WebEOC® Alerts Plug-In

Administration Guide

2022

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Contents

Contents 1

Notifications 1

Channels 1

Comparison of Notification Features 1

Compatibility 2

Alerts Plug-In 3

Configure Premium Channels in WebEOC 4

Configure the Alert Service for Voice and Text 4

Configure the Webhook License 5

Verify Premium Channels are Configured 6

Set Up Webhook Notifications 7

Set Up the Incoming Webhook for Microsoft Teams 7

Set Up the Outgoing Webhook in WebEOC 10

Send a Notification Using a Default Webhook Template 12

Notifications

WebEOC supports sending notifications through various channels to help you connect with WebEOC users, other employees, and external contacts to plan for, respond to, and recover from disruptions and disasters.

Notifications can be sent directly, from the Admin Area, scheduled as one-time or recurring notifications, or triggered by an action on a board. Regardless of when or how they are sent, all notifications can be reviewed and managed through the Notifications Queue.

Channels

Notifications are sent through communication channels or methods. If you have sent notifications through WebEOC before, you are already familiar with the standard channels that include email, mobile push, and the control panel. These channels are available for use by all WebEOC clients.

The Alerts Plug-In expands on these standard channels to provide administrators with premium channels, including text, voice, and webhooks. With these additional channels, the Alerts Plug-In helps you connect with more contacts, faster and more effectively.

Comparison of Notification Features

Essential notification features are available as standard functionality in WebEOC 9. Additional channels and functionality are offered through the Alerts Plug-In, with Basic and Advanced options.

The Alerts Plug-In Basic is geared toward those who want to use webhooks, while the Advanced option bundles additional voice minutes and text messages for organizations that plan to make extensive use of these notification channels.

Notification features are outlined below for comparison.

Features/Channels	Standard	Alerts Plug-In Basic	Alerts Plug-In Advanced
Board Notification Wizard	X	X	X
Email	X	X	X
Mobile Push Notifications	X	X	X
Control Panel Notifications	X	X	X
Scheduled Notifications	X	X	X
Text Messages		X	X
Voice Calls		X	X
Webhooks		X	X
Additional Text Messages			X
Additional Voice Calls			X

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Compatibility

The Alerts Plug-In is available for WebEOC Core, Professional, and Enterprise clients with WebEOC versions 9.1 or later. For more information, contact your CSM.

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Alerts Plug-In

Premium channels, including text, voice, and webhooks, are available with additional licensing that can be obtained through your Client Success Manager (CSM) at Juvare.

The benefit of voice and text notifications is that the contact does not have to have WebEOC or their email service open to receive notifications. Instead, notifications are delivered directly through the contact's mobile device.

Webhooks, on the other hand, allow you to push notifications into a third-party communication solution (such as Microsoft Teams or Slack) in real-time. For example, a webhook notification can be triggered by an action on a WebEOC board to send a notification to a group or team in one of these other solutions.

The webhook is configured in WebEOC to identify the trigger action and determine the content of the notification. While the webhook notification is configured in the other solution to determine which group or groups receive it.

After you configure the premium channels in the Alerts Plug-In, you can use and manage text, voice, and webhook notifications in much the same way you use notifications from standard channels.

> **Note**: For general information about notifications and standard channels, please go to the Juvare Support Center for WebEOC and, in the Admin Guide, review information in the Notifications section.

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Configure Premium Channels in WebEOC

With the Alerts Plug-In, you can communicate with WebEOC users, other employees, and external contacts using premium channels, such as voice, text, and webhook notifications. However, before you can send notifications through these channels, you must configure the Alert Service, for voice and text notifications, or the webhook.

