

TIGER PRISM

Dashboard Samples





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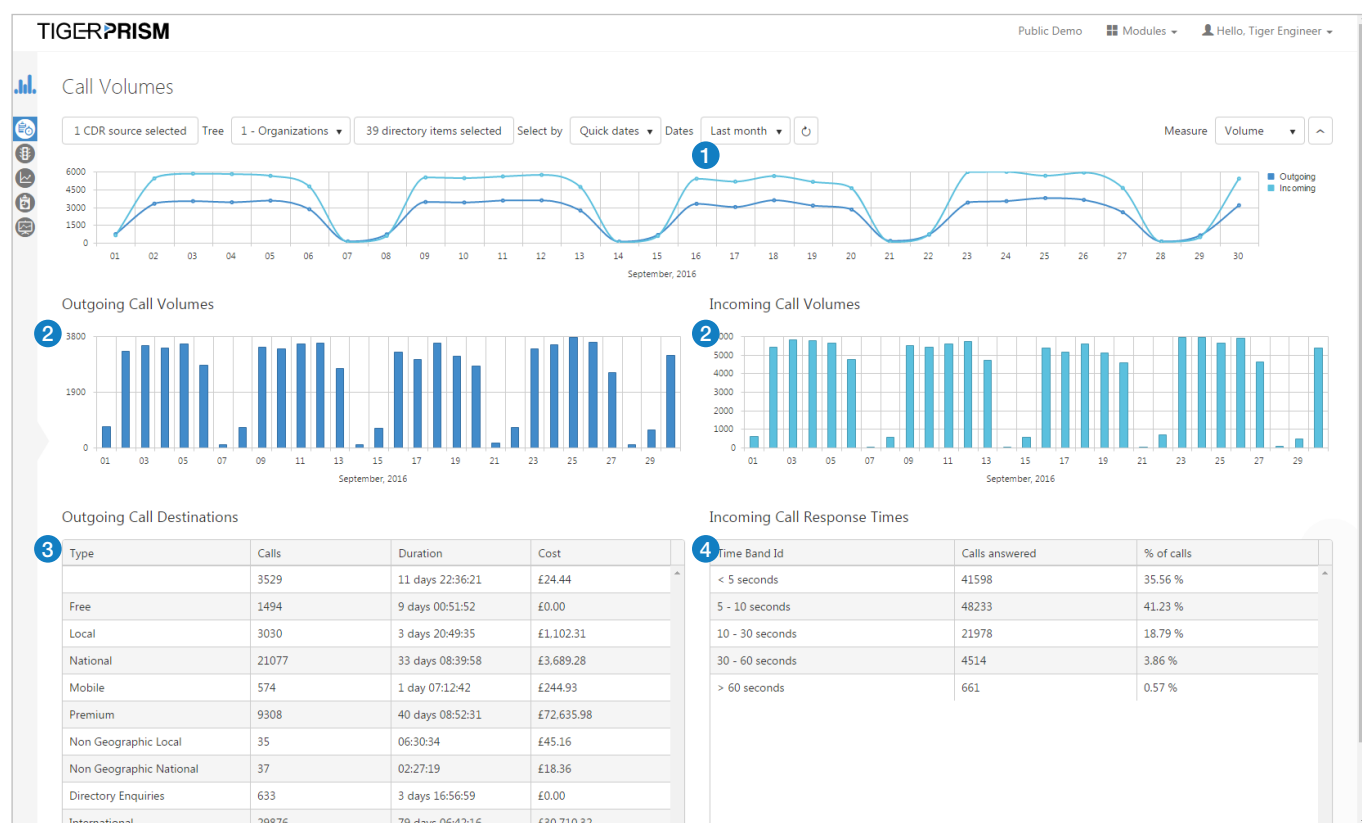
MANAGEMENT DASHBOARDS

Call Volumes

The Call Volumes dashboard presents five interactive displays of data, giving an overview of incoming and outgoing call statistics. All elements are affected by the controls at the top of the dashboard to allow a more focused examination of the data by period or parts of the organisational tree.

- ① The line graph breaks down the data by direction and can show Volume, Duration or Cost.
- ② The bar charts show outgoing and incoming call volumes broken down by appropriate period depending on date range selection.
- ③ The Outgoing Call Destination Table breaks down the calls by the costing category, i.e. Local, National, etc.
- ④ The Incoming Call Response Time Table shows statistics broken down by answer time.

