

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.

← RETURN TO INCIDENT

INC-2021-03-11-15 : **Intelligent Triage**

Intel Sources

Observation

Intel Summary

WHO WHERE WHEN WHAT

WHO (Person, Organization)

- Bill Harrowing
- Worston Public Works

WHERE (Facility, Place)

WHEN (Date, Time)

- Feb 25

WHAT (Keywords)

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 he 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 high end camera and then ran for the loading bay.

They both piled into a **rusty bolts van** and left at 9:

Someone called the **Seattle Police Department**, be alteration. Officer **Peterson** (#4453) took some st the police report.

TAGGED AS

Select one...

- Person
- Place
- Organization
- Date
- 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.