



# Technical Note

## TN562: Publishing a White-labeled Symphia NowForce Responder Mobile Application in Android

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<b>Products</b>	Symphia NowForce 5.5 and upwards
<b>Technical Note Type</b>	Product Integration
<b>Exposure Level</b>	Customer Facing
<b>Description</b>	This technical note provides the guidelines for publishing a white-labeled Symphia NowForce Mobile Application in Google Android format.

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# Preface

Symphia NowForce's advanced dispatch and response technology provides comprehensive situational awareness. Symphia NowForce allows dispatchers, responders and third-party resources to share insights in real-time, creating faster response times to potential threats and active incidents. Symphia NowForce leverages an integrated system of live and historical event data, state-of-the-art mapping, and tailored mobile applications for responders' and reporters' input to ensure that the closest, best equipped and most appropriate personnel is dispatched.

## Documentation and Firmware

- Download documentation and the latest firmware from: <https://verintconnect.com>.
- Send your questions or comments on the current document, or any other Verint user documentation, to our documentation feedback team at [documentationfeedback@verint.com](mailto:documentationfeedback@verint.com)

# Contacting Intellicene Sales and Marketing

## About Intellicene

Intellicene's Situational Intelligence Solutions helps enterprises and governments manage complex security operations, fuse information from various sources, analyze vast amounts of data, and gain insight for better incident management, response and investigations. With our solutions, organizations can see what's happening across their operations, make quick and confident decisions for decisive actions. Powered by our Symphia portfolio of solutions, we help our customers orchestrate better outcomes to protect what matters most.

To schedule an online demo today, contact us on:

- <https://www.intellicene.com/contact/>
- [insidesales@intellicene.com](mailto:insidesales@intellicene.com)
- +1 303 305 4534

# Contacting Intellicene Service and Support

For immediate assistance, contact the support team:

Contact Support	
Americas	<p><b>Symphia</b>                      Phone: +1 888 747 6246                      Email: support@intellicene.com</p> <p><b>NowForce</b>                      Phone: +1 888 924 7247                      Email: nowforcesupport@intellicene.com                      Canada/USA - Open 9:00am to 5:00pm (Local Time) Monday to Friday                      CALA - Open 9:00am to 5:00pm (EST) Monday to Friday</p>
Europe, Middle East and Africa	<p><b>UK</b> Symphia and NowForce: +44 208 194 3368  <b>Israel</b> Symphia and NowForce: +972 3 375 2005                      Symphia Support Email: support@intellicene.com                      NowForce Support Email: nowforcesupport@intellicene.com                      Open 9:00am to 5:00pm (GMT) Monday to Friday</p>
Asia/Pacific	<p><b>India</b> Symphia and NowForce: +91 225 032 3020  <b>Singapore</b> Symphia and NowForce: +65 310 51276                      Symphia Support Email: support@intellicene.com                      NowForce Support Email: nowforcesupport@intellicene.com                      Open 9:00am to 5:00pm (Local Time) Monday to Friday</p>

# Summary of Changes

## October 2023

- Added a line to the note on `applicationId` in the "Prerequisites " (page 8) section.
- In the "Creating an Application" (page 10) section:
  - A note and a tip were added into step 32.
  - A note was added to step 36.

## March 2023

- Updated the note in the "Prerequisites " (page 8) section with a full list of requirements that must be sent to NowForce Support.

## February 2023

- The *Before You Begin* section was renamed to "Prerequisites " (page 8). This was done to ensure that users follow the required steps in order to provide sufficient data for the development of the APK file.
  - A link to the online jotform was added to the section.
  - The required form fields were added to the section.

# Introduction

This document describes how to publish your own Android version of the Symphia NowForce Responder mobile application.

This guide describes the following:

- Configuring your Symphia NowForce Responder mobile application using the Google Play Console.
- Releasing your Symphia NowForce Responder mobile application to your users on Google Play.

# Prerequisites

Before creating your new white-label Android application we require the following information be completed in the [jotform](#). This is to ensure that the APK can be generated for you.

