTV camera.
   - **General Asset** - for all other types of Assets.
4. Download a template of the .csv file.
5. The following table describes the attributes of the Indoor Asset that you can configure.

Attribute	Data Type	Required	Description
External ID	AlphaNumeric	Yes	The identifier for the Indoor Asset. Can be any unique value.
Parent External ID	AlphaNumeric	Yes	The external ID of the custom data type created in Visual Command Center, or the Location ID of the building created in Everbridge Manager Portal, for the associated Asset.
Parent Feed Name	Text		The name of the feed the Parent External ID is part of. Use the **Buildings** to link to a building in Everbridge Manager Portal. If this is a custom Asset in Visual Command Center, use the actual name of the custom Asset.
Parent Floor Name	Text		The name of the floor created from the **Floors** tab for this specific building in the Operator Console.

Label	Text		A name of the Indoor Asset. This is displayed in the tooltip.
Notes	Text		Any other information to add about this Asset.
Link	Text		A link to the camera so you can see the camera video.
Preview Link	Text		If this is a camera, the URL to display a preview image and open the camera's livestream from the Operator Console.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.

6. Select **Upload New File**.
7. From **Select Feed Icon** drop-down list, select an icon to represent your Indoor Asset.

Adding a Floor

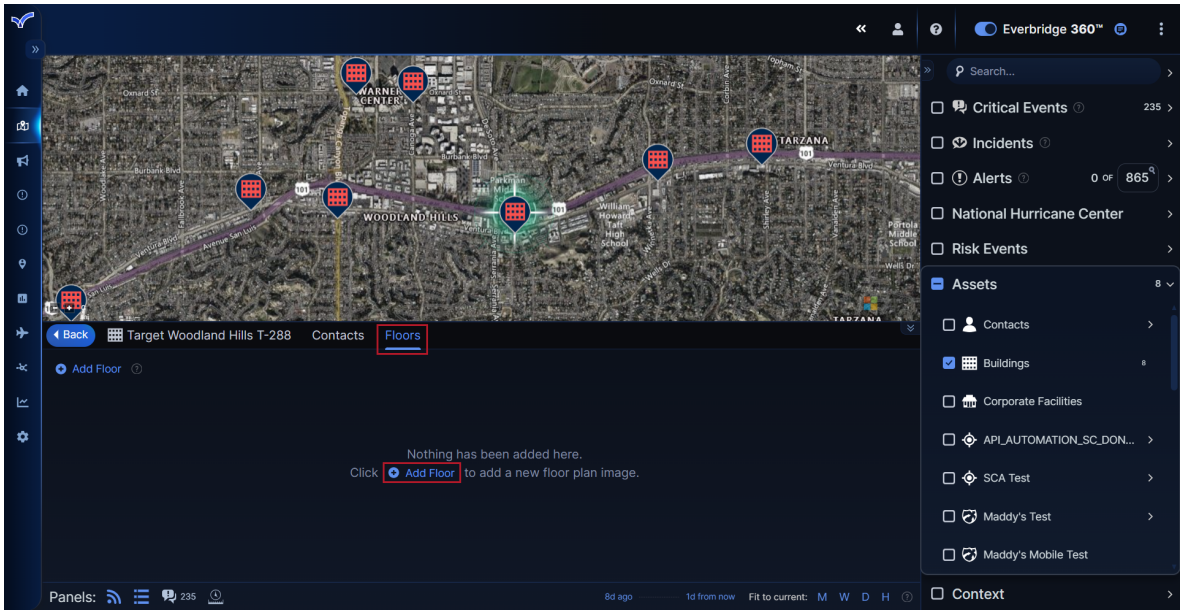
You can upload one or more floor plans or ground overlay images (for example, local aerial imagery, topography, hydrologic charts, or non-building infrastructure) and place them over your Asset locations on the map. When there is an Incident at a building or other Asset location, having floor plans available enables a better understanding of a situation.

Image sizes up to 2 MB are supported in JPG or PNG formats. Everbridge recommends PNG files, which support transparency. For best results, set the area outside the walls of your building as transparent and the inside as solid.

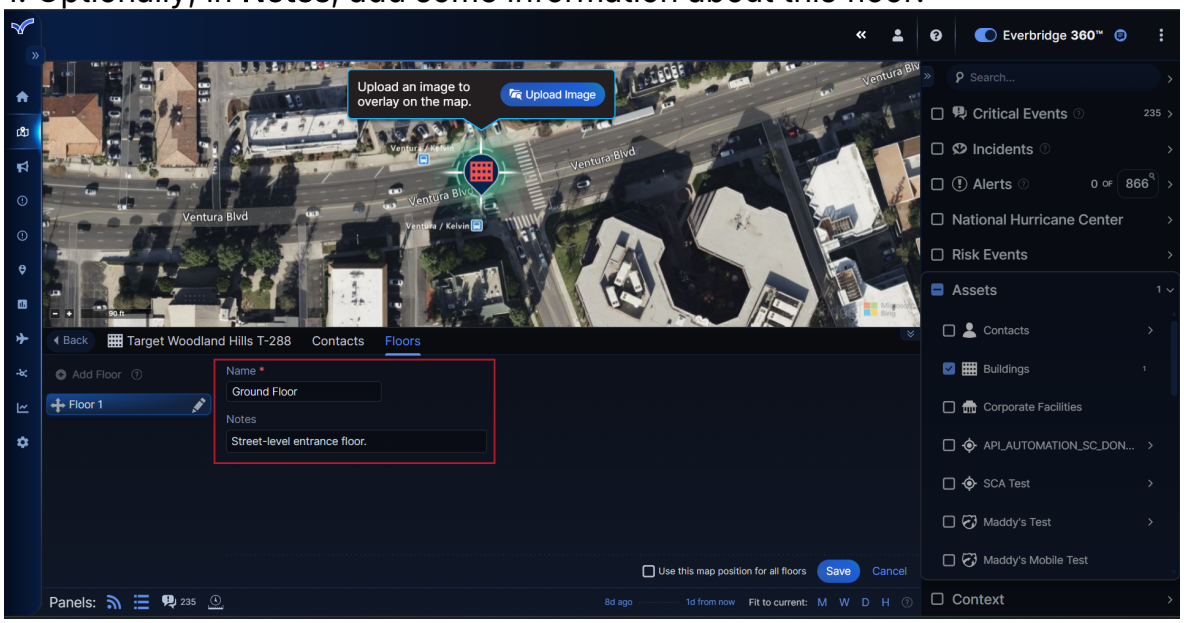
To add a floor:

1. From the Operator Console, navigate to the building where you want to add a floor.

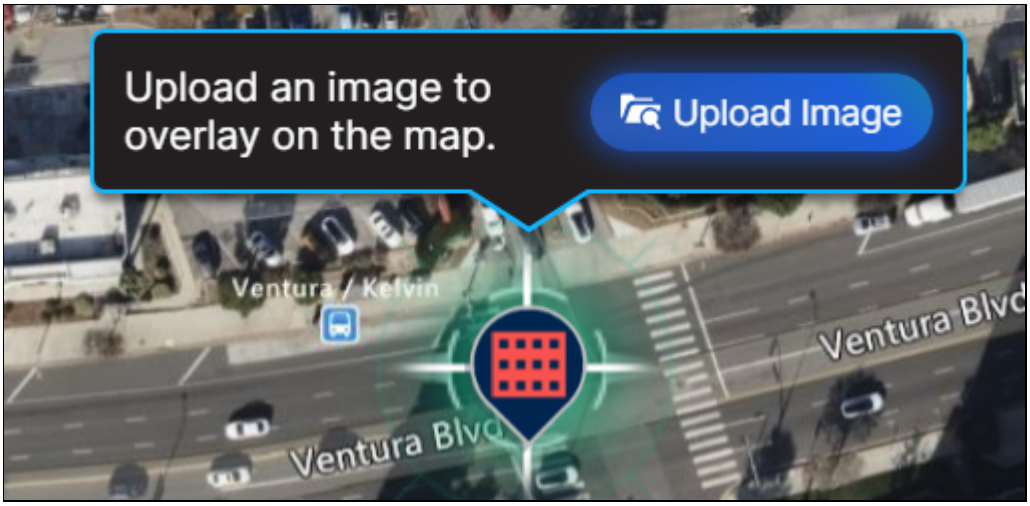
2. Click the **Floor** tab and select **Add Floor**.



3. In **Name**, type a name for your floor, for example, Lobby or Floor 1. Optionally, in **Notes**, add some information about this floor.

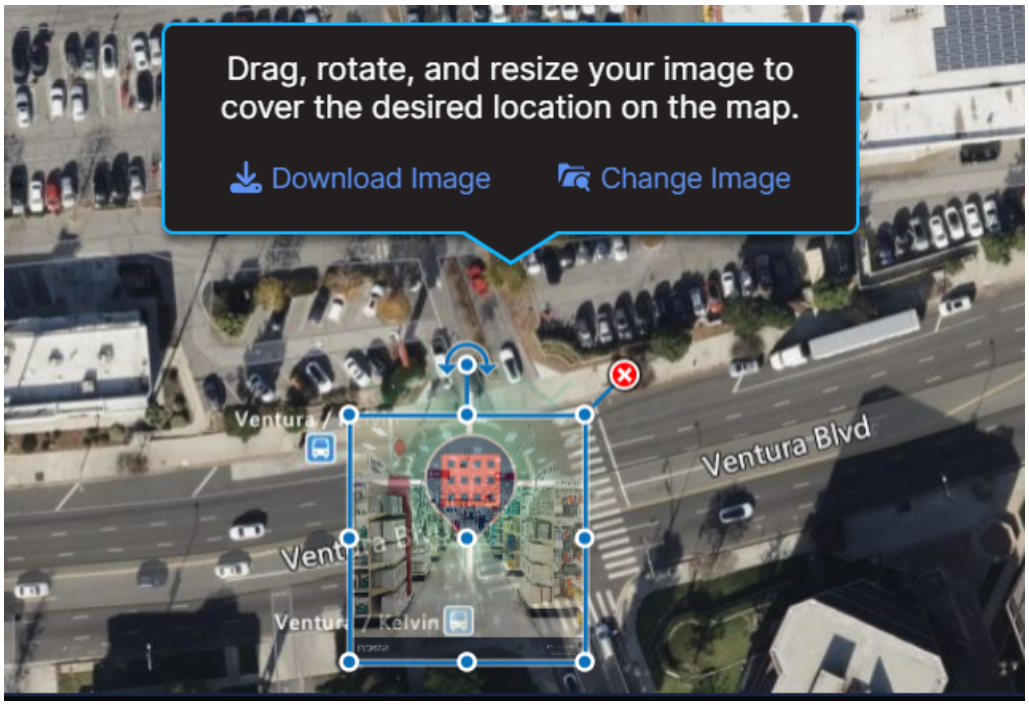


4. You are prompted to upload an image, such as a floor plan for this floor. When there is an Incident at a building or other Asset location, having floor plans available on the map can offer a better understanding of the situation. Click **Upload Image**.



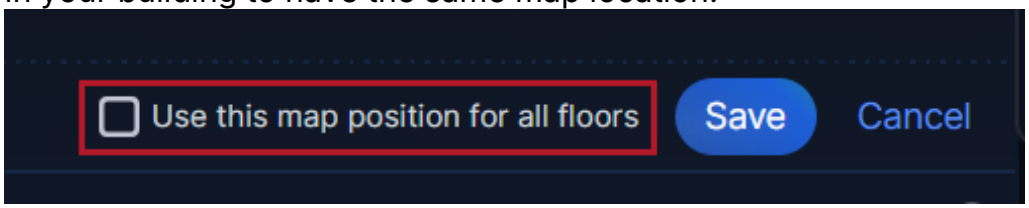
- You can also upload other images of local aerial imagery, such as from a drone, topography, hydrologic charts, or non-building infrastructure.

5. Browse to the location of your image and select **Open**.
6. Select the image to position it where you want.



7. Optionally, you can download a second image or change an image, depending on your requirements.

8. Optionally, select **Use this map position for all floors** if you want all the floors in your building to have the same map location.



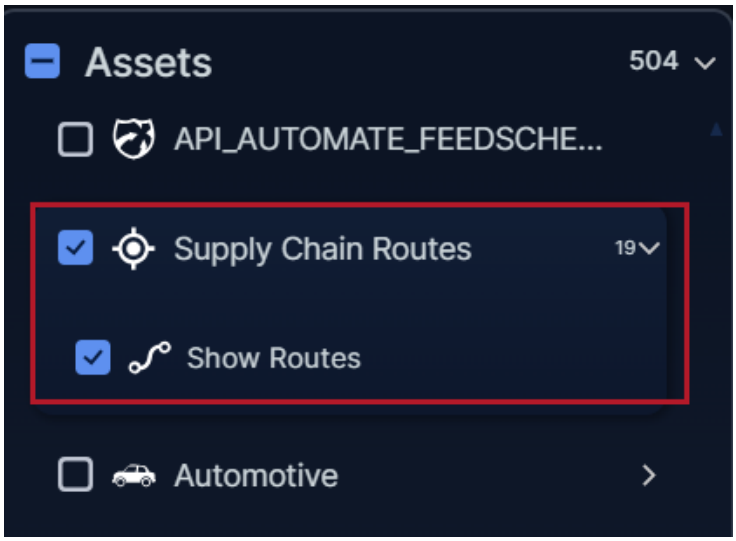
9. Click **Save**.
10. You can edit a floor at any time by selecting the **Pencil** icon next to the floor you want to edit.

Configuring Supply Chains

If you have goods that travel to different locations, you may want to add a supply chain to Visual Command Center.

> **NOTE:** Adding supply chains to Visual Command Center is available as an add-on.

Supply Chains are displayed in the **Assets** feed.



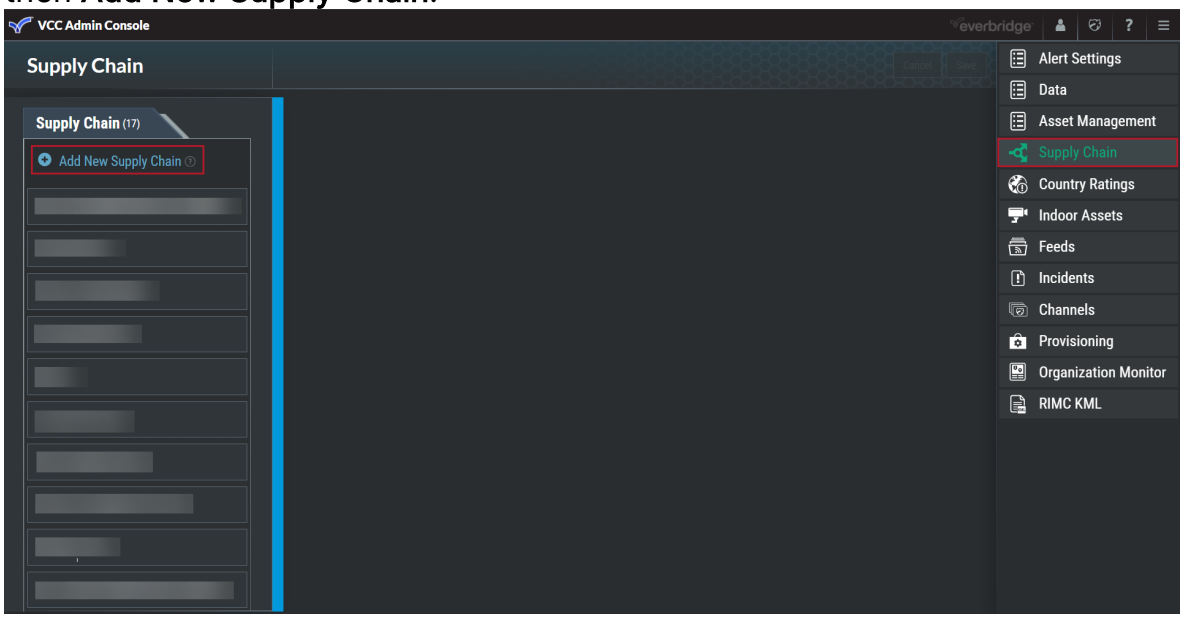
Adding a Supply Chain enables you to configure:

- Stops in a location that you want to see on the map and receive Alerts about. You can upload stops using a .csv file. Each stop in your file must have a unique ID.
- Origin-destination (O-D) pairs. The same stop may be the origin in some pairs and the destination in others. Your O-D pairs should only include stops you have already uploaded to Visual Command Center.
- Routes composed of multiple stops. The same stop may be part of multiple routes. Your routes should only include stops you have already uploaded to Visual Command Center.

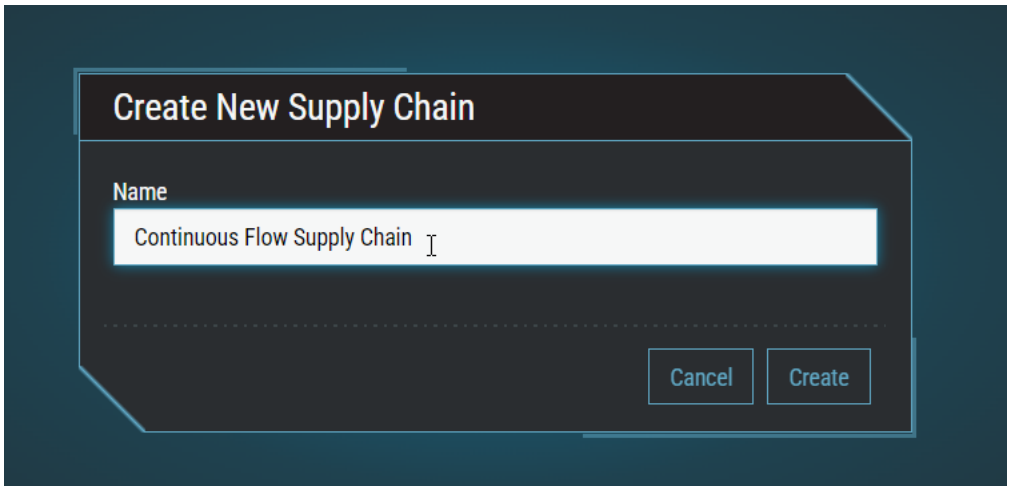
Upload Supply Chain

You can upload Supply Chains using a .csv file:

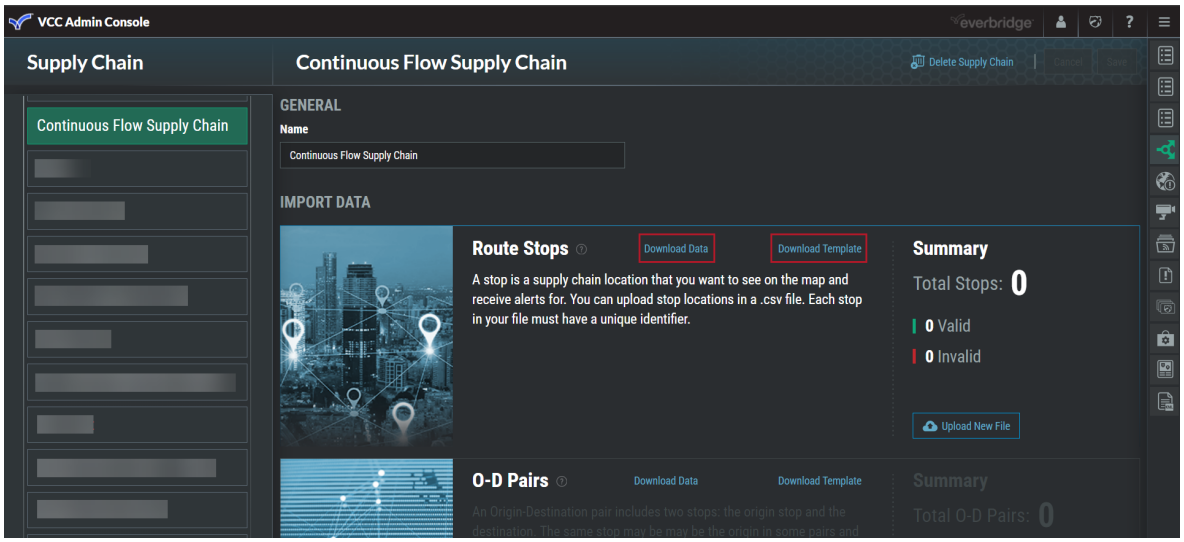
1. From Visual Command Center Administrator Console, select **Supply Chain**, then **Add New Supply Chain**.



2. In **Create New Supply Chain**, type a name for your Supply Chain and select **Create**.



3. The Supply Chain Details page appears, where you can configure Route Stops, Origin-Destination (O-D) Pairs, and Routes.



For each applicable item, select either:

- **Download Data** - Select this, for example, if you already have Supply Chain data uploaded to Visual Command Center and you want to use this in another company system.
- **Download Template** - Select this to download a template .csv file that you can use to upload your Supply Chain data into Visual Command Center.

4. The following table describes the **Route Stops** attributes you can configure.

Attribute	Data Type	Required	Description
StopID	Number	Yes	Must be a unique ID.
Stop Name	Text	Yes	Displays in the item tooltip.
Description	Number		Description of the stop.
Category	Text		Used to categorize the stop. For example, warehouse or supplier.
AddressLine1	Text		Street number and name.
AddressLine2	Text		Secondary address information.
City	Text		City name.
Province	Text		Name of state, province, or similar area. For U.S. states, use the state name or 2-alpha abbreviation (for example, NY, AL).
PostalCode	Text		Postal mail code.
Country	Text		Country name.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See

			Adding WKT-Formatted Values to Visual Command Center .csv Files
Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files
Email	Text		Valid email address.
Phone	Number		Telephone number.
ContactName	Text		Contact name.

5. If applicable, the following table describes the **O-D Pairs** attributes you can configure. The geographic points must already be configured in Everbridge Suite.

Attribute	Data Type	Required	Description
OriginStopID	Text	Yes	Contains details between two geographic points. The origin and destination stops can be the same.
DestinationStop ID	Text	Yes	Must be a unique ID.

6. If applicable, the following table describes the **Route** attributes you can configure.

Attribute	Data Type	Required	Description
RouteID	Number	Yes	Must be a unique ID.
Route Name	Text	Yes	Displays in the item tooltip.
Description	Number		Description of the route.
Category	Text		Used to categorize an area of the route. For example, Canadian Region.
StopID	Text		The unique ID of the stop. See Step 5 above.
Carrier	Text		The company name of your carrier.
Route Schedule	Text		The days of the week (M, Tu, W, Th, F, Sa, Su) the route is used. For example, M, W, Sa.
Stop Schedule	Text		The days of the week (M, Tu, W, Th, F, Sa, Su) the route is used. For example, M, W, Sa.
Start Time	Date		Start date, if any, for this route.
End Time	Date		End date, if any, for this route.

7. Select **Upload New File**. Visual Command Center reports the total stops and number of valid and invalid stops in **Summary**.
8. If required, repeat Step 4 - Step 8 for O-D pairs and routes.

Person Asset Type Attributes

You can add a custom **Person Asset Type** to Visual Command Center. For example, in your retail organization, you may have a particular group of users who need to be notified whenever there is civil unrest near your warehouses. You can add a people asset as a custom **Person** Asset type.

The following table describes the Person Asset Type attributes you can define.

Attribute	Data Type	Required	Description
ExternalID	Number	Y	Must be a unique ID.
FirstName	Text	Y	Person's first name.
MiddleName	Text		Person's middle name.
LastName	Text	Y	Person's last name.
Suffix	Text		Suffix, for example Jr. or III.
JobTitle	Text		For example, Team Leader, Regional Manager.
StartDate	Date		See Visual Command Center Data Types for support date formats.
Category	Text		A category that could be used to filter on the items.
AddressLine1	Text		Street number and name.
AddressLine2	Text		Secondary address information.
City	Text		City name.
State	Text		Name of state, province, or similar area. For U.S. states, use the state name or 2-alpha abbreviation (for example, NY, AL).
PostalCode	Text		Postal mail code.
Country	Text		Country name.
ProviderStartDate	DateTime		Start date, if any, for this asset.
ProviderEndDate	DateTime		End date, if any, for this asset.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files

Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files
Geometry	Number		A polygon definition in WKT or GeoJSON format. See Adding WKT-Formatted Values to Visual Command Center .csv Files

Facility Assets Attributes

You can add a custom **Facility Asset Type** to Visual Command Center. For example, in your retail Organization, you may want to add your distribution centers to your map. You could add these as a custom **Facility** Asset type.

The following table describes the Facility Asset Type attributes you can define.

Attribute	Data Type	Required	Description
ExternalID	Text	Y	Must be a unique ID.
Label	Text	Y	Displays in the item tooltip.
Category	Text		A category to be used to categorize the facility. For example, warehouse or supplier.
AddressLine1	Text		Street number and name.
AddressLine2	Text		Secondary address information.
City	Text		City name.
Province	Text		Name of state, province, or similar area. For U.S. states, use the state name or 2-alpha abbreviation (for example, NY, AL).
PostalCode	Text		Postal mail code.
Country	Text		Country name.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Geometry	Number		A polygon definition in WKT or GeoJSON format. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
ProviderStartTime	DateTime		Start date, if any, for this asset. See Visual Command Center Data Types.

ProviderEndTime	DateTime		End date, if any, for this asset. See Visual Command Center Data Types.

Mobile Unit Asset Type Attributes

You can add a custom **Mobile Asset Type** to Visual Command Center. For example, in your retail Organization, you may want to add your auditors as a mobile unit on your map. You could add these as a custom Mobile Unit Asset Type.

The following table describes the Mobile Unit Asset Type attributes you can define.

Attribute	Data Type	Required	Description
ExternalID	Text	Y	Must be a unique ID.
Label	Text	Y	Displays in the item tooltip.
Category	Text		Used to categorize the mobile data type.
AddressLine1	Text		Street number and name.
AddressLine2	Text		Secondary address information.
City	Text		City name.
State	Text		Name of state, province, or similar area. For U.S. states, use the state name or 2-alpha abbreviation (for example, NY, AL).
PostalCode	Text		Postal mail code.
Country	Text		Country name.
Speed	Double		Speed the asset is moving, in meters per second.
Heading	Double		Direction the asset is orientated, in degrees from north.
Altitude	Double		The asset's current altitude in meters above sea level.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted

			Values to Visual Command Center .csv Files.
Geometry	Number		A polygon definition in WKT or GeoJSON format. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
ProviderStartTime	DateTime		Start date, if any, for this asset. See Visual Command Center Data Types.
ProviderEndTime	DateTime		End date, if any, for this asset. See Visual Command Center Data Types.

Other Asset Type Attributes

You can add a custom **Other Asset Type** to Visual Command Center. You can use this Asset Type for Assets that are not **People**, a **Facility**, or a **Mobile Unit**.

The following table describes the Other Asset Type attributes you can define.

Attribute	Data Type	Required	Description
ExternalID	Text	Y	Must be a unique ID.
Label	Text	Y	Displays in the item tooltip.
Category	Text		Used to categorize the Asset.
AddressLine1	Text		Street number and name.
AddressLine2	Text		Secondary address information.
City	Text		City name.
State	Text		Name of state, province, or similar area. For U.S. states, use the state name or 2-alpha abbreviation (for example, NY, AL).
PostalCode	Text		Postal mail code.
Country	Text		Country name.
Heading	Double		Direction the Asset is orientated, in degrees from north.
Latitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Longitude	Number		Specify coordinates in decimal degrees. For example, 40.446 or 79.882. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
Geometry	Number		A polygon definition in WKT or GeoJSON format. See Adding WKT-Formatted Values to Visual Command Center .csv Files.
ProviderStartTime	DateTime		Start date, if any, for this Asset. See Visual Command Center Data Types.

ProviderEndTime	DateTime		End date, if any, for this Asset. See Visual Command Center Data Types.

Asset Associations

Asset Associations allow you to associate contacts with your Assets. These associations can be leveraged in CEM Orchestration workflows to allow precisely targeted communication to Asset stakeholders.

Asset Associations can be configured in three steps:

1. Create Association Types.
2. Associate Contacts or Groups to Assets.
3. Add Associations to CEM Orchestration Workflows for dynamic Notifications.

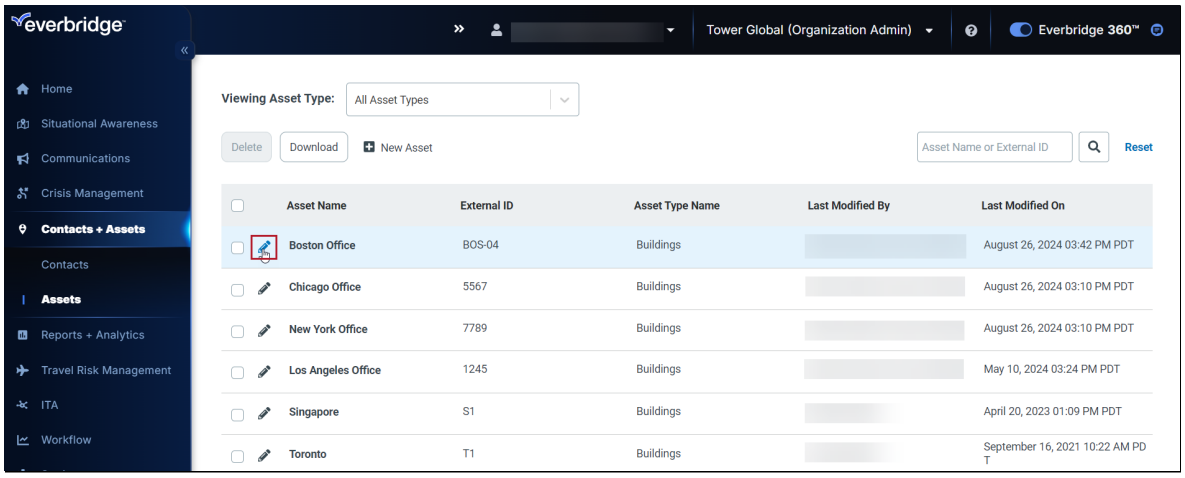
Create a New Asset Association Type

1. Log in to the Everbridge Manager Portal and select your Organization.
2. Navigate to **Settings** > **Organization** > **Contacts/Assets** > **Asset Association**.
3. Click **New Asset Association**.
4. Add Association Label, e.g., Facility Security, District Manager, Regional Manager. This can be any you choose, but each must be unique across the org (no duplicates).
5. Click **Save**.

Link New Asset Association to Assets

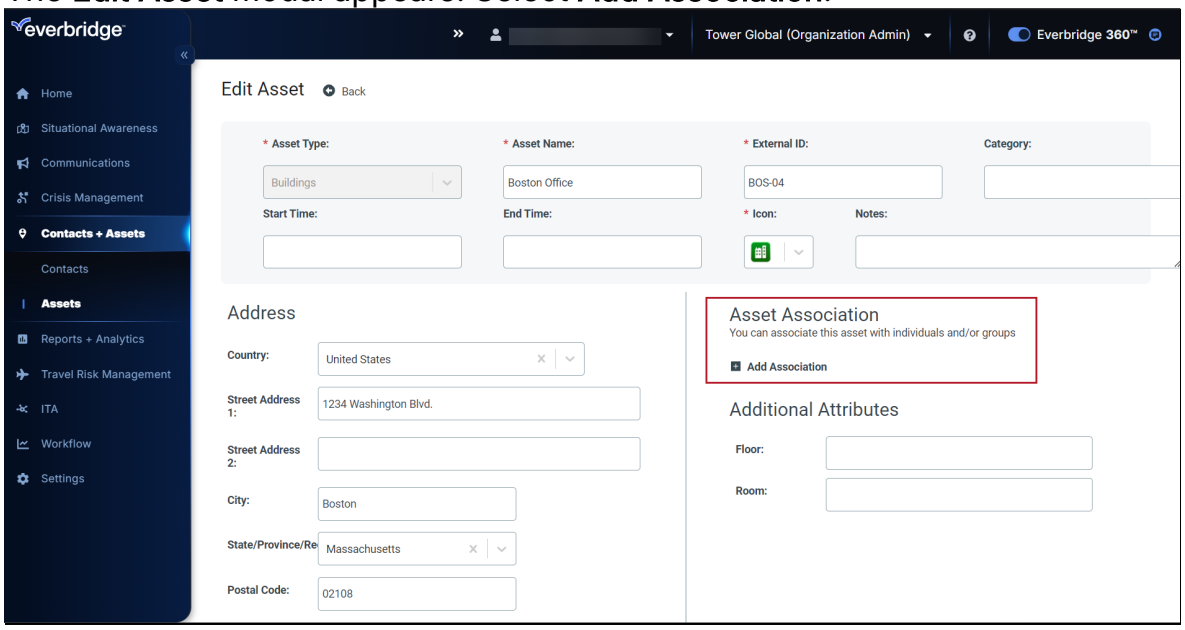
To link the new Asset Association to an Asset:

1. Navigate to **Assets** > **Asset List**.
2. Click the **Pencil** icon for the desired Asset to edit it.

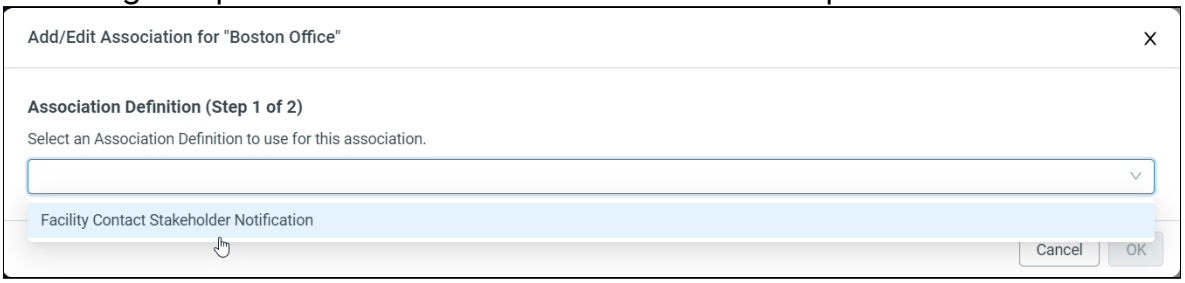


- Associations can also be linked on the **New Asset** page when creating an Asset.

