CALL-THROTTLING FAQ

Large numbers of notification broadcasts being delivered to the same geographical location can overwhelm PBX systems or local telephony infrastructure, jeopardizing rapid message delivery during an incident. Everbridge provides broadcast administrators with flexible call-throttling options to configure broadcast rules based on their organization's best practices.

WHAT IS CALL-THROTTLING?

Call-throttling allows Everbridge clients to pre-determine the optimal call volume for their broadcasts. This allows carriers to deliver notifications while avoiding congestions at any single network element. Most emergency/mass notification solutions define 'call-throttling' as a load-balancing mechanism or standard algorithm preset within their application, whereas, Everbridge exclusively empowers system administrators to configure their rules based on their own preferences.

WHAT IS CALL-THROTTLING?

The broadcast delivery throttling feature in Everbridge can be utilized to define how an organization prefers to send voice notifications in a broadcast. For organizations with PBX or Central Office (CO) infrastructure, there may be capacity limitations around simultaneous inbound calls. Everbridge allows an organization to define the desired call delivery rate.

HOW DO I KNOW IF MY ORGANIZATION NEEDS CALL-THROTTLING?

The broadcast delivery throttling feature in Everbridge can be utilized to define how an organization prefers to send voice notifications in a broadcast. For organizations with PBX or Central Office (CO) infrastructure, there may be capacity limitations around simultaneous inbound calls. Everbridge allows an organization to define the desired call delivery rate.

CAN I SELECT SPECIFIC PHONE NUMBERS TO THROTTLE IN A BROADCAST?

Yes, User configurable rules provide greater flexibility to target specific populations defined by area code and prefix.

CAN I DETERMINE THE NUMBER OF SIMULTANEOUS CALLS THAT ARE THROTTED?

Yes, Everbridge allows each organization to specify your preferred delivery rate of voice notifications and the maximum number of simultaneous calls.

WHAT TYPES OF NOTIFICATIONS CAN BE THROTTLED?

Both domestic and international voice call deliveries can be throttled.

WILL THE BROADCAST REPORT DISTINGUISH WHETHER CALL-THROTTLING RULES WERE APPLIED?

Yes, Broadcast reports will display where call-throttling rules were applied for specific broadcasts, as well as the ability to view exactly what those rules are.

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ARE THE CALL-THROTTLING SETTINGS SEPARATE FOR DIFFERENT EVERBRIDGE APPLICATIONS?

This feature is available for use on all Everbridge applications.

IF A CUSTOM API OR THIRD PARTY INTEGRATOR IS USED TO LAUNCH BROADCASTS, WILL THE THROTTLING RULES STILL WORK?

Yes, each organization will need to enable this feature within the Everbridge application first, define the rules, and enable throttling for all broadcasts.

IS CALL-THROTTLING AVAILABLE FOR BROADCASTS INITIATED FROM EVERBRIDGE MANAGEBRIDGE™?

Administrators have the ability to utilize call-throttling form Everbridge ManageBridge™ based on their organization's default settings.

HOW DO I ACTIVATE CALL-THROTTLING FOR MY ORGANIZATION?

Group and organization leaders wanting to activate this feature can contact Everbridge's Client Success team. Upon activation, they will have the ability to set the default and customization rules for all broadcasts sent from their organization.

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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