▼ To complete the required jotform information and send required information

1. Open the [jotform](#) site.
2. Navigate to the following sections and complete the listed fields:
  - a. **Mobile Applications Info** section populate all mandatory fields (marked with a red star):
    - In **App name** provide a name for the application.
    - In **App Slogan** provide the tagline that will appear under the logo on the login page.
    - In **Requested Mobile Platforms** select **Android**.
    - In the **Email address for sending ...** add the populate the customer tech support email.
    - Ignore the **Choose the desired countries to exclude ...** as the app is not distributed via Google Play
  - b. In the **Mobile Applications Icons** populate all 3 fields:
    - Top Logo
    - Bottom Logo
    - Application Splash
  - c. In **Android applications Icons** populate all 3 fields:
    - Android application icon
    - Android notification icon
    - Google Play featured graphics
3. Scroll to the bottom of page and click **Submit**.



**Note**

You must email [nowforcesupport@intellicene.com](mailto:nowforcesupport@intellicene.com) the following information:

- The `applicationId` that is to be used when generating the APK file for your organization. Your `applicationId` must be 4 tokens `x.y.z.p` in length, for example: `com.myOrgName.responder.android`
- The `fixed_region_name` that is used as the main server domain name, for example, in `https://lb.nowforce.com` the `lb` is the main server domain name
- The `fixed_server_url` this is the server url for your organization, for example `lb.nowforce.com`
- A dedicated `support_email` to which all logs and app errors are sent, for example: `john.smith@my_company.com`

In addition, ensure that you have:

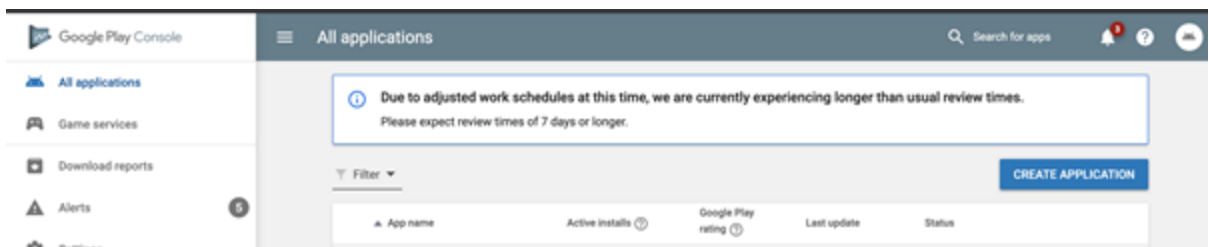
- A store icon graphic: 512x512
- A banner (“feature graphic”) 1024x500
- At least two screen shots from the app

# Creating an Application

This section provides the keys steps for creating your own Responder mobile application.

▼ To create an application

1. Open the [Google Play Console](#).



2. Navigate to **All applications**, click **Create Application**.
3. Select the **Default language**, fill in a **Title** for the application and click **Create**.