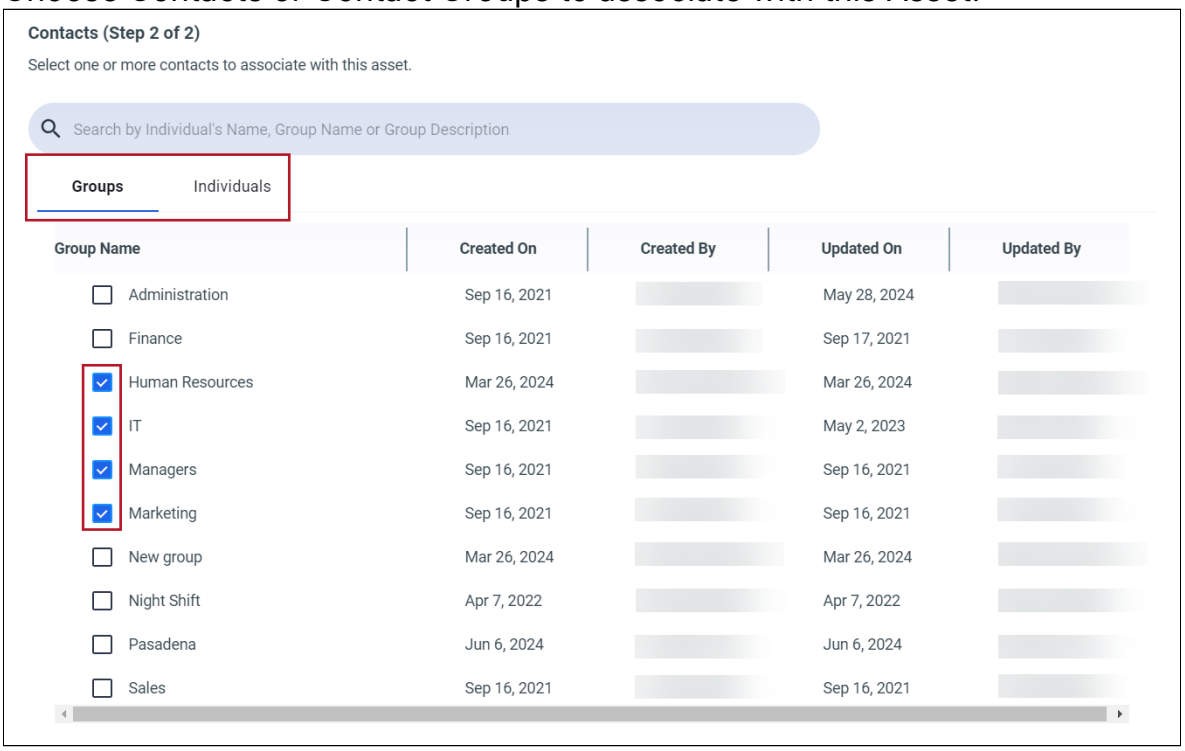
3. The **Edit Asset** modal appears. Select **Add Association**.



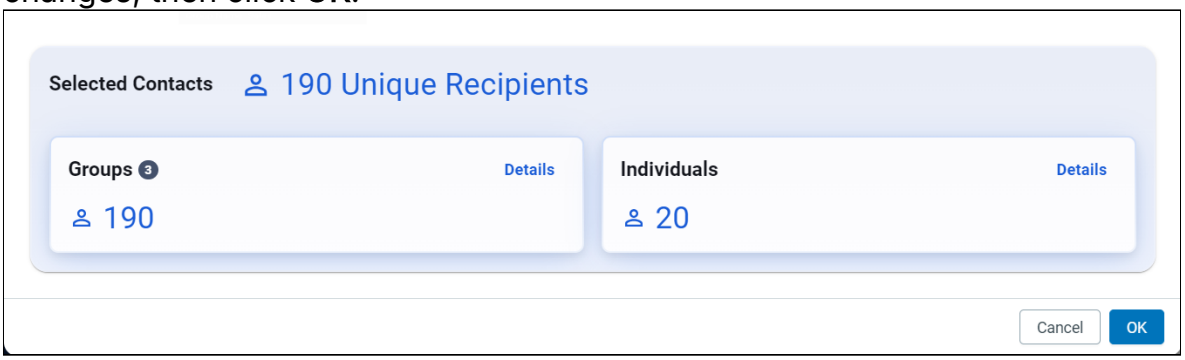
4. Select which type of association you want to define for the selected Asset by choosing an option from the **Association Definition** dropdown.



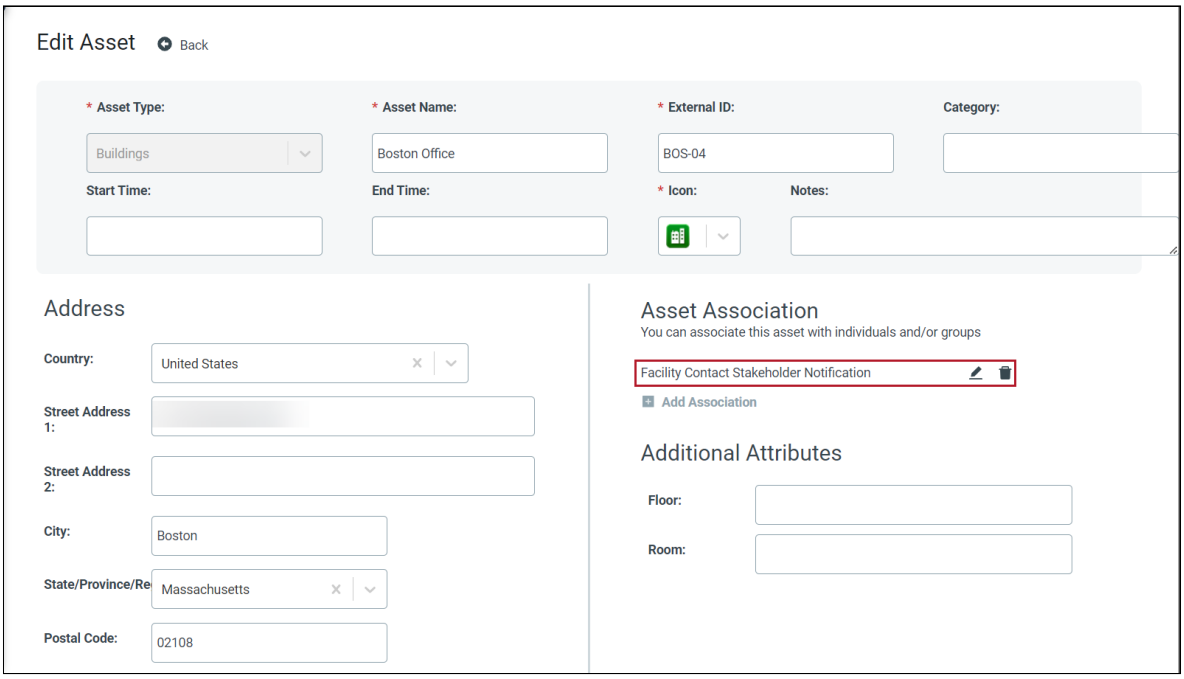
5. Choose Contacts or Contact Groups to associate with this Asset.



6. Check the preview of the targeted contacts and groups to make any needed changes, then click **OK**.



7. The new association will now appear in the **Asset Association** section on the selected Asset record.



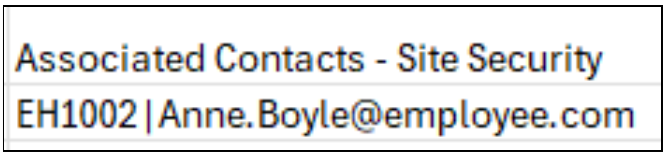
Managing Asset Associations via File Upload

You can include your Asset-contact associations in your Asset file uploads. Once you have defined Asset Association types in your Organization, your Asset upload templates will include two new columns for each defined Association Type: one for **Contacts** and one for **Contact Groups**.

Data Format: Associated Contacts

For Associated Contacts, the expected format is a pipe ("|")-separated list of Contact external IDs

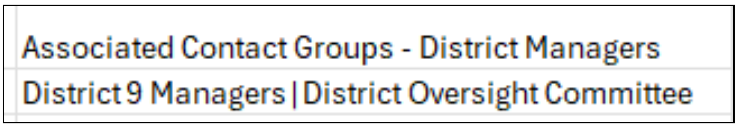
For example, the "Site Security" Asset Association comprises two individuals, whose contact records have the external IDs "EH1002" and "Anne.Boyle@employee.com" respectively. Both Contacts will be included in "Facility Contact" communications when the associated Asset is affected.



Data Format: Associated Contact Groups

For Associated Groups, the expected format is a pipe-separated list of Group names.

For example, the "District Managers" Asset Association contains two contact groups: "District 9 Managers" and "District Oversight Committee". All Contacts in either of these Groups will be included in "Facility Contact" communications when the associated Asset is affected.



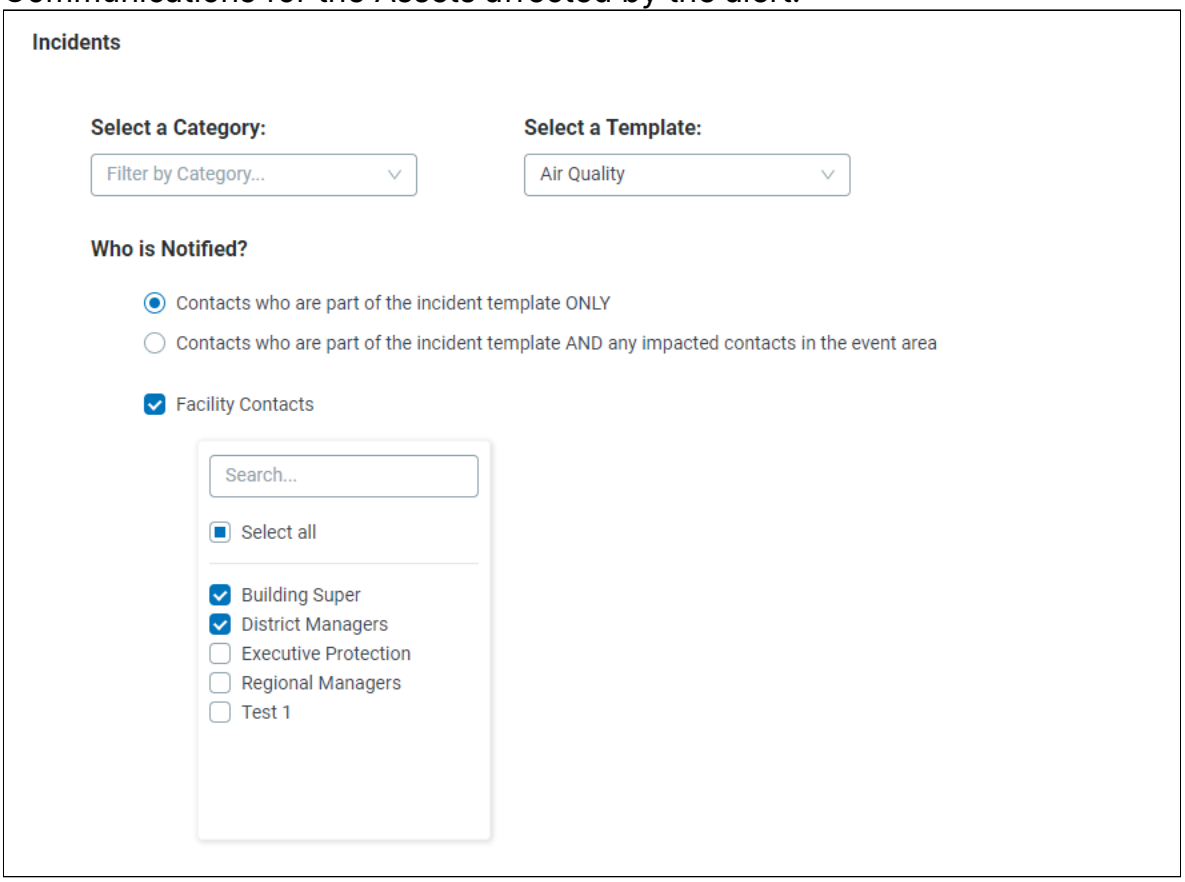


	P	Q	R	S	T	U
1	Associated Contacts - District Managers	Associated Contact Groups - District Managers	Associated Contacts - Regional Managers	Associated Contact Groups - Regional Managers	Associated Contacts - Site Security	Associated Contact Groups - Site Security
7		District 9 Managers | District Oversight Committee		East Africa Regional Security Team	EH1002 | Anne.Boyle@employee.com	Kenya Security Team | Nairobi Office Site Security Team

Using Asset Association in Alert Workflows

1. At the Organization level, navigate to **Workflow > CEM Orchestration**.
    - The above path isn't available when the Legacy UI is applied, so workflows can also be created and maintained from **Settings** > **Everbridge Open** > **CEM Orchestration** > **Workflow List**.
2. Select a specific Workflow, then click **Actions**.

3. Under **Incidents** you can select Facility Contacts to be added to your Incident Communications for the Assets affected by the alert.

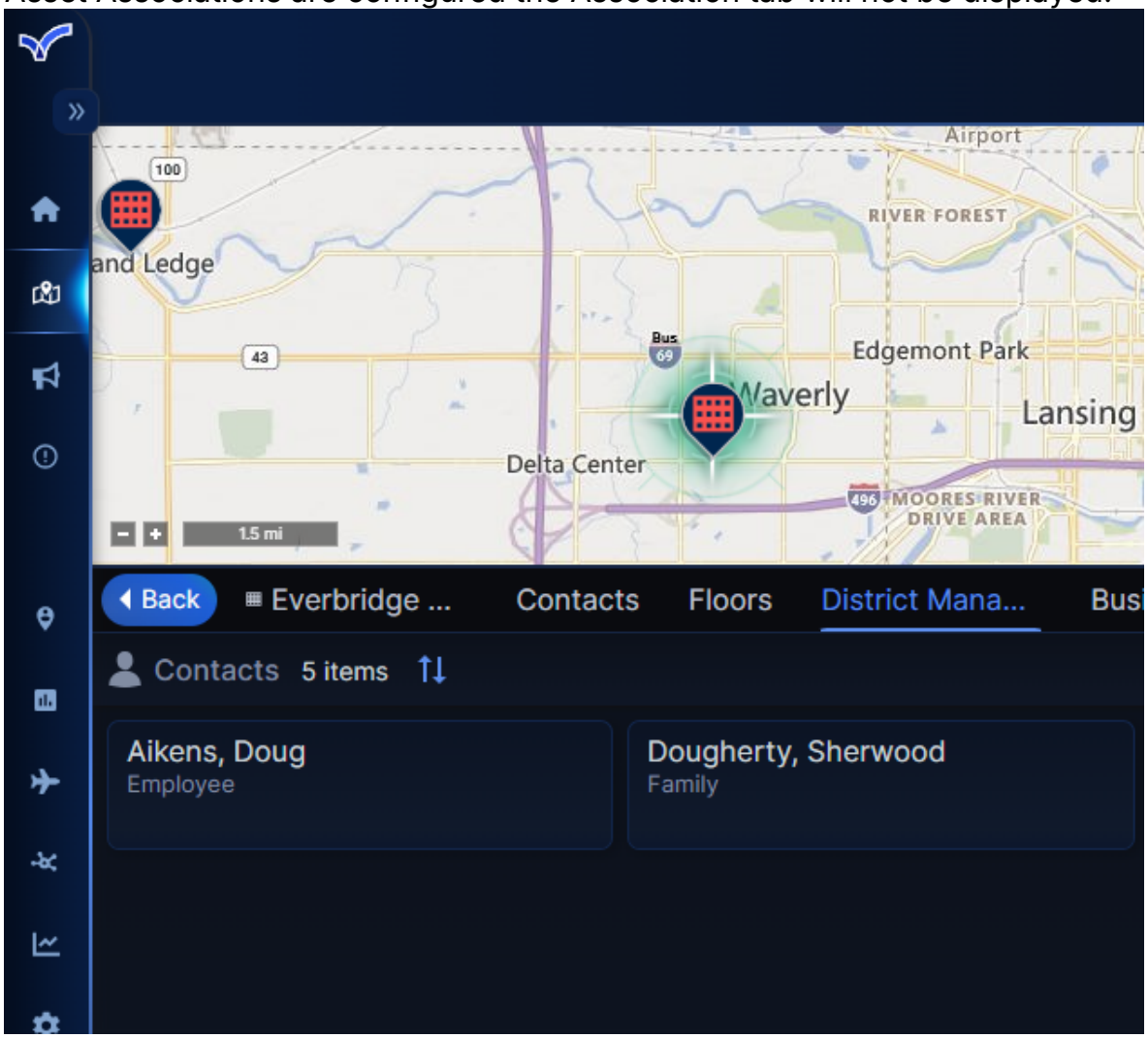


View Associations in Visual Command Center Operator Console

To view Associations in the VCC Operator Console:

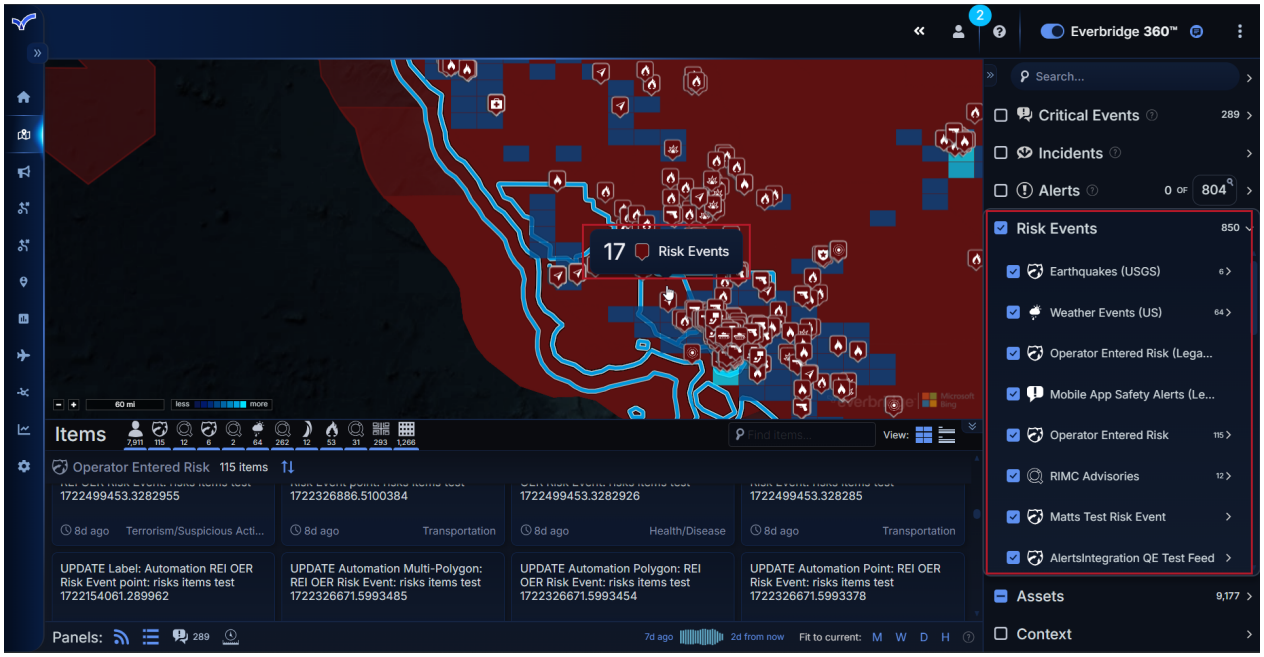
1. Navigate to **Situational Awareness** > **Visual Command Center**.
2. Access an Asset for which you've created an Asset Association and added at least one User or Group.

3. The Asset Associations configured for that Asset will be displayed. If no Asset Associations are configured the Association tab will not be displayed.



What are Risk Events?

Risk Events are events that could negatively impact the safety of your people or the function of your business and are provided by Risk Sources, such as Everbridge Risk Intelligence Monitoring Center (RIMC). Unique to Everbridge, RIMC uses a team of analysts, leveraging many diverse information sources, to provide early warning of incidents at all levels, from neighborhood to international.



Other Risk Sources include International SOS (ISOS), Wildfires (NIFC), Weather Events (Europe), and so on. The Risk Sources that you can see in Visual Command Center are determined by your Organization Administrator.

Some Risk Sources relate to a single category of Risk Event, like weather. Some Risk Sources relate to several categories, like health, crime, terrorism, transportation, etc. If a Risk Source provides information about more than one category, in Visual Command Center, you can select the categories in which you are interested.

Assessing Risks Events

Risk Events can endanger the people or the function of your business. However, even if a Risk Event does not trigger an Alert, it can impact the general situation, so it's still important to review Risk Events happening around an Alert.

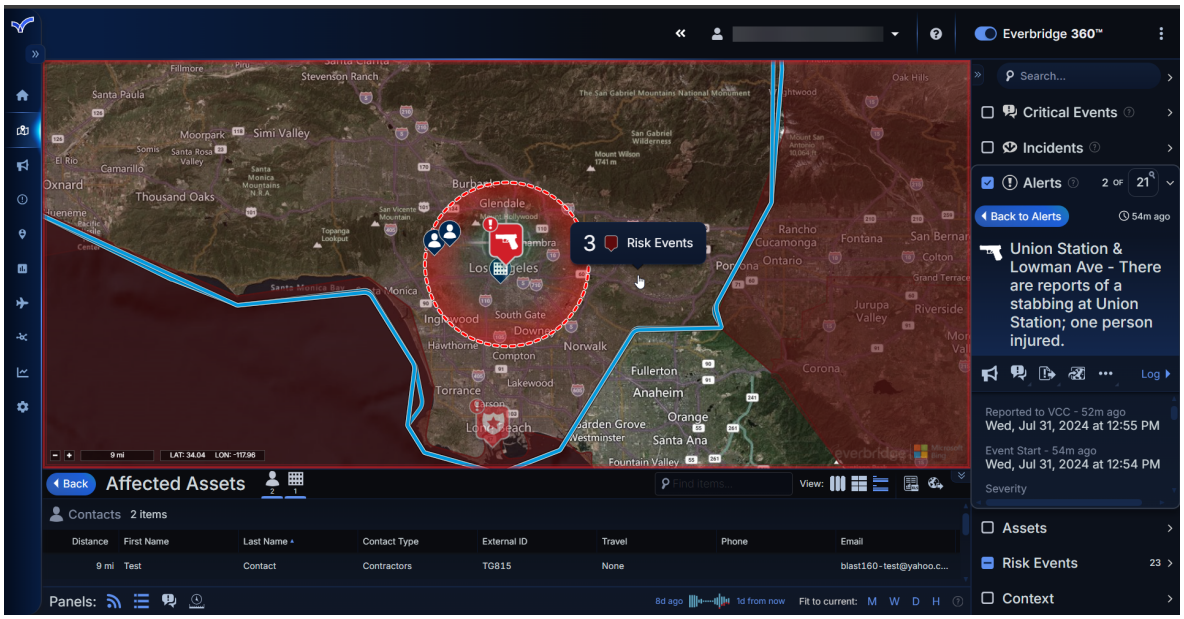
How you check Risk Events depends on what you aim to accomplish, such as:

- Checking the Risk Events around an Alert.
- Checking the Risk Events that relate to a specific area of your map. Navigate to an area of your map to check Risk Events in that area. See **Assessing Risk Events on a Map** below.

Assessing Risk Events Around an Alert

Once you have selected an Alert, you can expand **Risk Events** feed to view Risk Events around that Alert.

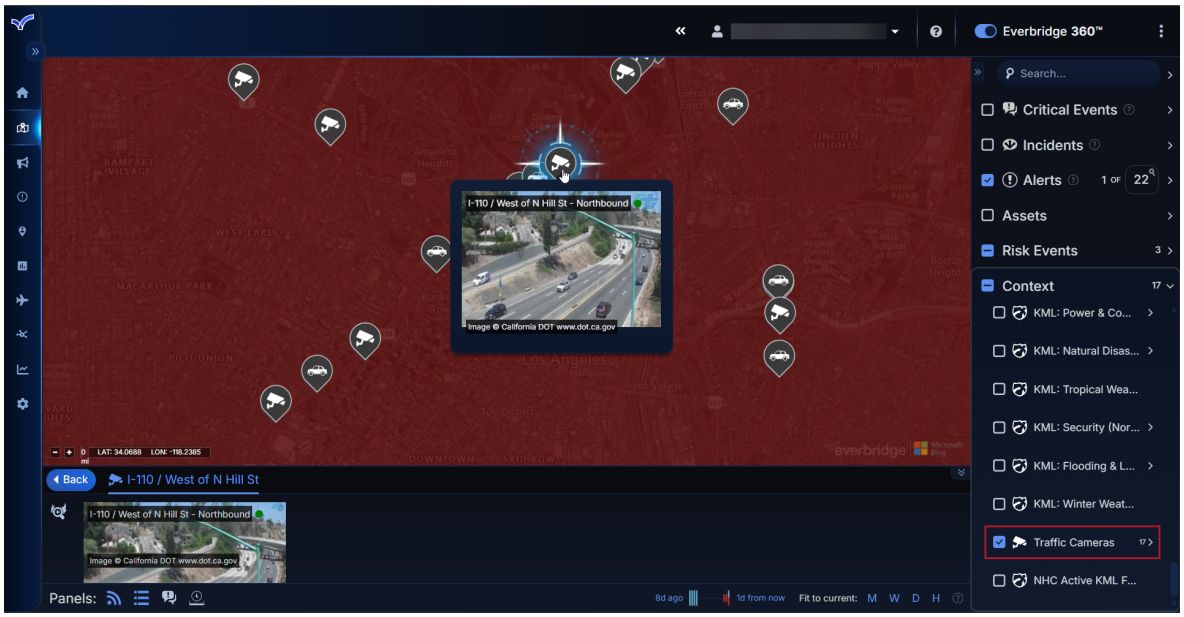
1. Select an Alert. See Assessing Alerts.
2. Expand the **Risk Events** feed group.
3. Select the Risk Events category. For example, if you are being alerted about a weather event, you may want to select **RIMC** to find out if there are any travel risks or other weather events nearby in case you need to notify some of your contacts to evacuate the area.



4. You can use the **Context** feed to find more information about your Risk Event. In this example, we can select **Traffic Camera** and check any traffic cameras

in the area of a weather event to get a better understanding of what is happening.

> **TIP:** You may have to zoom into the map for the context items to display.



Assessing Risk Events on a Map

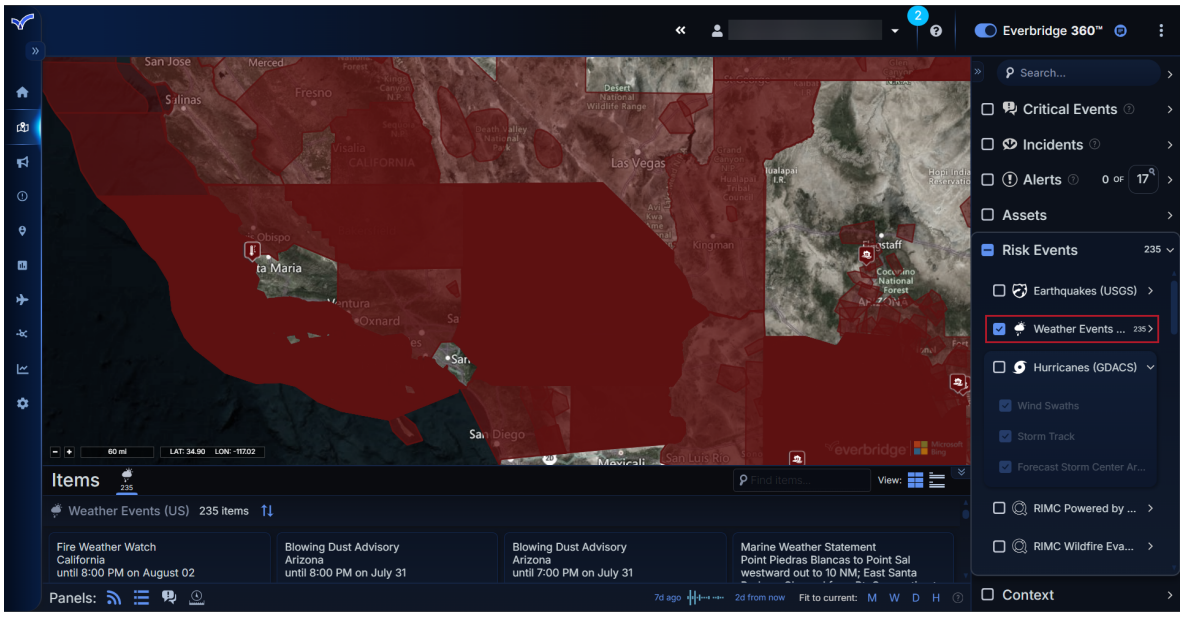
You can check Risk Events by category. For example, your Organization may be having a large conference with delegates arriving from all over the country. You may want to know if there are any weather events occurring in that country that might cause a problem for your delegates.

You may still be interested in an event regardless of where your Assets are located. For example, you may want to know about civil unrest situations that are changing quickly.

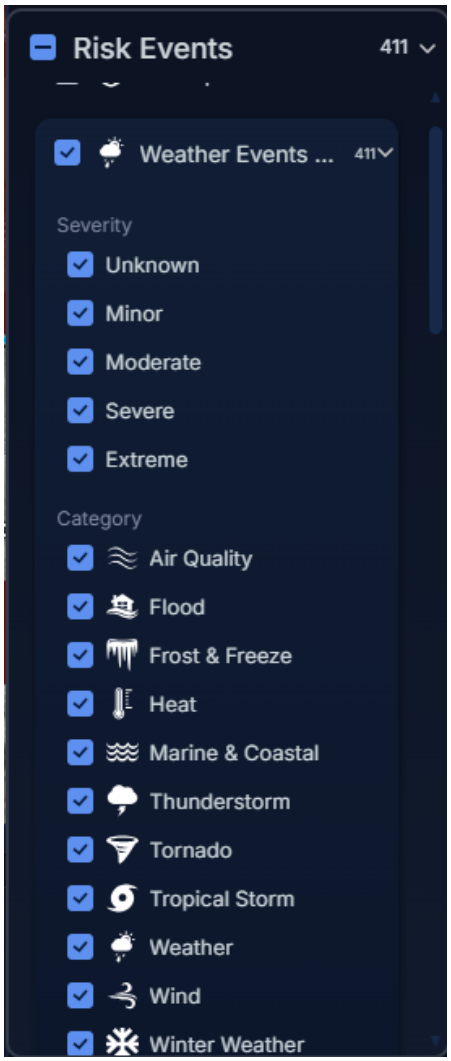
> **TIP:** See Configuring Preferences in Visual Command Center for information on customizing the map display.

1. Navigate to the area of the map you want.
2. Make sure none of the other feeds are selected, as this makes it easier to identify the Risk Events.
3. Expand the **Risk Events** feed.

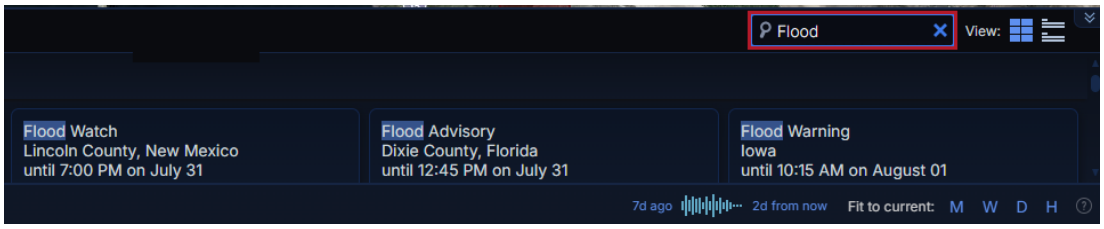
4. Select the risk category you want to display. The map updates to display the Risk Events you selected.



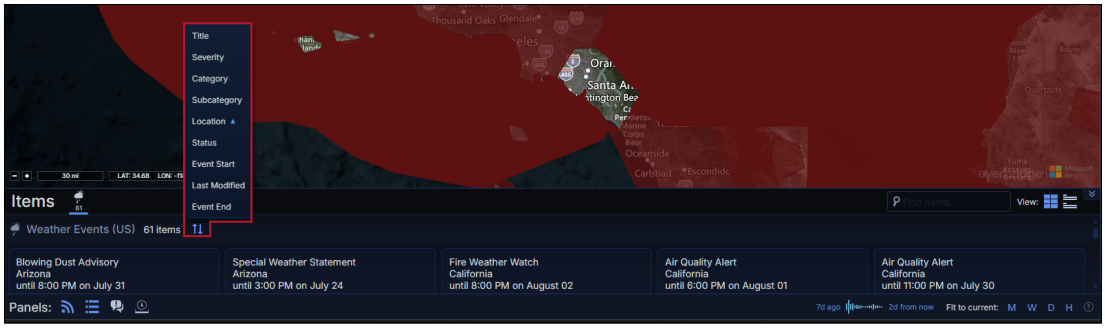
5. A Risk Event may have several categories. Expand the Risk Event and select the categories in which you are interested.



6. Use the **Items Panel** to further filter and sort these Risk Events.
   a. You can use **Find** to find an item in the **Items Panel**.

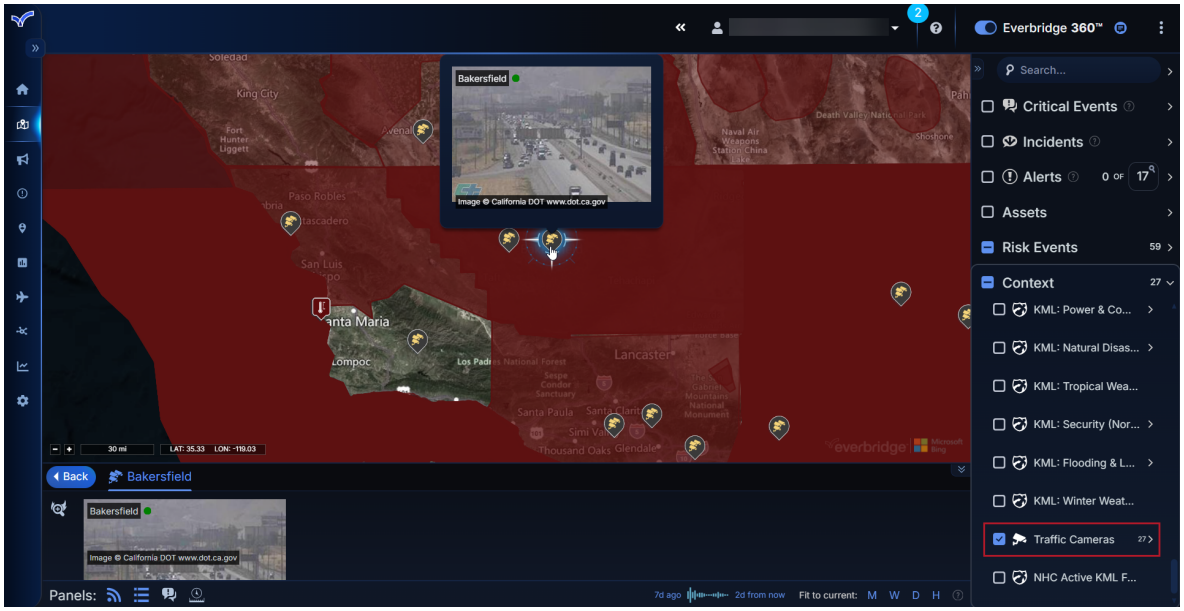


   b. You can sort your events by Location, Category, Severity, etc.



