

# CrisisGo Integration with Nyquist

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- [Introduction](#)
- [Nyquist E7000](#)
  - [API Version](#)
  - [API URL Format](#)
  - [API Parameter Encode](#)
  - [Nyquist API Key](#)
  - [Configure Firewall Rules](#)
- [CrisisGo Integration](#)
  - [Installation](#)
  - [Add Outbound Endpoint](#)
  - [Add Outbound Rules](#)
- [How It Works](#)
  - [Send Alert via CrisisGo App](#)
  - [Nyquist Routine Execution](#)

## 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.

## 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>](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.

The screenshot shows the 'Integration Management' dashboard. On the left, there are tabs for 'MY INTEGRATIONS' and 'ALL INTEGRATIONS', with 'MY INTEGRATIONS' selected. Under 'MY INTEGRATIONS', there are sub-tabs for 'INSTALLED' and 'CRISISGO API KEY'. The 'INSTALLED' sub-tab is active, displaying a table of integrations. The table has columns for 'NAME', 'APPLICATION ID', and 'MANAGEMENT'. One integration is listed: 'NYQUIST-IP Based Paging' with application ID 'f2334382-0fca-ef79-5b9f-301ca311c2d2'. A search bar at the top right shows 'Integrations NYQUIST' and a 'Results View: 10' dropdown.

NAME	APPLICATION ID	MANAGEMENT
NYQUIST-IP Based Paging	f2334382-0fca-ef79-5b9f-301ca311c2d2	

### Add Outbound Endpoint

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

The screenshot shows the 'Configuration - NYQUIST- IP Based Paging' page. The breadcrumb is 'Integration / Configuration'. On the left, there are tabs for 'OUTBOUND' and 'API ENDPOINT', with 'API ENDPOINT' selected. The main content area has a blue header that says 'Add your API endpoint to receive notifications from CrisisGo.' Below this is a '+ Add Endpoint' button. A table below the button has columns for 'ENDPOINT NAME', 'ACTION TYPE', 'RETRY TIME(S)', and 'ACTION'. The table is currently empty, with the text 'No matching data found.' displayed below it. A search bar at the top right shows 'Results View: 10'.

ENDPOINT NAME	ACTION TYPE	RETRY TIME(S)	ACTION
No matching data found.			

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.

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.

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

Retry  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.

### Rule Name

### Select CrisisGo Message Group

### Select Notification Type

Trigger condition consists of one or multiple filter criteria, which must be met before the action is triggered.

### Trigger Condition

All Alerts  Filtered Alerts

This rule will trigger the action for the alert which is sent out in the associated message group and matches the conditions below.

#### Condition Type

[+ New Filter](#)

This API endpoint will be called when the filtered alert is sent or released.

### Select Destination API Endpoint

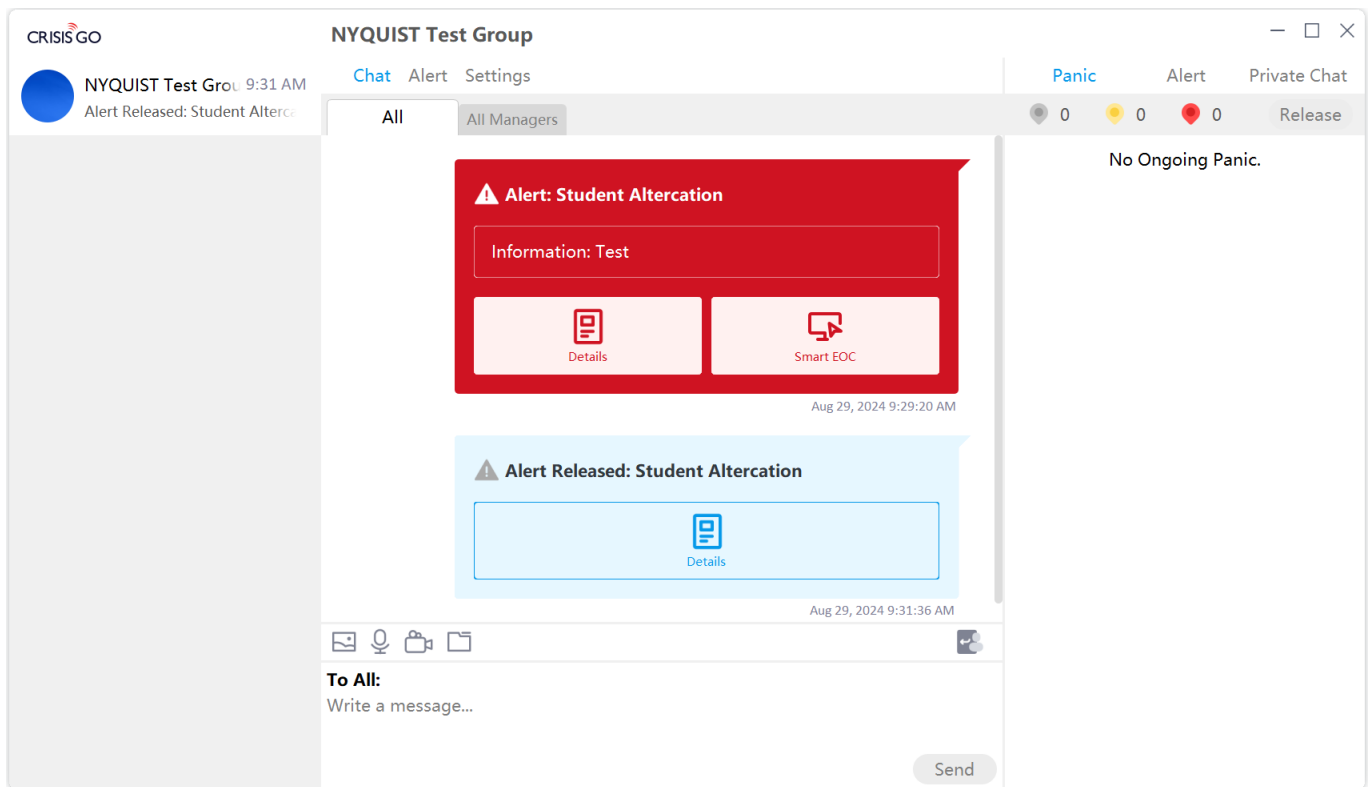
**SAVE**

## 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](mailto: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