



Telegram

as a user interface


for **ZABBIX**

Agenda

- Introduction
- The problem
- Solution requirements
- Why Telegram
- Features
- Implementation details
- Future ideas

Introduction

Who am I

- 7+ years of near-daily Zabbix experience
- ZCE 6.0
-  Telegram: @OffByOne

Who is 7 to 7

- My company
- Zabbix consultancy
- E-mail: zabbix-summit-2023@7to7.be

The problem

The problem

- On-call is driven by Zabbix
 - Relevant information
 - Quick way to ack problems
 - Easy to use
 - Quick to use
- Auditability
- Extra information
 - Who in on-call for another team?
 - What are other open alarms?
 - ...

Considerations and requirements

Considerations

We don't want...

- Platform that might disappear (cfr. PushBullet)
- Difficult to change owner of notification mechanism
- Unreliable delivery mechanism

Considerations

We do want...






- Basic text formatting (**bold**, underline, *italic*)
- Unicode support ❌✅
- Multiple content types (at least text and images)
- Easy and familiar user interface
- (for us) Easy to use API



Telegram

ticks all the boxes

Telegram

- Cross-platform:  , but also   
- Stable and robust
- Telegram is here to stay
- Familiar user interface
- Very good bot API
 - Custom keyboards/buttons
 - Success/failure delivery report

Implementation details

Implementation details

- Integration is 2 scripts
 - Alarm notifications: Zabbix media type script
 - Process user commands: Separate script
 - Must share state
- Integration Zabbix user must be Super Admin
 - Needs access to all the hosts
 - Must be able to ack any alarm
- ... and must have frontend access
 - Fetching graphs
- Access management: in bot code

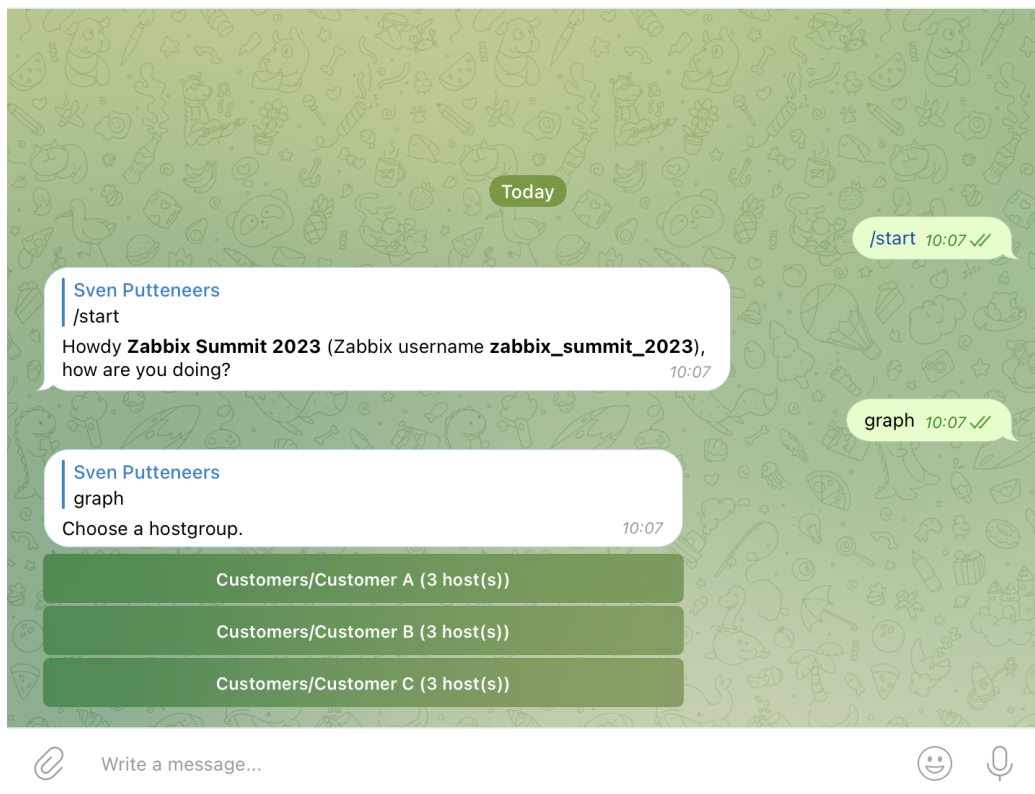
Features

Features

- Ack an alarm
- Refresh alert message
 - Update operational data
 - Show ack
- List all open alarms
 - Filtered for the user who asks
 - Minimum severity can be specified
- Who is on-call?
- Fetch host graphs
 - Zoom in/out
 - Back/forward
 - Refresh