## Create application

Default language \*

English (United States) – en-US

Title \*

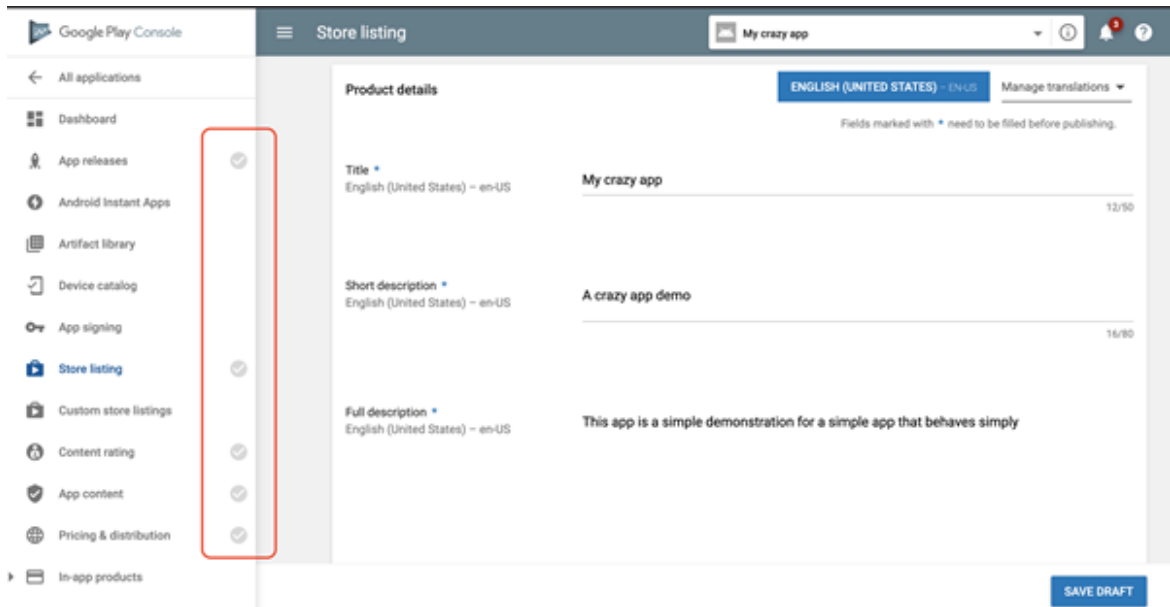
My crazy app|

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CANCEL

CREATE

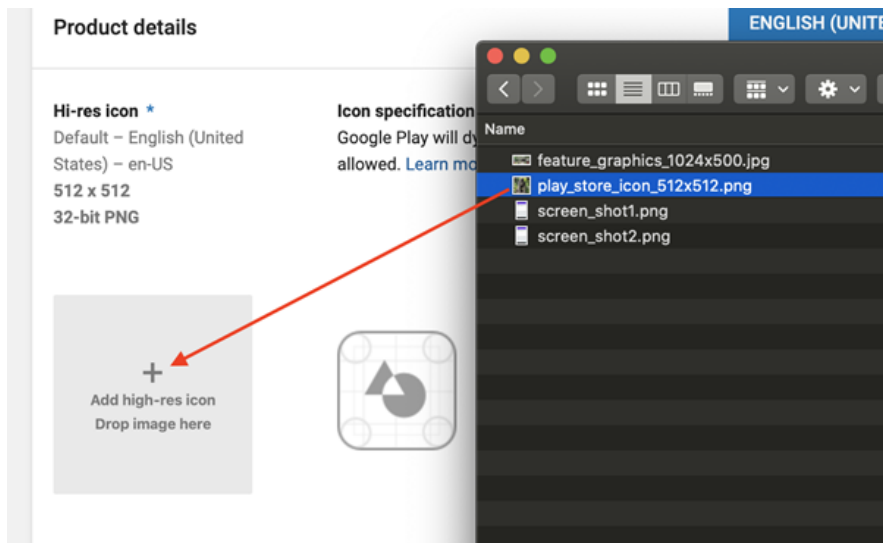
- In **Store listing > Product details**, fill in the mandatory fields.



**Note**

The grayed out icons on the left-hand side are tasks. Once a task is completed the task icon becomes green. Only when all these icons are green can the app version be submitted.

- Click **SAVE DRAFT**.



