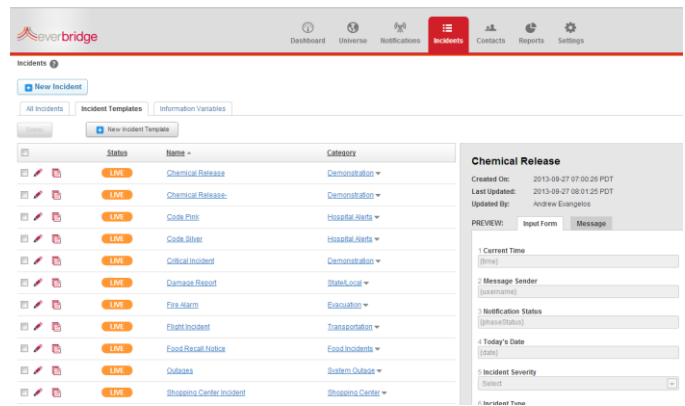


# Quick Sheet MN: Everbridge Incident Management

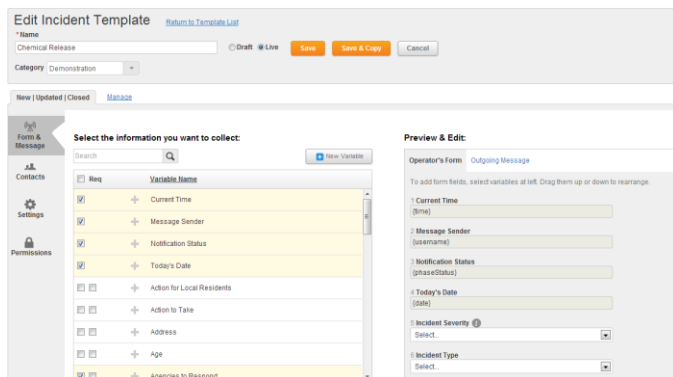
## About Everbridge Incident Management

Everbridge Incident Management allows you to intelligently streamline your communication process so that an approved message is generated from a series of dropdowns and empty fields to create a clear, consistent communication.

Fields can be used to fill the message, create prose with “fill in the-blanks,” automatically select the correct contacts, and change the settings depending on the incident type. The permissions and settings can be configured to allow the incident operators to view and/or edit any of the components of the message that are appropriate given their role in the communications process.



The screenshot shows the Everbridge Incident Management interface. At the top, there's a navigation bar with links to Dashboard, Universe, Notifications, Incidents, Contacts, Reports, and Settings. Below this, there's a 'New Incident' button and tabs for All Incidents, Incident Templates, and Information Variables. A table lists various incidents with columns for Status, Name, and Category. On the right, a detailed view of a 'Chemical Release' incident is shown, including fields for Created On, Last Updated, Updated By, and a PREVIEW section with tabs for Input Form and Message.



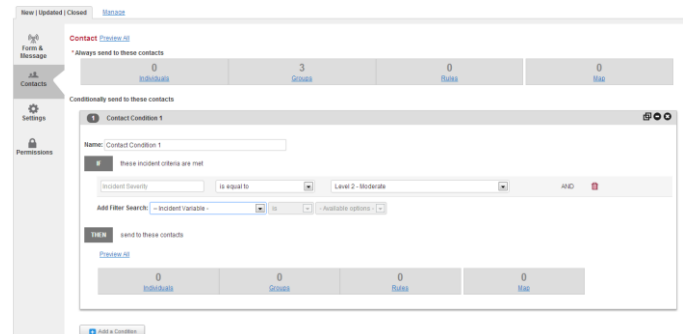
The screenshot shows the 'Edit Incident Template' interface. It includes a 'Name' field (set to 'Chemical Release'), a 'Category' dropdown (set to 'Demonstration'), and buttons for Draft, Live, Save, Save & Copy, and Cancel. Below this, there's a 'New | Updated | Closed | Manage' section. The main area is divided into 'Select the information you want to collect' (with a search bar and a list of variables like Current Time, Message Sender, Notification Status, etc.) and a 'Preview & Edit' section showing the 'Operator's Form' and 'Outgoing Message'.

## Creating the Operator's Form and Message

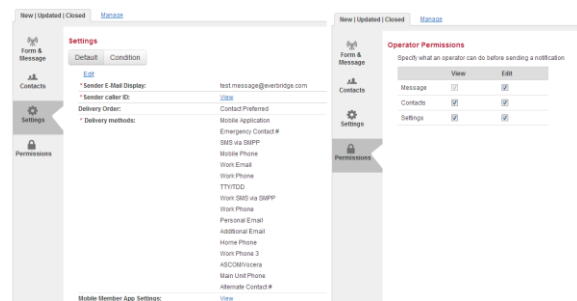
The form that you create for the operator will be used to generate a notification in an incident. Variables can be created and can be a single or multiple selection list, text box, text area, or date & time field. Variables can be made mandatory and can be re-ordered in the operator's form by dragging and dropping. The Outgoing Message can be edited to contain any additional information. An incident variable can be inserted into the outgoing message by placing the cursor in the desired location and clicking the “+” icon that is next to the Variable Name. The manage link allows you to complete variations of the incident form based on whether it is a new, update, or a closing phase of an incident.

## Selecting the Contacts

Incident Management gives you the opportunity to pre-select contacts in the same ways as the other notification processes. This can be done using groups, rules, individuals, or from the map. The Incident Management tool is unique because it allows you to additionally select contacts based on information that is selected in the operator's form. You can create multiple conditions that will be processed in order until one of them is satisfied. Once a condition is met, the system will stop searching through the rest of the conditions. Each condition can contain multiple criteria that must be true for a condition to be used.



The screenshot shows the 'Contact' interface. It includes a 'Contact' dropdown (set to 'Always send to these contacts') and a table with columns for Individuals, Groups, Rules, and Site. Below this, there's a 'Conditionally send to these contacts' section with a 'Contact Condition 1' form. This form includes a 'Name' field, a 'These incident criteria are met' section, and a 'Send to these contacts' button.



The screenshot shows two side-by-side interfaces. The left one is the 'Settings' interface, which includes a 'Default' tab and a 'Condition' tab. The right one is the 'Operator Permissions' interface, which includes a 'New' tab and a 'Edit' tab. Both interfaces have a 'Form & Message' section and a 'Permissions' section.

## Settings and Permissions

The settings tab allows you to choose settings for a notification. You can use the default or change the settings. Additionally, similar to the contacts tab you can set conditions that determine what the settings will be based on information that is selected by the incident operator. Permissions allow you to determine what your operators will be able to do when sending an incident notification. You have the ability to restrict the operator's ability to view or edit the Message, Contacts and Settings.