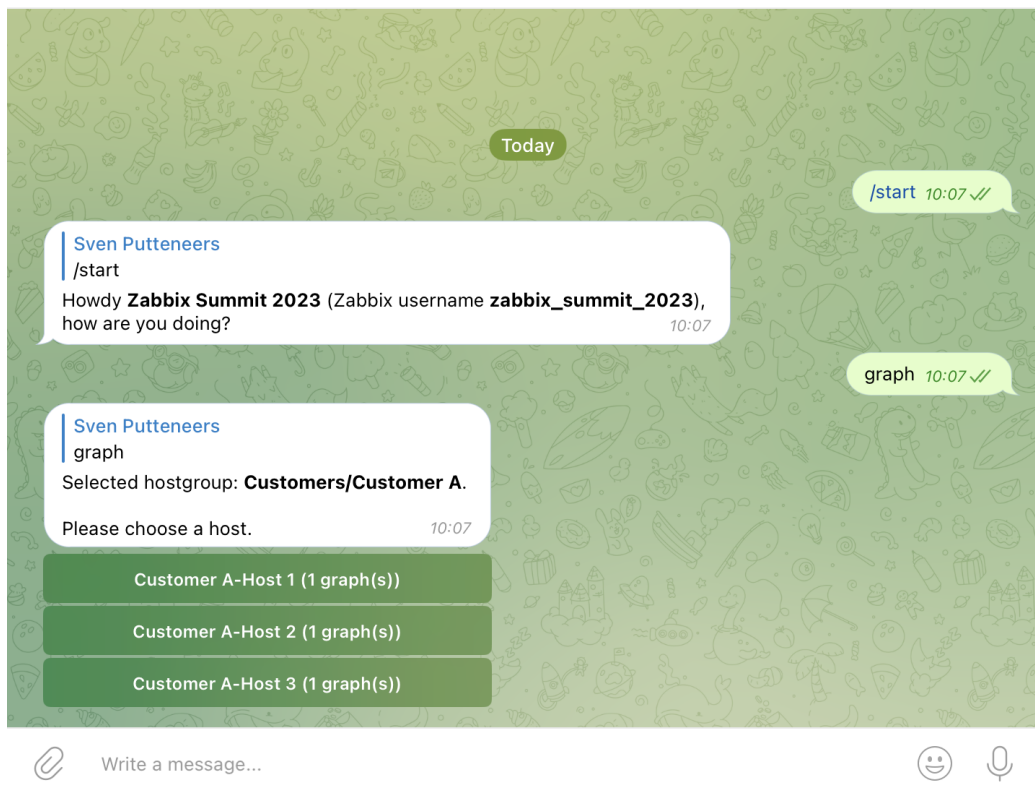
Show host graph

Select hostgroup



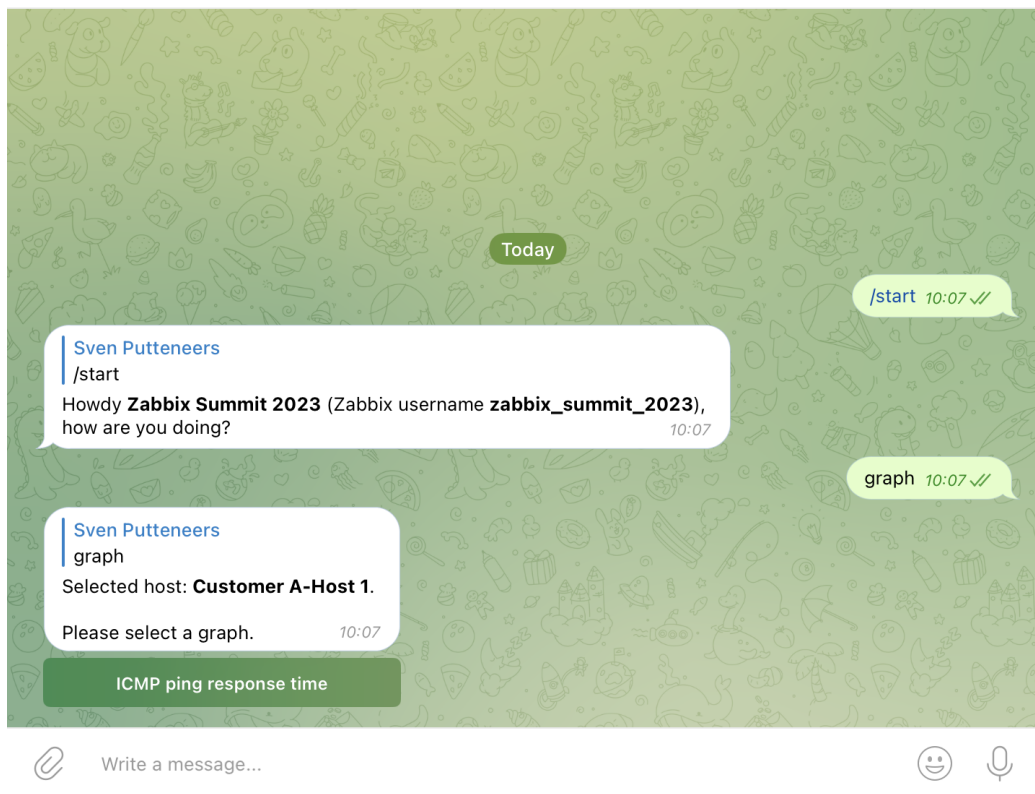
Show host graph

Select host



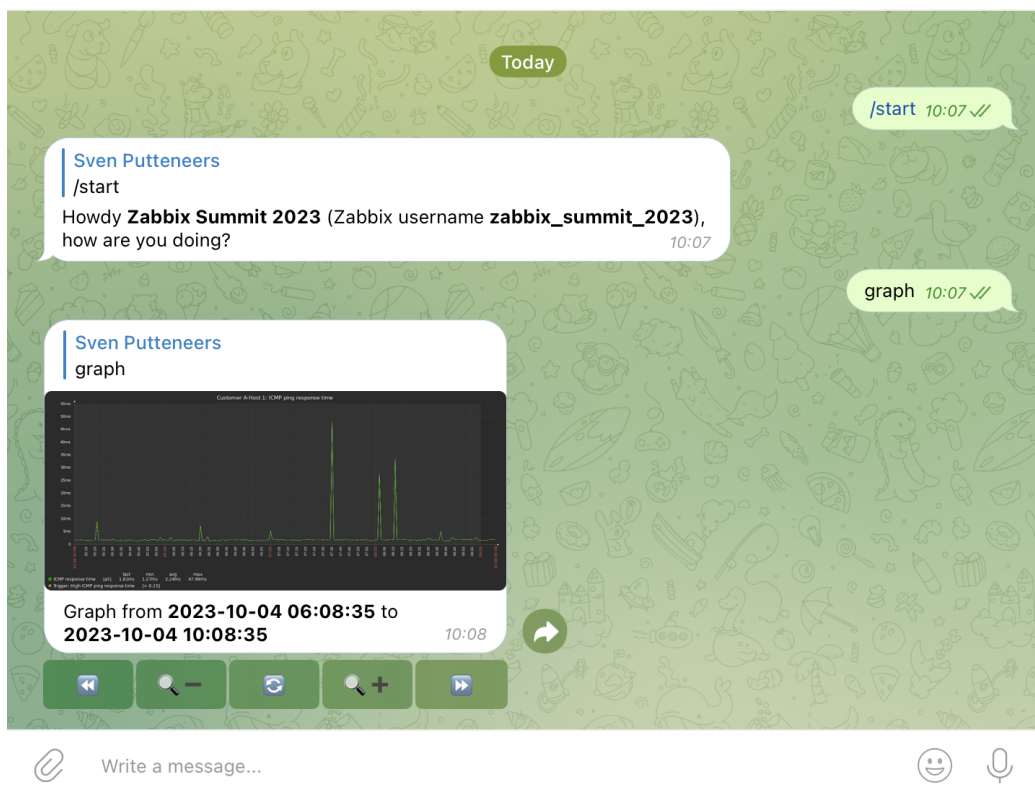
Show host graph