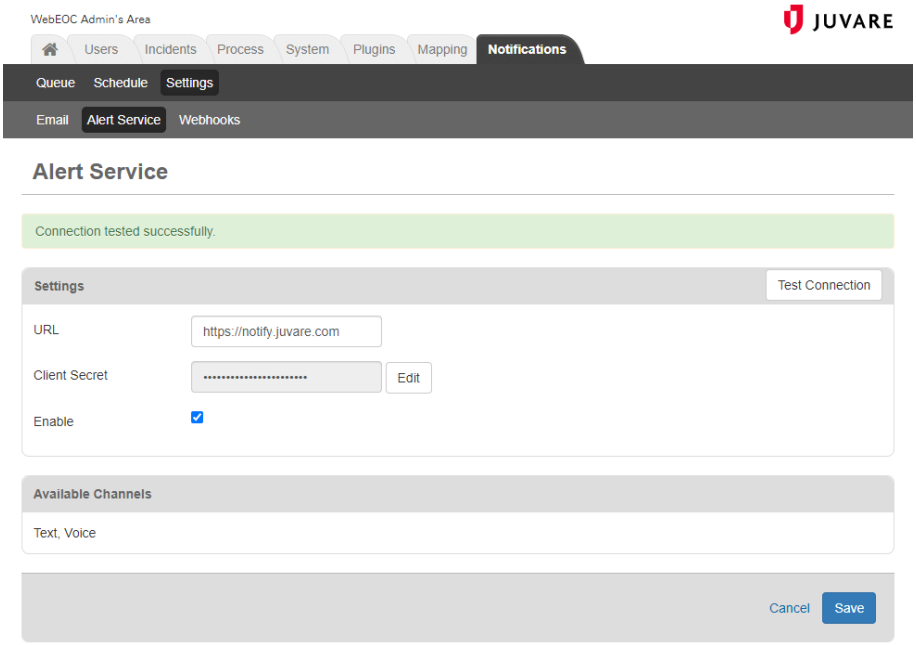
The Alert Service is Juvare's notification platform. It determines how notifications are dispatched and routed. To configure the Alert Service, you need to identify the settings, enable the service, and determine which channels are available.

Configure the Alert Service for Voice and Text

The Alert Service must be configured and enabled in WebEOC before you can send voice and text notifications.

To configure the Alert Service

1. In WebEOC, near the top, click the gear icon. The *Admin Area* window opens.
2. On the **Notifications** tab, click **Settings** and then click **Alert Service**. The *Alert Service* page opens.
3. For **URL**, enter https://notify.juvare.com.
4. For **Client Secret**, enter the secret number you obtained from Juvare for the Alerts Plug-In.



5. To enable the service, select the **Enable** check box.

   Important: If you do not want people to be able to send notifications through the premium channels yet, clear the **Enable** check box.

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6. Click **Save**. If the service is configured correctly, the words *Text* and *Voice* appear in the *Available Channels* section.

Configure the Webhook License

Webhooks must be configured in WebEOC before you can send notifications through the third-party solution.

To configure the webhook license

1. In WebEOC, near the top, click the gear icon. The *Admin Area* window opens.
2. On the **System** tab, click **General**. The *General* page opens.
3. Toward the bottom, for **Notifications Webhooks License**, enter the license key.

4. Click **Save**.

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Verify Premium Channels are Configured

In case you are not the only administrator for your WebEOC solution, you may want to verify that the premium channels associated with the Alerts Plug-In are configured and enabled.

To verify premium channels are configured

1. In WebEOC, near the top, click the gear icon. The *Admin Area* window opens.
2. For voice and text channels, take these actions.
    a. On the **Notifications** tab, click **Settings** and then click **Alert Service**. The *Alert Service* page opens.
    b. Make sure the **Enable** check box is selected.
    c. In the *Available Channels* section, make sure you see the words *Text* and *Voice*.
3. For webhooks, take these actions.
    a. On the **System** tab, click **General**. The *General* page opens.
    b. Toward the bottom, for **Notifications Webhooks License**, make sure the license key has been entered.

