



INCIDENT MANAGEMENT

A Smarter Way to Coordinate Critical Communications



When an incident unfolds, communication doesn't stop after the first alert — it progresses through the response, recovery, and all-clear phases of the event. Teams must coordinate rapidly, adjust messaging, and maintain full visibility at all times.

Move beyond one-way alerts with Regroup's new Incident Management solution designed to coordinate people, processes, and communication in real time during any incident.

What is Regroup Incident Management?

Incident Management is an add-on feature that gives teams a dedicated workspace to coordinate critical communications during emergencies or planned events. From one central hub, teams can launch incidents, send updates, assign responsibilities, and track progress in real time.

Built around a three-phase lifecycle, it ensures every incident follows a consistent, controlled process:

1

Initial Phase

The first alert is triggered automatically when an incident is launched

2

Update Phase

Ongoing notifications are sent as situations evolve, often with a single click

3

Close Phase

Incidents are resolved and formally closed, with or without a final message

Key Capabilities

- **Manage Incidents End-to-End:** Launch, track, and resolve incidents seamlessly across their entire lifecycle
- **Real-Time Monitoring:** Stay informed with live visibility into active and scheduled events
- **Consistent Updates:** Deliver timely communications as situations evolve
- **Category Management:** Set incident categories – such as Weather, IT, or Operations– to organize responses and ensure related resources, like quick message templates, are ready when an incident starts
- **Cross-Team Coordination:** Align departments and shifts with streamlined collaboration
- **Multi-Channel Communication:** Reach audiences instantly via SMS, email, voice calls, push notifications, and more
- **Inbound Response Management:** Organize and prioritize replies with categorized tracking to ensure effective follow-up and continuity

The screenshot shows the Regroup Incidents Dashboard. It features a navigation bar with 'Launch Incident', 'INCIDENTS', 'CHANNELS', and 'RECIPIENTS'. The main content is divided into three sections: 'ACTIVE INCIDENTS (465)', 'CLOSED INCIDENTS (86)', and 'Scheduled Incidents'. The 'ACTIVE INCIDENTS' section contains a table with columns for Incident Name, ID, Phase, Severity, Opened, Last Updated, and Duration. Below this are 'Scheduled Incidents' and 'Incident Templates'.

Incident Name	ID	Phase	Severity	Opened By	Opened	Last Updated	Duration		
Cybersecurity breaches	491	Update	Critical	Org Admin	May-01-26 07:18 AM	May-01-26 09:52 AM	5h 33m 38s	Send Update	Close
IT system outage	490	Initial	Low	Org Admin	May-01-26 05:45 AM	NA	7h 6m 54s	Send Update	Close
Supply chain disruptions	489	Initial	Critical	Org Admin	Apr-30-26 01:19 PM	NA	23h 32m 42s	Send Update	Close
Hurricane	488	Initial	Critical	Org Admin	Apr-29-26 01:19 PM	NA	1d 23h 32m 55s	Send Update	Close
Tornado	487	Update	Critical	Org Admin	Apr-29-26 08:19 AM	Apr-29-26 10:06 AM	2d 4h 32m 50s	Send Update	Close

Incident Name	Delivery Methods	Scheduled For	Frequency
Hurricane	R, E, S, V, A, P, M, T, W, X, Y, Z	Jan-31-26 04:40PM Recipient Timezone	Once
Operational Disruption	R, E, S, V, A, P, M, T, W, X, Y, Z	Apr-22-26 03:32PM UTC+08:00	Once
IT Outage	R, E, S, V, A, P, M, T, W, X, Y, Z	Apr-22-26 04:03PM UTC+08:00	Once

Template Name	Created By	Category		
Severe Weather	Org Admin	Org Admin's Category	Edit	Send
Employee Safety	Org Admin	Org Admin's Category	Edit	Send
Operational incident	Org Admin		Edit	Send
Disaster Recovery	Org Admin	Fire Alarm	Edit	Send
Critical Incident	Org Admin		Edit	Send

Full Visibility in One Place

The Incident Management dashboard gives teams a centralized view of all activity, including:

- Active, scheduled and closed incidents
- Status, phase, severity, and timelines
- Available categories and templates
- Visibility into ownership and activity

Targeted Communication

- Adjust audiences as incidents evolve
- Send updates to specific groups when needed
- Avoid excessive or insufficient stakeholder notifications

The screenshot shows the 'Hurricane Incident' detail view. It includes a header with 'Send Update' and 'Close' buttons. Below is a metadata section with fields for Incident ID, Phase, Severity, Opened, Last Updated, and Open Duration. The main part of the page is a table of 'OUTBOUND COMMUNICATION' with columns for Message Title, Phase, Sent, Sent By, Sent To, Sent Via, RSS, and Action.

Message Title	Phase	Sent	Sent By	Sent To	Sent Via	RSS	Action
Hurricane-Alert Preparedness	Initial	Apr-29-26 08:19 AM	Org Admin	AAA New Group	R, E, S, V, A, P, M, T, W, X, Y, Z	<input type="checkbox"/>	RSS Feeds
Emergency Office Closure due to Hurricane	Update	Apr-29-26 08:31 AM	Org Admin	AAA New Group	R, E, S, V, A, P, M, T, W, X, Y, Z	<input type="checkbox"/>	RSS Feeds
Employee Safety Check	Update	Apr-29-26 10:06 AM	Org Admin	AAA New Group	R, E, S, V, A, P, M, T, W, X, Y, Z	<input type="checkbox"/>	RSS Feeds
Operational Recovery Update	Update	Apr-30-26 05:10 PM	Org Admin	AAA New Group	R, E, S, V, A, P, M, T, W, X, Y, Z	<input type="checkbox"/>	RSS Feeds
Post-Incident Review and Recovery Update	Final	May-01-26 10:30 AM	Org Admin	AAA New Group	R, E, S, V, A, P, M, T, W, X, Y, Z	<input type="checkbox"/>	RSS Feeds

Role-Based Coordination

Define clear roles and ensure efficient and controlled execution.

Incident Managers

- Create and manage templates
- Control permissions, categories, and workflows
- Define which elements Operators can edit (recipients, delivery methods, message content)
- Oversee the full incident lifecycle

Incident Operators

- Launch incidents using predefined templates
- Send updates and close incidents
- Execute communications within defined permissions

Predefined Templates

Predefined templates enable teams to respond quickly and consistently. These can be fully preconfigured so that when you launch an incident, the first communication goes out automatically. Each template includes:

- Messages for Initial, Update, and Close phases
- Predefined audiences and delivery channels
- Severity levels and categories
- Configurable permissions for controlled execution

Reporting and Analytics

Comprehensive reporting includes:

- Phase-specific insights (Initial, Update, Close)
- Message delivery performance and engagement
- Full audit trail of all incident activity

Two-Way Communication

- Organize inbound replies by status (new, follow-up, closed)
- Prioritize and manage responses efficiently
- Support smooth shift handoffs with clear visibility into pending actions

Automation & Integration

Regroup supports automated workflows and integrations:

- Trigger incidents via API from external systems
- Integrate with CAP 1.2
- Activate incidents from sensors, alerts, or monitoring tools

This reduces manual effort and enables faster, more reliable response.



Take Control of Every Incident

Regroup Incident Management provides a structured, real-time approach to incident response. It keeps teams aligned, informed, and in control at every step.

Get Started.

Schedule a demo to see how Regroup Incident Management can support your organization's communication and safety goals.



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