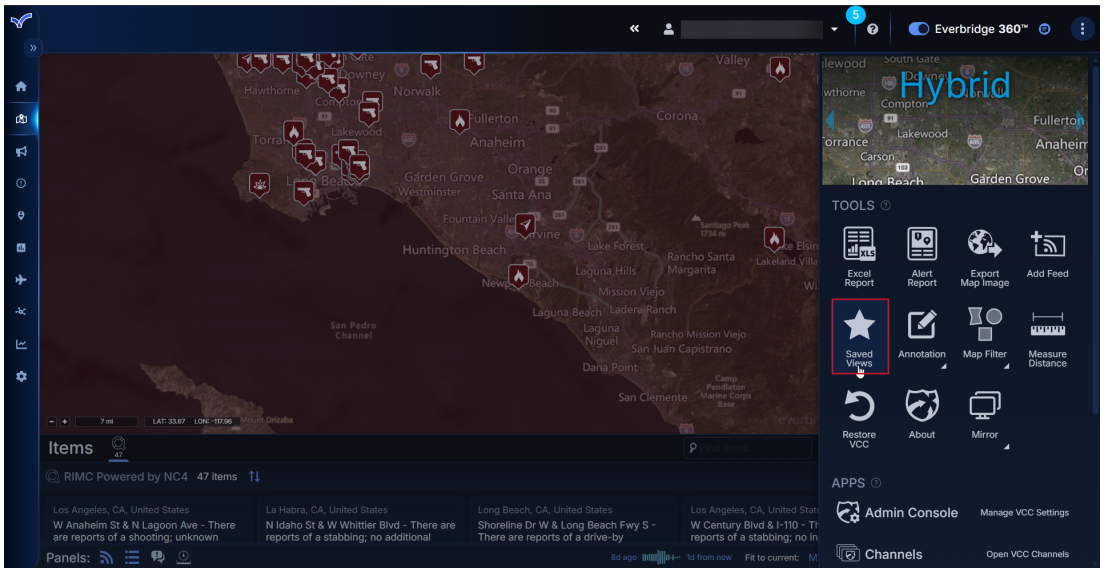
7. You can gain further insight into your Risk Events by expanding the **Context** feed. In this example, we can select **Traffic Camera** and check any traffic cameras in the affected area to see conditions on the ground.

> **TIP:** You may have to zoom into the map for the context items to display.

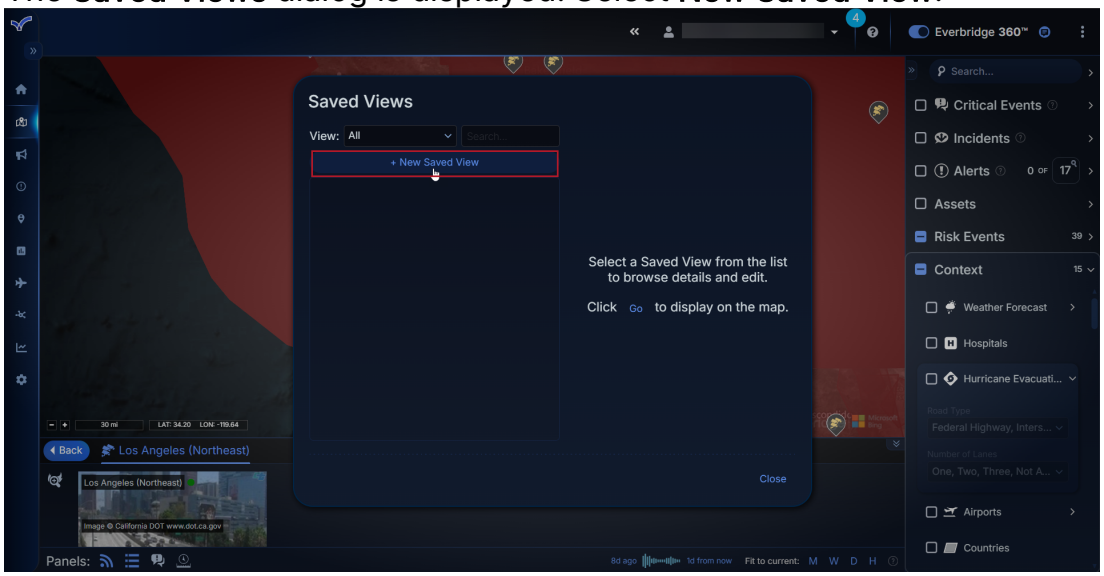


8. Now that you have focused Visual Command Center on specific Assets, Risk Events, and contextual feeds, you can save this as a view. The next time you log in to Visual Command Center, you can open your saved view enabling you to quickly and easily see the Assets, Risk Events, and contextual feeds in which you are interested.

a. Click the kebab menu icon in the top-right corner and select **Saved Views**.

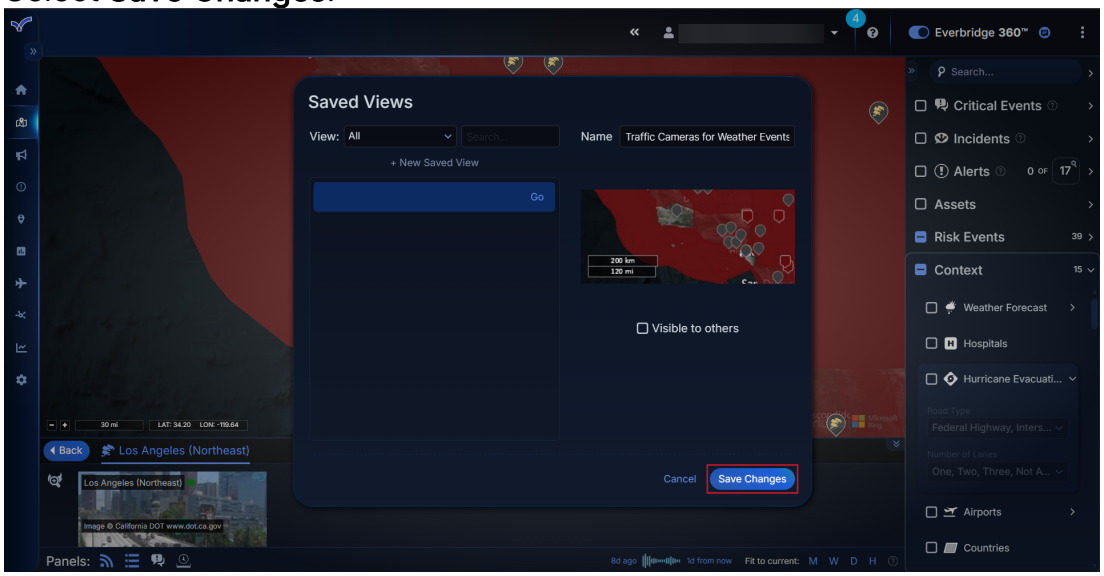


b. The **Saved Views** dialog is displayed. Select **New Saved View**.



c. In **Name**, type a name for this view.
d. Choose to make this view available to others.

e. Select **Save Changes**.



f. The new Saved View will now be available in the **Saved Views** list for future use.

Importing Your Historical Risk Events

As part of the Everbridge CEM Self-Service Risk Event API, you can import Risk Events to Visual Command Center. This allows you to import Risk Events as historical events and bypass Visual Command Center's **Alert Settings**.

Historical Risk Events can be imported to Everbridge CEM to populate Visual Command Center's **Risk History** context feed and **Risk Analytics** dashboard.

Operator-Entered Risk Events

Risk Events in CEM are normally submitted by the Everbridge Risk Intelligence Monitoring Center (RIMC), Authoritative Sources (National Weather Service, USGS, GDACS), or through Custom Self-Service feeds.

An **Operator-Entered Risk** (OER) **Event** is a Risk Event entered by the VCC Operator directly into the Visual Command Center Operator Console.

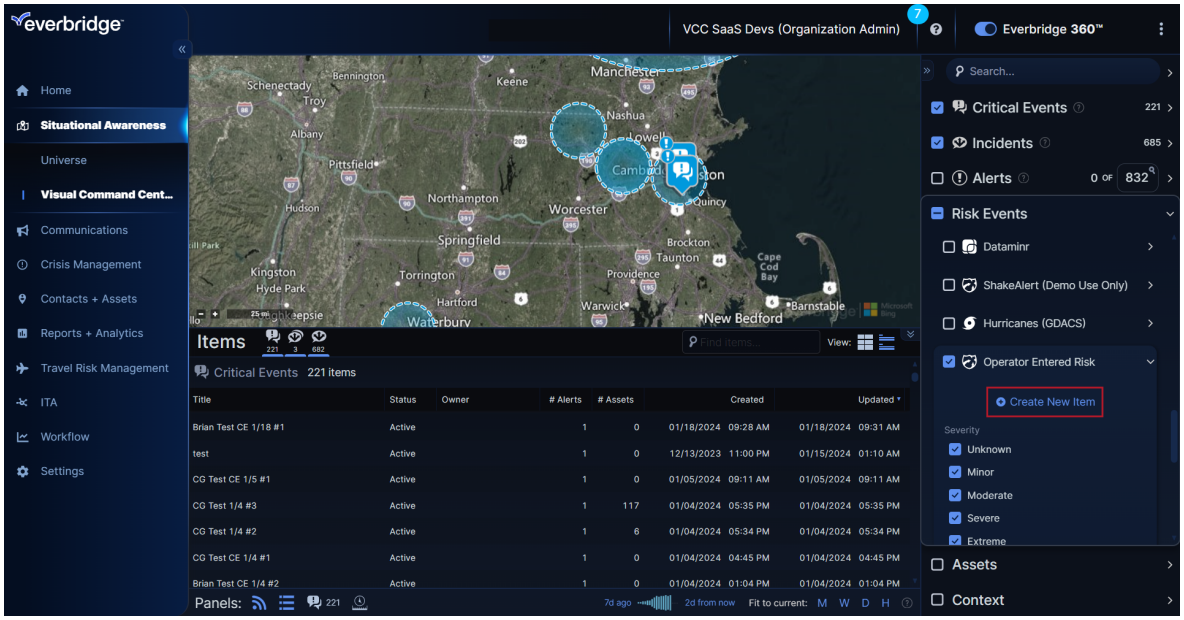
Severity	• Unknown • Minor • Moderate • Severe • Extreme
Category	• Civil Unrest • Conflict/War • Crime • Hazmat/Fire • Health/Disease • Hurricane • Local Disaster • Natural Disaster • Other Security • Terrorism/Suspicious Activity • Transportation • Utility/Infrastructure • Weather • Wildfires

Creating an Operator-Entered Risk Event

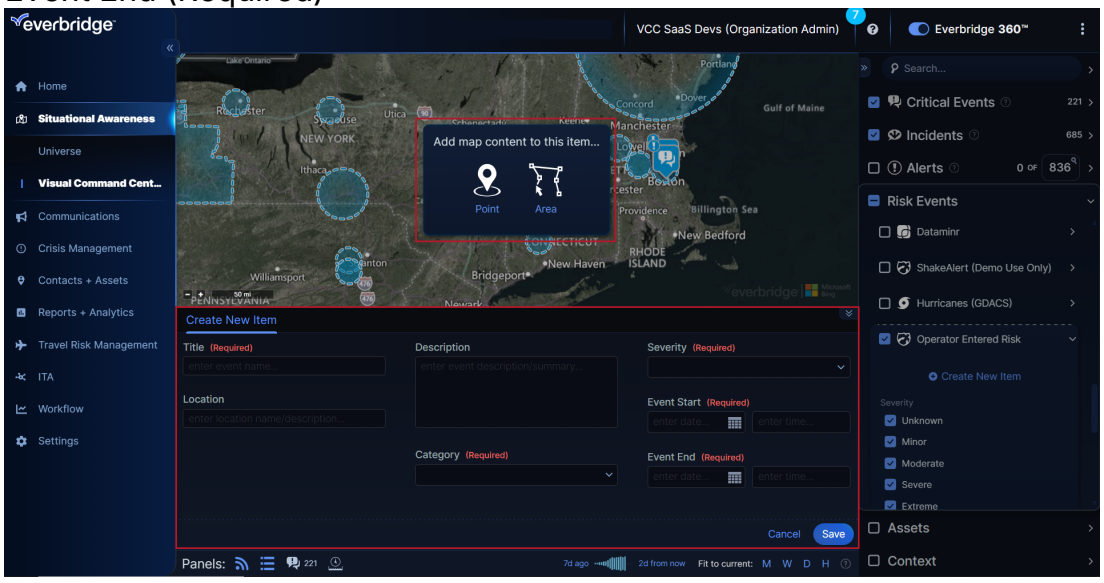
To create an Operator-Entered Risk event:

1. Access the Visual Command Center Operator Console and open the **Risk Events** feed.

2. Click **Create New Item**.



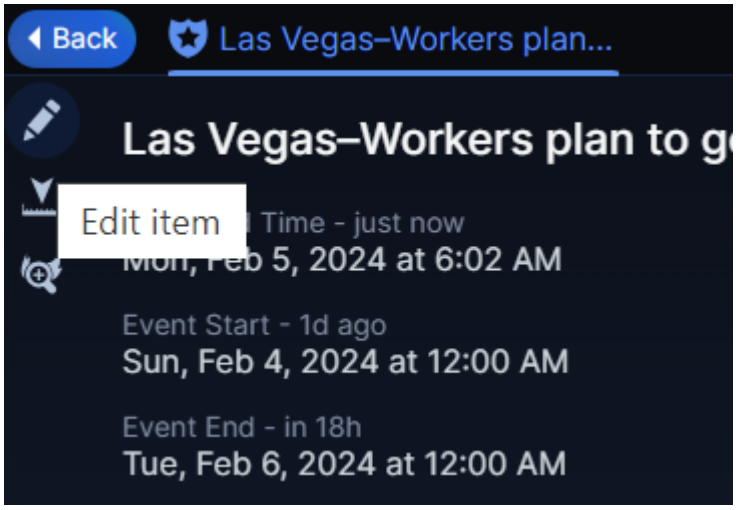
3. Select a point and radius or draw a polygon, then enter the following fields:
   - Title (Required)
   - Location
   - Description
   - Category (Required)
   - Severity (Required)
   - Event Start (Required)
   - Event End (Required)



4. Click **Save**.

Updating an Operator-Entered Risk Event

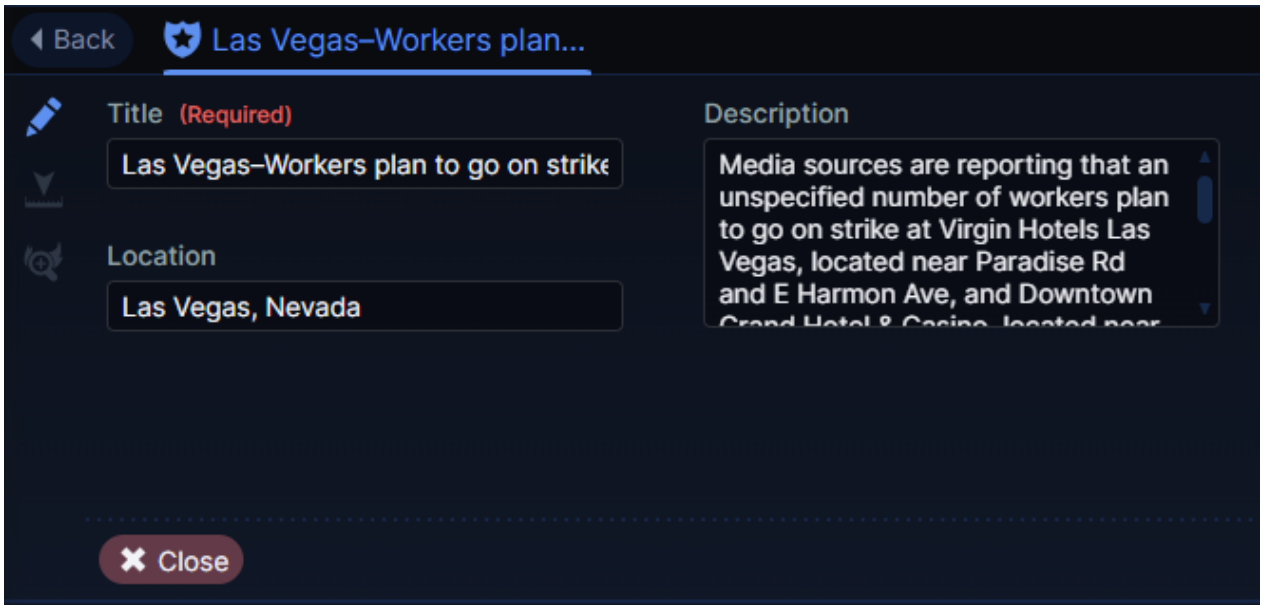
To update an Operator-Entered Risk Event, select it on the map and click **Edit**.



> **NOTE:** If you create an Operator-Entered Risk (OER) Event that results in an Alert, and you edit that OER, it will trigger an update to the Alert, which might trigger an update phase on the Incident Communication.

Closing an Operator-Entered Risk Event

To close these Risk Events, select **Edit**, and then click **Close**. Closing will set the Event end time to the current date and time.



If an Alert was generated from the Risk Event, the system will automatically acknowledge the Alert one hour following the Risk Event's end time.

> **NOTE:** Operator-Entered Risk Events cannot be updated once closed.

Alerting

From the Manager Portal:

1. Navigate to **Settings** > **Everbridge Open** > **CEM Orchestration** > **Workflows.**
2. Select **Operator Entered Risk Events** under **Add Sources**.

See Creating Advanced Alert Workflows with CEM Orchestration for more on creating advanced workflows.

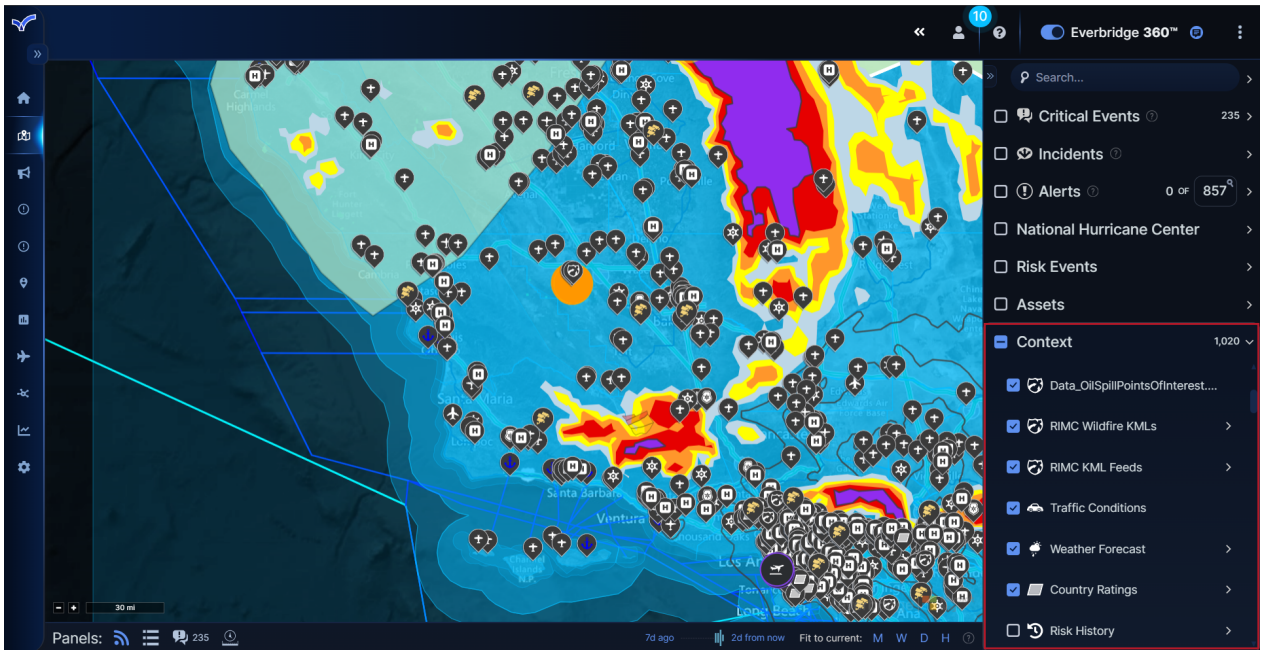
Assessing Context

Visual Command Center provides other information about an area. Expanding the **Context** feed enables you to see data such as:

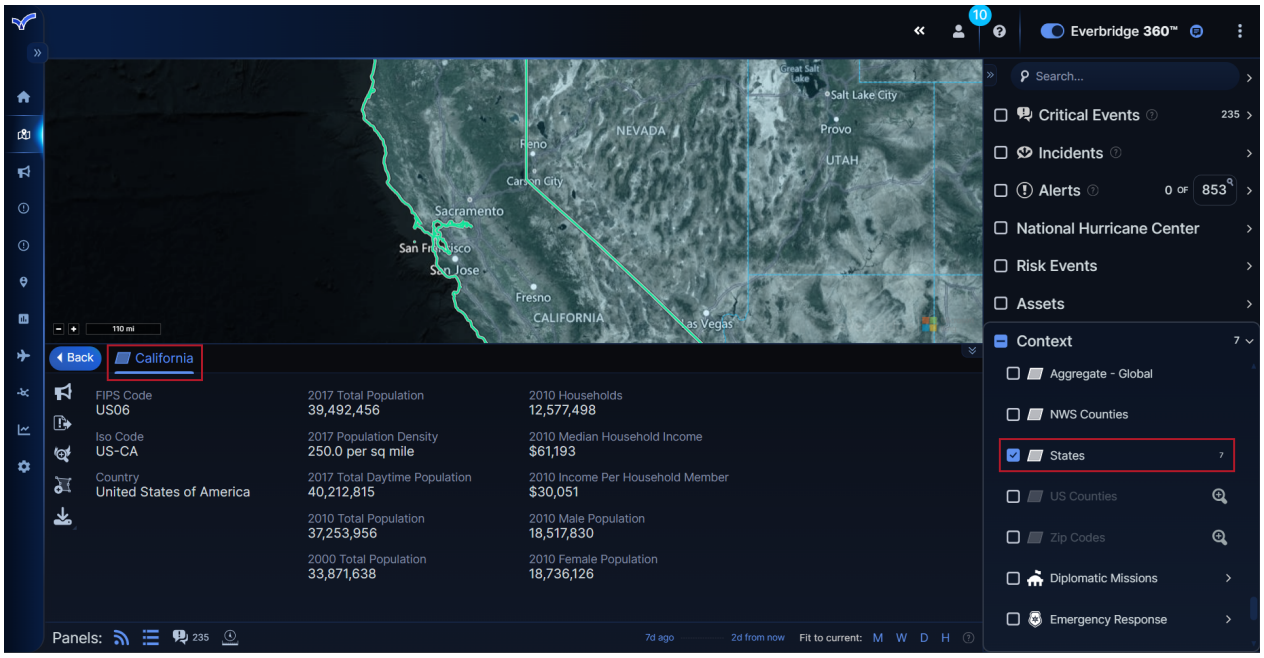
- Traffic conditions
- Weather forecasts
- Hurricane evacuation routes

> **TIP:** You may have to zoom into the map for the context items to display.

You can use the **Context** feeds to help assess Risk Events. For example, if you are assessing the impact of a weather event, you may want to look at the traffic cameras in the area of the event if you are advising your contacts to evacuate the area. Or, if you are evaluating a wildfire near one of your assets, you may want to check the weather conditions as this may affect your Notification to your stakeholders.

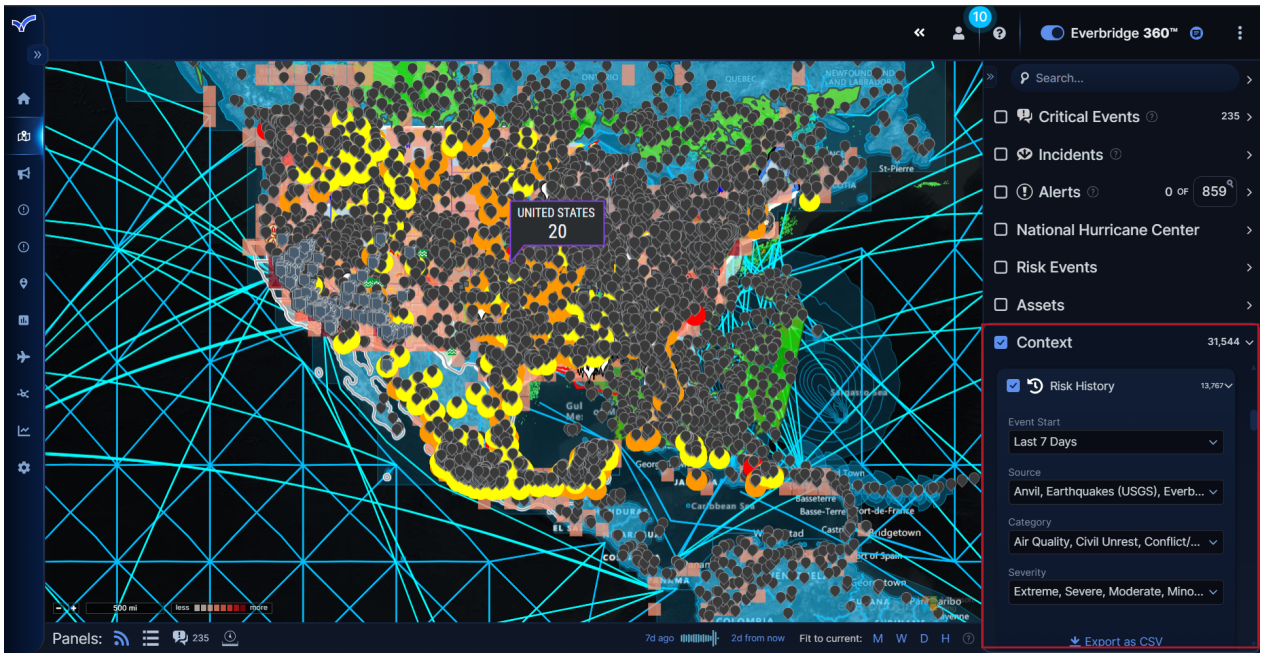


You may also want to use contextual information in another way, unrelated to Alerts or Risk Events. For example, you may want to send a Notification to all your contacts in a specific state in the US.


Everbridge 360™
Search...
Critical Events 235
Incidents
Alerts 0 OF 853
National Hurricane Center
Risk Events
Assets
Context 7
Aggregate - Global
NWS Counties
States 7
US Counties
Zip Codes
Diplomatic Missions
Emergency Response
Back
California
FIPS Code US06
Iso Code US-CA
Country United States of America
2017 Total Population 39,492,456
2017 Population Density 250.0 per sq mile
2017 Total Daytime Population 40,212,815
2010 Total Population 37,253,956
2000 Total Population 33,871,638
2010 Households 12,577,498
2010 Median Household Income $61,193
2010 Income Per Household Member $30,051
2010 Male Population 18,517,830
2010 Female Population 18,736,126
Panels:
7d ago
2d from now
Fit to current: M W D H
Salt Lake City
Provo
UTAH
NEVADA
Reno
Carson City
Sacramento
San Jose
Fresno
CALIFORNIA
Las Vegas

Using Risk History

You can use the **Risk History** feed to analyze historical risk trends in Visual Command Center. The **Risk History** feed filters your Risk Events by Risk Source, Category, Severity, and Start Time, then displays the results visually as a heat map on the Visual Command Center map.



Using **Risk History**, you can look at the area around one of your Assets and see, for example, how many Severe or Extreme Risk Events have been reported for a particular category. This allows you not only to assess the current risk of an existing location, but also a potential new location if you are planning work in that area, for example.

You can also export this data to a .csv file:

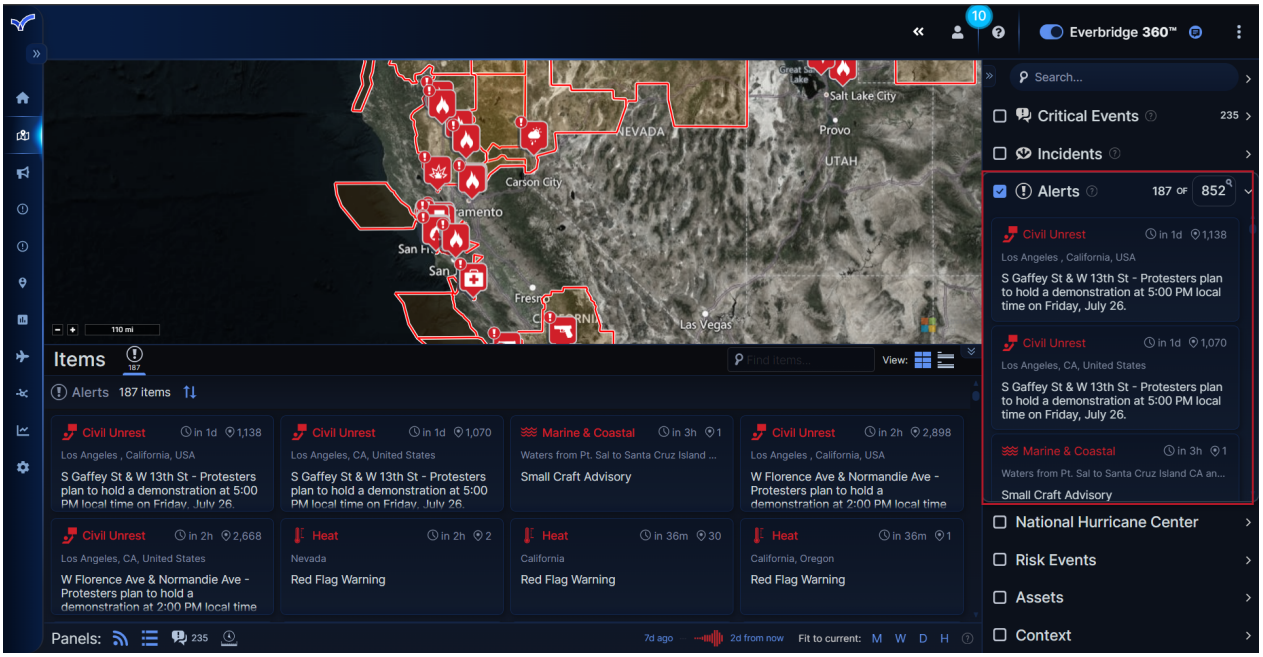
1. From **Visual Command Center Operator Console**, expand **Context**.
2. Scroll down and select **Risk History**. **Risk History**.
3. From **Event Start**, select the date from which you want to filter your Risk Events.
4. From **Source** drop-down, select the sources whose events you want to view. You can select more than one.
5. From **Category** drop-down list, select the type of events you want to view.
6. From **Severity** drop-down list, select the severity of the events you want to view.
7. Click **Export as CSV**.

Notes:

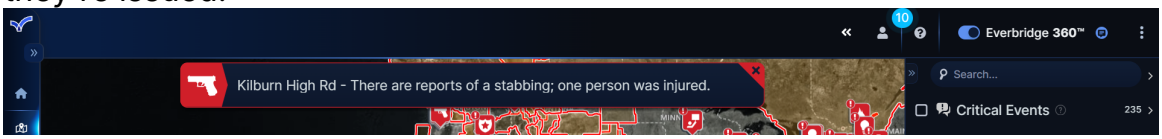
- Weather Events (US), Dataminr, Earthquakes, and Hurricanes are not supported for the **Risk History** Feed.
- The maximum number of Risk Events that can be exported is 100k.
- A single Organization can only have two concurrent Risk History exports at any one time.

What are Alerts?

Alerts are automatic messages that appear in the **Alerts** feed in Visual Command Center. The most recent Alert is displayed first.



NOTE: Alerts also appear as toast messages at the top of the page as they're issued.



Alerts flag situations that you should review. They are triggered when Risk Events impact assets based on the event's timing and location. See What are Risk Events? and Locating Assets.

Risk Events are provided by Risk Sources, for example, the US National Weather Service, Earthquakes (USGS), and so on. Assets, time, and location are added to your Everbridge Organization.

Your Organization Administrator configures how these elements interact in order to trigger Alerts.

Assessing Alerts

How you assess Alerts depends on what you want to do.

- Assess the current Alerts in your Alerts feed. See **Assessing Alerts in the Alerts Feed** below.
- Check Alerts that relate to a specific area of the map. The Alerts that display depend on the area of the map you are currently displaying. Zoom and pan to a specific geographic area.

  > **NOTE:** You can select the total count of Alerts in the **Alerts** feed to zoom out and view all visible Alerts.

  For example, you may want to check for any Alerts in an area where your Organization has Assets.