The Tables can be sorted by any column.

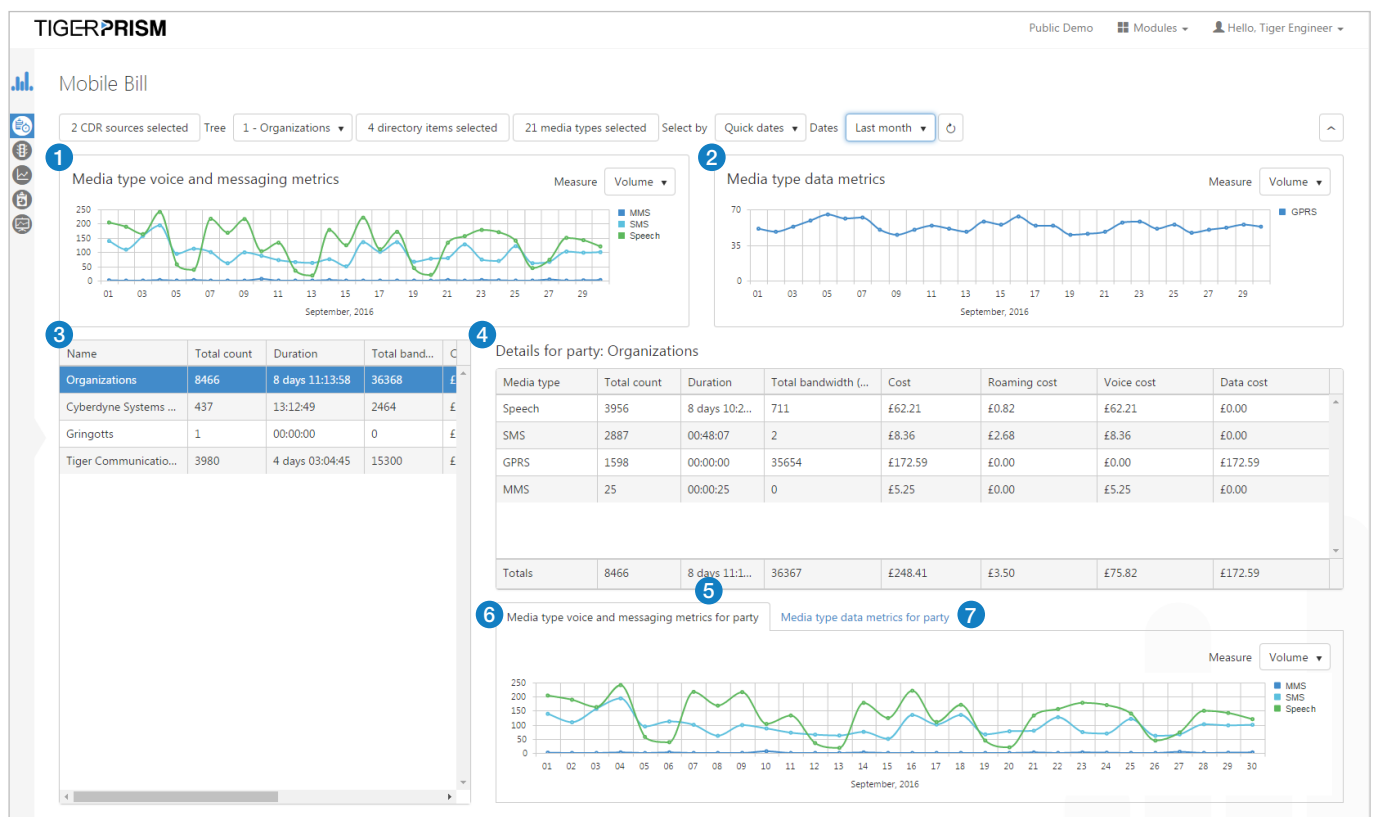


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Mobile Bill

The Mobile Bill dashboard presents five interactive displays of data, giving an overview of all mobile traffic. All elements within this dashboard are affected by the controls at the top, allowing a more focused examination of the data.

