SIRENE Help Sheet

Object	Users concerned
Contact management	RSM, CPM, CRM, SGT services

1. Description

The SIRENE contact directory is a common directory for all SGT applications. A contact is person referenced with his attributes (Last Name, First Name, Phone, Mail…) and who can be attached to an entity in SGT information system (IT Administrative contact linked to a site, SPO operational contact linked to an equipment or a site survey, SGT Applications user, etc).

2. How to access ?

The contact directory is available since the menu '*Definition*' then '*Contact*' or when you are on a form which contains contact to fill. For example, a site form or a site creation request forms (IT Manager contact, Telephony contact, Security Contact).

3. How to manage contacts ?

Access from menu '*Definition*' then '*Contact*' :

Figure 1 shows us research screen from which you can modify, archive or add a contact. In order to identify one or some contact, it is possible to filter with the first letter of the last name, or last name, or first name or email. It is also possible to display or not archives contacts.

Figure 1. Contact research screen

Add a contact:

From the search screen, 'add a new contact' button gives us an access to add contact form. The screen (Figure 2) shows this form. The following information (Last name, first name, email and phone number) are mandatory data. Nevertheless it is possible to fill this information with a dash if you don't have other choice. A click on save button is necessary to save your contact. Before saving the new contact, a control is made to check whatever contact is already present or not. This control is done on last name, first name and email to match the new one and a possible old one already in database. The window (Figure 3) appears, shows possible existing contacts and asks you confirmation to add the new one. Click on 'Confirm save' to validate.
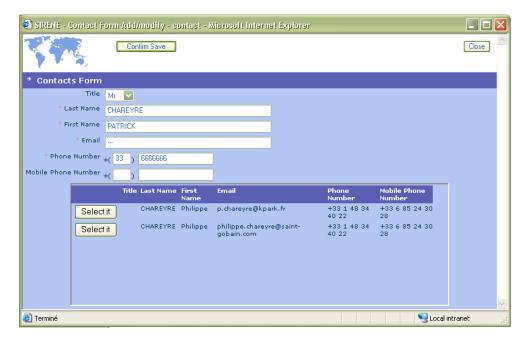

Figure 2. Add contact form

Figure 3. Advertissement on possible existing contact

<u>Modify a contact :</u>

To process site modification, search the contact with the search contact screen (Figure 1). Once result is displayed, click on the 'Modify' button. The contact form is now available and you just have to modify the information and save. A advertisement message (Figure 3) displays if the contact is already in database, you can so confirm the modification if it is necessary.

<u>Archive a contact :</u>

Archive a contact is possible from the screen (Figure 1) with the 'Delete' button. The contact archive can be done only if contact is not linked to a referential object or in other SGT applications (reference in operational contact, IT Manager…)

<u>Access from site form or site request form</u>*:*

It is possible to add a contact from a site form or a site request form, you must refer to help 1, 10 or 11 'Administrative contacts (IT Manager, Security contact, and telephony contact)'