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Set Up Webhook Notifications

After entering the Webhook license key, you need to set up the webhook in the third-party solution and WebEOC. In the third-party solution, you determine the group and/or channel to which WebEOC webhook notifications are sent.

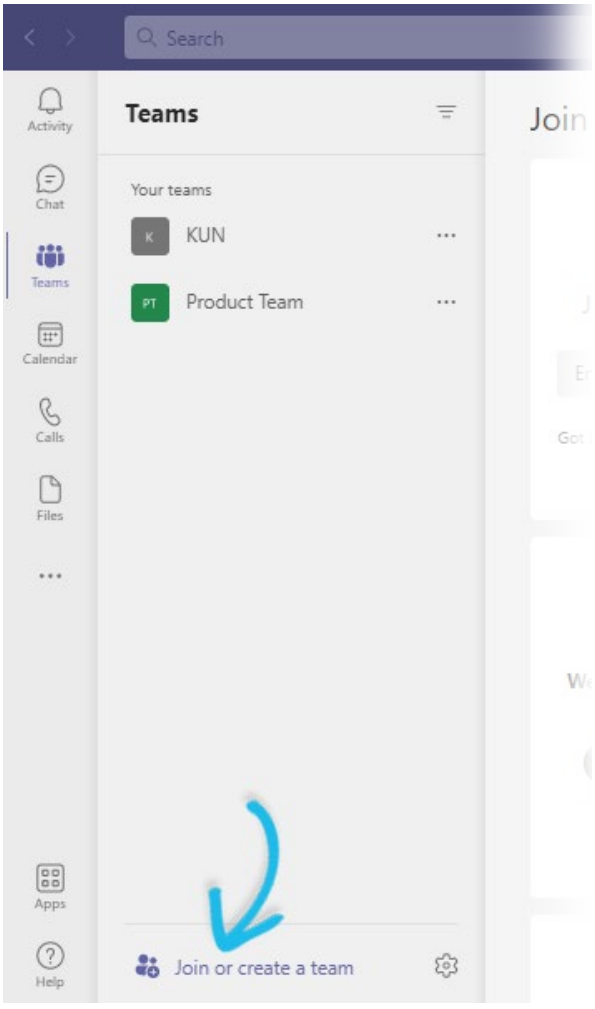
The procedures in this chapter use Microsoft (MS) Teams as an example to walk you through the third-party set up. If these steps do not match your solution or if you are using a different collaboration solution, you should consult the documentation provided by the solution's company to configure the incoming webhook.

Set Up the Incoming Webhook for Microsoft Teams

The incoming webhook must be set up in the third-party solution to direct delivery of the notification to the appropriate group.

To set up the incoming webhook

1. In Teams, on the left, click **Teams**. Your teams appear in a list.
2. If you do not already belong to the team you want to configure, take these actions.



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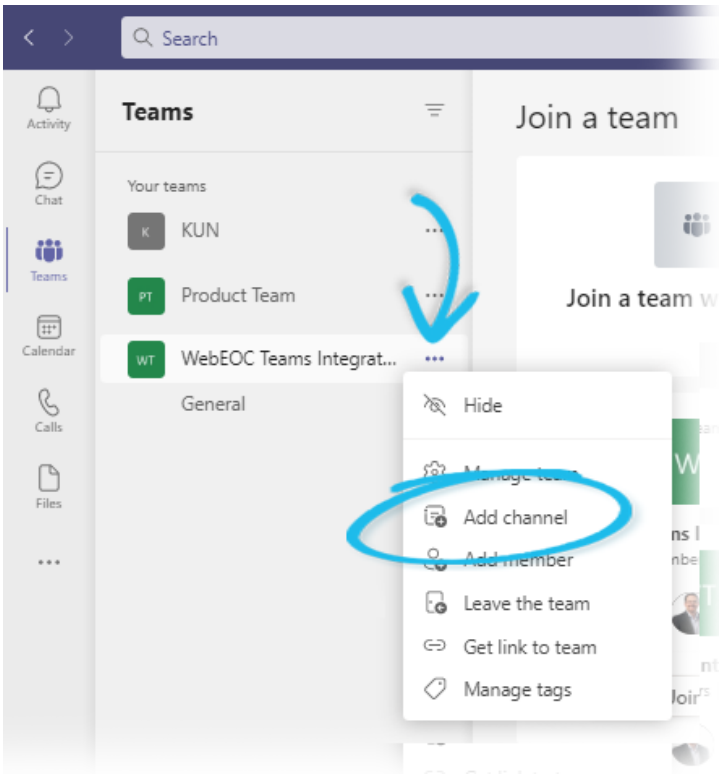
a. Click **Join or create a team**. A list of additional company teams opens on the right.
b. Locate the team and point to that card. The *Join team* button appears.
c. Click **Join Team**. The team appears in your list of teams.