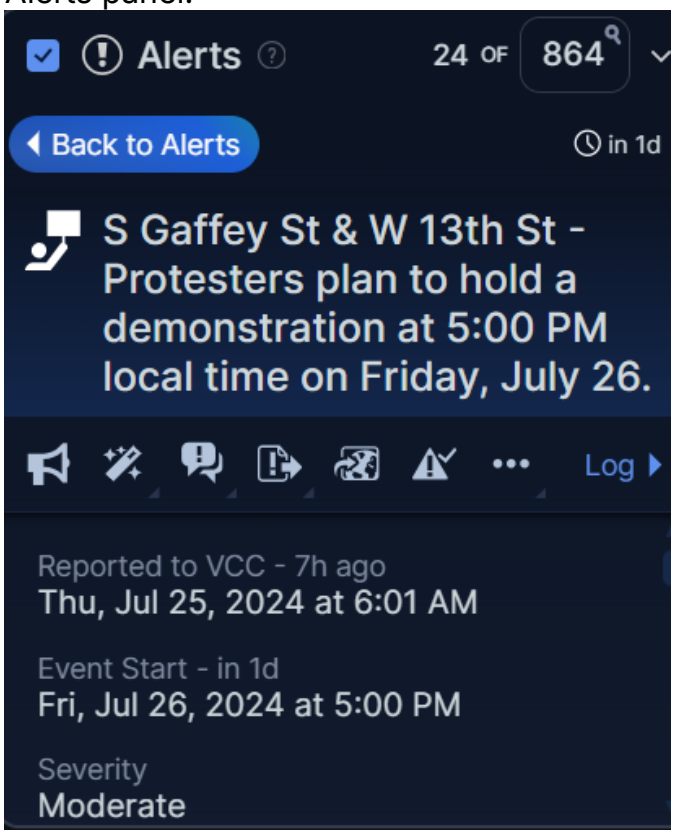
Assessing Alerts in the Alerts Feed

In the Visual Command Center Operator Console, Alerts are displayed in the **Alerts** feed. Depending on the Risk Sources configured for your Organization, this allows you to be constantly up-to-date with all current Risk Events near your Assets.

> **TIP:** When an Alert pops up in Visual Command Center, it makes a sound. You can turn this sound off by selecting the kebab menu icon in the top-right corner, navigating to **Preferences**, and disabling **Audio Alerts**.

When you select an Alert, Visual Command Center automatically takes you to the location on the map where the Alert is visible. The Alert details are displayed in the

Alerts panel.

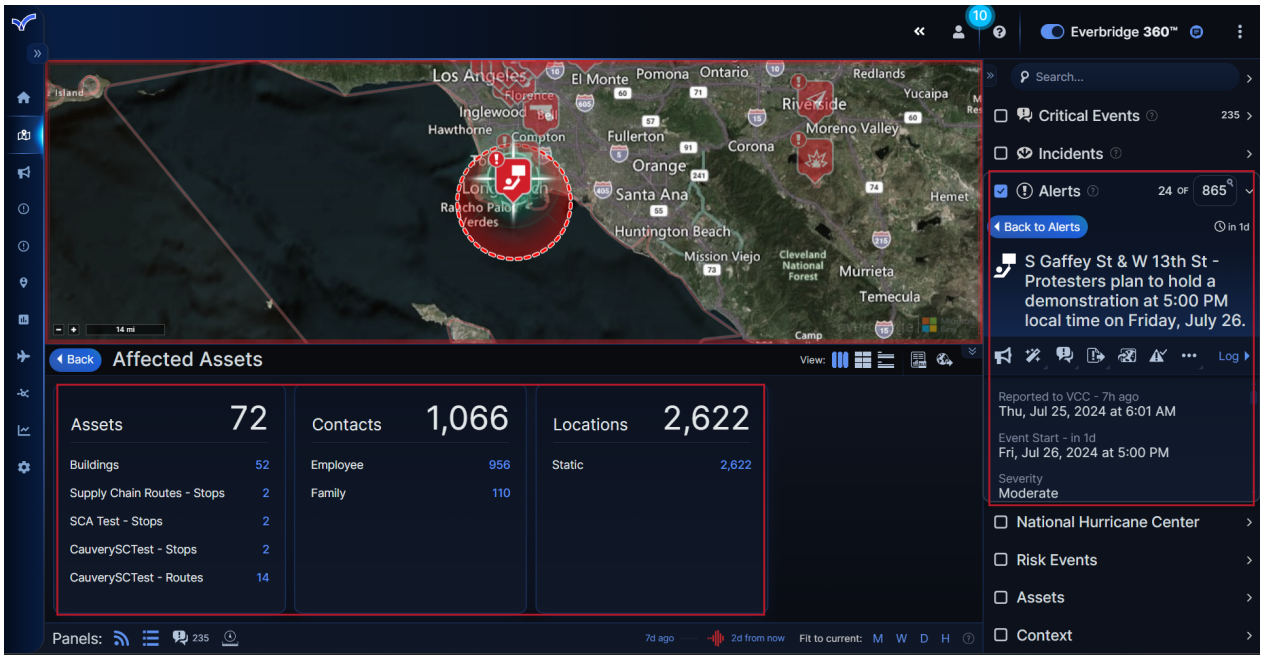


> **TIP:** If you hover over the area, Visual Command Center summarizes the number of Alerts and Assets in the area. Selecting the total count of Alerts in the **Alerts** feed enables you to zoom out again to view all visible Alerts.

For example, an Alert describes a demonstration that has become violent. When did this happen? What time was this Alert published? Is this the first Alert or are there previous updates? Has the severity changed between updates? All of this will help you understand if this situation is escalating. See Reviewing Alert Details.

You may see that there are several Alerts around this Alert. By selecting the **Timeline** icon, your Alerts are displayed in a timeline. You can see what time and with what frequency your Alerts were published. Are the number of Alerts increasing? This may indicate a Risk Event is escalating.

If you have any Assets affected by this Alert, they are displayed in the **Items** feed.



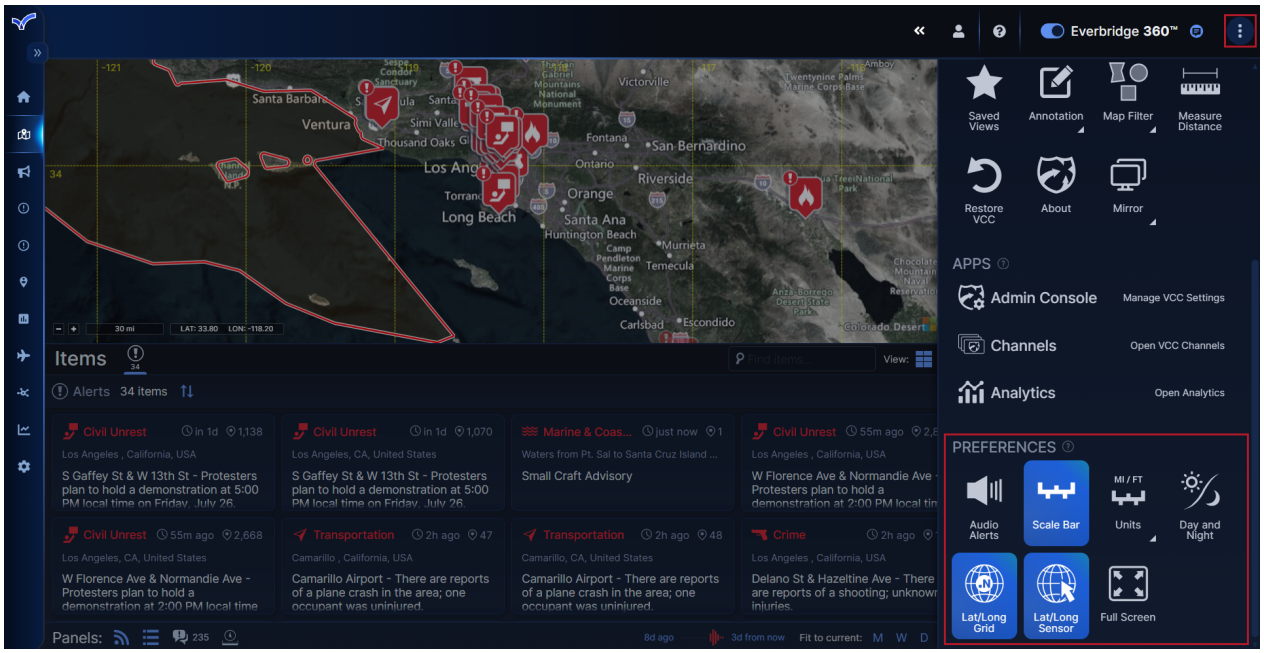
How many Assets do you have in this area? The number of Assets affected helps you decide whether this Alert has a high or low impact on your Organization. You can show or hide an Asset Type by selecting its icon.

You can decide if you want to:

- Find out more about the Risk Event you are being alerted about. See Assessing Risks Events.
- Use **Context** feed to assess what else is happening around this Alert. See Assessing Context.
- Take action on this Alert. See Responding to Alerts.

Map Display Preferences

You can configure how your map displays in Visual Command Center by selecting the kebab menu icon in the top-right corner, and scrolling down to **Preferences**. For example, you can switch between map styles, add a map scale, configure the units in which your map is measured, and display latitude and longitude grids. This is a great way to see additional context when assessing an Alert in real-time.



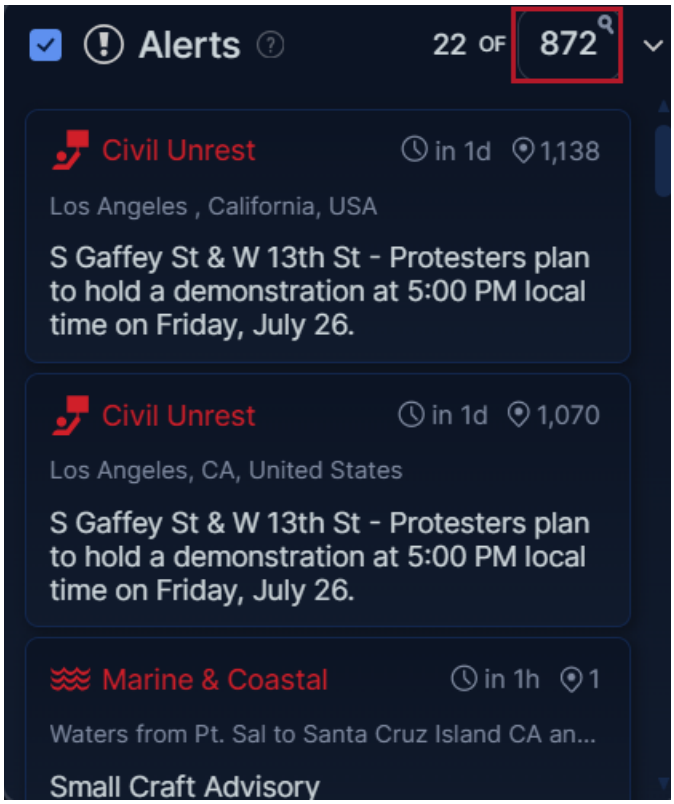
Assessing Alerts on a Map

You can view Alerts that relate to an area of your map in the locations where your Organization has Assets or contacts.

To assess Alerts:

1. Navigate to the desired area of the map.
2. Expand the **Alerts** feed. The Alerts corresponding to the area of the map you are viewing are displayed. The most recent Alert is displayed first.

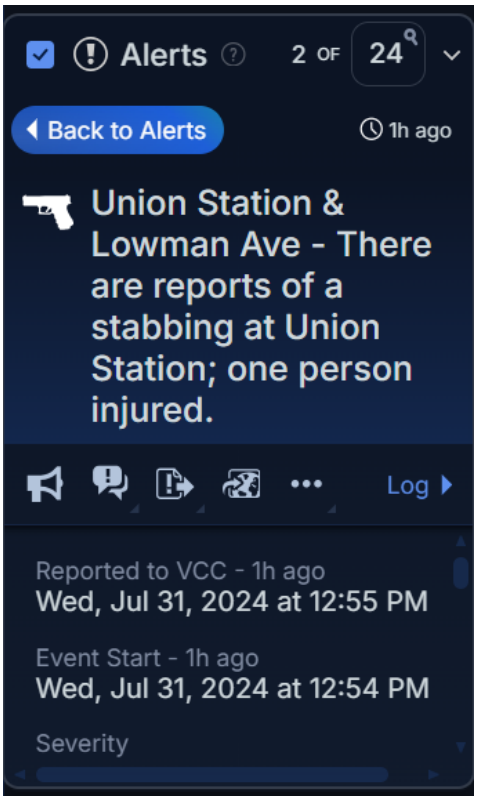
> **NOTE:** You can click the number at the top of the panel to see all Alerts.



3. Scroll down to find the Alert you want and select it.
4. Visual Command Center automatically:
    - Takes you to the location on your map where the Alert is visible.
    - Displays the Alert details. See Reviewing Alert Details.
    - Displays the affected Assets in the **Items** panel. See Locating Assets.
5. You can decide if you want to:
    - Find out more about the Risk Event you are being alerted about. See Assessing Risks Events.
    - Use **Context** feed to assess what else is happening around this Alert. See Assessing Context.
    - Take action on this Alert. See Responding to Alerts.

Reviewing Alert Details

Once an Alert appears in the Alerts Feed, you can view its details to obtain more information and take any necessary actions.



The type of information displayed in the Alert details depends on the Risk Event that triggered this Alert. There are some items that are always displayed.

Item	Description
Event Start	Date and time the event started. This is the date and time that the event starts. **NOTE:** The event start might be after the published time, for example, if the event is a planned demonstration or work stoppage. Visual Command Center also reports how many hours ago from the present time this event started.
Event End	If the event has ended, the date and time this event ended. Visual Command Center also reports how many hours ago from the present time this event ended.

Details	A description of the event. For example, if this is a weather Alert, a description of the type of weather event, its wind speed, and the area that is affected by the weather event.
Severity	A severity provided by the Risk Source. For example, **severe**, **moderate**, or **minor**.
Category	A category provided by the Risk Source. For example, for weather events, this could be **Hurricane**, **Flood**, **Winter Weather,** and so on.
Source	The feed that generated this Alert.

You can also find more information about an Alert from the Alert details.

- The latest information for an Alert is always displayed at the top. Select **Show Previous Updates** to see older information about this Alert.
- If available, there may be a URL that you can select to provide more information about this Alert.
- You can select **Log** to see if any other operators have added any other information about this Alert.

You can also perform actions from an Alert's details.

Action	Description
	Launch a new Critical Event. See Launching Critical Events in VCC
	Launch a Communication. See the Everbridge 360™ User Guide.
	Launch an Incident or Incident scenario. See Launching Incidents.
	If configured, you can send this Alert to Command View. **NOTE:** If your Organization does not have any channels configured, you will not see this option.
	Acknowledge an Alert. See Handling Low Severity Alerts.
	Add a note to an Alert. For example, you want to let others in your Organization know that you are handling this Alert.
	Snooze an Alert to remove the Alert from the **Alert** feed for a specified time. See Handling Low Severity Alerts.
	Fit Alert to the timeline. You may want to see if there are other Alerts around an Alert. This helps you to see what time and with what frequency your Alerts were published. See Assessing Alerts.

Responding to Alerts

Once you have assessed an Alert, you need to decide how to respond to it. There are many options available.

High-Impact Alerts

When responding to a high-impact Alert, you need to choose the action that represents the best way to handle the situation. For example, a hurricane is approaching one of your main warehouses and a watch has been called. The hurricane has already reached Category 2, and 20 employees and contractors work in the warehouse.

This may not be a Critical Event, as it does not affect your whole Organization. However, you may want to launch an Incident to communicate to your stakeholders, employees, and contractors that they should go to a place of safety. See Launching Incidents in VCC.

Although you may decide an Alert is not immediately a high-impact Alert, it could potentially develop a higher severity. For example, a tropical storm is approaching your offices in Australia. It is projected to make landfall within the next three to four days. In this case, you may want to snooze the Alert, taking it from the feed but only for a set amount of time.

Low or No-Impact Alerts

If you have assessed an Alert and decided that it is not relevant and has no impact, you can acknowledge the Alert, removing it from the feed completely. As part of this, you may want to add a note or a document to support your decision to acknowledge the Alert. See Handling Low Impact Alerts for more details.

> **NOTE:** You can reinstate an acknowledged Alert to the **Alerts** feed anytime.

As part of your response, you may also want to:

- Have a record of your response to the Alert by adding notes or documents.
- Share information with others in your Organization by sending it to command view.
- Monitor what is happening to an Alert by checking the log.

Handling Low-Impact Alerts

If you decide that an Alert is low impact, you might choose to:

- **Snooze** the Alert. You may decide that although there is no impact from this Alert at the moment, it has the potential to impact your business at a later date. You may want to snooze the Alert and check it later. Snoozed Alerts become active again if the Alert is updated. This is useful, for example, when handling an Alert about a storm, where you may not want to take any action now but want to see the Alert again if it is updated.
- **Acknowledge** the Alert. Acknowledging Alerts enables you to let others in your Organization know that you have looked at this Alert and decided there is no impact, so no further action is necessary.

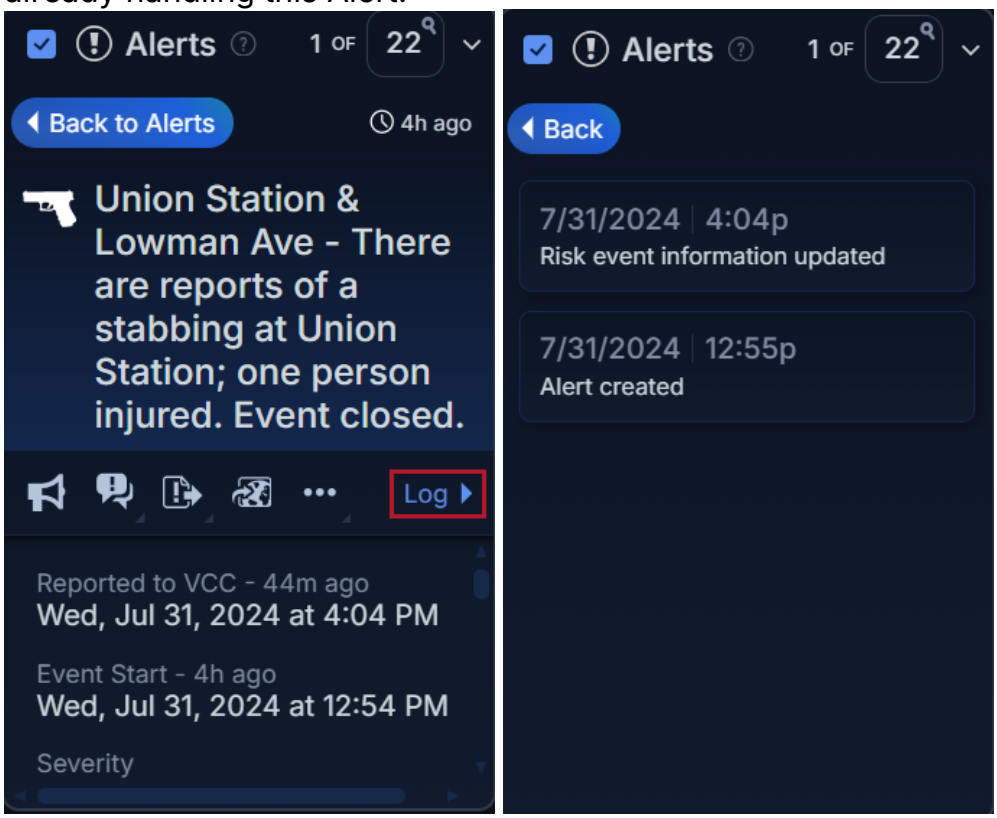
Snoozing Alerts

You can snooze an Alert to temporarily remove the Alert from the feed until a specified time or the Alert is updated.

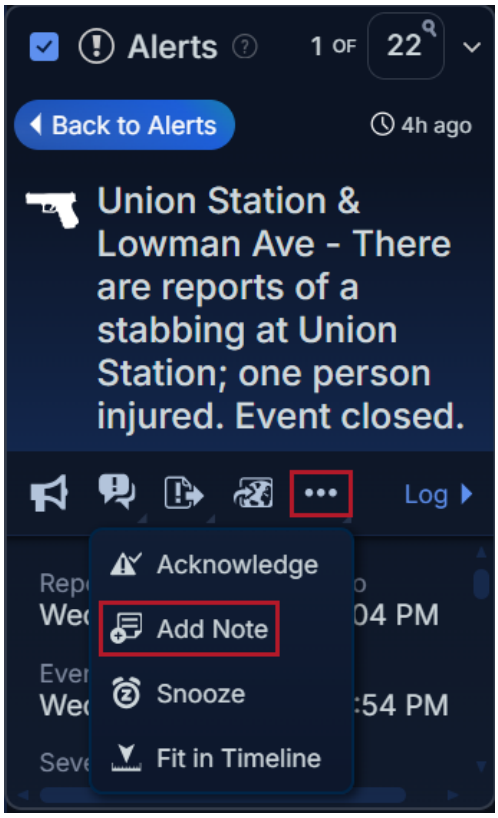
1. Select an Alert to display it in your **Alerts** feed.

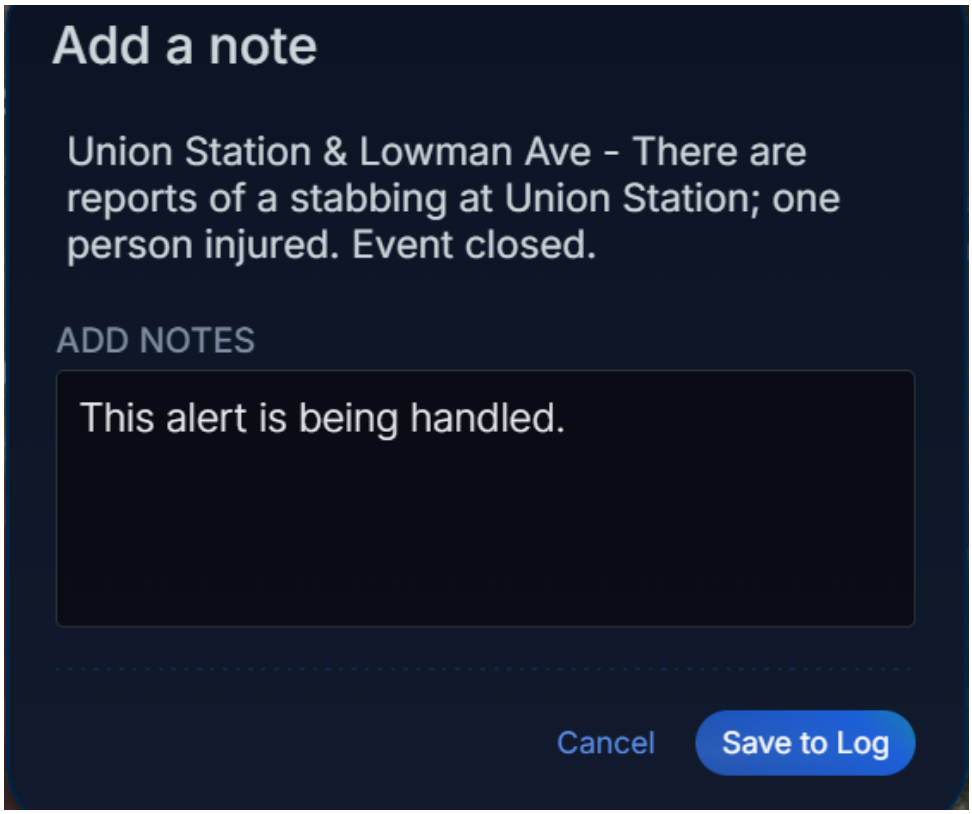
   > **TIP:** You can also right-click an Alert on a map at any time and select an Alert action to perform.

2. Select **Log** to check the log to see if another operator in your Organization is already handling this Alert.



3. If required, select the menu icon and click **Add Note** to add a note to this Alert if, for example, you want to notify others in your team that you are handling this Alert.

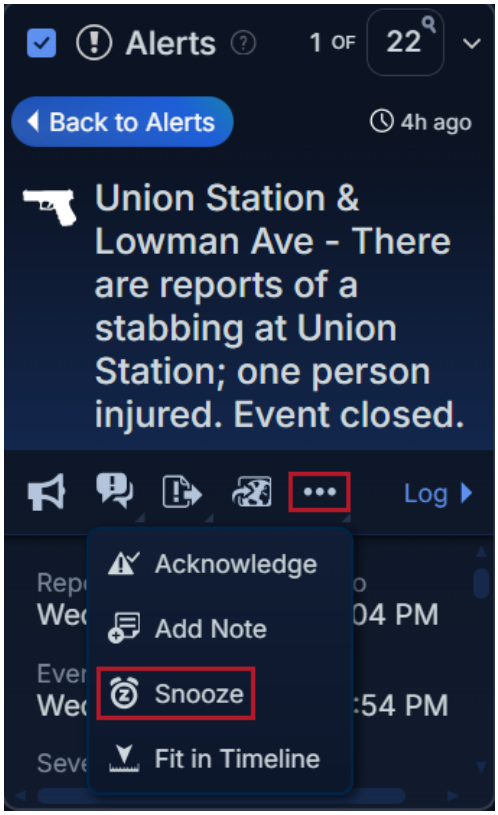




You can view all notes saved to the Alert by selecting **Log**.

4. Select your Alert to display it in the **Alerts** panel.

5. Click the menu icon and select **Snooze**.



6. The **Snooze** dialog is displayed. In **Optional Note**, type any additional information you want to add.
7. Select the time period for which you want to snooze the Alert. The Alert is removed from the **Alerts** panel. The Alert returns to the **Alerts** panel when the time period you specified has elapsed.

Acknowledging Alerts

You can acknowledge an Alert and remove it from the feed. Note that:

- Once you acknowledge an Alert, it is no longer updated, even if the underlying Risk Event is updated.
- Visual Command Center automatically acknowledges Alerts if no action has been taken 24 hours past their end date.

You can return an Alert to the feed by manually reinstating it:

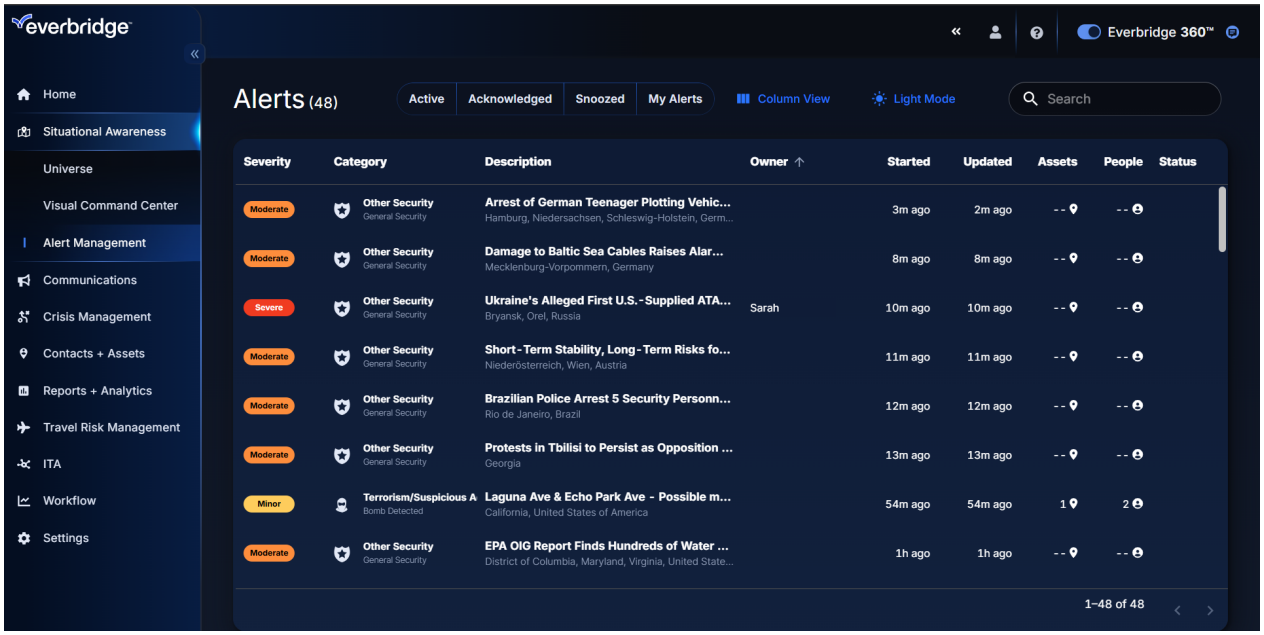
1. Select an Alert to display it in your **Alerts** feed.

> **TIP:** You can also right-click an Alert on a map at any time and select an Alert action to perform.

2. Select **Log** to check the log to see if another operator in your Organization is already handling this Alert.
3. If required, select **Add Note** to add a note to this Alert, for example, if you want to notify others in your team that you are handling it. You can view all notes saved to the Alert by selecting **Log**.
4. Select your Alert to display it in the **Alerts** panel.
5. Select the Acknowledge button. The **Acknowledge** dialog is displayed.
6. From the **Disposition** drop-down list, select a disposition.
7. In **Additional Information**, specify a reason for selecting this disposition or any other information you want to add.
8. Select **Acknowledge Alert**.
9. Reinstate an Alert to the **Alerts** feed at any time.

Alert Management

The **Alert Management** page allows users to manage the Alerts generated within an Organization. It showcases the same Alerts visible in the Visual Command Center's Operator Console in an easily digestible format.



Access

This page can be found in two different places, depending on which Manager Portal interface is applied:

- **Everbridge 360:** Found from **Situational Awareness** > **Alert Management**.
- **Legacy UI:** Click the **Alert Management** menu item.

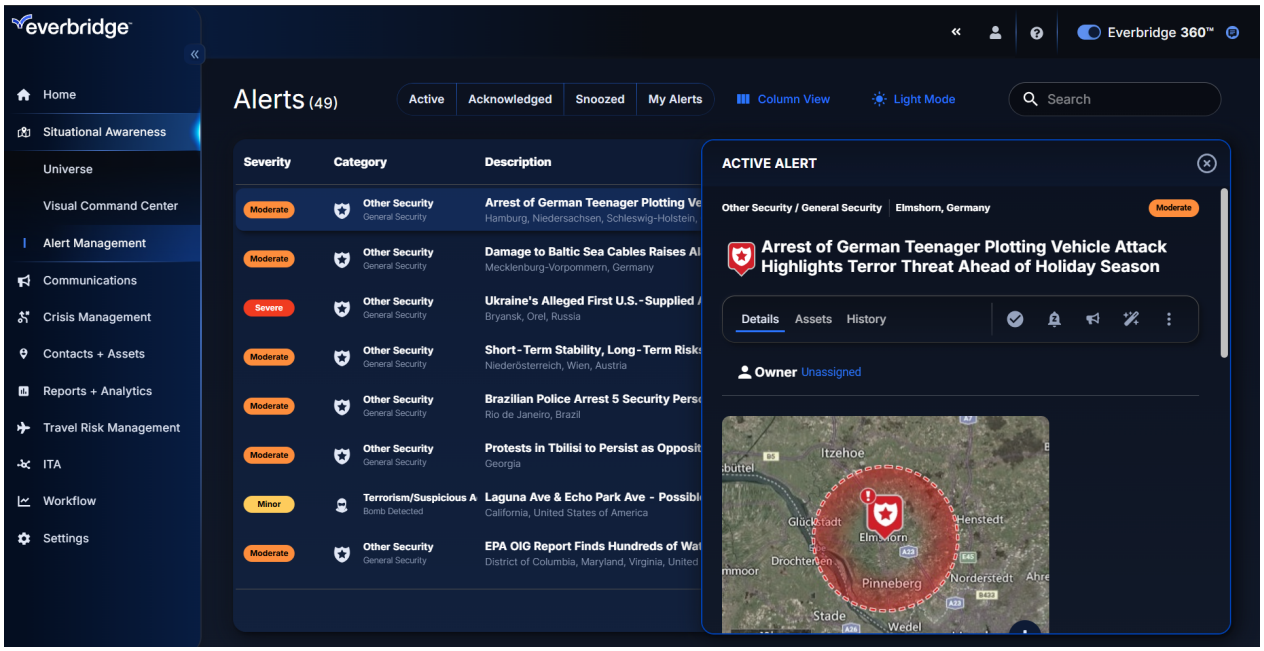
Views

The Alert Management page can be viewed in two different views: Column View and List View.

> **NOTE:** Both views can be used in Dark or Light modes.

List View

List View provides an "inbox-style" list view that can be sorted by the column headers in ascending or descending order. Click on the Alert to open the **Alert Details Panel**.

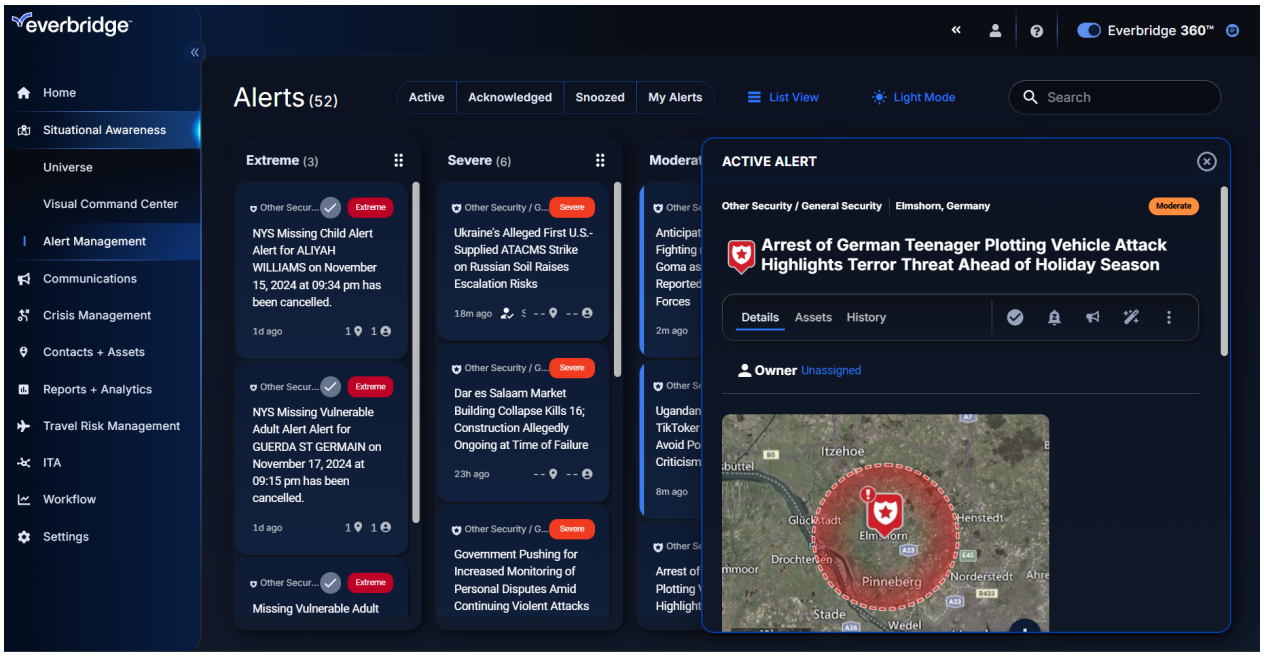


The default columns found in the List View are:

- Severity
- Source
- Category
- Description
- Owner
- Started
- Updated
- Assets
- People
- Status

Column View

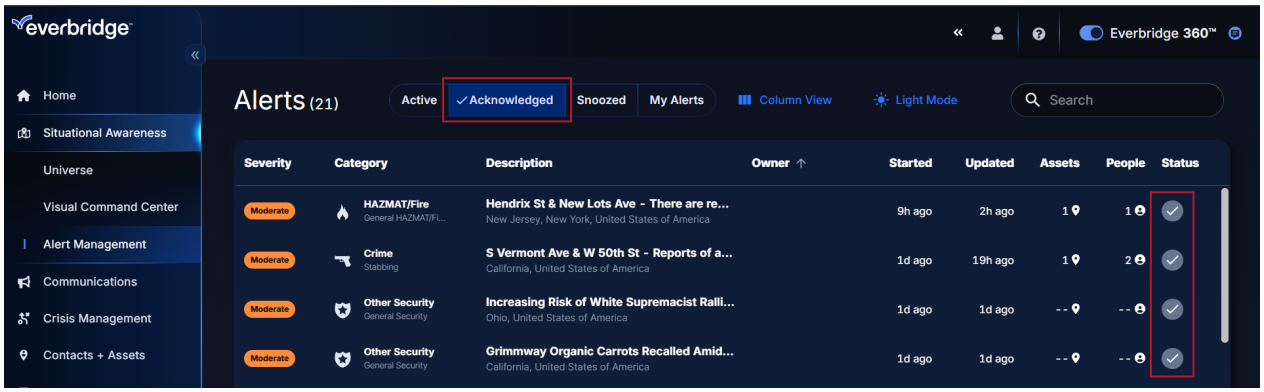
Column View provides a "card-view" of each Alert sorted into columns by Severity. Click on the Alert to open the **Alert Details** Panel.