Select graph



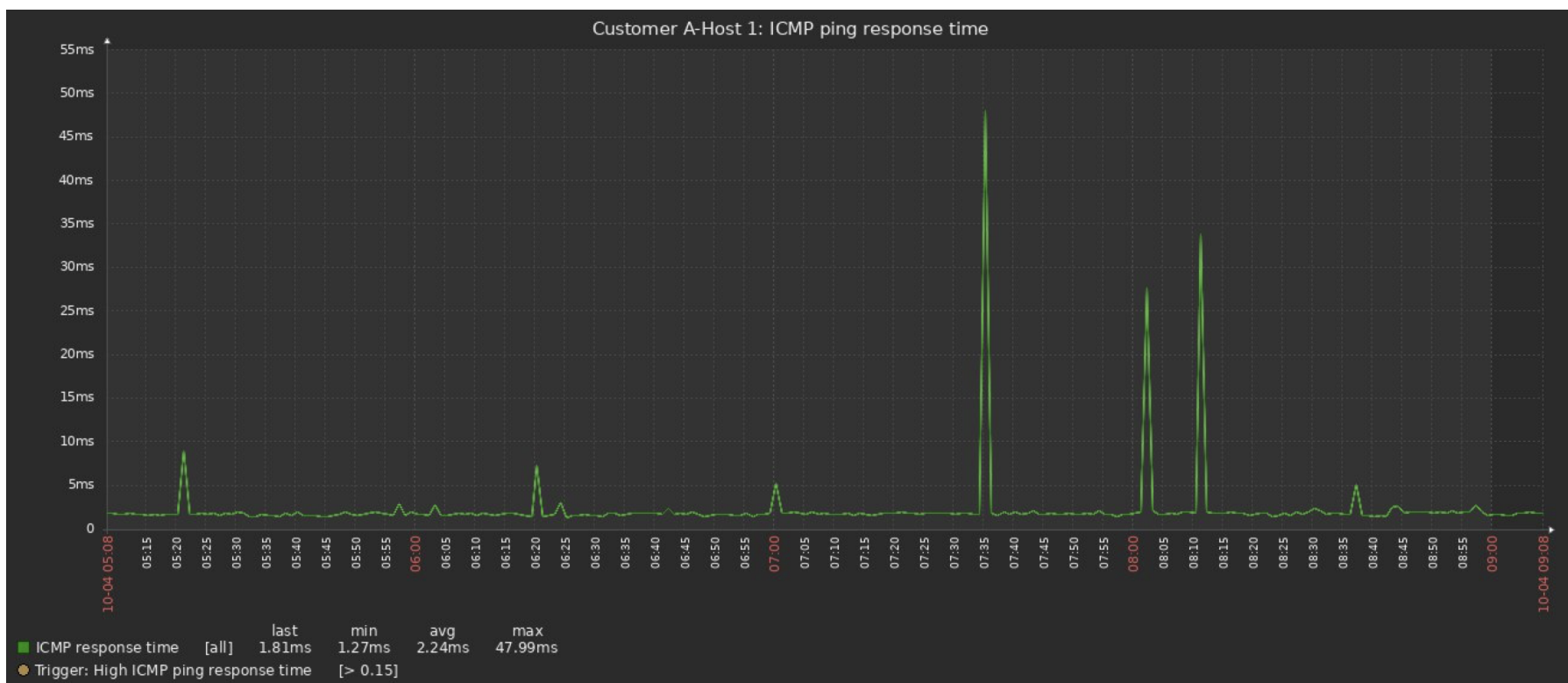
Show host graph

View graph



Show host graph

View graph



Future ideas

- Auto-update alerts automatically
- More commands
 - Bot admin commands (reload user list, add user, ...)
 - Server status
 - Close alarms
- Implement other backends
 - Signal (cfr. blog post OICTS)
 - WhatsApp
 - Slack
 - ...

Questions?

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