

# Create a contact

## How

To create a new Contact, use the button "Add new [Contact]" located in the Action Menu.

Contact creation form will be displayed.

The image shows two parts of the user interface. On the left is a dialog box titled '+ Add New [ Contact ]' with three buttons: 'Detected by Automatic Modules', 'No new element', and 'Accept selected differences'. A blue arrow points from this dialog to a larger configuration form on the right. The form is titled 'Contact >' and has a left-hand menu with three items: 'Generic\*', 'Direct configuration', and 'Data'. The main area of the form is a table with columns for 'Property', 'Value', and 'From Templates'. The 'Generic\*' section includes fields for 'Name', 'Display name', 'Password', 'Email', and 'Phone'. Below these are 'Contact Templates to inherit', 'Contact groups' (with an 'Add' dropdown), and three boolean properties: 'Can submit command', 'Expert mode', and 'Is a monitoring administrator', each with 'True' and 'False' radio buttons and an 'Inherit from template' button. The 'Data' section includes a 'Notification ways' dropdown.

This form is composed of tabs, corresponding to categories of properties :

- Generic
- Direct Configuration
- Data

The left menu give to Administrators the ability to :

- Validate the new contact
- Cancel the action
- Delete the contact

## Generic

Generic properties contains the minimum properties required to create a Contact :

- **Name**
  - the name of the Contact
  - this field is **required**
- **Display name**
  - the name that will be displayed in the visualization interface and in notifications
- **Password**
  - the Password that the user will use to connect to the visualization interface
  - the password is hidden when editing the contact
- **Email**
  - email address of the contact, used to notify him
- **Phone**
  - phone number of the contact, used to notify by pager for example
- **Contact Templates to inherit**
  - list of templates the contact should inherit from
  - templates name are suggested when starting to fill the field
- **Contact groups**
  - List of contact groups the contact should be in
  - more than one contact groups can be selected
- **Can submit command**
  - option used to determine if user will be able to schedule a new check through the visualization interface

Contact >		Value	From Templates
Generic*	Property		
	Name *	<input type="text"/>	
Direct configuration	Display name	<input type="text"/>	
Data	Password	<input type="password"/>	
	Email	<input type="text"/>	
	Phone	<input type="text"/>	
	Contact Templates to inherit	<input type="text"/>	
	Contact groups	Add <input type="button" value="v"/>	
	Can submit command	True [default] False <input type="button" value="Inherit from template"/>	
	Expert mode	True False [default] <input type="button" value="Inherit from template"/>	
	Is a monitoring administrator	True False [default] <input type="button" value="Inherit from template"/>	
	Notification ways	Add <input type="button" value="v"/>	

- **Expert mode**
  - option used to determine if the user will be able to see the expert mode in the visualization interface
- **Is a monitoring Administrator**
  - option used to give the user Administrators rights, ie UI Configuration Access
- **Notification ways**
  - list of notification ways used to notify the contact (by email, by pager etc.)

## Direct Configuration

This category is used to define properties linked to the notifications, like Periods, Type of notification and Options.

- **Host notification period**
  - define the period within contact will be notified about host alerts
  - the value must be selected from the available time period list
- **Check notification period**
  - define the period within contact will be notified about service alerts
  - the value must be selected from the available time period list
- **Enable host notifications**
  - determines if notifications should be sent about host alerts
  - default value is taken from Contact template
- **Enable check notifications**
  - determines if notifications should be sent about service alerts
  - default value is taken from Contact template
- **Host notification commands**
  - this option let the ability to select the command that will be used to notify the contact about host alerts
  - multiple notification command can be selected
  - default value is taken from contact template
- **Checks notification commands**
  - this option gives the ability to select the command that will be used to notify the contact about service alerts
  - default value is taken from contact template
- **Host notification options**
  - this option is used to define host states for which notifications should be sent
  - value is a comma separated list of flags
  - valid options are :
    - **d** : down
    - **u** : unreachable
    - **r** : recovery
    - **f** : flapping
    - **s** : scheduled downtime
    - **n** : none
  - default value is taken from contact template
  - if no flag is present, contact will be notified according to host properties

Contact >		Value	From Templates
Generic*	Property		
	Host notification Period	24x7 [default]	
Direct configuration	Service notification Period	24x7 [default]	
Data	Enable host notifications	True [default] False	Inherit from template
	Enable service notifications	True [default] False	Inherit from template
	Host notification commands	Add	
	Service notification commands	Add	
	Host notification options		
	Service notification options		
	Minimum priority (filter)	0 (no filter) [default]	

- **Check notification options**
  - this option is used to define check states for which notifications should be sent
  - value is a comma separated list of flags
  - valid options are :
    - **w** : warning
    - **u** : unknown
    - **c** : critical
    - **r** : recovery
    - **f** : flapping
    - **n** : none
  - default value is taken from contact template
  - if no flag is present, contact will be notified according to service properties
- **Minimum priority**
  - this value is used to notify the contact only if priority is equal or higher the filter value

Note : Minimum priority is very useful when a contact wants to be notified only for critical systems like Gateway,Electrical room etc.