

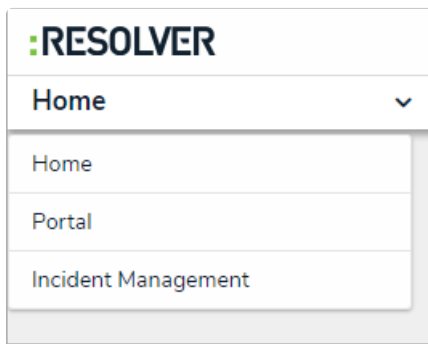
Tag Entities With Intelligent Triage

Last Modified on 05/17/2021 5:00 pm EDT

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.

To use Intelligent Triage:

1. Log into a user account that's been added to the **Incident Screener** user group.
2. Click the dropdown in the nav bar > **Incident Management** to display the **Triage** activity.



The nav bar.

3. Click an incident in the **Triage** state to open the **Incident Triage** form.
4. Click the ellipsis icon at the top-right of the form, then click **Analyze Text** to display the **Intelligent Triage** screen.
5. Review the text highlighted in grey, which have been identified as possible entities.

← RETURN TO INCIDENT

Intel Sources

Observation

Intel Summary

WHO
WHERE
WHEN
WHAT

- WHO (Person, Organization)
- WHERE (Facility, Place)
- WHEN (Date, Time)
- WHAT (Keywords)

INC-2021-03-08-8 : Intelligent Triage

Observation

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 Sparring , an employee of Tents R Us . It was at 9 am. Lucas Sparring was recognized by Ainsley M . She said that she had met him a few weeks ago in the main lobby, but we was wearing a Worston Public Works uniform. At the time, he was playing with the access control systems.

Tristan Alves went to the back of the showroom, and he propped open the warehouse door. He was approached by Ainsley M to see what the issue was, and there was lots of yelling. They each grabbed a high end camera and then ran for the loading bay.

They both piled into a rusty bolts van and left at 9:35 am.

Someone called the SPD , because they showed up about 20 minutes after the altercation. Officer Peterson (#4453) took some statements. Mary from the main office got a copy of the police report.

Possible entities, highlighted in grey.

- Click the grey-highlighted text to display possible matching objects and the tagged entity type. For example, if you clicked John Doe, it would be tagged as a Person, and would show any exact or partially matching Person objects. If the tag is incorrect, select a different entity from the **Tagged As** dropdown menu, which will refresh the search results in the palette.

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PERSON ×

Bill Harrowing

Search Results found across all Persons

Bill Harrowing Elevated Conc...

First Name
Bill

Person Type
Employee

Date of Birth
May 14, 1980

Last Name
Harrowing

Gender
Male

Email
billh@abcdistributers.com

+ CREATE INVOLVEMENT

Jonas Harrowing Active

First Name
Jonas

Person Type
Vendor

Date of Birth

Last Name
Harrowing

Gender
Male

Email
jonash@campingsupplies.com

+ CREATE INVOLVEMENT

CREATE PERSON

Clicking on a possible entity will display more options in a palette.



For more detailed information on the different entity types and how they're tagged, see [Intelligent Triage Entities](#).

- If an existing object matches the entity, click **Create Involvement** below that object. To create a new record, click **Create [Entity Type]**, which will create a new library object with an involvement on the current incident.



For Date and Time entities, there will not be a **Create [Entity Type]** button. Instead, users will be able to directly edit the date using a calendar picker and will be able to create a timeline by selecting pre-created options.

- If an entity was not automatically tagged, highlight the text with your cursor, select an entity type from the **Tagged As** dropdown menu, then repeat step 6.
- Continue to repeat the above steps, as needed. Saved involvements appear in the **Intel Summary** section.

The screenshot shows the 'Intel Summary' section of a software interface. On the left is a sidebar with navigation tabs for 'WHO', 'WHERE', 'WHEN', and 'WHAT'. The main content area displays an 'Observation' for the date 2021-03-31. The text of the observation is populated with various entities, some highlighted in yellow or red. The entities include names like 'Bil Harrowing', 'Tristan Alves', 'Lucas Sparting', and 'Ainsley M', as well as locations like 'Riverdale Towers', 'New Castle Center', and 'Campus Building D'. The text describes an incident involving a van and a police report.

Confirmed entities.



Involvements saved to an incident through Intelligent Triage can only be removed from the Incident form on the previous page.

- When finished, click **Return To Incident** to see the identified data on the Triage form.