- ① The 'Media type - voice and messaging metrics' graph breaks down the data by type, and can be displayed by Volume, Duration or Cost.
- ② The 'Media type - data metrics' graph displays information for data use showing Volume, Duration, Cost or Bandwidth.
- ③ The left-hand table shows the selected Directory items and lists summary information for Calls, Total Bandwidth, and Voice-Cost.
- ④ The 'Details for Party' table is dynamically updated to show data for the highlighted directory item in the corresponding table to the left of it. For each Media type the table displays totals for Count, Duration, Bandwidth, Cost, Roaming Cost, Voice cost and Data Cost.
- ⑤ There are two tabs containing graphs at the bottom of the dashboard. These display either voice and messaging metrics, or data metrics and are dynamically updated to display data for the highlighted directory item in the corresponding table, to the left of it.
- ⑥ The 'Media type - voice and messaging metrics for party' graph breaks down the data by Speech, SMS, or MMS and can show Volume, Duration or Cost.
- ⑦ The 'Media type - data metrics for party' graph displays data usage detail and can display Volume, Duration, Cost or Bandwidth.



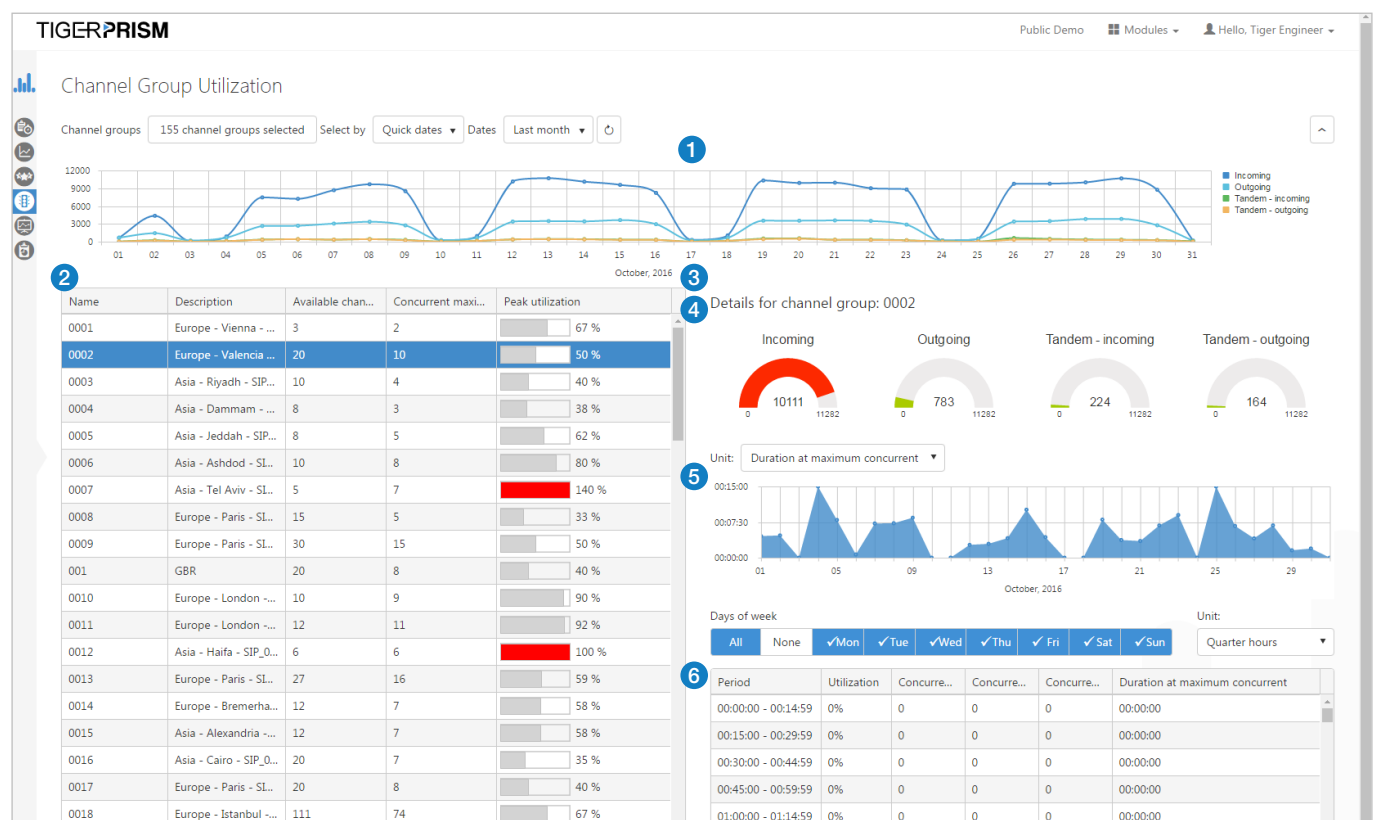
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TRAFFIC DASHBOARDS

Channel Group Utilization

The Channel Group Utilization dashboard presents five interactive displays, giving a summary per Channel Group, and displaying concurrent calls during the selected period, along with modelled bandwidth and the count of the calls. All elements within this dashboard are affected by the controls at the top, allowing a more focused examination of the data.