3. To view a team's existing channels, click the name of the team.
4. If the team does not already have the appropriate channel, take these actions.
    a. On the team row, click the ellipses icon. A menu opens.
    b. Click **Add channel**. The *Create a channel* window opens.



    c. Enter the **Channel name** and **Description**.
    d. Click **Add**. The new channel appears in the team's list.
5. On the channel row, click the ellipses icon. The menu opens.

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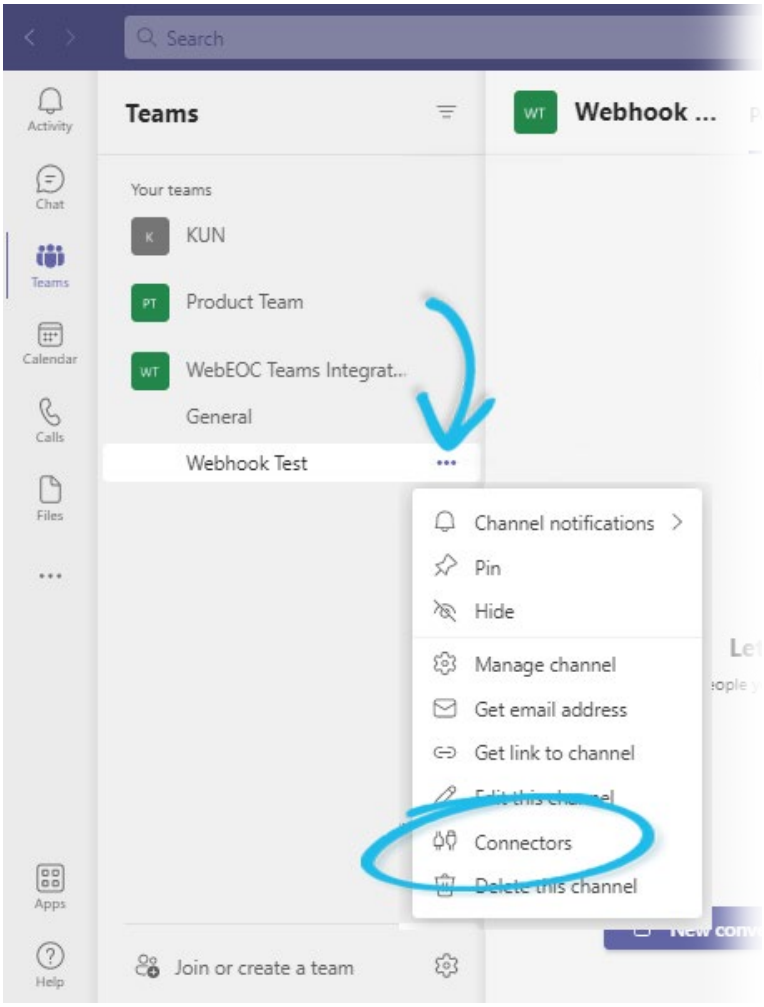
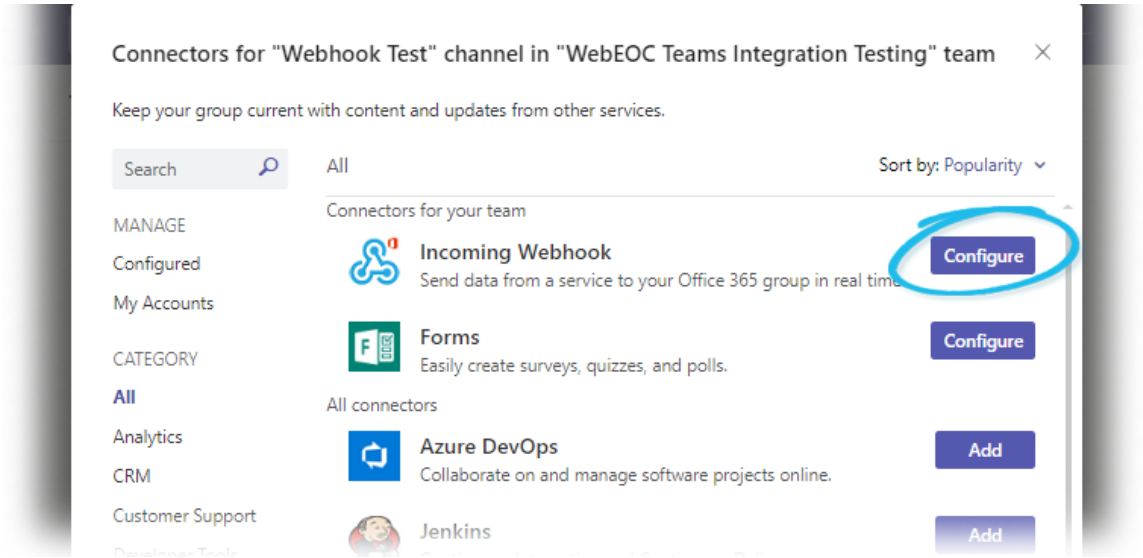
6. Click **Connectors**. The *Connectors* window opens.



