CrisisGo Integration with Nyquist

Last updated on September 1, 2024

Introduction

The CrisisGo + Nyquist integration enables automated execution of Routines in your Nyquist systems triggered by predefined CrisisGo alerts.

Nyquist E7000

Bogen's E7000 is a suite of powerful, yet easy-to-use tools that allows educators to quickly and effectively manage campus and district-wide communications. For more information, please visit https://www.bogen.com/education-e7000

API Version

This integration has been tested with the Nyquist E7000 Routines API.

API Type	Required Service	Supported Version
HTTP(S)	Routines API	Nyquist E7000

The installation of E7000 and Routines API setup is not covered in this configuration guide, please contact BOGEN customer support if you experience any issues or problems in installing the required service.

CRISIS GO

API URL Format

Here is the format of the Routines API request URL, you would need to prepare a valid HTTP(S) URL based on the setup in your E7000 system as described below.

https://<ip_address>/routine/api/<dtmf_code>/0/0/<p1>/<p1>

Parameter	Description
ip_address	The Nyquist server's public IP address.
dtmf_code	The DTMF code of the Routine to be executed.
p1	A value that will replace the $apiParam1 variable in an action field.
p2	A value that will replace the $apiParam2 variable in an action field.

The parameters <p1> and <p2> are passed through the URL to the routine. That routine can reference these values by using the variables $apiParam1 and $apiParam2 within specific fields of the Routine Actions (as well as within Routine Action Condition fields).

⚠ Note: Values must be provided for both <p1> and <p2>. If either or both parameters will not be used, specify a value of "0"(zero).

API Parameter Encode

When setting URL parameters (<p1> and <p2>) for **apiParam1** and **apiParam2**, it's important to encode special characters to ensure the URL is valid and correctly interpreted by web servers. Here are some common characters that need to be encoded:

Character	Encoded Value
(space)	%20 or +
!	%21
"	%22
#	%23

$	%24
%	%25
&	%26
'	%27
(	%28
)	%29
*	%2A
+	%2B
,	%2C
/	%2F
:	%3A
;	%3B
=	%3D
?	%3F
@	%40
[	%5B
]	%5D
~	%7E

Nyquist API Key

The API Key (Bearer Token) needs to be created in your Nyquist system for CrisisGo integration.

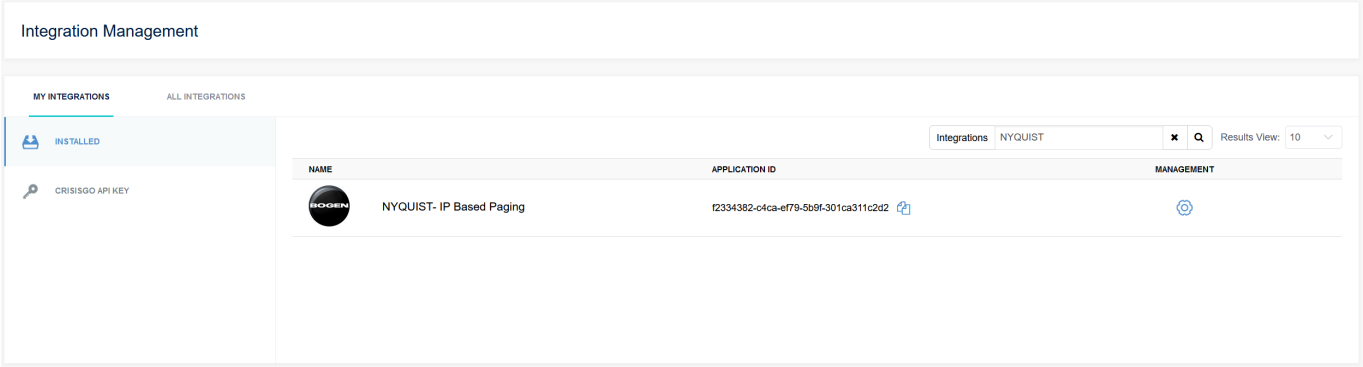
Configure Firewall Rules

Please ensure your firewall and Windows server are well configured to allow traffic from CrisisGo server ip 18.207.62.36 and 18.210.58.55.