- 1 The line graph breaks down the data by call direction.
- 2 The table on the left of the dashboard displays detailed information for each of the selected Channel Groups.
- 3 To the right of this table are three further displays, showing data for the selected Channel Group. The information that is displayed here automatically refreshes upon selection of a Channel Group.
- 4 'Details for Channel Group:' presents four dials which display a count of the number of calls based on direction.
- 5 The graph below this shows Peg count, Utilisation, Concurrent Minimum, Concurrent Maximum, Concurrent Average, or Duration at maximum concurrent, for the period specified.
- 6 The table at the bottom of the dashboard displays a summary of data broken down by timeslot. The timeslots available vary from per 15 minutes, up to monthly. The data can be filtered by days of the week to allow for out of hours / Business closures to be excluded.



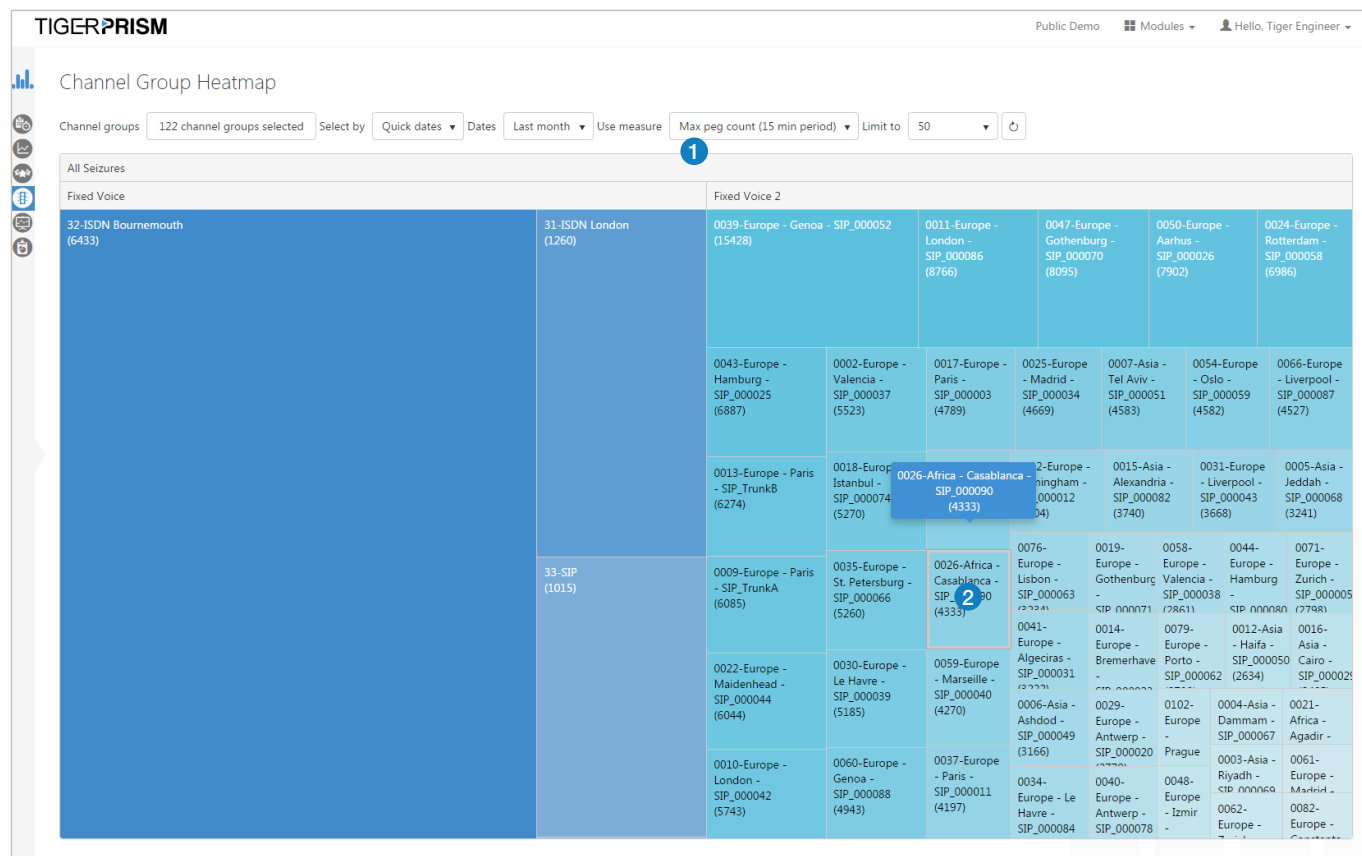
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Channel Group Heatmap