7. Locate the Incoming Webhook connector and, on that row, click **Configure**.



8. On the Incoming Webhook window, enter this information.
    a. For the incoming webhook, enter a name.

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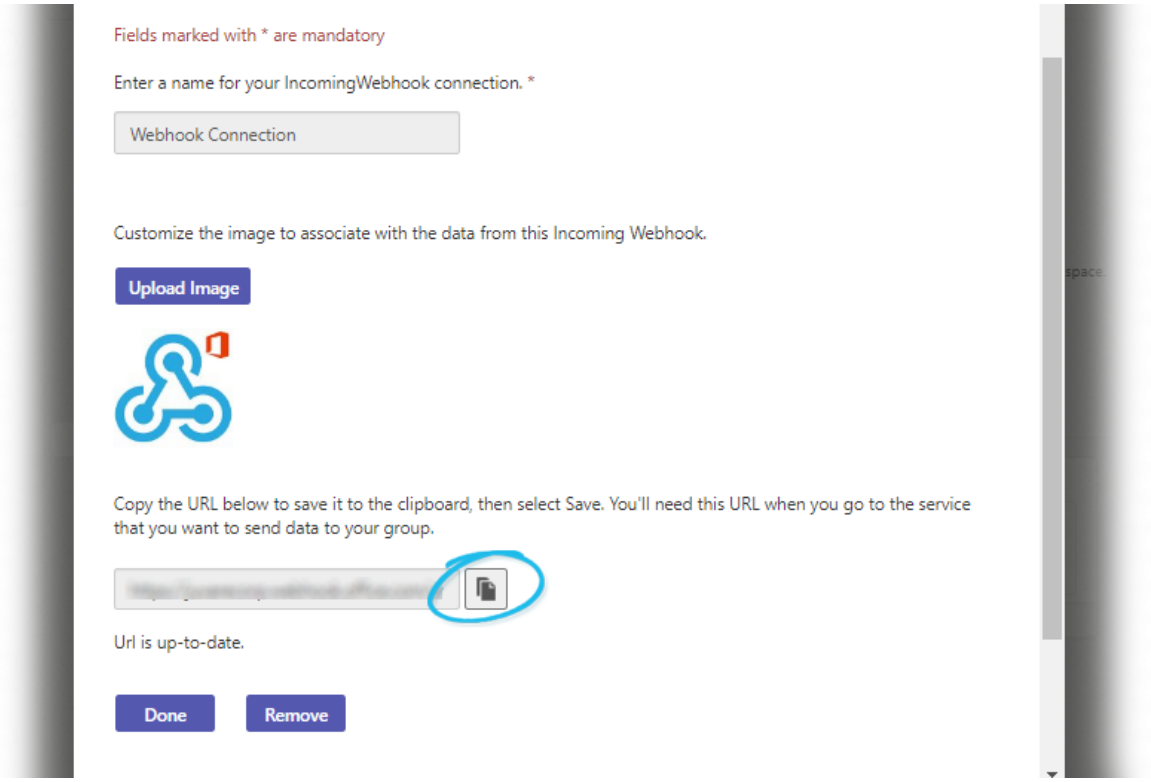
b. If appropriate, upload your logo or other image.