By default, these Severity columns list Alerts by decreasing severity from left to right, but they can be reordered as needed by clicking and dragging them around on the page.

Alert Status Filters

The Alert Management page can be filtered by Active, Acknowledged, or Snoozed Alerts. The status icons will also appear in the list view when applied to an Alert.



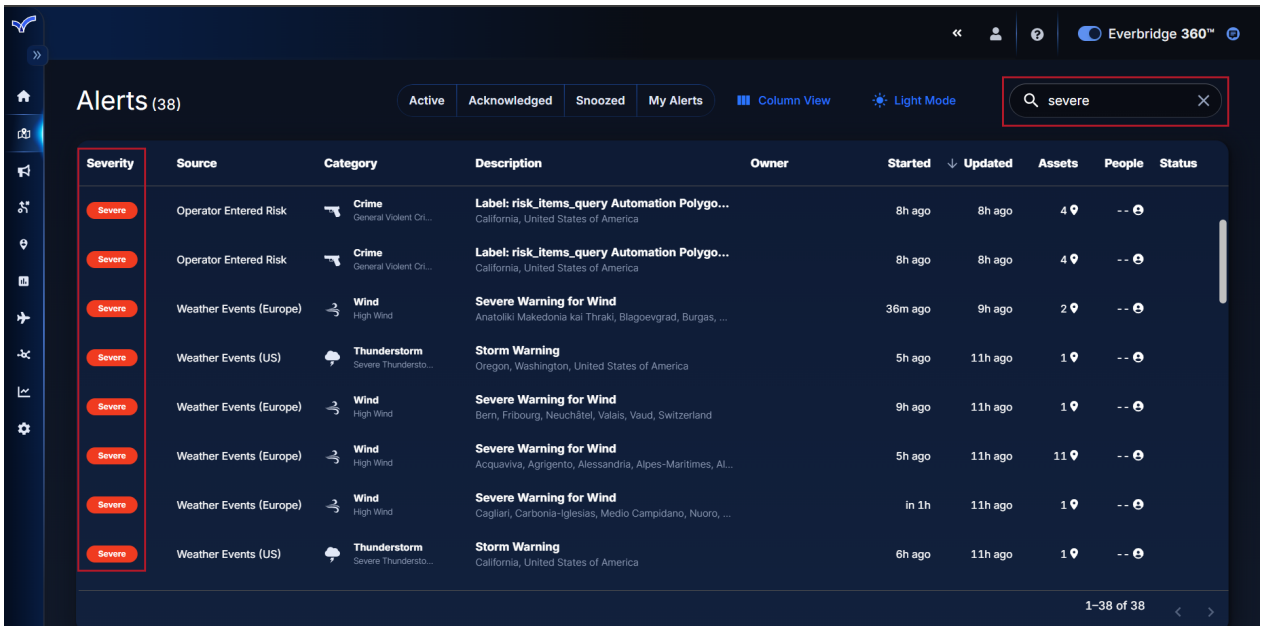
Alert Status	Icon	Definition
Active	N/A	The Alert is "Active" and has not been snoozed or Acknowledged by a User.
Acknowledged		The Alert has been Acknowledged by a User or the System.

Snoozed		The Alert has been "Snoozed" and hidden from the Active Alerts list.

Alert Keyword Search

The search function can return Alerts based on the following attribute keywords:

- Severity
- Source
- Category
- Subcategory
- Description
- Location



Alert Details Panel

The **Alert Details panel** will display information about the Alert and allow the Operator to take Actions. It's broken into three tabs:

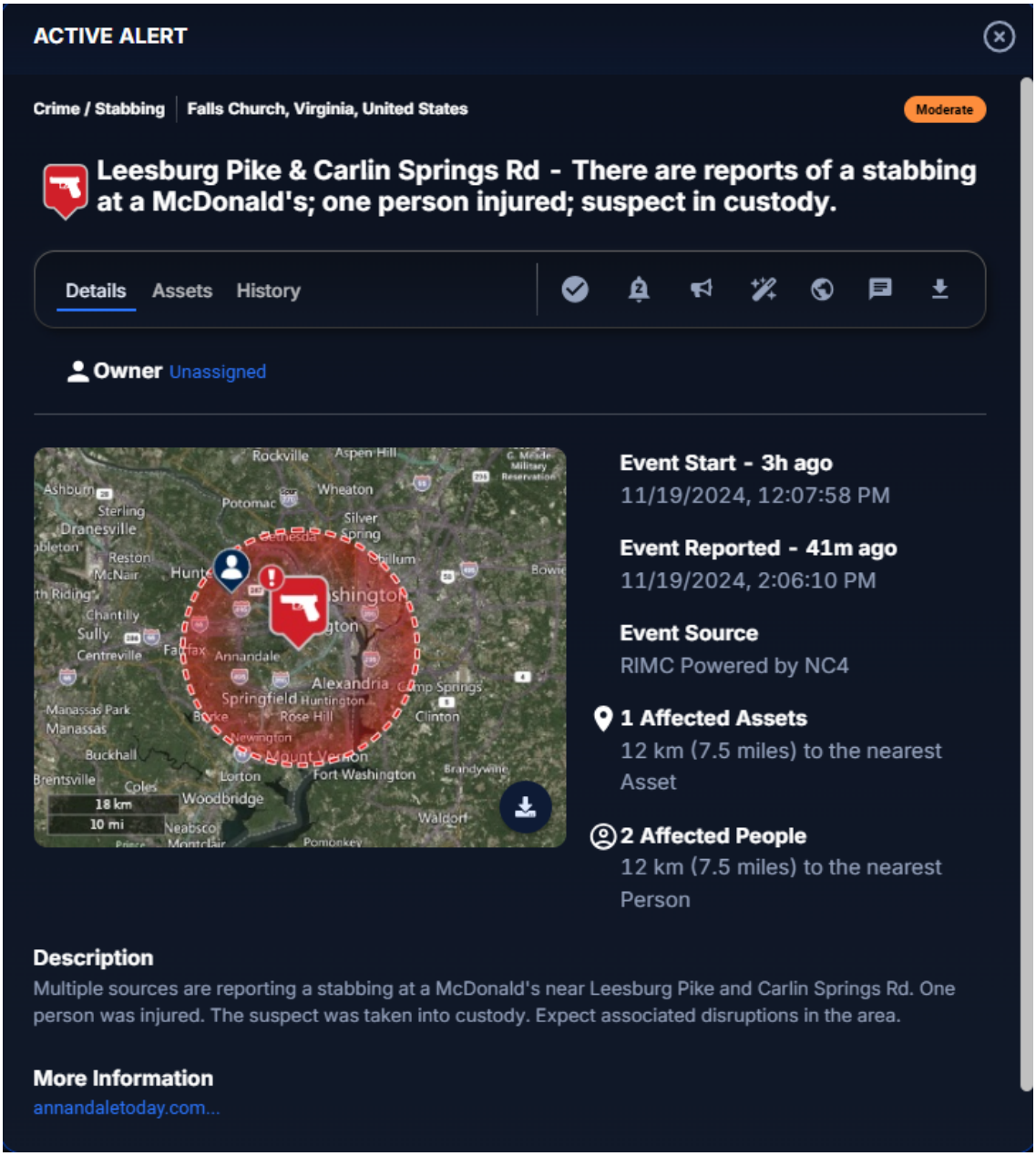
- Details
- Assets
- History

Details Tab

The Alert Details tab displays the following information:

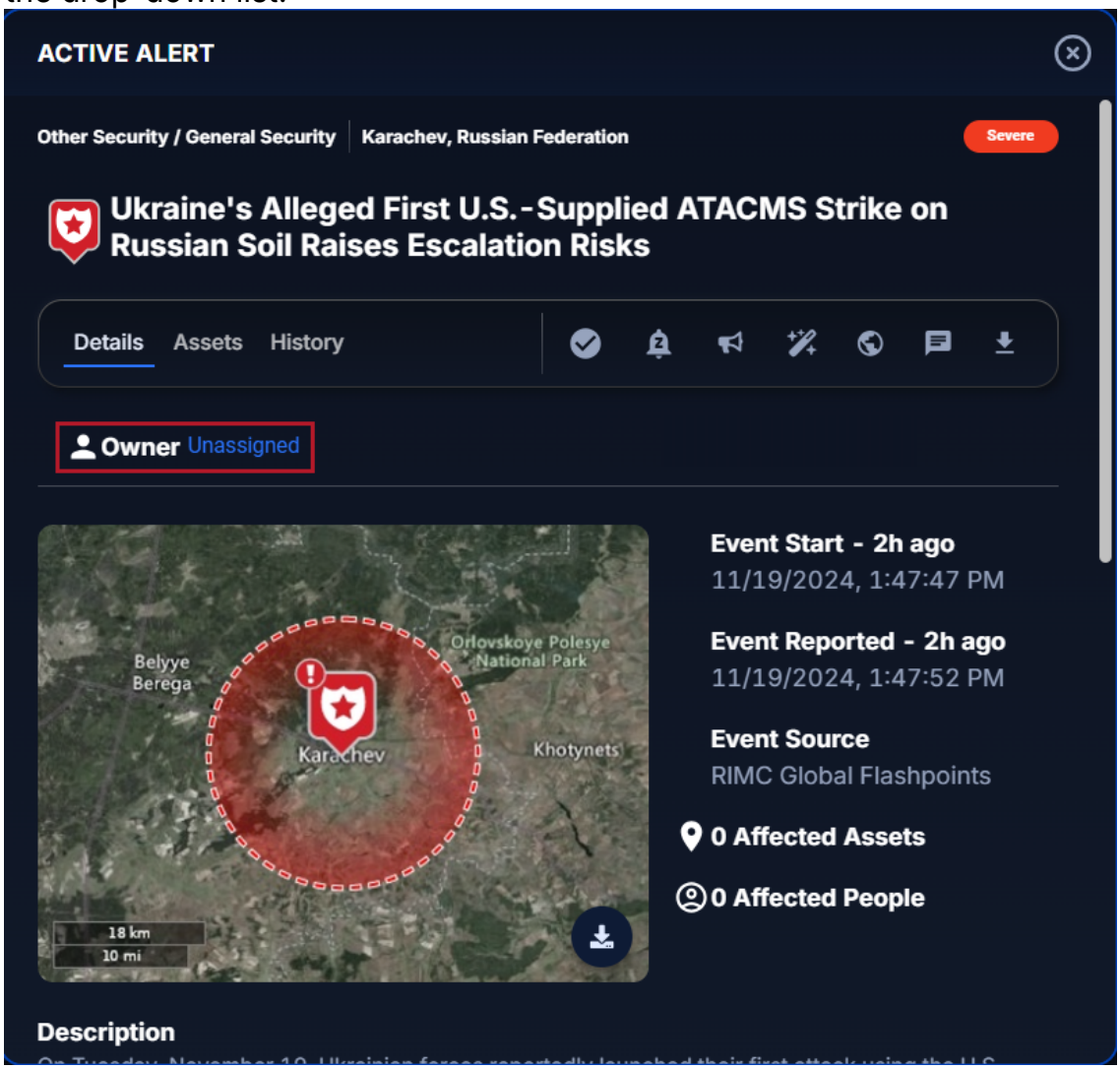
- Event Start Date/Time

- Event Reported Date/Time
- Event source
- Count Affected Assets
- Distance to nearest Asset
- Count Affected People
- Distance to nearest Person
- Alert Map Image
- Alert Description
- Alert More Information

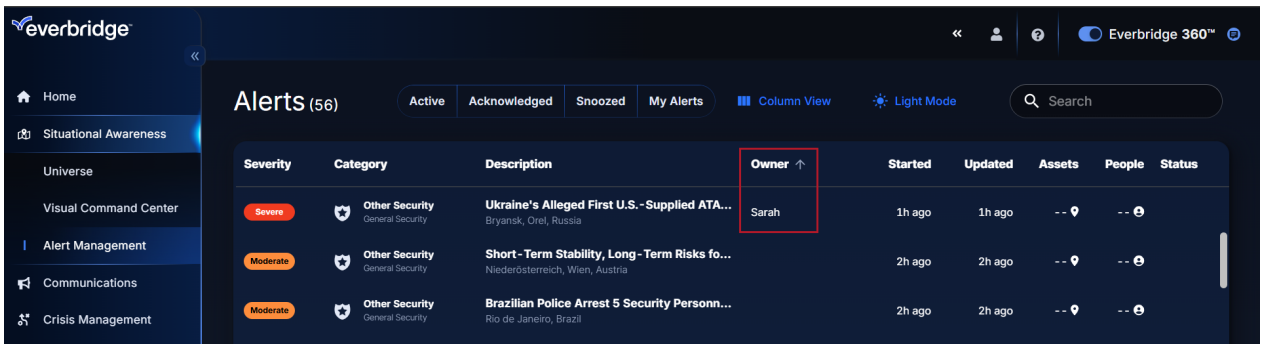


Alert Ownership

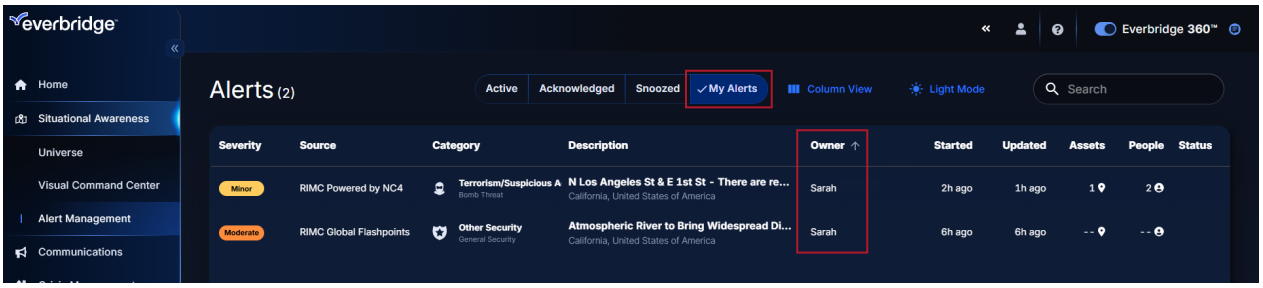
The **Alert Owner** can also be set here by clicking **Owner** and selecting a user from the drop-down list.



Once updated, the owner's name will be provided on the Alert Details and the list or column views.



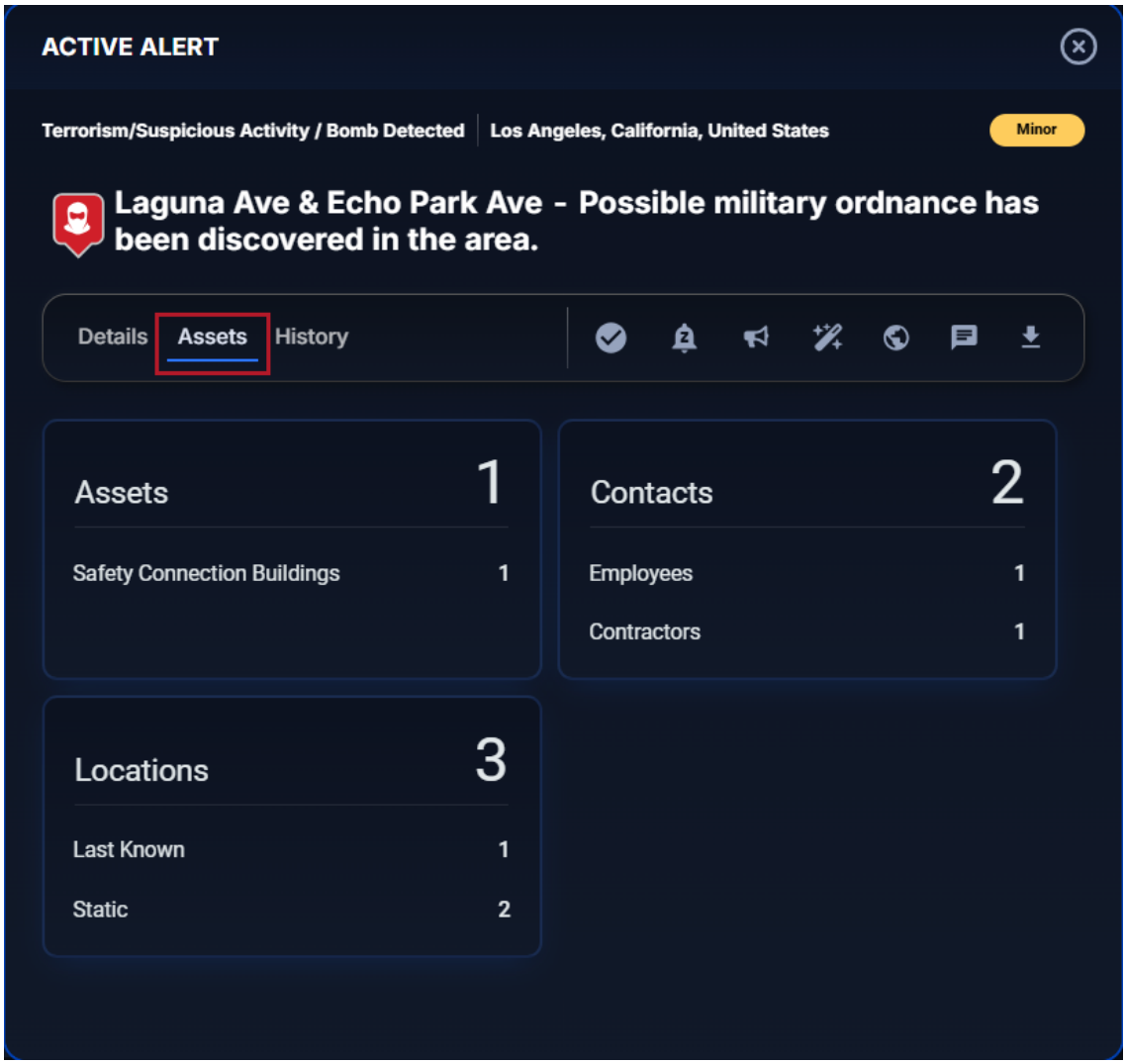
Users can apply the **My Alerts** filter to quickly view all Alerts currently assigned to them.



> **NOTE:** Owners must have a User Account that is linked to a Contact Record. User Accounts not linked to a Contact record will not be displayed when selecting an Owner.

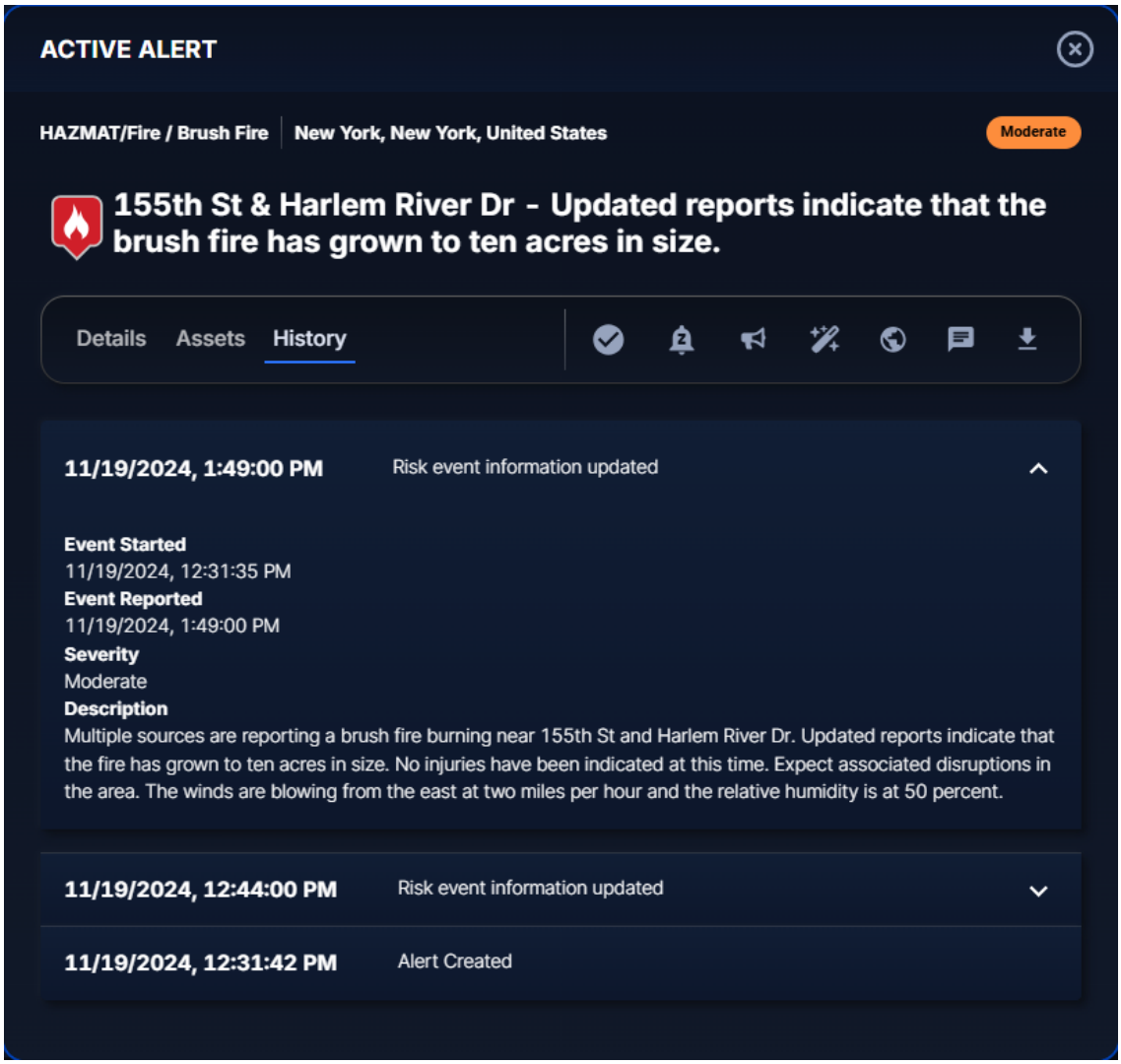
Assets Tab

The **Assets** tab displays the total Assets affected by the Alert, such as Contacts and Locations.



History Tab

The **History** tab serves as an audit log record of all activities for the selected Alert. Click on an update to open its details.



Alert Actions

In addition to taking Alert Actions from the VCC Operator console, they can also be taken from the Alert Details panel.

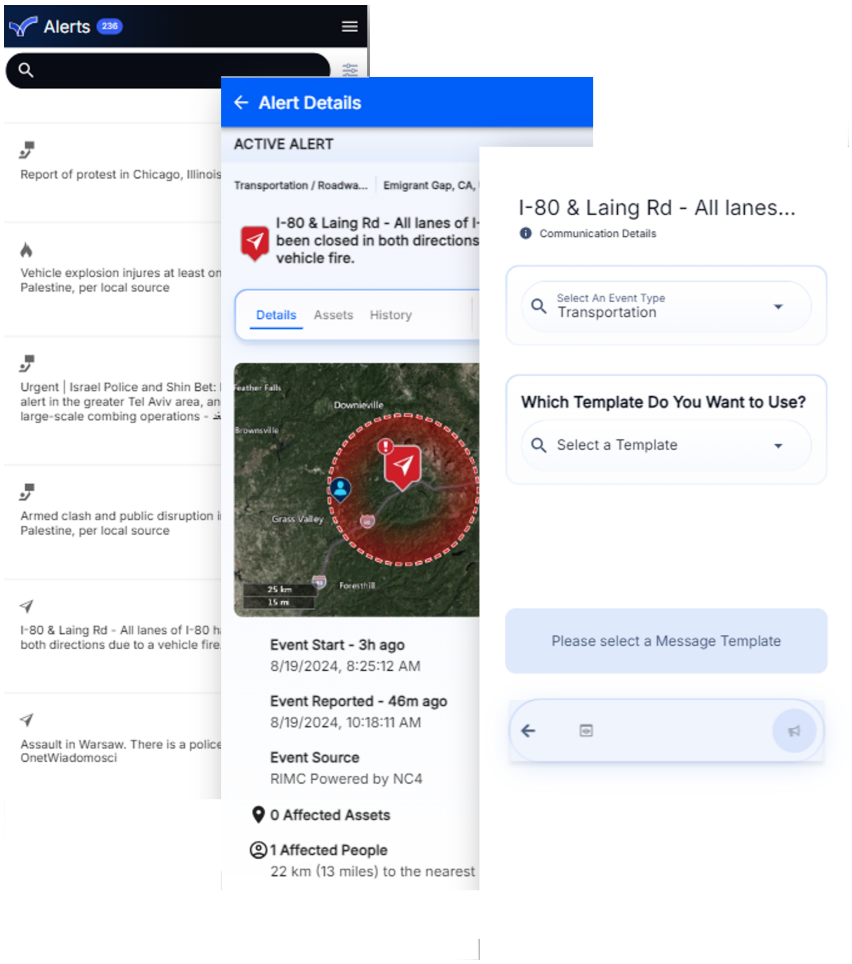
Alert Actions	Icon	Comments
Acknowledge		Acknowledging the alerts removes that from Alert Management's "Active" Status and also from the Visual Command Center Operator console "Active" Alert feed.
Snooze		Temporarily removes the Alert from Alert

		Management until a time that the Operator specifies, or the Alert is updated.
Launch Communication		Launches a Communication.
Custom Actions		Perform a Custom Action from the Alert.
Launch Physical Security		Available with the purchase with Everbridge 360 Physical Security Add-On.
View in VCC		Takes the User to that specific Alert in Visual Command Center.
Add Notes		Notes will appear in Alert History.
Export		Downloads the same Alert report available in Visual Command Center Operator Console.

NOTE: An Action taken in either location will update automatically in the other location when the Alert feed updates.

Mobile Optimization

The Alert Management page is optimized for browser-based viewing on a mobile device. If Alert Management is accessed from a mobile device, the page will render in mobile view.



NOTE: If a Communication is launched from Alert Management when the User is viewing the mobile-optimized view, it will also display in a limited, mobile-optimized Communications interface.

Alert Management Variable

The Alert management link variable (**_CEM Link to Alert Management**) provides a URL to open a specific Alert in the Alert Management user interface. Click here for more details on VCC and CEM variables.

Managing Incidents

Once you know that an event will impact your Assets, you need to make some decisions to protect them. For example, implementing standard operating procedures, team activation, situational reporting to key stakeholders, and notifying employees in an impacted location can all be automated in Visual Command Center.

To do this, you must configure some Incident templates in the Everbridge Manager Portal to begin launching Incidents from Visual Command Center Operator Console. Everbridge provides some Incident templates that can be tailored to your requirements. See Visual Command Center Incident Templates.

Enable Incident Templates with Visual Command Center

To enable Incident templates with VCC:

1. If required, obtain Incident template files and upload them to Everbridge Suite.
2. Edit template settings in Everbridge Suite.
3. Configure recommended options in **Incidents** in the Visual Command Center Admin Console.

For more information on Incident Management, see the Incident Communications User Guide.

Launching Incidents in VCC

Incidents in VCC can be one message or a series of messages, depending on your requirements:

- **Launch Incident** - a single Incident Notification is sent to recipients.
- **Launch Scenario** - multiple Incident Notifications are sent to recipients.

The empty fields of an Incident template are known as variables. When you launch an Incident, most of the information is automatically populated by the Alert in Visual Command Center.

The type and amount of information required in an Incident varies depending on how the Incident template has been created. Incident templates are configured in Everbridge Manager Portal by your Organization Administrator.

Incidents can be launched in Visual Command Center in three ways:

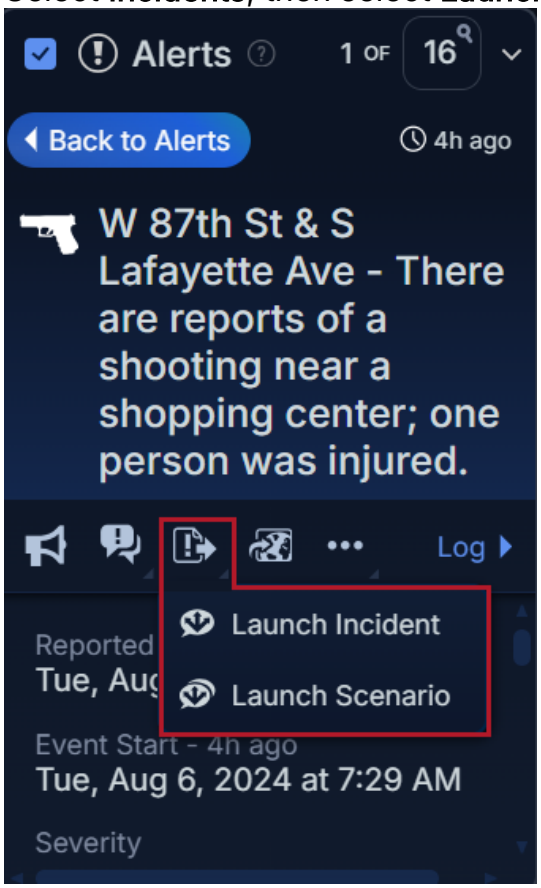
- From an Alert
- Without an Alert
- Automatically

Select the **Incidents** feed to display all your open Incidents on your map.

1. Select your Alert to display it in the **Alerts** panel.

> **TIP:** You can also launch an Incident or Incident scenario by right-clicking an Alert or map filter and selecting **Launch Incident**.

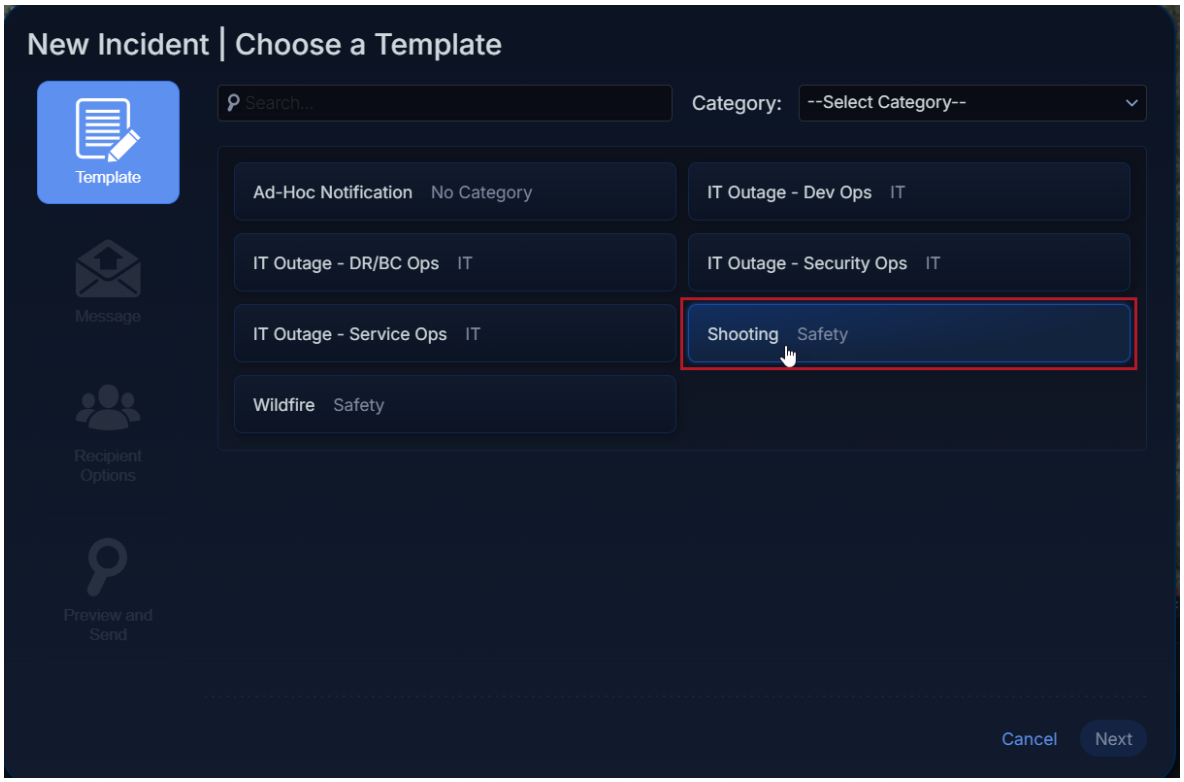
2. Select **Incidents**, then select **Launch Incident** or **Launch Scenario**.