The Channel Group Heatmap dashboard presents call information based on the controls selected at the top, allowing for detailed examination of the data.

- ① The grid of data seizures shows one block per selected channel group, the size of which varies depending on the number of calls represented.
- ② Clicking on any data block will trigger a new display, displaying a more detailed analysis of that Channel Group.

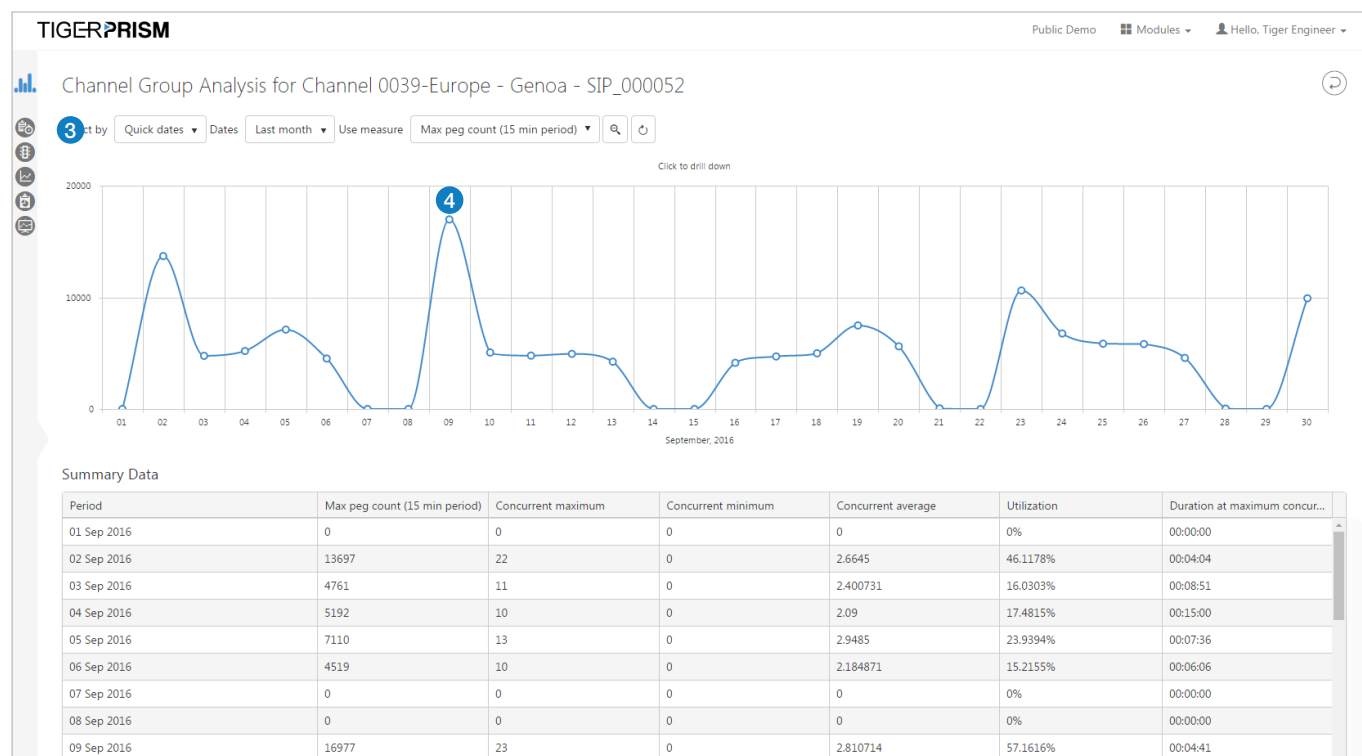
Top Level



- ③ Using the different options for Measures, data is presented in a line graph.
- ④ Click on the points within the graph in order to view the specific data seizure. A new display is opened showing a bar chart which details the seizures in Quarter Hour Periods. The view can be incremented + or – 15 minute intervals.

