

InformaCast Configuration for IntelliSee Integration

When the IntelliSee platform detects a threat, it can initiate an InformaCast Scenario to broadcast emergency notifications and begin incident management procedures. To configure the InformaCast Scenario, we take the following steps:

1. Configure a Message Template.
2. Configure a Site Role.
3. Configure a Site.
4. Configure the Scenario using these resources.

Finally, we'll create an authentication token to connect IntelliSee to InformaCast so IntelliSee can perform the request securely.

Scenario Configuration

Configure a Message Template

The Message Template is a container for the InformaCast notification content and recipients.

- Log in to the InformaCast Admin Portal at <https://admin.icmobile.singlewire.com>.
- Search for "Message Templates" in the left-hand navigation search bar or navigate to Notifications > Message Templates.
- Copy or create a new Message Template and give it a name that's easy to recognize later (e.g., "IntelliSee Notification").
- Ensure both the Subject and Body fields are set to "customizable," indicated by the "unlock" icon.
- In the Subject field, add placeholder holder text (e.g., "<placeholder_text>") that will be overwritten later by the Scenario.

Subject



Enter text to be used as text-to-speech audio content.

18 / 255

Body



- Configure other message content settings as desired (e.g., Text-to-Speech audio).
- Enable every recipient's choice as well. This information will also be populated by the Scenario later.

Recipients

Which recipients would you like to include in this message template? Required

The screenshot shows a selection interface for recipients. There are five buttons arranged in two rows. Each button has a green checkmark icon at the top and a label below it. The buttons are: Distribution Lists, Device Groups, Users (top row); and Outbound Systems, Areas of Interest (bottom row). Below the buttons is a blue progress bar that is partially filled on the left side.

- Save the Message Template

Configure a Site Role

Site Roles provide a common name for recipients based on their location (E.g., "Administrators" or "Staff"). These labels are used with Sites and Scenarios to determine who receives the Scenario notification(s).

- Search for "Site Roles" in the left-hand navigation search bar or navigate to Notifications > Command Center > Site Roles.
- Create a new Site Role and give it a name to represent a group in your organization. This same Site Role name can be used for any number of locations, so you do not have to create a separate named group for every Site.

Configure a Site

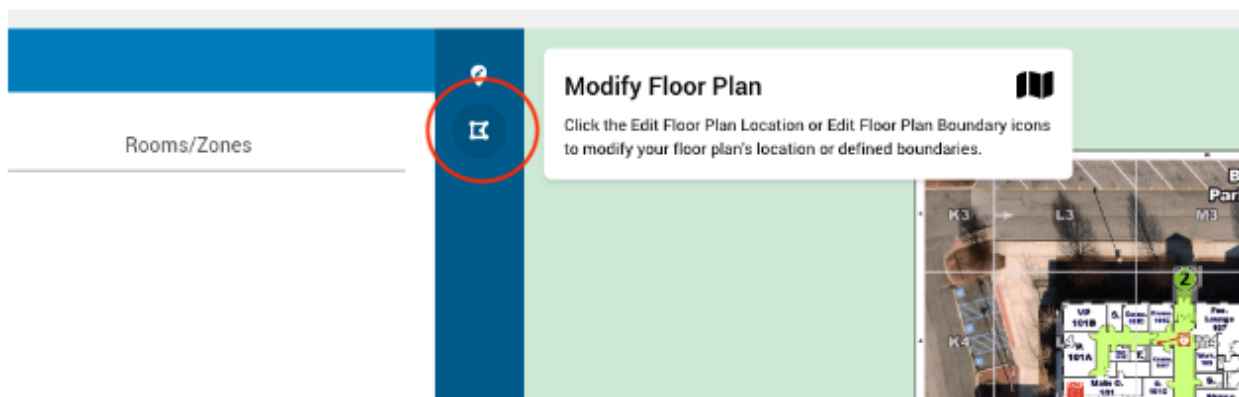
Sites represent facility locations in InformaCast. Each Site may have one or more Buildings, each Building may have one or more Floors, and each Floor may have one or more Rooms.