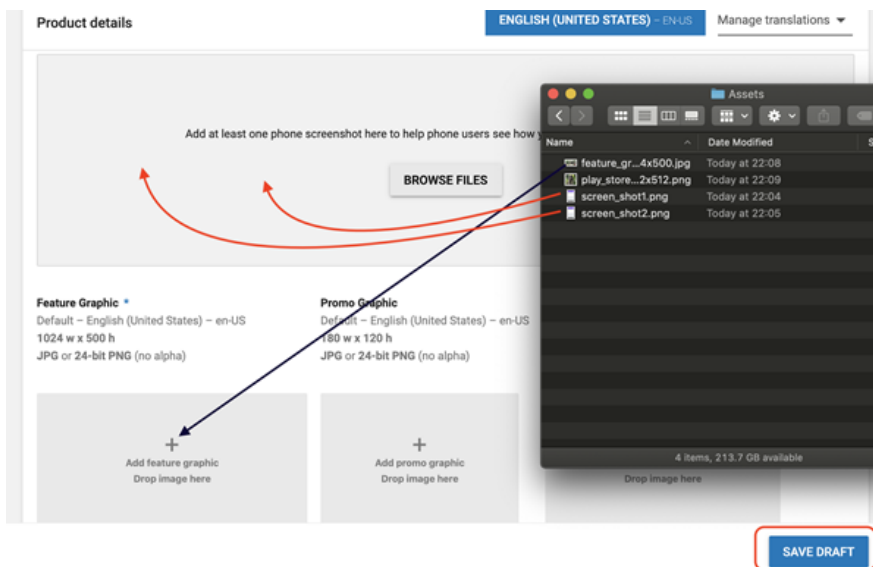
- Add your **Hi-res icon** by drag and dropping the 512x512 image file onto the gray square. The icon on the right will be filled automatically

**Tip**

Right-clicking on the gray squares allows you to browse your files to locate the image files.

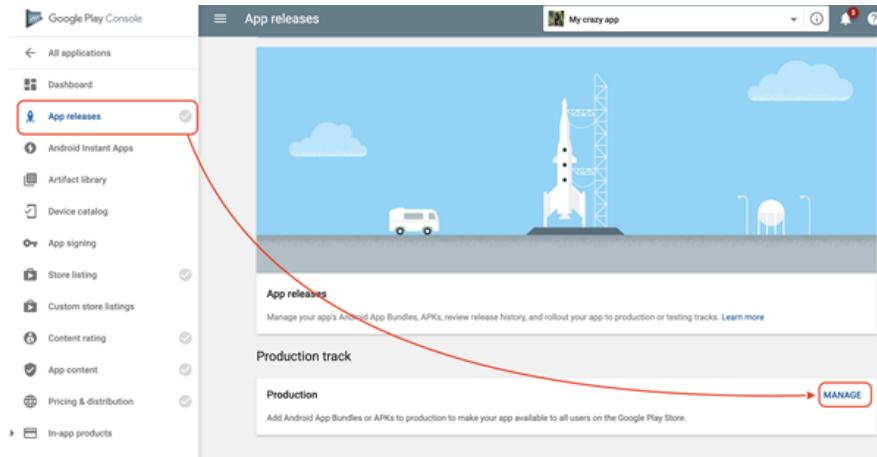


7. Add **Screenshot** images and **Feature Graphics** images by drag and dropping the image files into the gray squares.

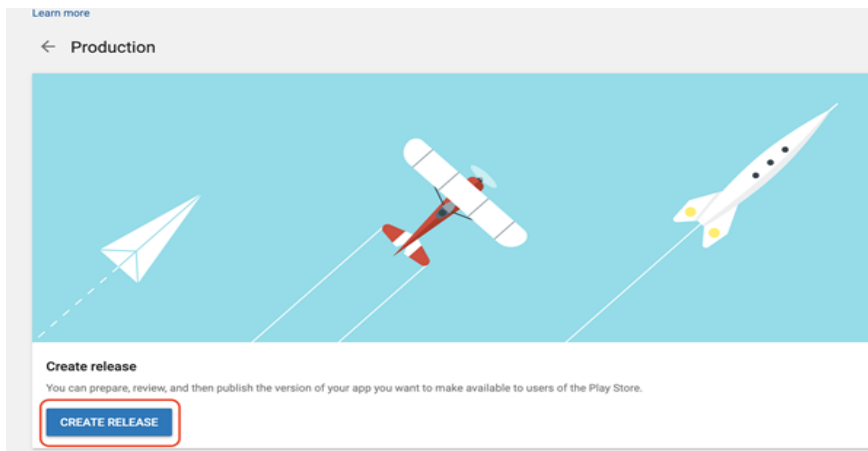
**Tip**

It is recommended to click **SAVE DRAFT** after completing each step.