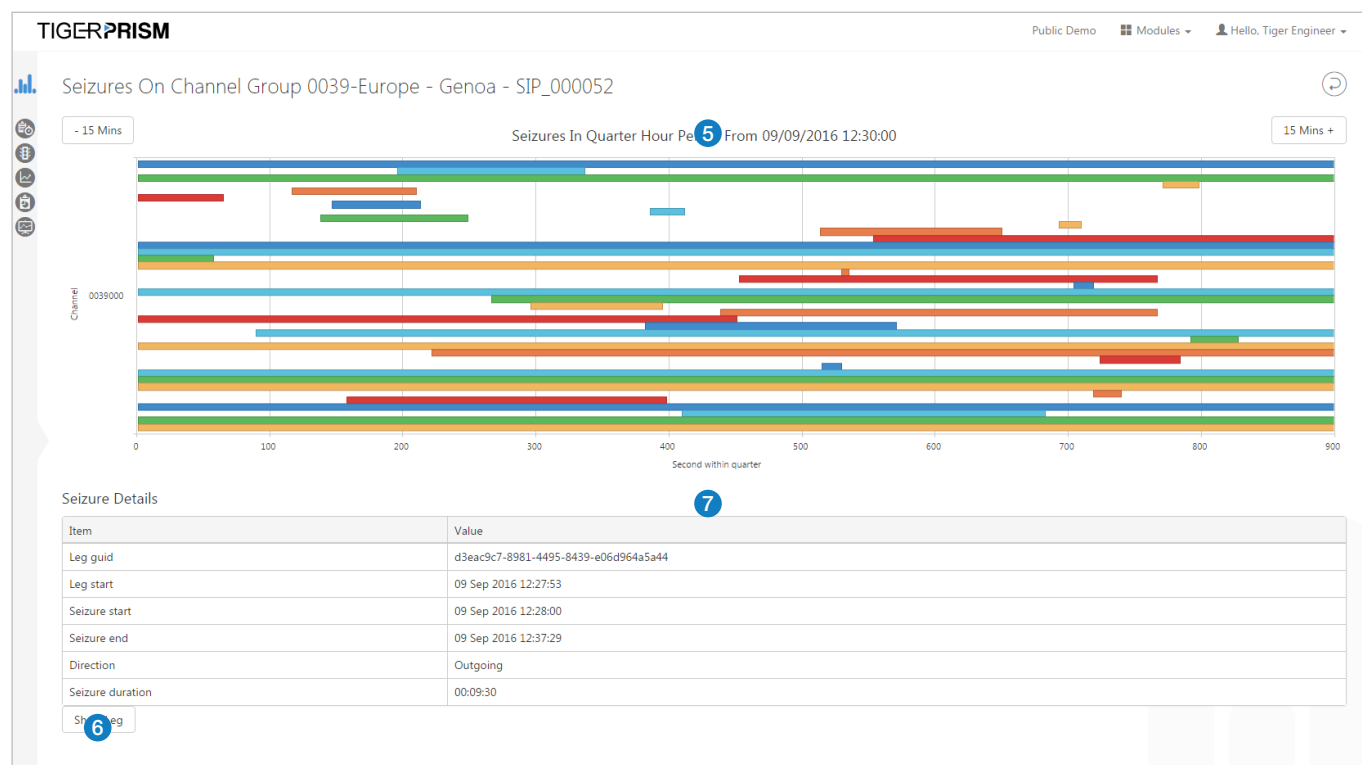
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Drilldown 1



- ⑤ Seizure Details can be further interrogated by clicking on a bar. This produces details relating to the specific seizure.
- ⑥ The option to 'Show Leg' will open a new screen within which you can see the individual details for the call leg.
- ⑦ Summary Data for the Channel Group is displayed in a table. The columns within this table can be re-ordered by dragging and dropping to reposition.