While the level of specificity is up to you (at least Site and Building are recommended), we configure down to the Room level and include a floor plan

(<https://documentation.singlewire.com/fusion/en/add-a-site.html#add-a-floor-plan--optional->) to maximize the location precision for notification recipients.

- Search for "Sites" in the left-hand navigation search bar or navigate to Notifications > Command Center > Sites.
- Create a new Site and give it a name to represent one of your organization's locations (e.g., "Headquarters") and click "Save." The new Site details page appears.
- Link the Site Role to this Site.
 - Click on the "Site Roles" tab in the left-hand pane of the Site details page.

- Click the "+" icon to add a Site Role to this Site.
- In the "Name" section, select the Site Role you created in the previous step from the dropdown menu.
- Add any recipients that belong to this location that should receive the notification.
- Save.
- Click on the "Buildings" tab and create a new building. Search for the address, and the form will automatically populate with that information. Provide a name (e.g., "Main Building") and save. The new Building details page appears.
- Click on the "Floors" tab and create a new floor.
- You're prompted to upload a floor plan in the Floor details area.
 - Upload a supported file (JPEG, PNG, or GeoTIFF) and leverage the Google Maps interface to overlay the floor plan onto the Building.
 - Click the "Edit Floor Boundary" icon and draw the boundary of your floor plan.



- Click the "Check" icon to save when you're finished.
- Click the "Rooms/Zones" tab in the Floor details area.
- Create a new Room and click the same boundary icon to draw the Room boundary within the Floor boundary you created.
- Repeat the steps above for any additional Sites, Buildings, Floors, and Rooms you'd like to configure.

Configure the Scenario

The InformaCast Scenario triggers events such as InformaCast mass notifications, incidents, and emergency calls to your local Public Safety Answering Point (PSAP). In this example, it serves as the mechanism we leverage to initiate the IntelliSee alert.

- Search for "Scenarios" in the left-hand navigation search bar or navigate to Notifications > Command Center > Scenarios.
- Copy or create a new Scenario and give it a name that's easy to recognize later (e.g., "IntelliSee Scenario").

- In the "Scenario Setup" section, add an icon and color as you see fit. Be sure also to enable the "Sites" and "Scenario Questions" options. Attaching an Incident Plan is also recommended.


Scenario Setup

Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Name
IntelliSee Scenario

Icon
Eye x v

Color
#00404f

Scenario Button Preview


Which scenario elements would you like to include in this scenario (optional)?

<input checked="" type="checkbox"/> Sites	<input type="checkbox"/> Keyboard Shortcuts	<input checked="" type="checkbox"/> Scenario Questions	<input checked="" type="checkbox"/> Incident Plan
<input type="checkbox"/> API Connector			

- Variable Configuration
 - This integration requires configuring 3 Scenario Questions. Each Scenario Question has an associated variable used to dynamically build out the final notification. **Note that the variable names must match exactly and are case sensitive.**
 - **IntelliSeeSubject** - this is the InformaCast notification subject.
 - **IntelliSeeBody** - this is the InformaCast notification body.
 - **IntelliSeeImageURL** - this is a shared URL for the event image that initiated the notification (e.g. a gun was detected).
 - Scroll down to the "Questions" section and add the three questions:

Question Title

IntelliSeeSubject

Question Type

Free Text

Variable Name

IntelliSeeSubject

Variables populate your initiator's answer to a question when they're included in scenario notifications.

 Delete

Question 2

Question Title

IntelliSeeBody

Question Type

Free Text

Variable Name

IntelliSeeBody

Variables populate your initiator's answer to a question when they're included in scenario notifications.

 Move Up  Delete

Question 3

Question Title

IntelliSeeImageURL

Question Type

Free Text

Variable Name

IntelliSeeImageURL

Variables populate your initiator's answer to a question when they're included in scenario notifications.

- Notification Configuration
 - Scroll down to the "Scenario Notifications" section.
 - Give the notification a name that's easy to recognize, and select the "IntelliSee Notification" Message Template we created earlier from the dropdown.
 - Enable the "Override Message Template" toggle to leverage our variables.
 - Craft the Subject and Body of the message with dynamic variables:
 - **Subject:** {{IntelliSeeSubject}}
 - **Body value:** {{IntelliSeeBody}}

Image: {{IntelliSeeImageURL}}

- Finally, select the Site Role (e.g., "Administrators") you configured earlier to receive this notification:

Notification 1

Name

IntelliSee Notification

Message Template

IntelliSee Notification

Override Message Template

Override the selected message template's contents.