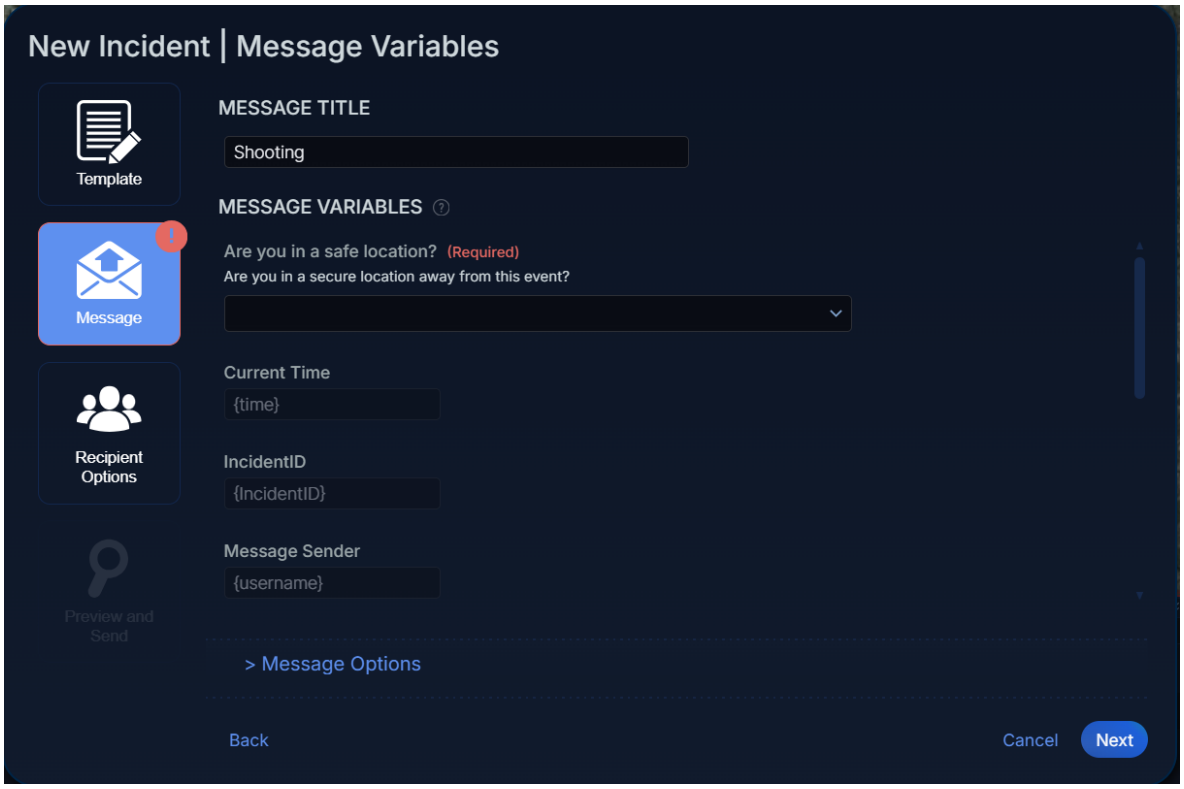
The **New Incident** | **Choose a Template** wizard is displayed.

> **NOTE:** For existing Visual Command Center customers, you may see different screens if your Administrator has not selected **Enable Preview Mode** in Visual Command Center **Admin Console** > **Incidents**.

3. Select the Incident template you want to use. You can search for the Incident template you want or from **Category** drop-down list, select a category.



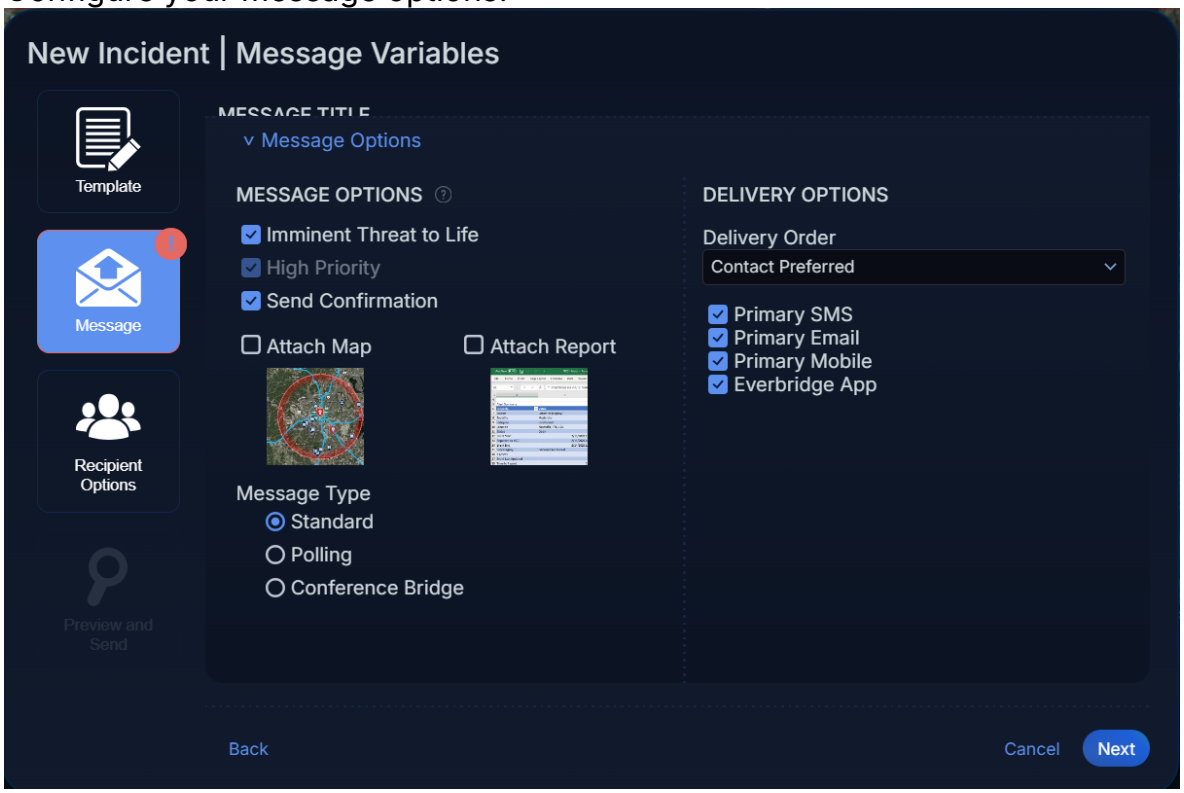
4. Select **Next**.
5. From **New Incident | Message Variables**, name the message and configure the message variables. Most of the information in the Incident template is automatically provided by Visual Command Center if you are launching from an Alert.



- Visual Command Center auto-fills these fields if you are launching from an Alert.
  - For ad hoc Incidents, you need to to provide the message title, body and instructions.
  - If you launch an Incident in response to an Alert, Visual Command Center automatically fills date and time fields with information from the Alert. Autofilled times are always in Greenwich Mean Time (GMT), the time zone used in Notifications. If no data is available, you may enter a time. You should always use your local time zone. Visual Command Center converts the value to GMT which is used in the Notification.
- You may have extra fields here, depending on how your Organization Administrator has configured your sample templates.

Option	Description
Message Body	Type your message text.
Message Title	Type your message title.
Instructions	The instructions you want to send.

6. Configure your message options.

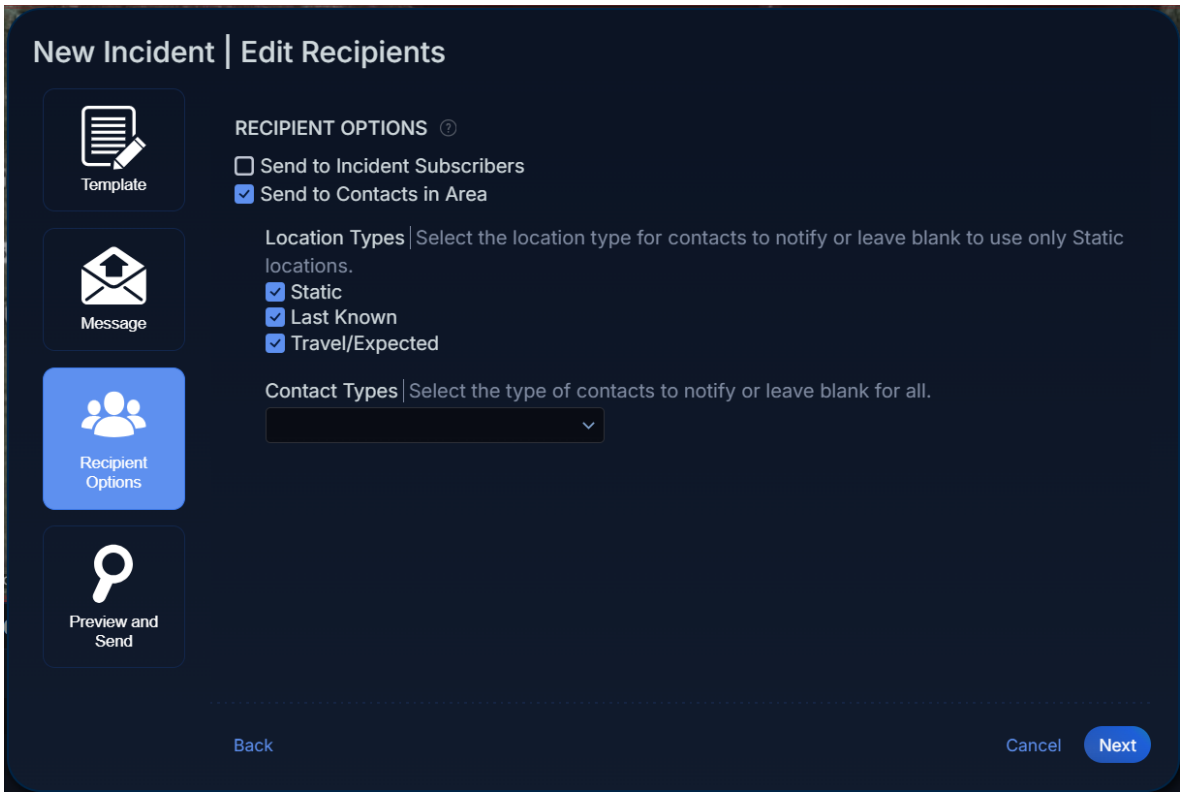


Option	Description
Message Options	Select one or more of the following: • Imminent Threat to Life • High Priority - these messages are given priority in your delivery queue and flagged in the recipient's inbox. • Send Confirmation - this message includes a link for the recipient to confirm that they received the message. • Attach Map - attaches a map image of the Incident location. If you are launching an Incident from an Alert, Visual Command Center displays the Alert area. The Alert area may cover more or less than your current map view. • Attach Report - Attaches an Excel report. See Analyzing Visual Command Center Alerts.
Delivery Options	From the **Delivery Order** drop-down list, select the order you want your messages to be delivered. • Organization Preferred • Contact Preferred Select one or more of the following:

	NOTE: You may have some or all of the options in this list, depending on how your organization is configured. • Work Phone • Home Phone • Work Email • Home Email • Work SMS • Home SMS • Office Phone • Mobile Phone • Text Message • SMS2 • E-Mail Address 2
Message Type	Select one of the following: • **Standard** - A standard Notification of a message. • **Polling** - In a polling message, there are options to solicit responses to the messages. Your recipient can choose one of the options. • **Conference Bridge** - In a conference Notification, your recipients have the option to join a conference call. This could be an emergency where recipients need to discuss the situation immediately. Or, it might be a convenient way to pull everyone together for the weekly status meeting. Recipients who are reached by phone can push a button to connect to the conference bridge. Recipients who receive a text message see the instructions for joining the call.
Text Response	Select the text response options to your message. You can accept the defaults, type new ones, or add a response of your own, depending on your requirements

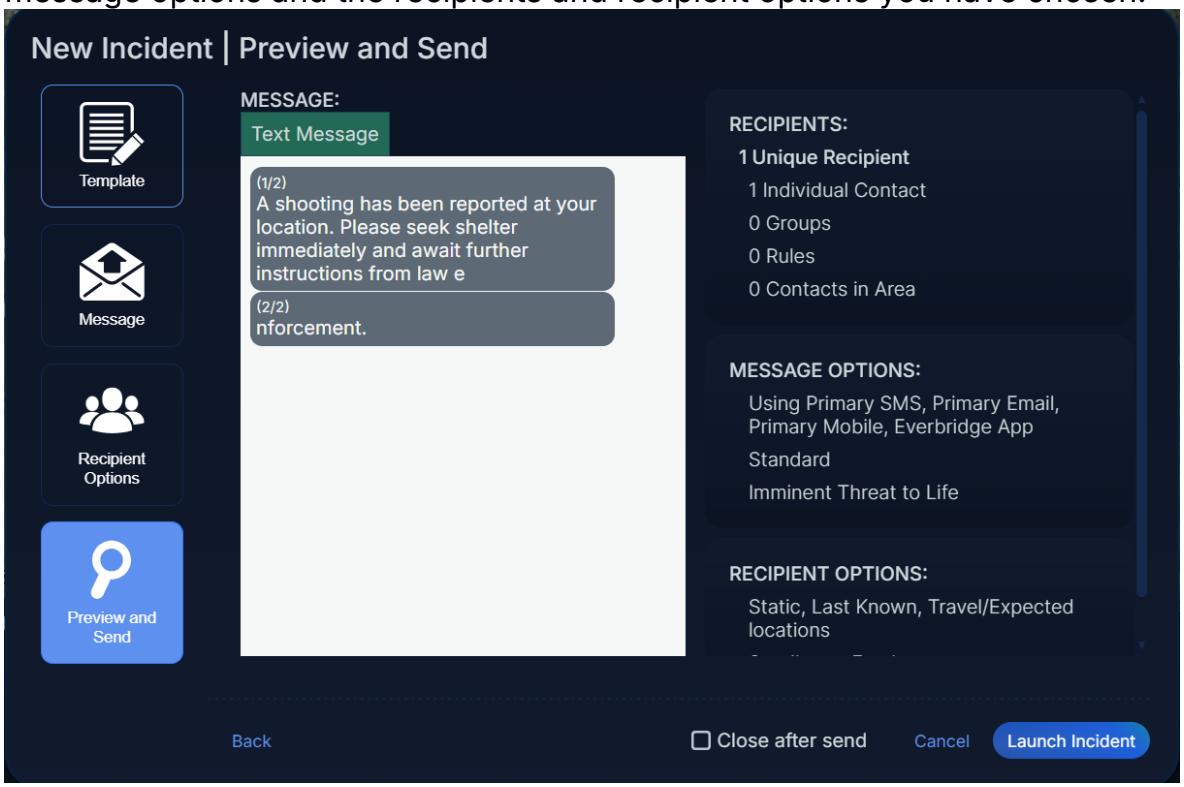
7. Select **Next**.
8. From **New Incident** | **Edit recipients**, select the recipients whom you want to receive this Notification.

NOTE: Recipient Options and **Preview and Send** are not available if you are launching an Incident scenario.



Option	Description
Recipient Options	Select one of the following: • **Send to Incident Subscribers** - Depending on your setup, you may want potential recipients to subscribe to certain types of Alerts. Selecting this option includes them in this Incident, even if they are not located in the area of the Alert. • **Send to Contacts in Area** - Sends to the contact Assets indicated in the Alert area.
Location Types	Only applies if you selected **Send to Contacts in Area** as your recipient option. Select a location type: • Static • Last Known • Travel/Expected
Contact types	Select the contact types to notify or leave blank to send to all contacts.

9. From **New Incident | Preview and Send**, you can review the message and message options and the recipients and recipient options you have chosen.



> **TIP:** Check that the number of recipients matches your expectations. For example, if you are expecting 7 recipients and **Preview and Send** displays 7,000, you may have selected an option you do not want.

10. You can go back and change any of your configuration options by selecting, **Template**, **Message** or **Recipient Options**.
11. Once you are happy, select **Launch Incident** or **Launch Incident Scenario**. Select **Close after send** to automatically close the Incident once you have launched it.
12. Check your ongoing Incidents by expanding the **Incidents** feed.

Visual Command Center Sample Incident Templates

Everbridge provides some sample Incident templates to help you begin launching Incidents from Visual Command Center. You can use these templates as-is or edit them to create your own.

Incident templates are configured in Everbridge Suite by your Organization Administrator.

Template Name	Description
Urgent Team Notice	Use this template to notify a predefined group of people. For example, automatically notify business continuity team members about a hurricane Alert. • Uses all delivery methods. See Delivery Methods. • Can be launched from an Alert in Visual Command Center Operator Console. A map of the Alert area and an Alert report can be attached to the email. See Launching Incidents in VCC. • Can be used with Auto launch capability. ◦ A map and report may be attached for Alerts from these data sources: ▪ RIMC, powered by NC4, ▪ Everbridge Advisories, ▪ USGS Earthquakes, and ▪ Alerts from the Everbridge Mobile App. ◦ Only 10 Incidents per hour may have a map attached. ◦ Only 10 Incidents per hour may have a report attached. (Limits for maps and reports are independent of each other.)
Informational Team Notice	Use this template to only notify a predefined group of people. For example, automatically notify a team of a transportation disruption Alert. • Uses email and Everbridge Mobile App delivery paths only. • Can be launched from an Alert in Visual Command Center Operator Console. A map of the Alert area and an Alert report can be attached to the email. • Can be used with Auto-launch capability. ◦ A map and report may be attached for Alerts from these data sources:

	▪ RIMC, powered by NC4 ▪ Everbridge Advisories ▪ USGS Earthquakes ▪ Alerts from the Everbridge Mobile App ◦ Only 10 Incidents per hour may have a map attached. ◦ Only 10 Incidents per hour may have a report attached. (Limits for maps and reports are independent of each other.)
Alert: Advisory	Use this template to send a notice to contacts in the area affected by a Visual Command Center Alert. For example, an operator notifies affected contacts of an expected weather event. • Uses all delivery methods. • Can be launched from an Alert. • Requests recipient to send confirmation.
Alert: Action Required	Use this template to send a notice that requires action (answering a poll). Notifications are sent to contacts in the area affected by a Visual Command Center Alert. For example, an operator requests an account of all contacts following a 7.1 earthquake. • Uses all delivery methods. • Sent with High Importance - New | Update phase. • Meant to be launched from an Alert. • New | Update phase has polls attached.
Ad Hoc: Advisory	Use this template for informational notices sent to contacts in an area that the operator selects from the map. For example, an operator notifies a team that power is out at the building. • Uses all delivery methods. • Should be launched ad hoc (without an Alert). • Requests confirmation.
Ad Hoc: Action Required	Use this template for notices that require action (answering a poll) sent to contacts in an area that the operator selects from the map. For example, an operator polls contacts for status after an unreported event. • Uses all delivery methods. • Sent with High Importance - New | Update phase. • Should be launched ad hoc (without an Alert). • New Update phase has polls attached.

VCC Sample Variables	Enables you to check that all the required variables are created. It is not used to launch Incidents but is helpful for testing. For example, you can see how all the variables are populated from Visual Command Center. See Visual Command Center Incident Template Variables.

Incident Template Variables/Components

Incident Templates consist of:

- Variables that have specific meaning to Visual Command Center and contain the information you want when launching an Incident.
- Components that make up the Incident Template, for example, message title, body, and instructions.

> **NOTE:** Incident Template variables/components are configured in Everbridge Suite by your Organization Administrator.

Incident Template Variables

Visual Command Center can auto-fill most variables with information from an Alert. Variables prefixed by **VCC!** allow an Operator to perform an action.

CEM Variables

Option	Type	Description
_CEM Nearest Asset	Autofill	If the Alert location is a point, this variable returns the Asset Label and Distance in KM from the Alert event for the Asset closest to the event. If the Alert location is a polygon or line, this variable returns the Asset Label and Distance in KM for a representative Asset within the polygon or impact area.
_CEM Nearest Asset List	Autofill	If the Alert location is a point, this variable returns the Asset Label and Distance in KM from the Alert event for the Asset closest to the event. If the Alert location is a polygon or line, this variable returns the Asset Label and Distance in KM for a representative Asset within the polygon or impact area.
_CEM Nearest Contact	Autofill	If the Alert location is a point, this variable returns the Contact Label and Distance in KM from the Alert event for the Asset closest to the event. If the Alert location is a polygon or line, this variable returns the Contact Label and Distance in KM for a representative Asset within the polygon or impact area.
_CEM Nearest Contact List	Autofill	If the Alert location is a point, this variable returns the Contact Label and Distance in KM from the Alert event

		for the Asset closest to the event. If the Alert location is a polygon or line, this variable returns the Contact Label and Distance in KM for a representative Asset within the polygon or impact area.
_CEM Triggering: Workflow Name	Autofill	For auto-launched Incidents, this variable returns the name of the workflow that triggered the Incident. It is ignored for manual launches. This is a system variable, meaning it is automatically available to add to templates and does not need to be created in an Organization.
_CEM Triggering Workflow ID	Autofill	For auto-launched Incidents, this variable returns the name of the workflow that triggered the Incident. It is ignored for manual launches. This is a system variable, meaning it is automatically available to add to templates and does not need to be created in an Organization.
_CEM Triggering Workflow ID	Autofill	For auto-launched Incidents, this variable returns the name of the rule set that triggered the Incident. It is ignored for manual launches. This is a system variable, meaning it is automatically available to add to templates and does not need to be created in an Organization.
_CEM Triggering Ruleset ID	Autofill	For auto-launched Incidents, this variable returns the ID # of the rule set. It is ignored for manual launches. This is a system variable, meaning it is automatically available to add to templates and does not need to be created in an Organization.

VCC Variables

Option	Type	Description
VCC!: Add EB Contacts in Area	Action	Allows you to add contacts currently affected by the Alert to this recipient list for this Incident.
VCC!: Attach Map	Action	Allows you to attach a map of the Alert area and Assets to the Notifications.
VCC!: Attach report	Action	Allows you to attach a report to the Notifications that summarizes the Alert and lists the affected Assets.
VCC!: Record Type	Action	Allows you to choose one or more types of contact to receive Notifications.
VCC!: Location Type	Autofill	Allows you to choose the types of contacts locations to send Notifications.
VCC: Affected Asset Count	Autofill	Number of Assets affected by this Alert as specified by Visual Command Center, including contacts, buildings, and custom Assets.

VCC: Alert Category	Autofill	The Alert category specified in the current Alert and data source. For example, earthquake, civil unrest, or transportation.
VCC: Alert Country	Autofill	The country where the Alert event took place specified by the event source.
VCC: Alert Description	Autofill	The Alert description specified in the current Alert.
VCC: Alert End Time	Autofill	Date and time the Alert expired set by the event source of Visual Command Center.
VCC: Link to Alert	Autofill	This embeds a link to a Visual Command Center Alert in your Incident Notifications. Recipients who are Visual Command Center users can select the link, login to Visual Command Center, and go directly to the Alert on the map.
VCC: Alert Location	Autofill	The location specified in the current Alert.
VCC: Nearest Asset	Autofill	• If the Alert location is a point, then this displays the Type, Label, and Distance in KM or miles from the Alert event for the Asset closest to the event. • If the Alert location is a polygon or line, then this displays the Type, Label, and Distance in KM or miles for a representative Asset within the polygon or impact area.
VCC: Nearest Asset Distance	Autofill	• If the Alert location is a point, this variable returns the distance in KM from the Alert event for the Asset closest to the event. • If the Alert location is a polygon or line, then this displays **Not applicable**.
VCC: Nearest Asset List	Autofill	• If the Alert location is a point, then this displays the Type, Label, and Distance in KM and miles from the Alert event for the top 10 Assets closest to the event. • If the Alert location is a polygon or line, then this displays the Type, Label, and Distance in KM and miles for 10 representative Assets within the polygon or impact area.
VCC: Alert Severity	Autofill	The Alert severity specified by the data source.
VCC: Alert Source	Autofill	The data source for the Risk Event.

VCC: Alert Start Time	Autofill	Start date and time of the Risk Event.
VCC: Alert State/ Province	Autofill	State or province where the Risk Event took place.
VCC: Alert Title	Autofill	The Alert title specified in the current Alert.
VCC: Alert Severity	Autofill	The Alert severity specified in the current Alert.
VCC: Alert URL	Autofill	If available, a URL for additional information about the Risk Event.
VCC: Alert Updated Time	Autofill	The last time the Alert was updated.

Incident Template Components

The following table describes the components that make up the Launch Incident form.

> **NOTE:** Incident Template components display when you have selected **Preview Mode**. See Configuring Incident Settings.

Component	Type	Description
Message Body	Operator	Type your message text.
Message Title	Operator	Type your message title.
Message Options		Select one or more of the following: • Imminent Threat to Life • High Priority • Send Confirmation • Attach Map - attaches an image of the current map location • Attach Report - Attaches an Excel report.
Delivery Options		From the **Delivery Order** drop-down list, select the order you want your messages to be delivered. • Account Preferred • Organization Preferred • Contact Preferred Select one or more of the following:

		• Work Phone • Home Phone • Work Email • Home Email • Work SMS • Home SMS • Office Phone • Mobile Phone • Text Message • SMS2 • E-Mail Address 2
Message Type		Select one of the following: • Standard • Polling • Conference Bridge
Text Response		Select the text response options to your message. You can accept the defaults, type new ones, or add a response of your own, depending on your requirements.
Recipient Options		Select one of the following: • **Send to Incident Subscribers** - depending on your setup, you may want potential recipients to subscribe to certain types of Alerts. Selecting this option includes them in this Incident, even if they are not located in the area of the Alert. • **Send to Contacts in Area** - sends to the contact Assets indicated in the Alert area.
Location Types		Only applies if you selected **Send to Contacts in Area** as your recipient option. Select a location type: • Static • Dynamic • Expected
Contact types		Select the contacts or stakeholders to notify or leave blank to send to all.

Crisis Management

Launching Critical Events in VCC

Critical Event templates are configured in the Everbridge Manager Portal by your Organization Administrator using the **Crisis Management** module. Crisis Management orchestrates the responses to the Critical Events raised in Visual Command Center. See the Crisis Management User Guide for more details about Critical Events.

> **NOTE:** Crisis Management is available as an add-on to Visual Command Center.

You can see the current status of your Critical Events at any time by expanding the **Critical Events** feed.

Select the **Critical Events** feed to display all your current Critical Events on your map.

1. There are several ways to launch a Critical Event in Visual Command Center:
   - Select your alert from the map to display it in the **Alerts** panel and select Critical Events > **Launch New Critical Event**.
   - Right-click an alert and select **Critical Events** > **Launch New Critical Event** and select a Critical Event template to launch. You can also choose to add an alert to an existing Critical Event.
   - Right-click a map location and select **Launch New Critical Event.**
   - Create a map filter and select **Launch New Critical Event**.
   - Expand the **Critical Events** feeds and select **Launch New Critical Event.**
2. Select the **Details** tab.
3. From the **Category** drop-down list, select your category.
4. From the **Event Type** drop-down list, select your event type.
5. If you want to change the event owner, select the current event owner to display a list of available users.
6. Select the user and click **Select**.
7. If required, select the **Description** to modify it.
8. From **Task Lists**, select **Launch** next to the desired task list.
9. From **Task List Name**, select the name of the task list to display the available tasks.

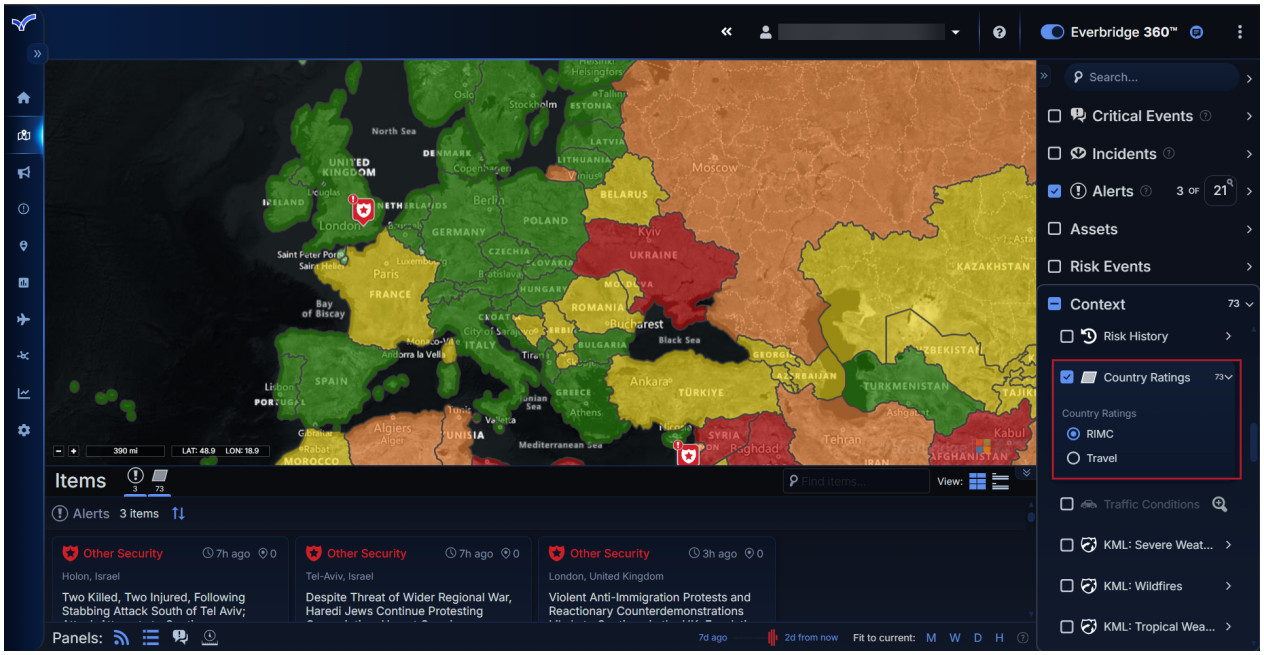
10. As you work through your tasks, you can update each task status to show they are **Not Started**, **In Progress**, **Need Attention**, **Done,** or **N/A**.
11. If required, from **Incident Communications**, select **Launch** next to the desired incident template.
12. If required, from **Attached Documents**, select **Add Document** to browse to the location of the document you want to add.
13. Select **Affected Assets** tab to view the list of affected assets.
14. If required, select the **Notes** tab to leave a note or attach a document to this Critical Event.
15. Select **Close Critical Event** to close the Critical Event.

Country Ratings in Visual Command Center

You can use country ratings to visualize comparisons among countries for characteristics such as travel safety, health risk, crime rate, or standards of living. Ratings can provide context when making decisions about employee travel, planning events, and evaluating risk to your organization. You can add country ratings at the State/Province level. This enables you to separate contextual data and ratings at both the Country and State/Province levels.

> **NOTE:** When you zoom in, Visual Command Center transitions to the regional layer where you can see state/province ratings.

Country ratings are displayed in the **Context** feed and represented on the map by color.



Adding a Country Rating

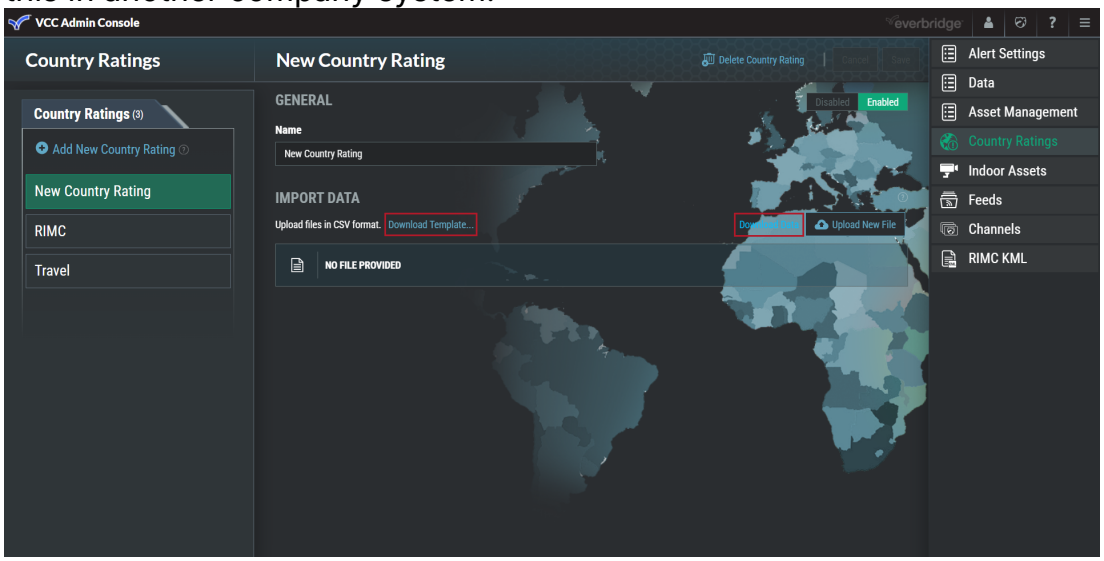
To add a new country rating to the VCC map:

1. From the VCC Admin Console, Select **Add New Country Rating**.



2. In **Create New Country Rating**, type a name for the country rating.
3. Select **Create**.
4. Select either:
    - **Download Template** - Select this to download a template .csv file that you can use to upload your supply chain data into Visual Command Center.
    - **Download Data** - Select this, for example, if you already have supply chain data uploaded to Visual Command Center and you want to use

this in another company system.