c. Click **Create.** A new page opens.



d. To the right of the URL, click the copy icon. The URL is saved to your clipboard.

9. Click **Done**.

Set Up the Outgoing Webhook in WebEOC

After setting up the incoming webhook in the third-party solution, you need to return to WebEOC to set up the outgoing webhook.

Important: You must create the incoming webhook (in the third-party solution) before setting up the outgoing webhook in WebEOC.

To set up the outgoing webhook

1. In WebEOC, near the top, click the gear icon. The *Admin Area* window opens.
2. On the **Notifications** tab, click **Settings,** and then click **Webhooks**.
3. On the right, click **Add Webhook**. The *Webhooks: Add* page opens.
4. Enter this information.

Field	Description	Valid Values or Examples
Name	Name of the webhook in WebEOC. **Note**: We recommend using a descriptive name (for example, Teams – Road Closures)	200 alphanumeric characters

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Field	Description	Valid Values or Examples
	because this name will be visible throughout the solution.	
Url	URL for the webhook, copied from the third-party solution.	
Default templates	Default short or long message templates associated with the configured board notification. **Note**: • The name of the template identifies the intended webhook. For example, the *Event Reporting MS Teams* template retrieves information from the MS Teams channel and delivers it into the Event Reporting board. • When using the default templates, the message content is only a suggestion. You can modify it as needed by following the third-party instructions in the Template field. • More information about the default templates is available through the procedure *Send a Notification Using a Default Webhook Template*.	• Event Reporting MS Teams • Default Slack message • Default MS Teams message
Template	Card template that determines how the notification appears. **Note**: Placeholders for data that will be received from the WebEOC board should be enclosed with double curly brackets (for example, **{{example}}**).	
Description	Additional information about the webhook. **Note**: Entering the Description is optional; however, it is highly recommended because it is meant to assist other people in understanding the purpose of the webhook.	1000 alphanumeric characters
Enabled	Option to turn the webhook notifications on and off. Only enabled webhooks are available to choose as a notification channel in the solution.	• Enabled • Disabled

5. Click **Save**. A Globally Unique Identifier (GUID) appears.

   Note:

