

Analyze Text (Intelligent Triage) Overview

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The **Analyze Text (Intelligent Triage)** feature evaluates the contents of the **Observation** field on an incident form and automatically identifies entities (People, Organizations, Places, Facilities, Dates, and Time). Incident screeners can then confirm each entity and link it to existing objects, manually tag an entity, and/or create new objects, all of which will then create a relationship (involvement) on the incident and auto-populate the associated fields on the form.

	NC-2021-03-11-15 : Intelligent Triage
Intel Sources	
Observation	Observation
Intel Summary	This is Bill Harrowing - I am reporting Feb 27 what I saw happen on Feb 25 . Tristan Alves , a worker from another building, entered the premises with Lucas Sparting , an employee of Tents R Us .
	It was at 9 am. Lucas Sparting was recognized by Ainsley M . She said that she had met him a few weeks ago in the main lobby, but he was wearing a Worston Public Works uniform. At the
WHO WHERE WHEN WHAT	time, he was playing with the access control systems.
WHO (Person, Organization)	
 Bill Harrowing 	Tristan Alves went to the back of the showroom, and he propped open the warehouse door. He was
Worston Public Works	approached by Ainsley M to see what the issue TAGGED AS y each grabbed a
	high end camera and then ran for the loading bay. Select one
 WHERE (Facility, Place) 	They both piled into a rusty bolts van and left at 9:
WHEN (Date, Time)	Place
 Feb 25 	Someone called the Seattle Police Department , be Organization minutes after the
	altercation. Officer Peterson (#4453) took some st
WHAT (Keywords)	the police report. Facility
	Time

Tagged entities in Intelligent Triage.

For information on the involvements captured through **Intelligent Triage**, see the Intelligent Triage Entities article. For information on enabling this feature on the form, see the Enable Text Analysis article.

Important Notes

- This feature is designed for Corporate Security customers triaging incidents through the Incident Management app and requires specific forms, objects, fields, and relationships before it can be used. Contact your Customer Success Manager for more information.
- Only plain text fields are analyzed.
- Analyze Text must be enabled by Resolver Support on your org, then enabled on the specific form and fields by an administrator. See the Enable Text Analysis article for more information.