

Intelligent Triage Entities

Last Modified on 04/28/2021 11:21 am MDT

This article provides an overview of the available entities in Intelligent Triage. For instructions on using this feature, see [Tag Entities with Intelligent Triage](#).

Intelligent Triage uses the Analyze Text feature to flag possible entities on an incident, reducing the amount of work required to create involvements on new or existing objects. Entities include:

- **People:** Can include witnesses, people of interest, first responders, or law enforcement. Involved people appear in the **Who** section of the **Intel Summary** and are highlighted in yellow.
- **Organizations:** Can include organizations of interest, reporting organizations, or responding service agencies. Involved organizations appear in the **Who** section of the **Intel Summary** and are highlighted red.
- **Places:** Geographical locations, which can include cities, street addresses, zip or postal codes, and geocoordinates. Potential matches for existing location objects are based on a text-based search of keywords only. Places can be paired with facilities (a known building or location) to create a single mapping, which can improve the reporting data and future search results. Involved locations appear in the **Where** section of the **Intel Summary** and are highlighted in red.
- **Facilities:** Known physical locations (e.g., an office building or restaurant). This entity type should be used when referencing a location, rather than a company. For example:
 - *I went had lunch at ABC Restaurant* - ABC Restaurant is a **Facility**.
 - *I work for ABC Restaurant Corp.* - ABC Restaurant Corp is an **Organization**.

Facilities can be paired with places to reference their geographical locations to create a single mapping, which can improve the reporting data and future search results. Involved facilities appear in the **Where** section of the **Intel Summary** and are highlighted in red.

- **Dates:** Can include observed dates and times, incident start or end dates, follow-up dates, etc. Clicking on a highlighted date will retrieve the form's date fields for the current user's role and the incident's workflow state, where you can refine the date from the calendar picker, and optionally pair one or more date-related fields (e.g., Observed Date/Time) to the selected date. Dates appear in the **When** section of the **Intel Summary** and are highlighted in blue.
- **Times:** Can include observed dates and times, incident start or end dates, follow-up dates, etc. Intelligent Triage will highlight specific times (e.g., 9:35 am) as well as less-specific times (e.g., a few weeks ago). Clicking on a highlighted time will display the closest date, which can then be refined in the calendar picker and paired to the appropriate date field. Times appear in the **When** section of the **Intel Summary** and are highlighted in blue.

The screenshot shows the Resolver interface with a sidebar on the left and a main content area on the right. The sidebar contains the following sections:

- Intel Sources**
 - Observation
- Intel Summary**
 - WHO (Person, Organization)
 - Bil Harrowing
 - Worston Public Works
 - WHERE (Facility, Place)
 - Riverdale Towers, 7 New Castle Center
 - Campus Building D, Orlando in Florida
 - WHEN (Date, Time)
 - Feb 27
 - Feb 25, 9 am, 9:35 am
 - WHAT (Keywords)

The main content area displays an observation titled "8 | 2021-03-31 | Physical Security: Intelligent Triage". The text of the observation is as follows:

Observation

This is **Bil 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 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 were seen driving by **Riverdale Towers**, and then headed just outside **Orlando in Florida**. They finally arrived at **7 New Castle Center** of the **Campus Building D**.

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.

Intelligent Triage.

Recognized Entities

Any entities recognized by Intelligent Triage are automatically assigned an entity type and are highlighted in grey. You can view or change the entity type by clicking the grey text to display the **Tagged As** dropdown menu.

The screenshot shows the Resolver interface with the same observation as above. The sidebar on the left is identical. The main content area displays the same observation text. In this view, the entities are highlighted in grey, indicating they are unconfirmed. The entities highlighted in grey are: **Bil Harrowing**, **Feb 27**, **Feb 25**, **Tristan Alves**, **Lucas Sparting**, **9 am**, **Worston Public Works**, **Ainsley M**, **a few weeks ago**, **Tristan Alves**, **Ainsley M**, **Riverdale Towers**, **Orlando in Florida**, **7 New Castle Center**, **Campus Building D**, **9:35 am**, **SPD**, **about 20 minutes**, **Peterson** (#4453), and **Mary**.

Unconfirmed entities.

To confirm an entity, click the grey-highlighted text to display potential matching objects. For example, if you clicked John Doe, it would be tagged as a Person and would show 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.

If an existing object matches the entity, click **Create Involvement** below that object in the palette.

To create a new record, click **Create [Entity Type]** to create a new library object with an involvement on the current incident.

The screenshot shows the 'Intelligent Triage' interface for incident 'INC-2021-03-08-8'. The main observation text is: 'This is **Bill Harrowing** - I am reporting **Feb 27** what I saw happen on **Feb 27** from another building, entered the premises of **Tents R Us**. It was at 9 am. **Lucas** TAGGED AS **Person** **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.'

The right-hand panel, titled 'PERSON', shows search results for 'Bill Harrowing' (Elevated Conc...) and 'Jonas Harrowing' (Active). The 'Bill Harrowing' entry includes a profile picture, first name 'Bill', last name 'Harrowing', person type 'Employee', gender 'Male', date of birth 'May 14, 1980', and email 'billh@abcdistributers.com'. The 'Jonas Harrowing' entry includes a profile picture, first name 'Jonas', last name 'Harrowing', person type 'Vendor', gender 'Male', date of birth, and email 'jonash@campingsupplies.com'. Both entries have a '+ CREATE INVOLVEMENT' button. A 'CREATE PERSON' button is located at the bottom right of the panel.

Possible matching objects based on keywords and the entity type.

Unconfirmed entities that have not been added as an involvement will remain highlighted in grey, but will not be saved to the incident. Once an involvement has been created from the Intelligent Triage screen, it can only be removed from the incident form.

New Entities

If an entity wasn't automatically recognized by Intelligent Triage, highlight the text with your cursor, then select an entity type from the **Tagged As** dropdown menu. Doing so will display any matching entity records or allow you to create a new one.