8. Select Application from the **Application Type** dropdown.
9. Select Communication from the **Category** dropdown.
10. Click **SAVE DRAFT**.
11. Add tags in the **Manage Tags**.
12. Complete the contact detail fields for **website**, **support e-mail** and **phone**.
13. Insert a link to your **Privacy Policy**.
14. Click **SAVE DRAFT**.
15. Navigate to **App releases** and click **MANAGE**.

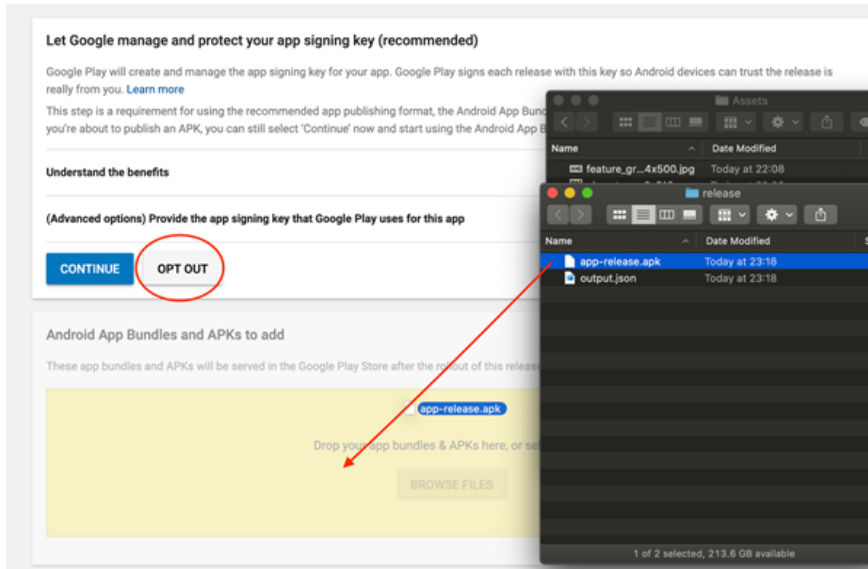


16. The Product screen opens, click **CREATE RELEASE**.



17. Click **OPT OUT** of auto signing to skip the step.

18. Select **Confirm**.



19. Add the **APK** provided to you from NowForce into the grey box.

**Caution**

- Upload times may vary, ensure your APK is uploaded and processing is completed before you save and navigate away from this screen.

Once the file upload is completed the **Release Name** is automatically filled.

20. Fill in the **What's new in this release** while the APK uploads. Then drag and drop the APK to the gray box.

21. Click **SAVE**.

The **App releases** indicator turns green.

22. Navigate to **Content rating** and click **CONTINUE**.

23. Complete the the **Content rating** questionnaire.

**Welcome to the Content Rating Questionnaire**

The Google Play content rating system for apps and games is designed to deliver reputable, locally relevant ratings to users around the world. The rating system includes official ratings from the International Age Rating Coalition (IARC) and its participating bodies (see their [Terms of Use](#)). Get started by entering the email address you would like IARC to use for rating related communications.

Email address \*

Confirm email address \*

**Caution**

It is important to verify that you fill in a valid email-address.

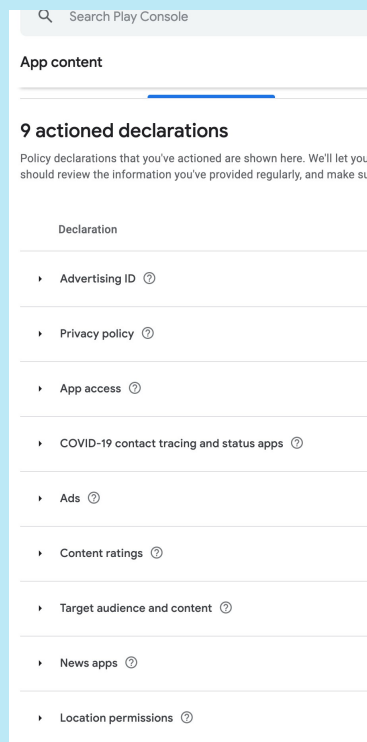
24. Click **Calculate Rating**.
25. Click **Apply Rating**.
26. Navigate to **Pricing & distribution**.
27. Select **Free** and the **countries** where you are making the app available.
28. Select **no, it has no ads**.
29. Check the **Content Guidelines** and **US export laws** checkboxes.
30. Click **SAVE DRAFT**.