CrisisGo Integration

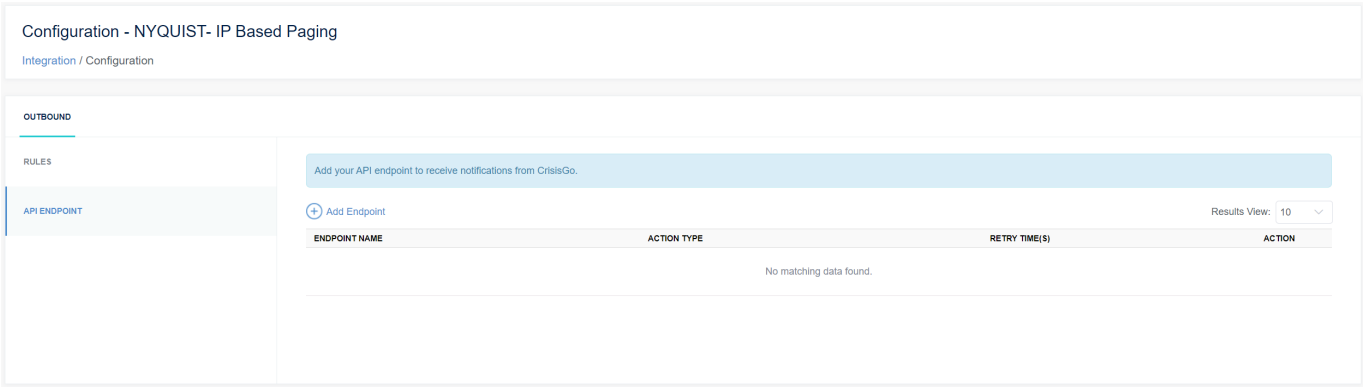
Installation

Based on your subscription, the CrisisGo team has already activated the feature during the onboarding process.



Add Outbound Endpoint

Log in to the CrisisGo Integration Portal, then go to the **Configuration** > **Outbound** > **API Endpoint**.



Click **Add Endpoint**, enter your **Routines API URL**, select the Auth Type: **Bearer Token**, and then enter your Bearer API Key. Click **Test Connection** at the bottom, and the routines should be executed successfully if everything is correct.

CRISIS GO

Please fill the required endpoint information below and make sure your firewall is well configured to allow traffic from CrisisGo server ip 18.207.62.36 and 18.210.58.55

HTTP(S) URL

GET https://[redacted]7/routine/api/1133/0/1/Test%20Building/302

Auth Type

Bearer Token

Bearer Token

••••••••••••••••••••••••••••••••

Custom HTTP Header(s) +

KEY	VALUE	ACTION
This API Endpoint currently has no custom HTTP headers.		

Test Connection Test connection succeeded.

