

Use Intelligent Triage to Tag Entities

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To use Intelligent Triage:

1. Open an Incident object in the **Triage** state.
2. Select a Primary Incident Type to display the involvement fields.



Administrators select which entity/involvement fields are populated from Intelligent Triage.

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

The screenshot shows the 'Intelligent Triage' interface for incident INC-2021-03-08-8. On the left is a sidebar with 'Intel Sources' (Observation) and 'Intel Summary' (WHO, WHERE, WHEN, WHAT). The main area displays an 'Observation' with text where possible entities are highlighted in grey. The entities identified are: Bill Harrowing, Feb 27, Feb 25, Tristan Alves, Lucas Sparting, Ainsley M, Ainsley M, Worston Public Works, Tristan Alves, Ainsley M, SPD, Peterson (#4453), and Mary.

Possible entities, highlighted in grey.

5. 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.

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

Observation

This is **Bill Harrowing** - I am reporting **Feb 27** what I saw happen on **Feb 27** **Worston Public Works** from another building, entered the premises **Lucas** employee of **Tents R Us**. It was at 9 am. **Lucas** **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.

TAGGED AS

- Person

PERSON ✕

Bill Harrowing

Search Results found across all Persons

Bill Harrowing	Elevated Conc...	
	First Name Bill	Last Name Harrowing
	Person Type Employee	Gender Male
Date of Birth May 14, 1980	Email billh@abcdistributers.com	
+ CREATE INVOLVEMENT		

Jonas Harrowing	Active	
	First Name Jonas	Last Name Harrowing
	Person Type Vendor	Gender Male
Date of Birth	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.

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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 entering a custom time, or 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.

Intel Sources

Observation

Intel Summary

WHO WHERE WHEN WHAT

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)

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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.

Confirmed entities.



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

9. When finished, click **Return To Incident**.