The **Pricing and distribution** indicators turns green.

31. Navigate to **App Content**. Click **Start** to open the **app content questionnaire**.
32. Complete the **app content questionnaire**.

**Note**

Ensure that you have completed actioned all app content policy declarations.



**Tip**

For information on *Managing your target audience and app contents settings*, read more [here](#).

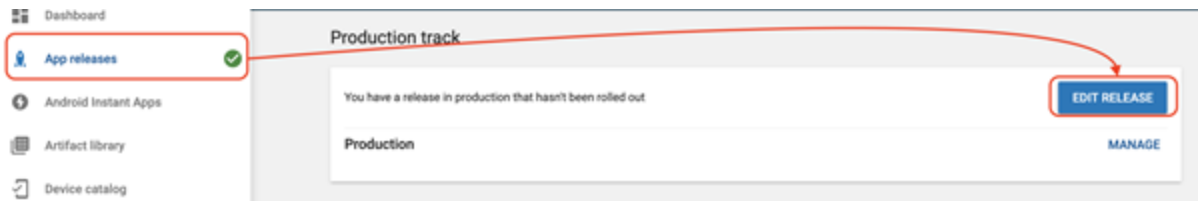
33. Click **Submit**.

**All content** indicator turns green.

34. Navigate to **Store listing** and ensure all details are completed.

**Store listing** indicator turns green.

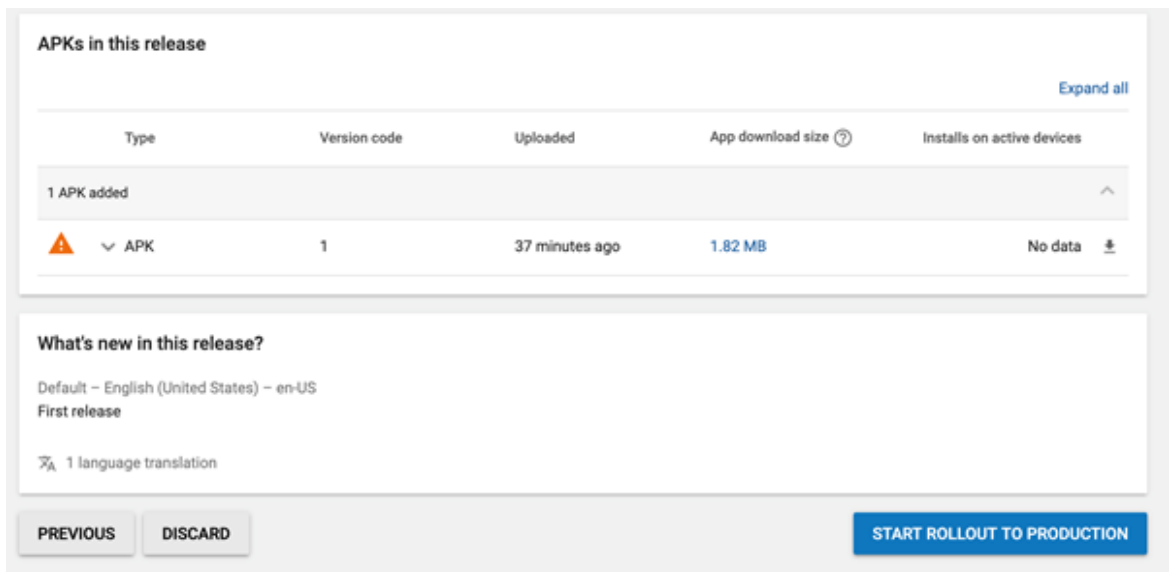
35. Navigate to **App releases**. Click **EDIT RELEASE**.



36. Scroll down and click **Review**.

**Note**

The Google review process may take up to 48 hours.



37. Click **START ROLLOUT TO PRODUCTION**.