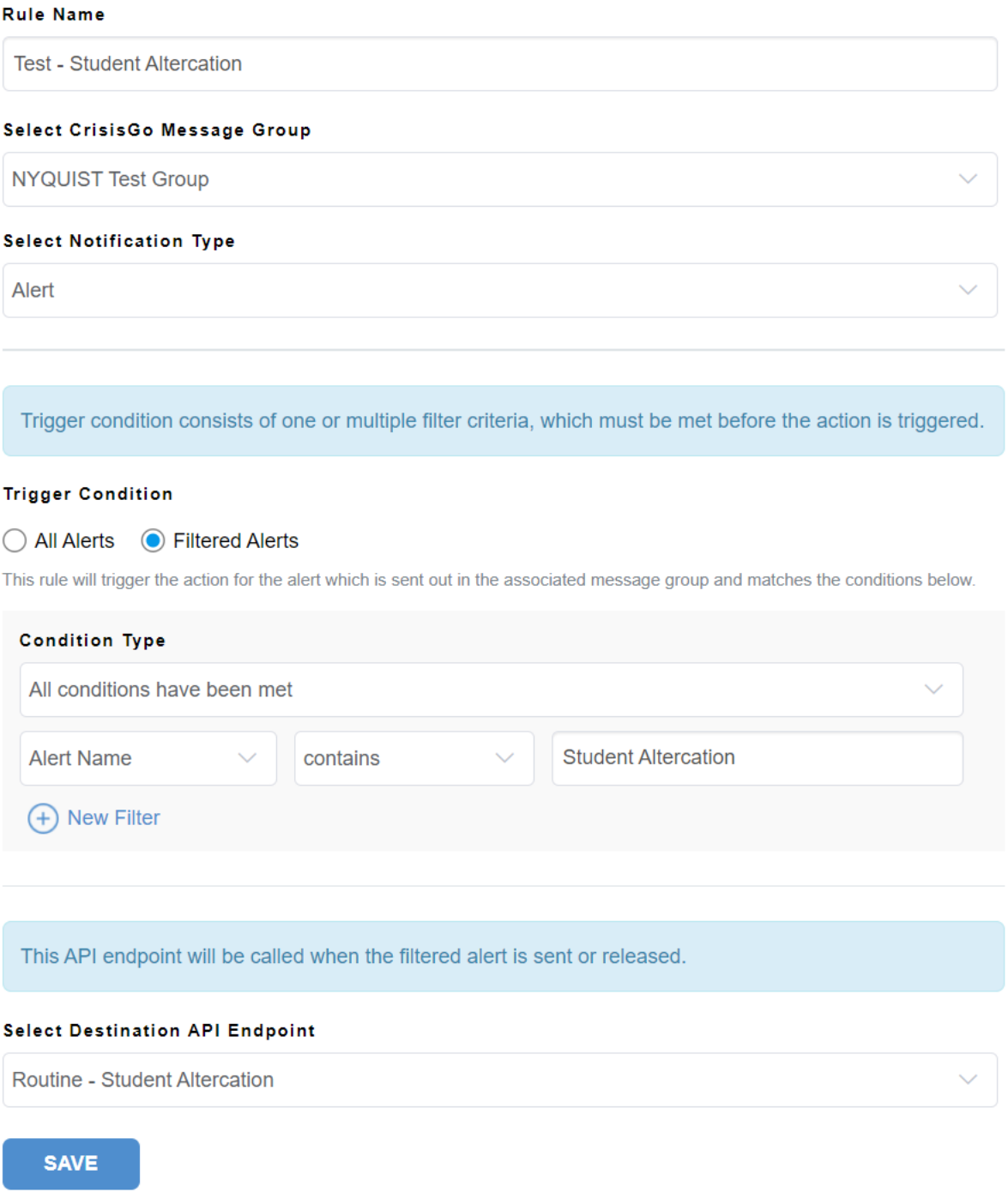
Note: Test Connection may trigger an actual event in your target system. Please be aware.

Retry 1 Time(s) If API Endpoint(s) Fails.

SAVE

Add Outbound Rules

After setting up Routines API endpoint(s), you can build outbound rules to define which alert needs to trigger the execution of the routine defined by the endpoint. Here is an example rule for Student Altercation.