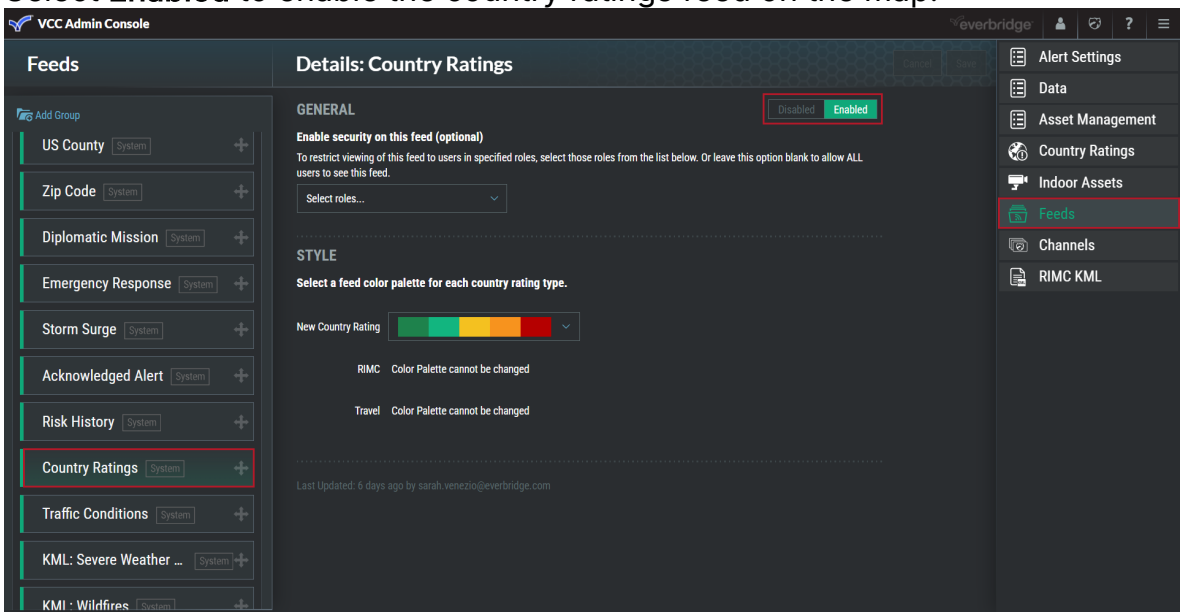


5. The following table describes the country rating attributes you can configure.

Attribute	Data Type	Required	Description
Country Code	Number	Y	Must be a valid country code. (A complete list of all country ISO codes is described in the ISO 3166 international standard).
County Name	Text		Displays in the item tooltip.
State	Text		Displays
Color Index	Number		Indicates a color intensity to use, 1 being low, and 5 high. If you leave this blank, the country is not shaded on the map.
Rating	Text		Displays in the item tooltip. The ratings you define depend on your context. For example, **Low**, **Moderate**, **Severe**, **Extreme** or **Less than 1 million**, **1-2 million**, and so on.
Summary	Text		A summary of contextual analysis of this custom country rating.
URL	Text		A link to a summary report that gives more information about this custom country rating.

6. Select **Upload New File**.
7. Once the file is uploaded, select the **Feeds** tab.
8. Expand **Context** and select **Country Ratings**.

9. Select **Enabled** to enable the country ratings feed on the map.



10. If applicable, select the users in the roles that can view this feed. Leave blank to make this available to all users.
11. From **Style**, select a feed color palette for each country rating type.
12. Click **Save**.

Visual Command Center Channels

The **Channels** feature is an add-on to Visual Command Center that lets you use your command center's wall monitors to share information, provide a live overview of the day's operations, and zero in on high-priority events. Channels are views of Visual Command Center data optimized for display on large monitors.

For Organizations that have the Channels feature, a user who can access the VCC Admin Console (Administrator or similar role) must configure the screens available to show Channel content. Once that's complete, any user with permissions to the Channels app in the Operator Console can switch the channel for a screen.

Before You Begin

Before you can display channels on wall screens in your command center, it's helpful to do some planning so that you can complete the required setup. You will need to consider both the physical sizes and locations of your equipment and some organizational questions, such as who will be responsible for the initial screen setup, and who will make daily decisions about what the screens will show.

Below are some items you should consider.

Rooms and Screen Locations

A **room** in Visual Command Center is a group of related screens that are connected to one computer and will be managed together. Often this corresponds to all the screens in a physical room, but other types of rooms are possible. For example, imagine a command center with screens on two walls, each set connected to a different computer. For this setup, you could configure an "East Wall" room and a "West Wall" room—two "logical rooms" located in one physical room.

Screen Size and Relative Position

To configure a room in Visual Command Center, you need to know the number of screens in the room, and their relative positions (side by side or one above the other, for example) so that you can configure them to appear in the same relation in Visual Command Center.

In a room, you can have both multiple single monitors and multiple multi-screens—sets of four monitors combined to act as a single oversized display. A multi-screen

provides the advantages of an oversized monitor, giving you a better view of the Peroptics channel, for example.

What to Show and Who Decides

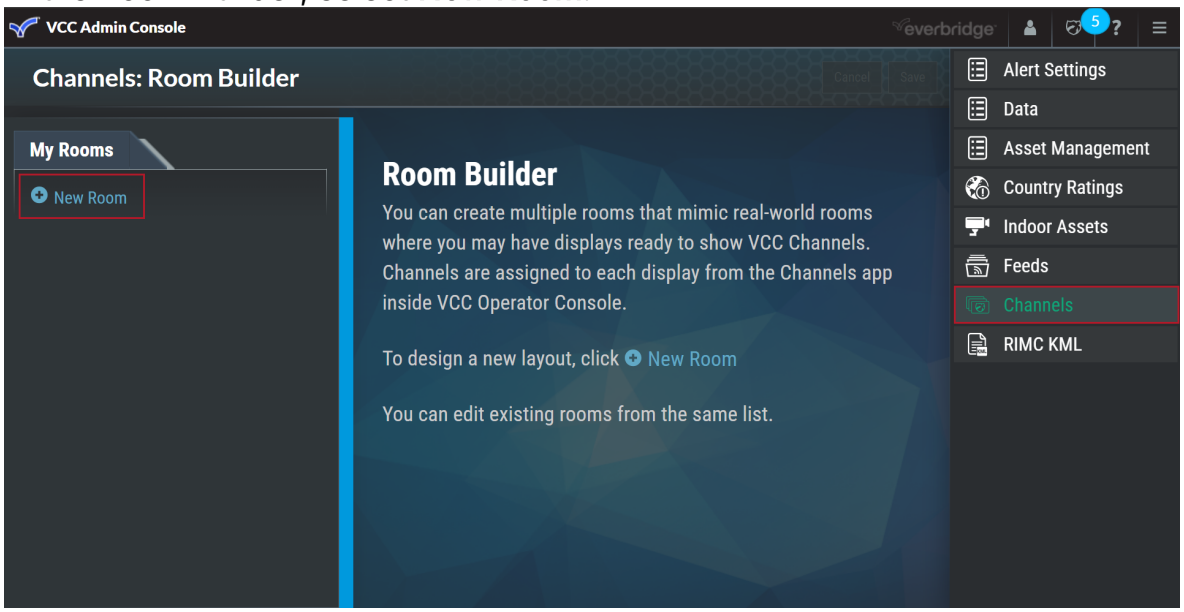
Visual Command Center provides you with a selection of predefined channels and status displays optimized for wall monitors. To make the best use of your screens, review the available channels and how each might fit into your command center's workflow. Decide who will be responsible for assigning channels to the monitors.

Configuring a Room with the Room Builder

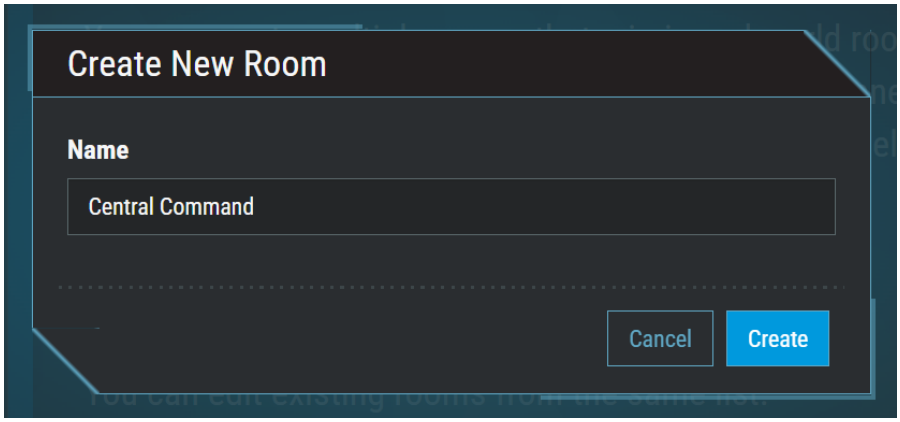
Before you can display content on your **Channels** screens, a user with access to the VCC Admin Console must first define rooms and their screens.

> **NOTE:** You can do this configuration from any device; however, rooms must be launched from the computer connected to your wall screens.

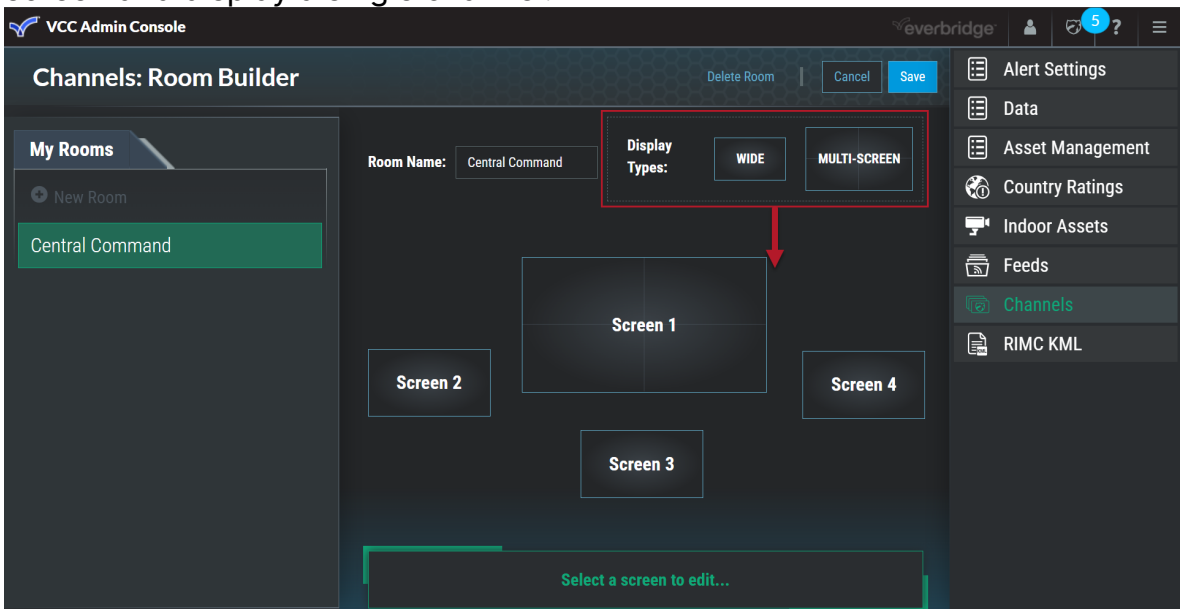
1. If the Channels feature is enabled for your Organization, you can select **Channels** from the **Admin Console** menu. This opens the **Room Builder** screen.
    - Note that this is different from the Channels selection in the Operator Console menu.
2. In the Room Builder, select **New Room**.



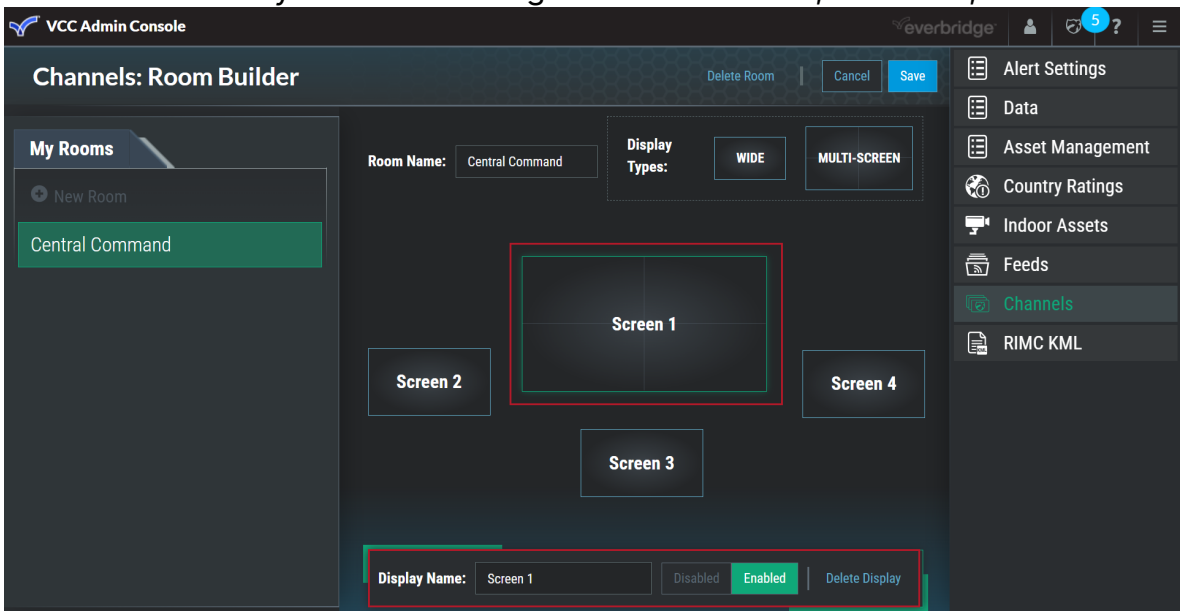
3. Name the room and click **Create**.



4. Drag displays into the room canvas, arranging them to approximate the relative positions of the physical screens. A Wide display is a single monitor; a Multi-Screen display is a set of four screens that will act as one oversized screen and display a single channel.



5. You can select any screen to change its default name, disable it, or delete it.



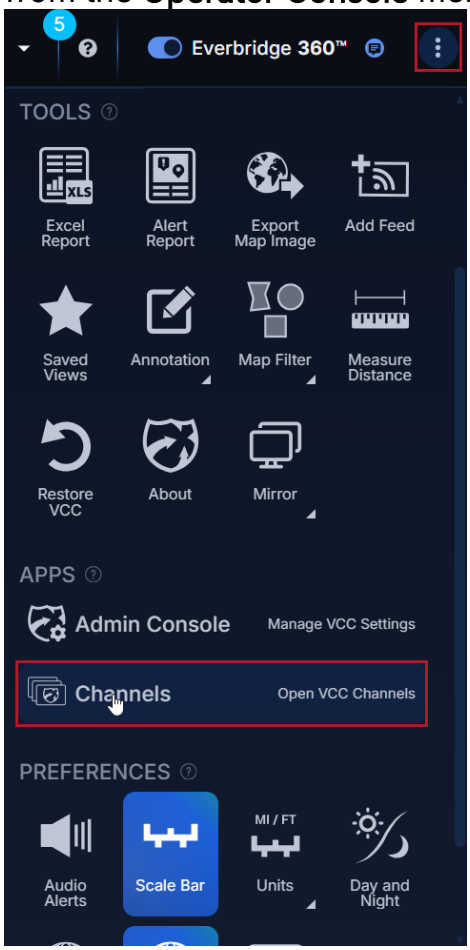
6. Save your room.
7. Configure as many rooms as you need.

You are now ready to use Channels.

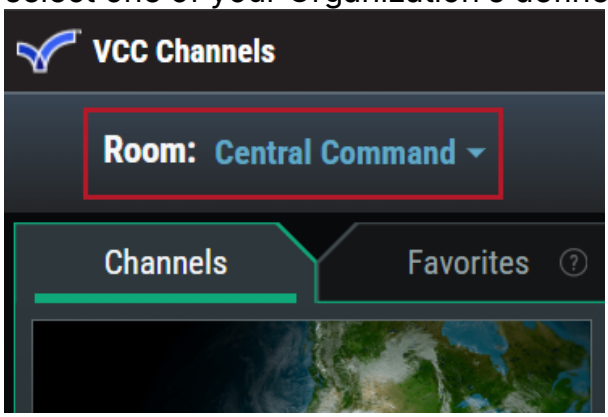
Launching Channels from the Operator Console

To launch channels to your wall screens:

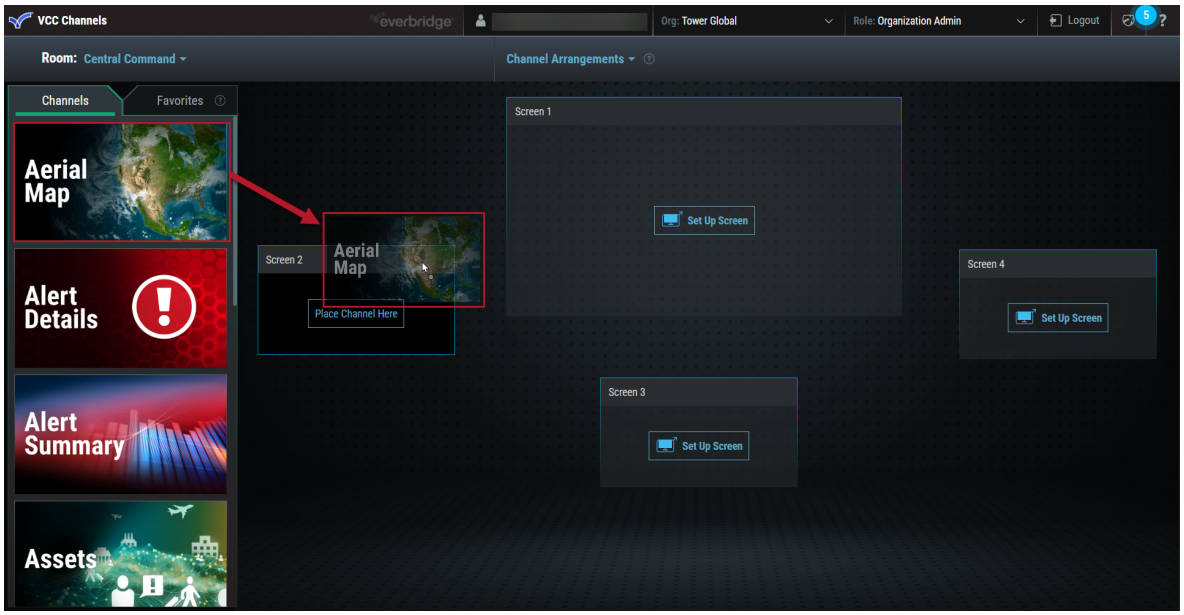
1. Log in and open Visual Command Center on the computer connected to your wall screens.
2. If the Channels feature is enabled for your Organization, select **Channels** from the **Operator Console** menu.



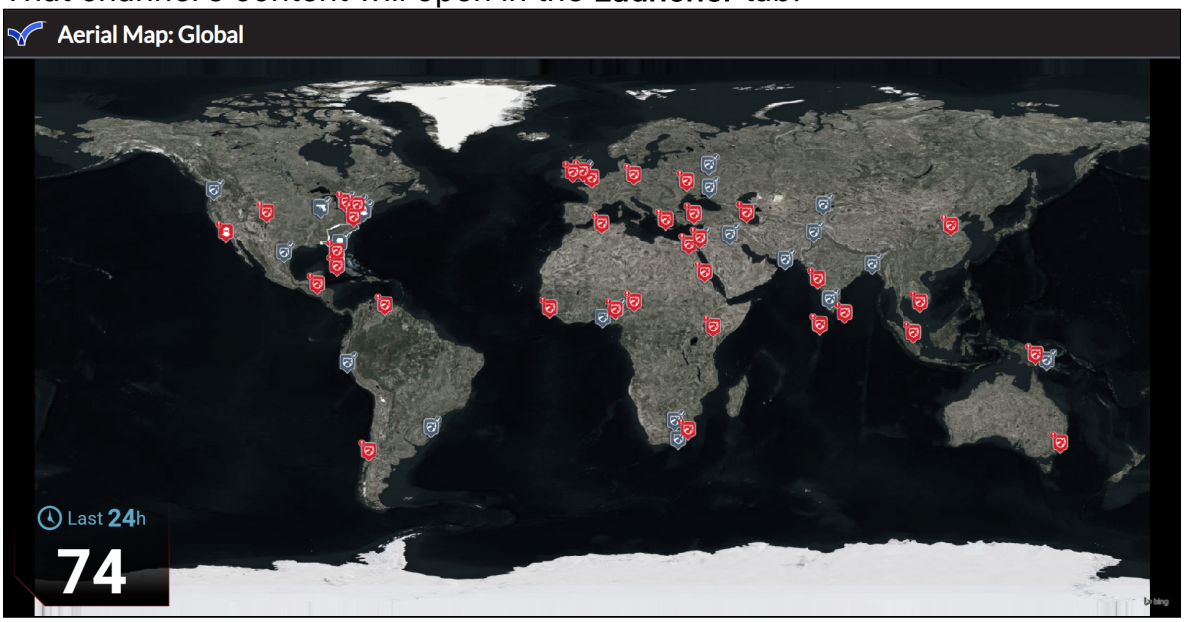
3. The **Channels** app will open in a new tab. Use the drop-down at the top left to select one of your Organization's defined rooms.



4. Drag one of the channels from the list on the left onto the representation of the screen.



That channel's content will open in the **Launcher** tab.

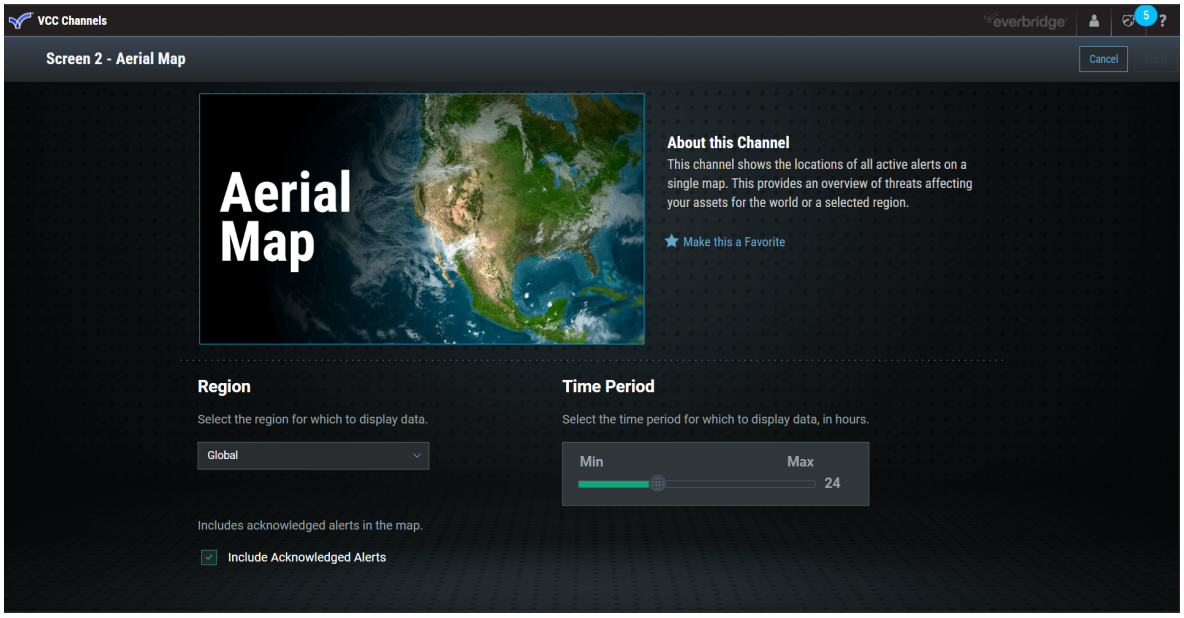


5. Continue to set up the channel you want on each display.
6. For each channel, click the **gear** icon to access the channel settings.



You can change the time period, geographic region, and other settings for

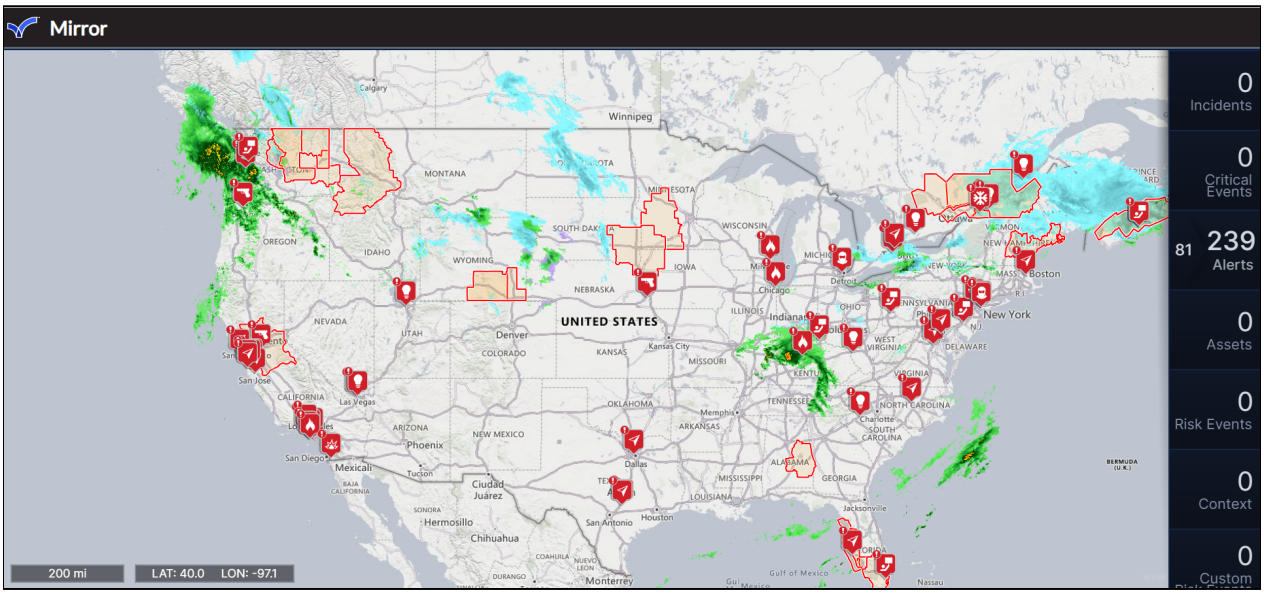
each channel.



Once the channels for the room are launched onto your screens, any user of the Operator Console can drag a different channel onto one of the screens represented in the Channels app, changing the channel displayed on the screen.

Mirror Channel

The **Mirror** channel enables the Operator to send, stream, or download a view to and from the channel. It allows Organizations with VCC Channels enabled to send or stream a large screen optimized Operator Console view to Mirror for real-time collaboration in the Command Center.



Launch Mirror

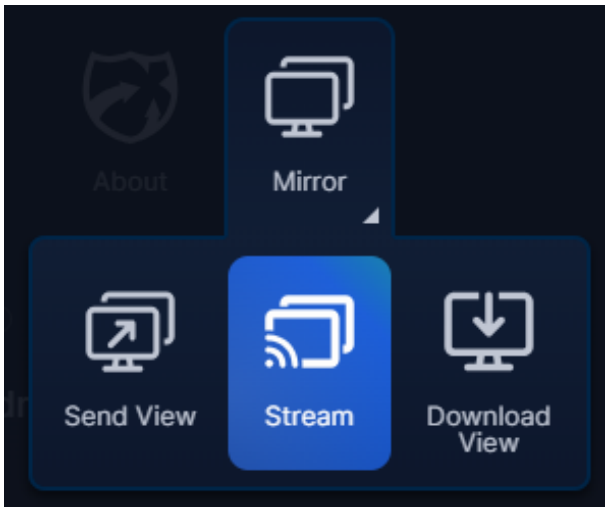
Once the Mirror Channel is configured for a screen, log in to Visual Command Center on the computer connected to the wall screens, then select **Mirror** from the **Operator Console** menu under **Tools**.



Mirror Actions

The **Mirror** channel offers the following performable options:

1. **Send View** - This one-time action sends the current Operator View to Mirror. Mirror will not show subsequent changes to the Operator console unless the Operator sends an updated version to Mirror.
2. **Stream (On/Off)** - When enabled, the Operator Console view will be streamed to Mirror. Mirror will update as the Operator navigates the map or adds/removes different layers. Steam ON will turn the button blue.
3. **Download View** - This one-time action downloads the current view configuration from Mirror to the Operator Console. This action will update the Operator console view to what is currently displayed in Mirror.



Supported Layers

Risk Events	Alert Toast Messages	Embassies and Consulates
Assets	Map Type	Storm Surge
Contacts	Travel/Expected	Hurricane Evacuation Routes
Alerts	Country Ratings	Traffic Camera (Locations Only)
Critical Events	Countries	Shipping Lanes
Acknowledged Alerts	ZIP Codes	US Rail
Customer KML Layers	Airports	Ports
RIMC Tactical Solutions Layers	Emergency Response	Diplomatic Missions
Risk History	Hospitals	Weather Forecast (Image Only)

Unsupported Layers

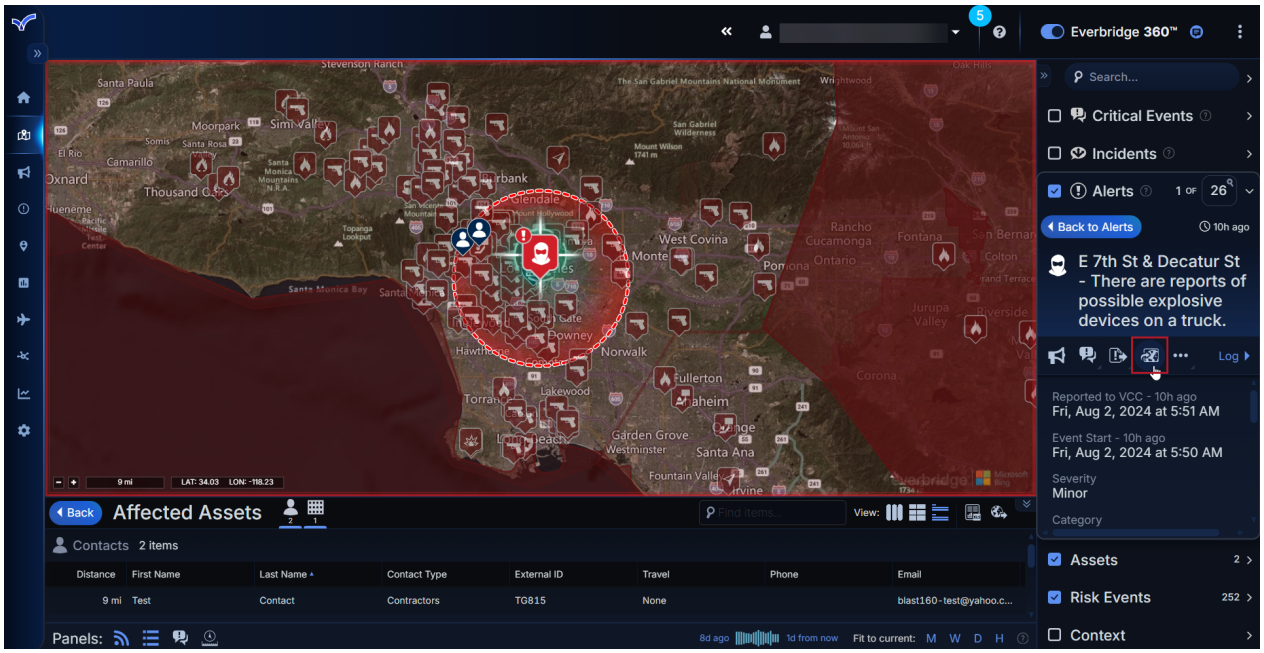
Visualization of Alert Proximity Radius	Items Panel	Incidents

Peroptics and Command View

The **Peroptics** channel displays a rotating map view of each currently active alert. Depending on your workflow, you may want to use **Command View**, which lets a security operator elevate an alert from the operator workstation to the Peroptics channel on a command center wall monitor.

With the alert selected, the operator can select the **Command View** icon. The Peroptics channel then displays the selected alert as long as Command View is on. The operator can turn Command View off in the Operator Console.

Note that if you assign the Peroptics channel to more than one screen, Command View will not always be sent to the same one.



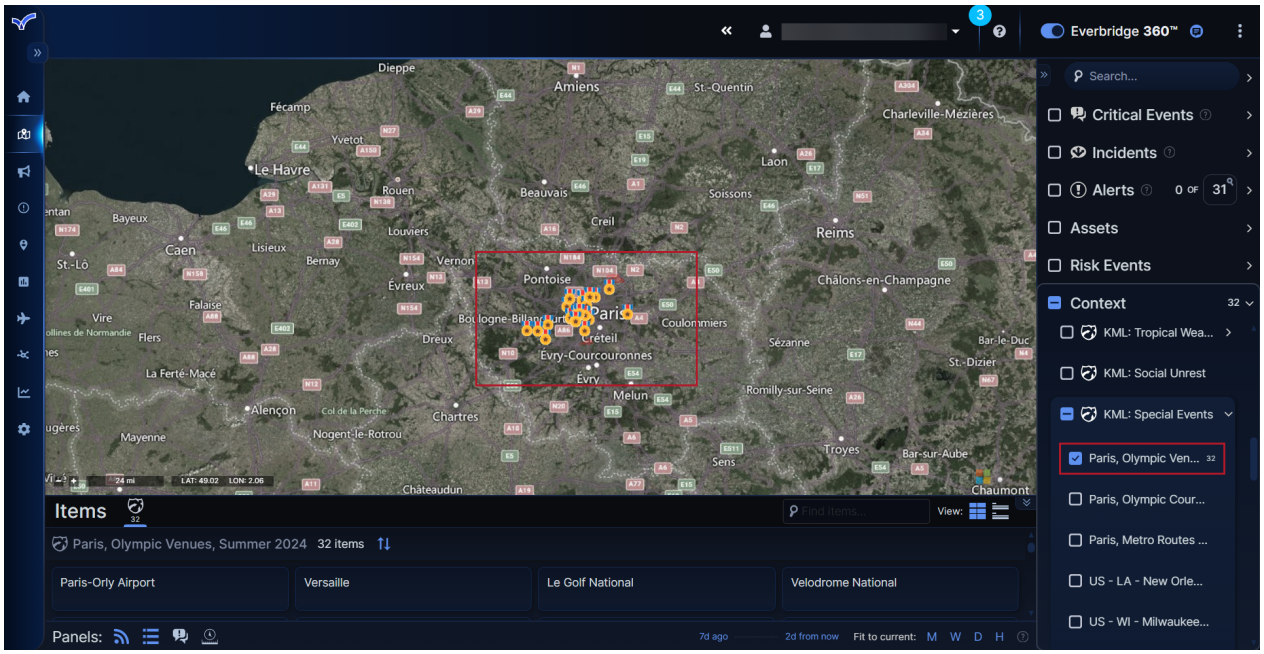
Managing System KMLs

Keyhole Markup Language (KML) maps can be displayed in Visual Command Center. KML maps display geographic information and annotations in map browsers like the Visual Command Center map browser.