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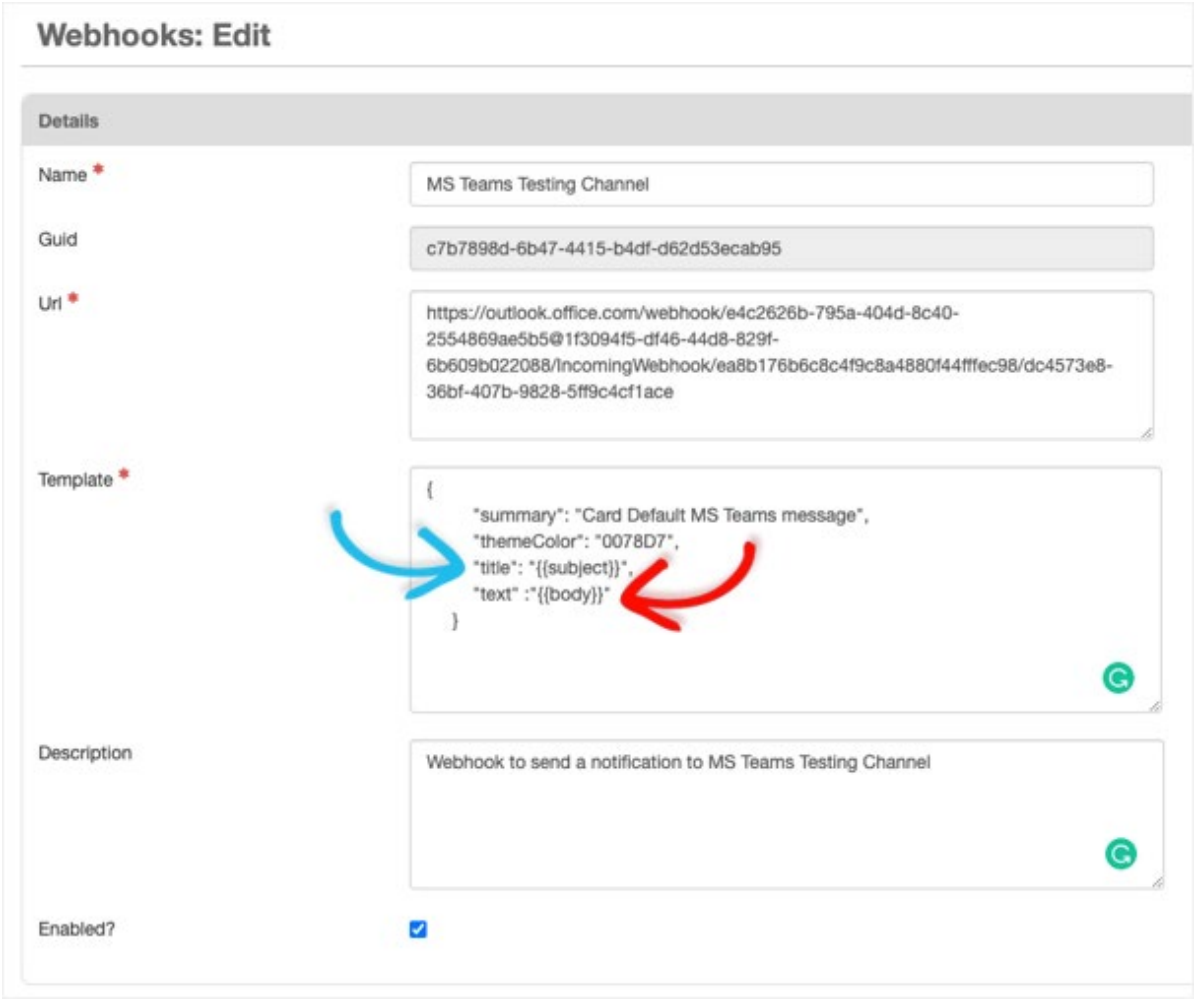
- The GUID is a unique identifier that aids WebEOC in delivering data to the correct integration.
- Now, you can configure the board or scheduled notification for sending to the third-party solution.

Send a Notification Using a Default Webhook Template

After the webhook has been configured and set up, you can use a default template to send a webhook notification.