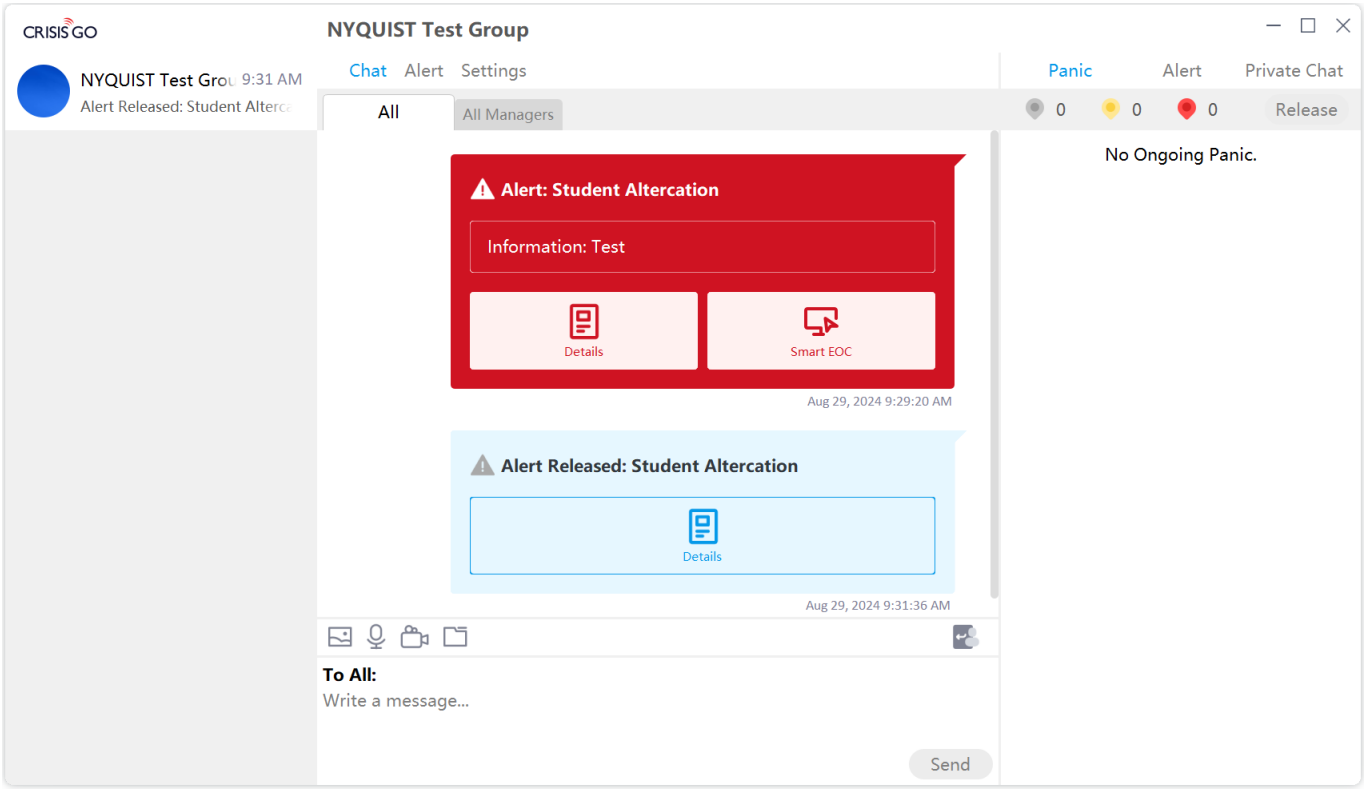


How It Works

Now you have finished the integration setup for Nyquist E7000 via Routines API. CrisisGo alert(s) defined by the outbound rules within associated message group(s) would be automatically posted to your Nyquist system to execute specified Routine actions accordingly as below.

- Displays a warning message on all Nyquist user dashboards.
- Composes and plays an emergency-level TTS-based announcement throughout the (virtual) facility.
- Displays an emergency level message on all Nyquist message displays throughout the (virtual) facility.
- Sends an email with the pre-defined alert message which serves as confirmation that the routine was indeed triggered and executed completely.

Send Alert via CrisisGo App



Nyquist Routine Execution

---------- Forwarded message ---------
From: <nyquist.c4000@gmail.com>
Date: Thu, Aug 29, 2024 at 9:29 AM
Subject: CRISISGO ALERT: Student Altercation
To:

This is a CrisisGo test. A student altercation has been reported on-premises in building Test Building, near room/door 302. Please dispatch a School Resource Officer accordingly.

Warning announcements and display messages were successfully played throughout the facility.

- Bogen Communications LLC