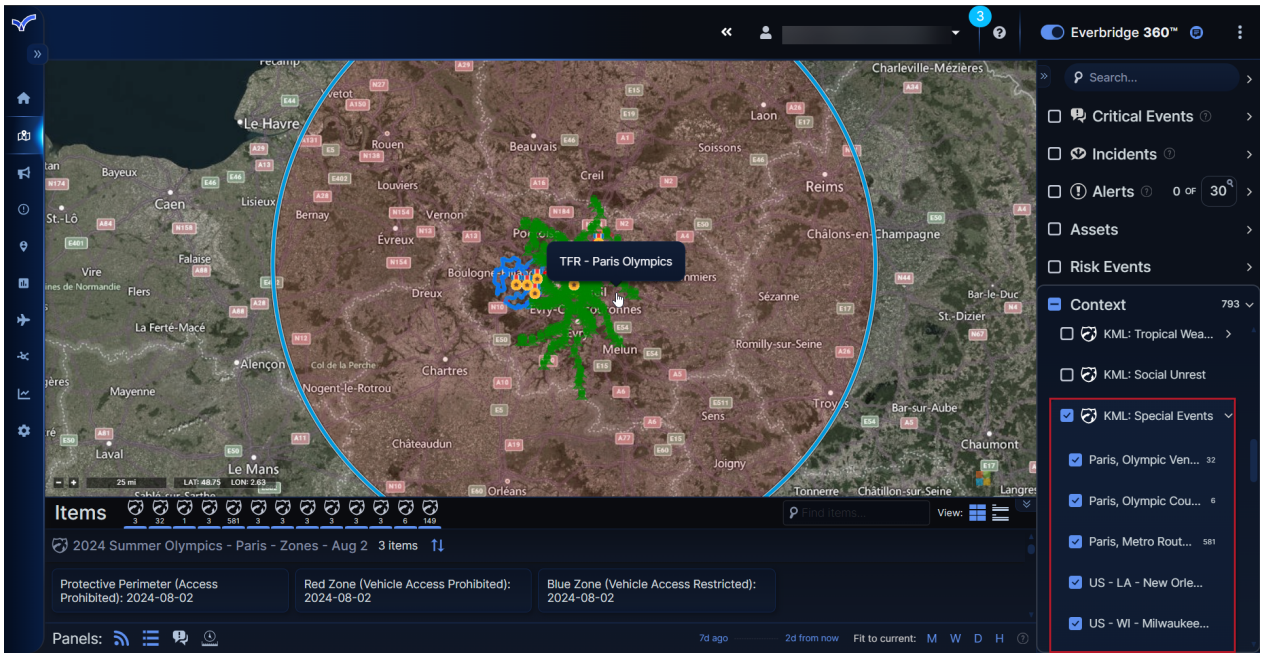
Visual Command Center does not support the following KML features:

- Virtual cameras
- Photos associated with a location
- Screen overlays (overlays fixed to the screen, not to a geographic location)
- 3D models
- Within the <`IconStyle`> element, the <`heading`> and <`scale`> elements

Everbridge Risk Intelligence Monitoring Center (RIMC) creates KML maps designed to give you more context and valuable information about Risk Events like hurricanes, wildfires, severe weather, and so on.



Some RIMC KMLs are grouped together.



Everbridge RIMC KML maps are available automatically in Visual Command Center.

From the Admin Console, you can:

- Enable/disable a RIMC KML group or an individual KML within a group.
- Configure who has access to KML maps.

Configuring a RIMC KML Group

You can configure a RIMC KML group in **Feeds**:

1. From **Admin Console**, select **Feeds**.
2. Expand **Context**.
3. Navigate to the KML group you want to configure.
4. Select the KML group.
    a. Depending on your requirements, in **Feed Item Aggregation**, select or clear the **Enable** checkbox.
    b. (optional) in **Enable security on this feed**, from the **Select roles...** drop-down list, select the roles to which you want to restrict the viewing of this KML.

Configuring Individual RIMC KMLs

In **RIMC KML**, you can enable or disable individual KML maps:

1. From **Admin Console**, select **RIMC KML**.
2. Navigate to the individual KML you want to configure.

3. Select the KML map.
4. Depending on your requirements, select **Disable** or **Enable**.

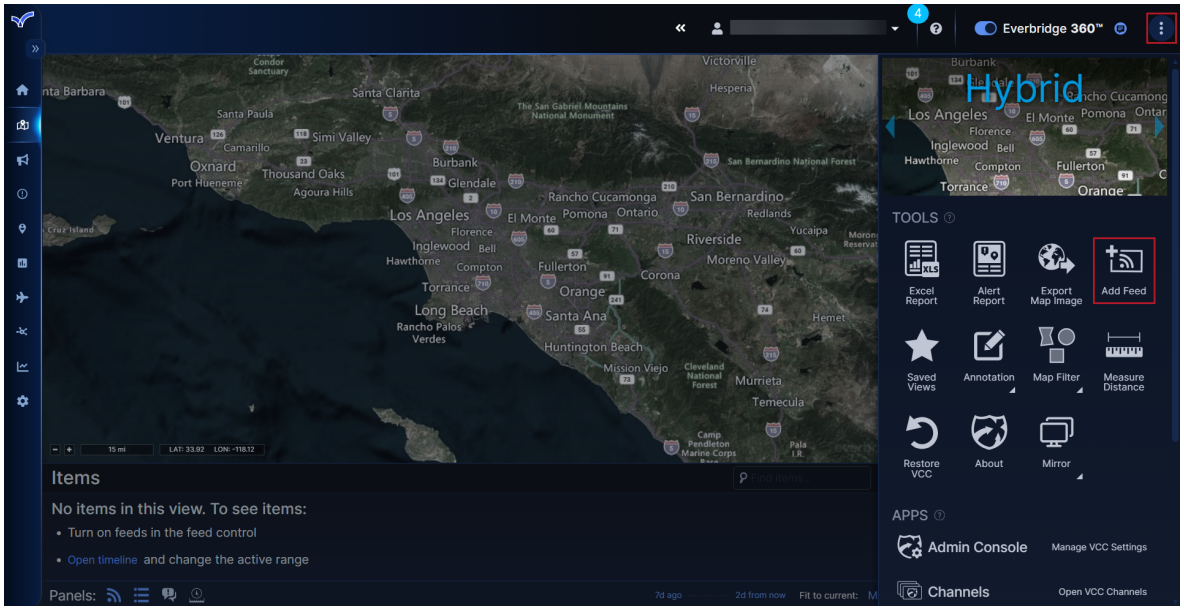
Adding KML Feed Files in Visual Command Center

You can import KML map data into Visual Command Center. This allows you to overlay the map in Visual Command Center with your geographic features.

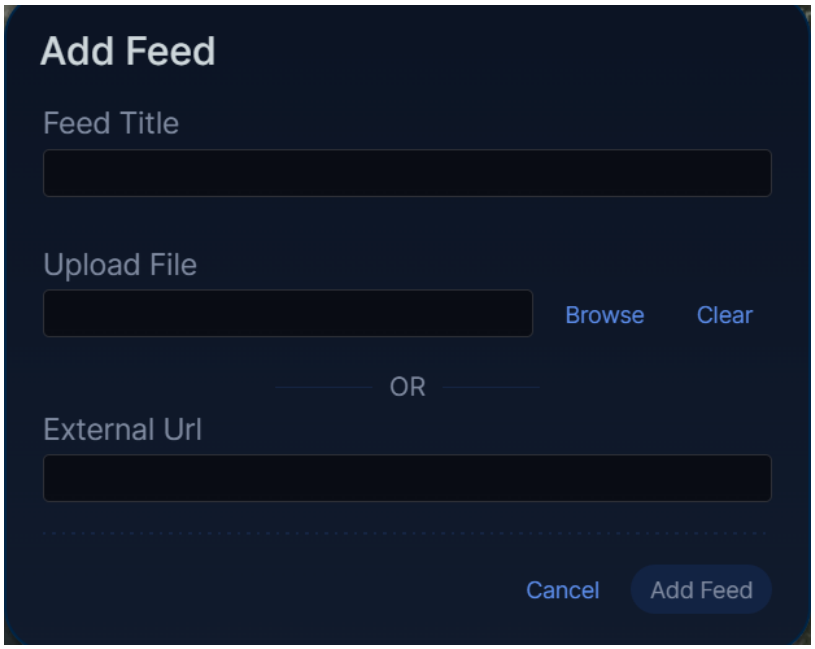
> **NOTE:** Visual Command Center does not issue Alerts for items in KML files. They are used for contextual information only.

You can do this by importing KML files into Visual Command Center:

1. Click the kebab menu icon in the top-right corner and select **Add Feed** under **Tools**.

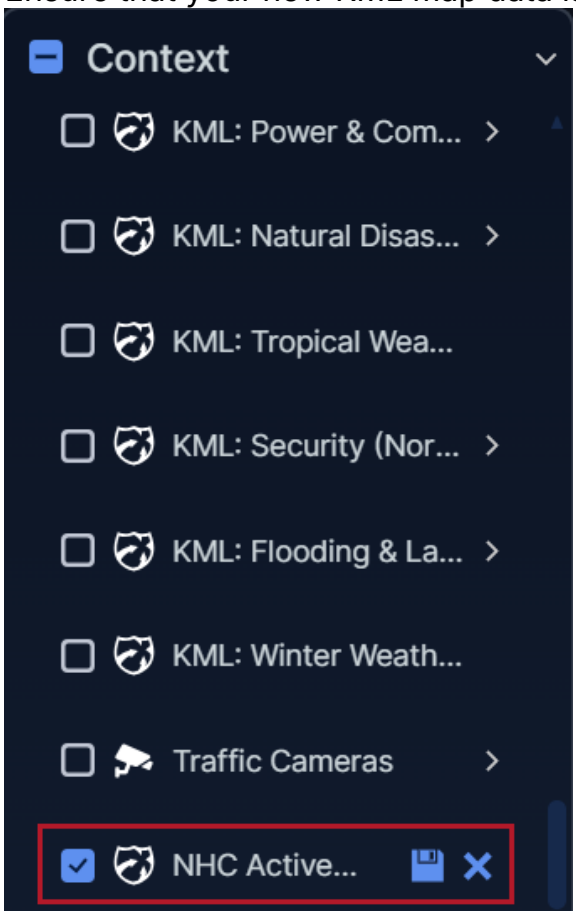


2. The **Add Feed** dialog is displayed. Type a name for this KML file in the **Feed Title** field.



3. To locate the KML file, either:
   - Select **Browse** to browse to the location of the KML file.
   - In **External URL**, type the URL to the KML file.
4. Click **Add Feed**.

5. Ensure that your new KML map data is listed in the **Context** feed.



6. Click **Save** to save your KML map data.
    - If you do not see the **Save** icon, you may not have permission to permanently add a KML feed.

Reporting in Visual Command Center

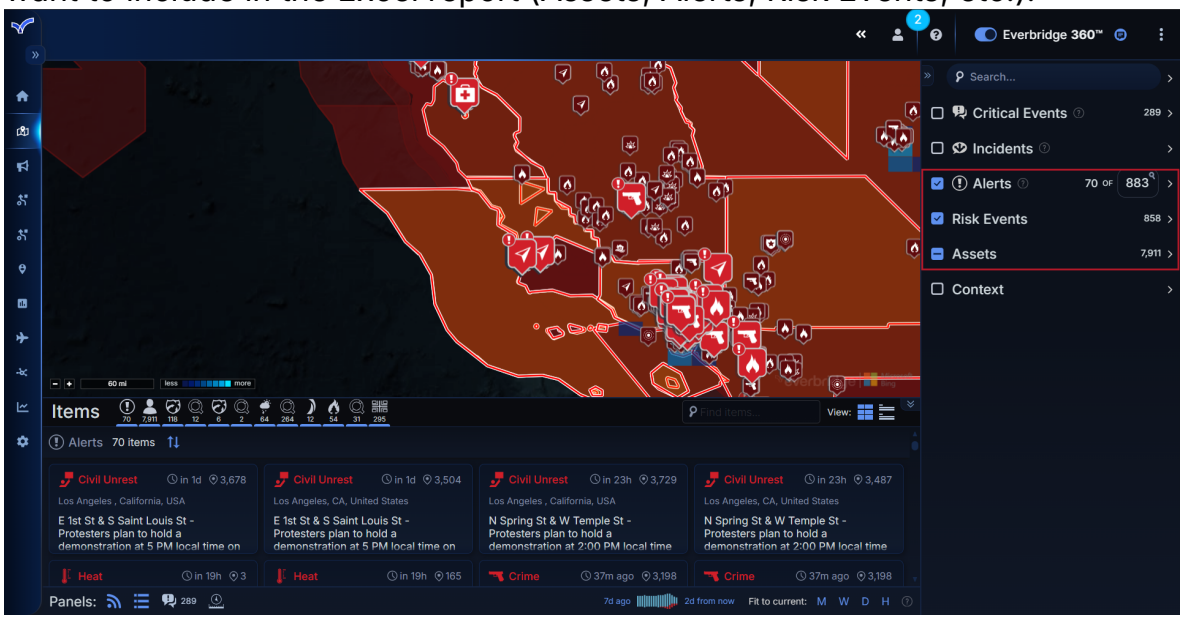
Creating an Excel Report

Using the **Excel Report** helps you create a report of the items in the current view. For example:

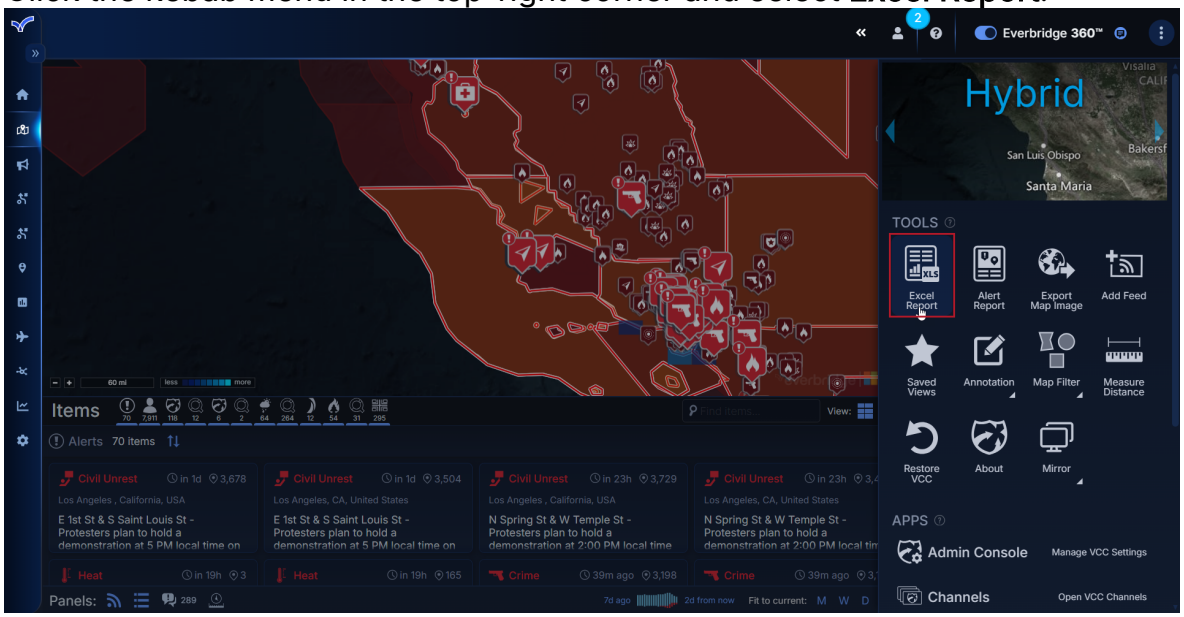
- A summary of the currently displayed Assets and Incidents.
- Depending on the type of Assets currently displayed, details about the Assets, such as label and category.
- Details about the Incidents currently displayed, such as ID, State, Event Start, and Event End.

To create an Excel report:

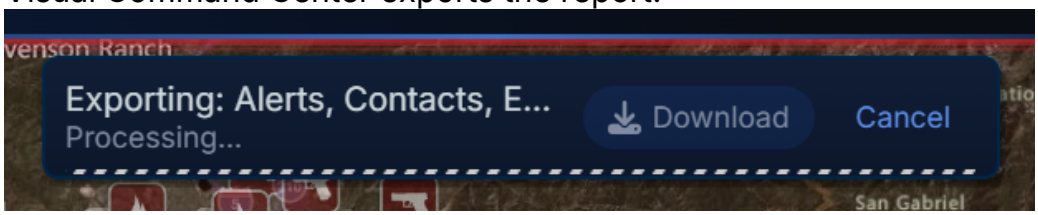
1. From Visual Command Center Operator Console, select the items that you want to include in the Excel report (Assets, Alerts, Risk Events, etc.).



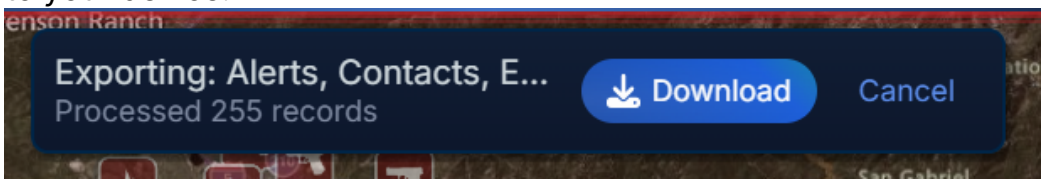
2. Click the kebab menu in the top-right corner and select **Excel Report**.



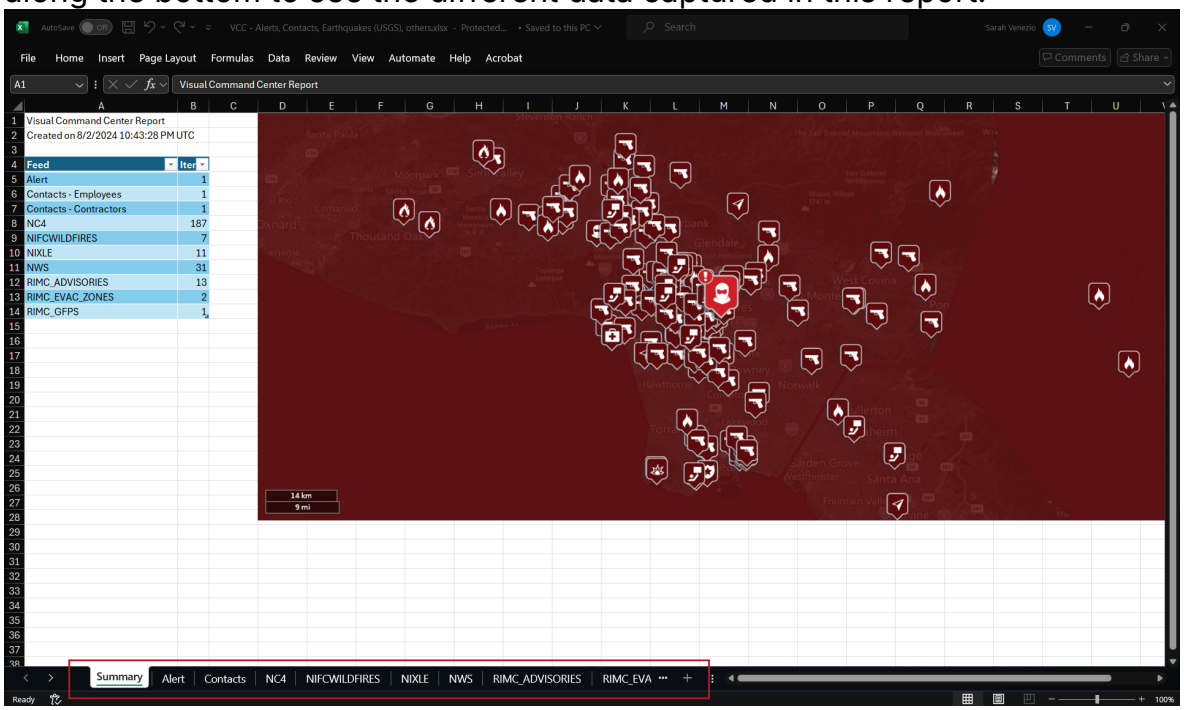
3. Visual Command Center exports the report.



4. Once the report has been exported, select **Download** to download the report to your device.



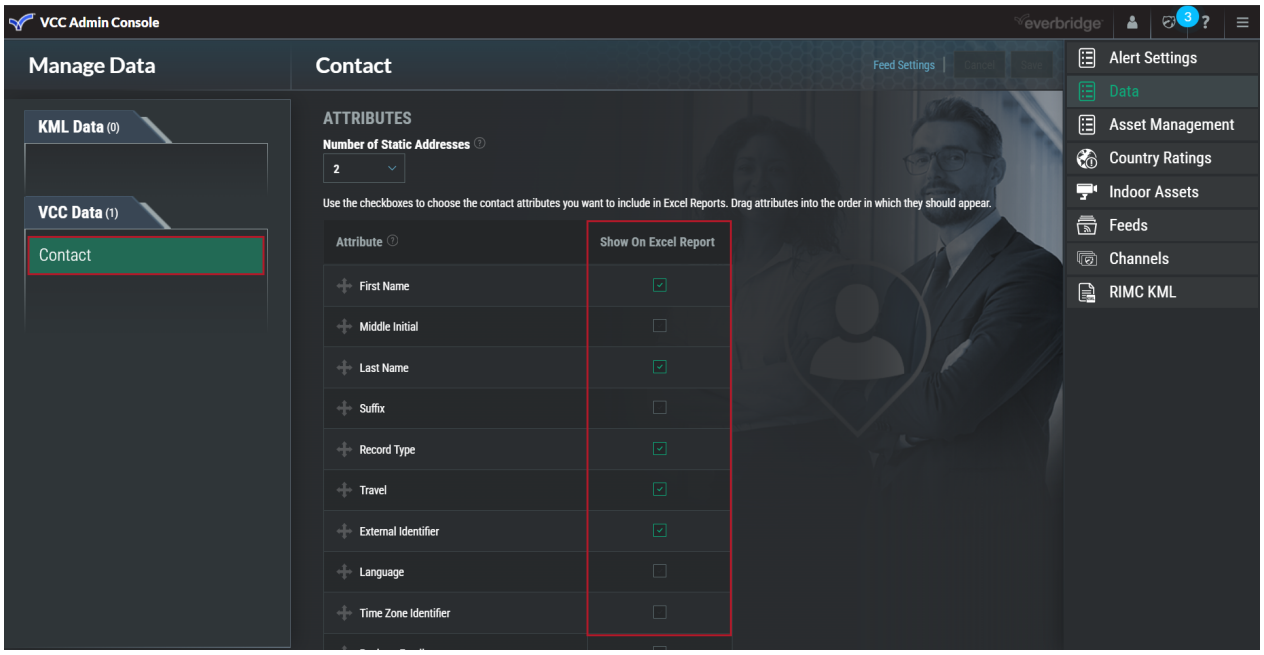
5. The downloaded report will look similar to the image below. Click the tabs along the bottom to see the different data captured in this report.



Select Contact Attributes to Include in Reports

You can select which attributes will appear in a Visual Command Center Contact report in the **Attributes** section of the **Data** > **VCC Data** > **Contact** page. Select or clear the checkboxes under the **Show on Excel Report** heading for the options to include or exclude from the Contact Report. You can also drag the attributes to configure the order in which they appear.

After confuring your report settings, click **Save** at the top of the page.

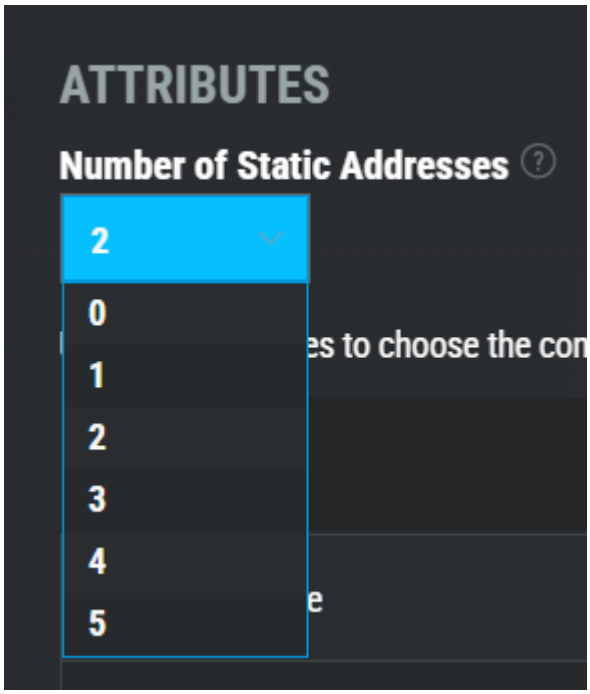


Static Addresses

A contact can have multiple static locations defined in the Manager Portal. Up to six static locations can be included in a Contact Report. Each static location is identified by a number and consists of multiple columns, for example:

- **Address Name #1**
- **Street Address #1**
- **Suite #1**

To specify the number of static locations in the contact report, select a number from **0** to **5** from the dropdown menu.


ATTRIBUTES
Number of Static Addresses
2
0
1
2
3
4
5
es to choose the con
e

Creating an Alert Report

Using the **Alert Report** helps you measure key metrics in your operation to improve your response process. The Alert Report helps you to answer questions, like:

- How quickly did we respond to our alerts in the last 30 days?
- How long were our alerts sitting in the queue?
- How many alerts did we acknowledge last month?

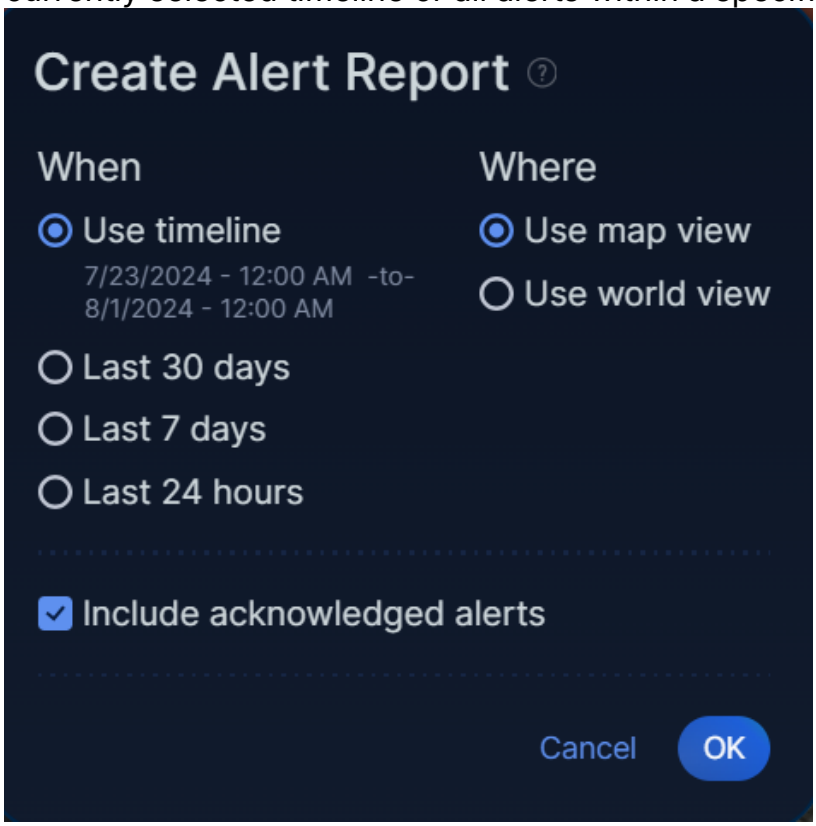
To create an Alert Report:

1. From the Visual Command Center Operator Console, click the kebab menu icon in the top-right corner and select **Alert Report** under **Tools**.

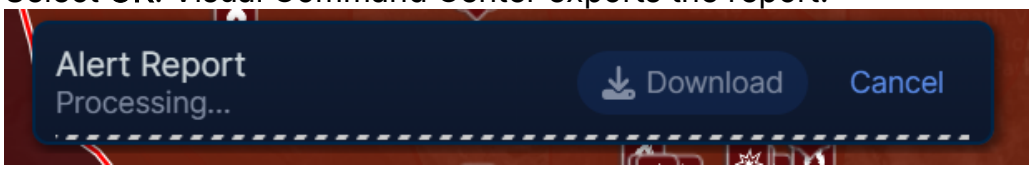


2. The **Create Alert Report** dialog is displayed. Select the time frame for the alerts you want to report on. You can choose to report on the alerts in the

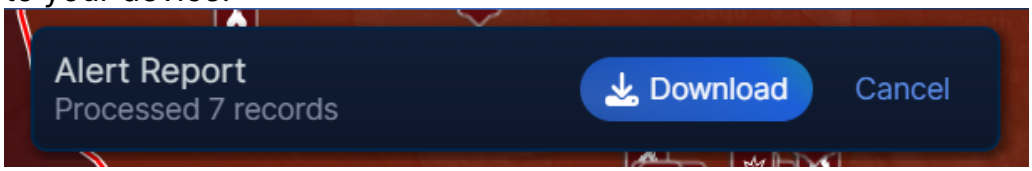
currently selected timeline or all alerts within a specific time frame.



3. Choose whether to use the current map location or the world view.
4. Decide whether to show acknowledged alerts.
5. Select **OK**. Visual Command Center exports the report.

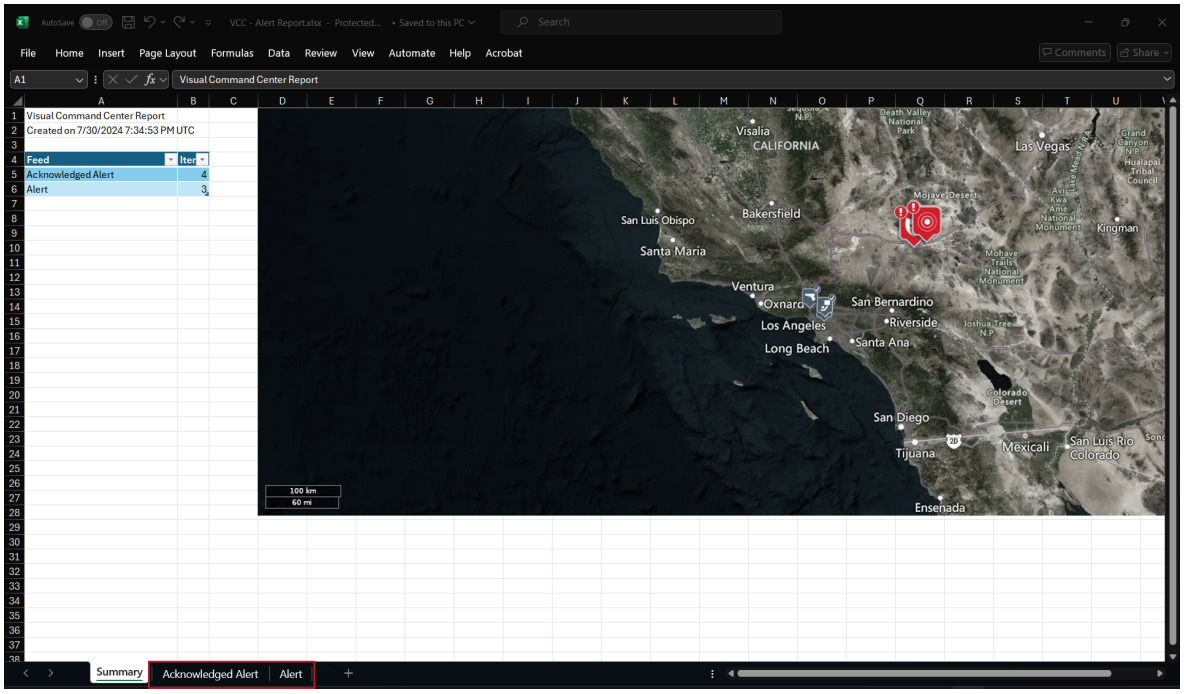


6. Once the report has been exported, select **Download** to download the report to your device.



The report provides a summary of the alerts and acknowledged alerts, including an image of the map where the alert occurred. You can select the **Alert** and **Acknowledged Alert** tabs to see detailed information about the

alerts.



Alert Report Fields

Field	Description
Description	Description of the underlying Risk Event.
Category	Category of the underlying Risk Event, e.g. Terrorism/Suspicious Activity.
Subcategory	Subcategory of the underlying Risk Event, e.g. Suspicious Object.
Source	Data source reporting the Risk Event, e.g. NWS.
# Assets	Number of Assets that are affected by the underlying Risk Event
Location	Location of the Alert, e.g. Brooklyn, NY, United States.
Severity	The severity level of the Alert, e.g. Moderate. Not all sources provide a severity value.
Event Start	Start time of the Event, as reported by the Risk Source, e.g. 1/15/2023 17:47
Event Last Updated	The time when the Risk Event was last updated, e.g. 1/16/2023 12:34.
Event End	End time of the Event, as reported by the Risk Source, e.g. 1/16/2023 17:47.
Time to Report	The time between the Event Start and when the system created the Risk Event entry. Format = hh:mm.

Reported to VCC	The time when the system created an entry for the Risk Event, e.g. 1/15/2023 17:48.
Time to Alert	The time between when the Risk Event entry was created and when an Alert was created. Format = hh:mm, e.g. 0:01
Alert Created	Time and date when the Alert was created.
Alert Duration	Time between Alert creation and when the Alert was acknowledged. Format = hh:mm
Alert Acknowledged	Time and date when the Alert was first acknowledged. "System" means the Alert was automatically acknowledged at its expiration time.
Acknowledged By	Username of the user who acknowledged the Alert.
Disposition	Disposition selected when the Alert was first acknowledged, e.g.NoImpact
Notes	Notes entered by a user when the Alert was first acknowledged.
Time Until Inicdent Launch	Time between the Alert creation and launching of the first Incident. Format = hh:mm.
First Incident Launched	Time and date when the first Incident was launched for this Alert.
Launched By	Username of the user who created the Incident.
ID	ID of the Incident.
Critical Event Launched	The date and time when the first Critical Event was launched for the Alert.
Time to Critical Event	Time between the Alert creation and when a Critical Event was created. Format = hh:mm
CE Owner	Username of the user who created the Critical Event.
Time to First Action	Time between Alert creation and the first non-system user action taken on an Alert. Actions include adding notes, snoozing, acknowledging or launching an Incident or Communications. Format = hh:mm
First Action	The Action type taken on the Alert.
First Actioned By	Username of the user who took the action.