To send a notification using a default webhook template

1. In the *Admin* window, go to **Notifications**: **Settings: Webhooks**. The *Scheduled Notifications* page opens.
2. Create the Webhook to post notifications to your Microsoft Teams channel.
3. Click the *Default MS Teams message* template, with the short (field {subject}) and long (field {body}) messages configured on the board.



4. In the *Admin* window, go to **Process**: **Boards**, click **Select a board**, and then click **Notifications**.

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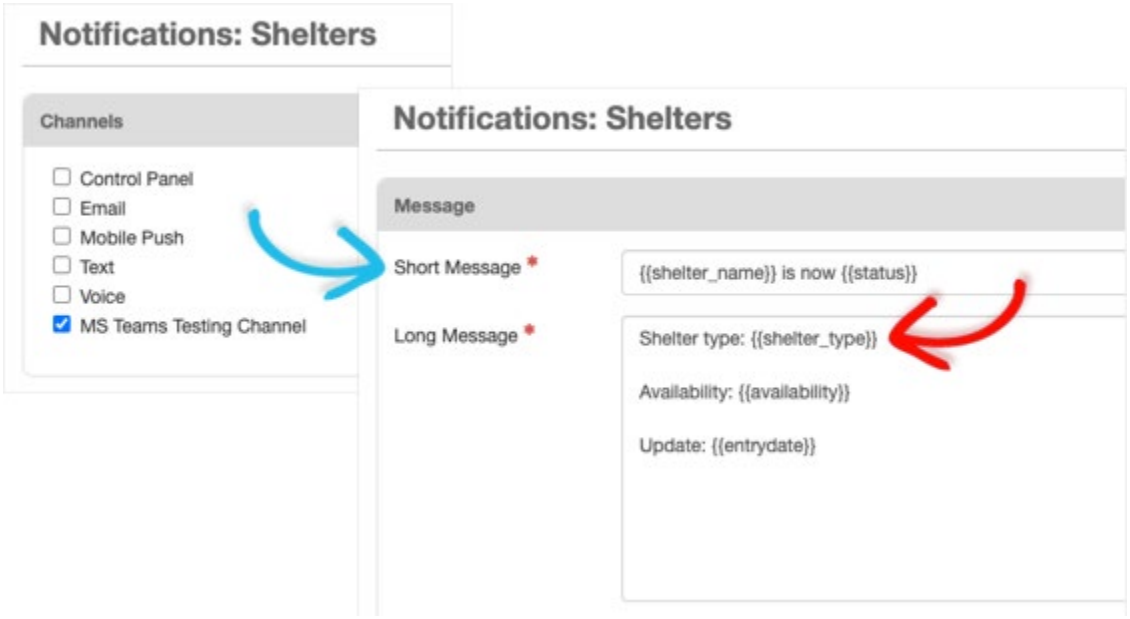
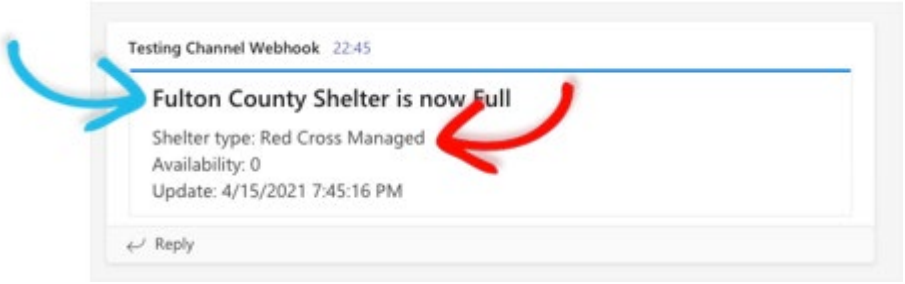
5. Configure the board notification and define the information that you want to see in the short and long messages fields.



6. Check your MS Teams channel. The Short Message is displayed in bold as the title. The Long Message is displayed as additional details below the title.



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