Subject

{{IntelliSeeSubject}}

[✦ Insert Variables](#)

Body

{{IntelliSeeBody}}

Image: {{IntelliSeeImageURL}}

[✦ Insert Variables](#)

Confirmation Request

Site Roles

Select the site roles to receive this scenario's notifications if your initiator chooses their site during scenario initiati

Site Roles

Administrators

- Click save.

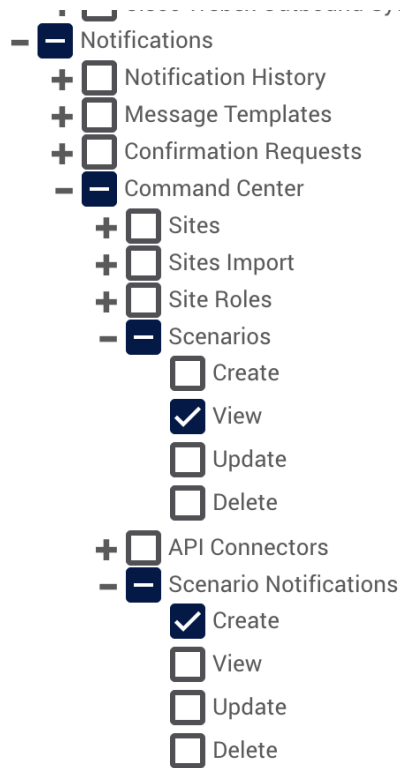
Authentication

Configure a Security Group

Security Groups allow you to assign permissions to one or more users or applications in the system. We configure a security group to limit the integration only to trigger Scenarios in InformaCast.

- Search for "Security Groups" in the left-hand navigation search bar or navigate to Admin > Security Groups.

- Create a new Security Group and give it a name that's easy to recognize later (e.g., "Scenario API Initiators").
- Click save.
- Click on the "Permissions" tab in the Security Group Details view.
- Expand the "Global Permissions" section and check the following:
 - "View" under Notifications > Command Center > Scenarios > View.
 - "Create" under Notifications > Command Center > Scenario Notifications >



Create.

- You can safely ignore the note asking to grant additional permissions.

Configure an Application

Applications facilitate the secure connection between InformaCast and IntelliSee. We'll assign the Application to its Security Group and generate a token for authenticating requests to InformaCast.

- Search for "Applications" in the left-hand navigation search bar or navigate to Admin > Applications.

- Click the "Create Application" button.

Basic Information

Name

Application

- Enter a name for your Application, e.g., "IntelliSee Scenario Integration."
- Select the "Custom API" Application type and save.
- Next, click the Security tab.
- In the "Security Information" section, click "Assign to Security Group" and select the Security Group we created from the dropdown.

General Notifications **Security**

Security Information

Security Groups - Manually Added
 Assign this user to security groups.

Name
 Scenario API Initiators

+ Assign to Security Group

Common Permissions

Global Permissions

Tokens

Search + Create Token

- Scroll to the "Tokens" area and expand it.
- Click the "Create Token" button. The "Create Token" pop-up window appears.
- Enter a name for your token in the "Name" field, e.g., "IntelliSee Scenario Integration Token."
- Click the **Save** button. The "Generated Security Token" pop-up window appears.
- Click the copy icon to assist you in copying the entire security token to your clipboard.
- **Securely share the token and other stored data from previous steps with your Administrator so they can complete the IntelliSee side of the integration.**
- **IMPORTANT: For enhanced security, Application tokens expire after one year. 30 days before expiration, you will receive a system health alarm prompting you to**

rotate the token

(<https://documentation.singlewire.com/fusion/en/system-health-alarm-email-text.html#token-expirations-536>)

Conclusion

With the Site, Scenario, and Authentication Token, you may navigate to the IntelliSee administrative interface and route notifications to InformaCast via the integration.