Drilldown 2



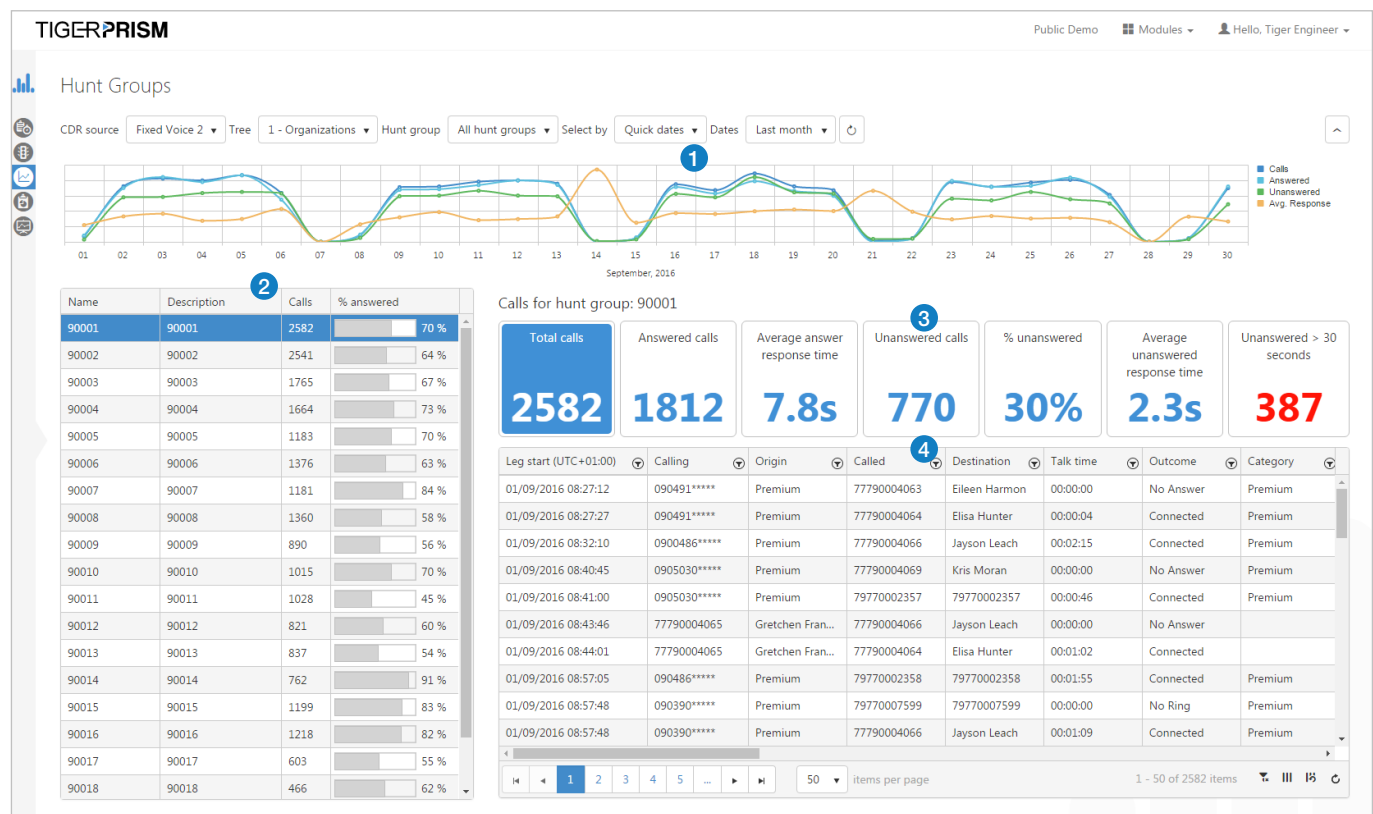
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INCOMING DASHBOARDS

Hunt Groups

The Hunt Group dashboard presents four interactive displays of data giving a summary of traffic, based on selected hunt group/s using the controls at the top of the display.

- 1 The line graph breaks down the data to display numbers of calls, Answered, Unanswered, and Average Response.
- 2 The table of data shows the Hunt Group name, description, number of calls for the specified period, along with % answered. The columns within this table can be re-ordered by dragging and dropping to reposition.
- 3 The row of seven tiles displays Total calls, Answered calls, Average answer response time, Unanswered calls, % unanswered, Average unanswered response time and Unanswered > 30 seconds. The data presented here corresponds with the highlighted Hunt Group in the table to the left.
- 4 The grid below the tiles shows detail based on the highlighted tile. The columns within this grid can be re-ordered by dragging and dropping to reposition. The contents within each column can be filtered.

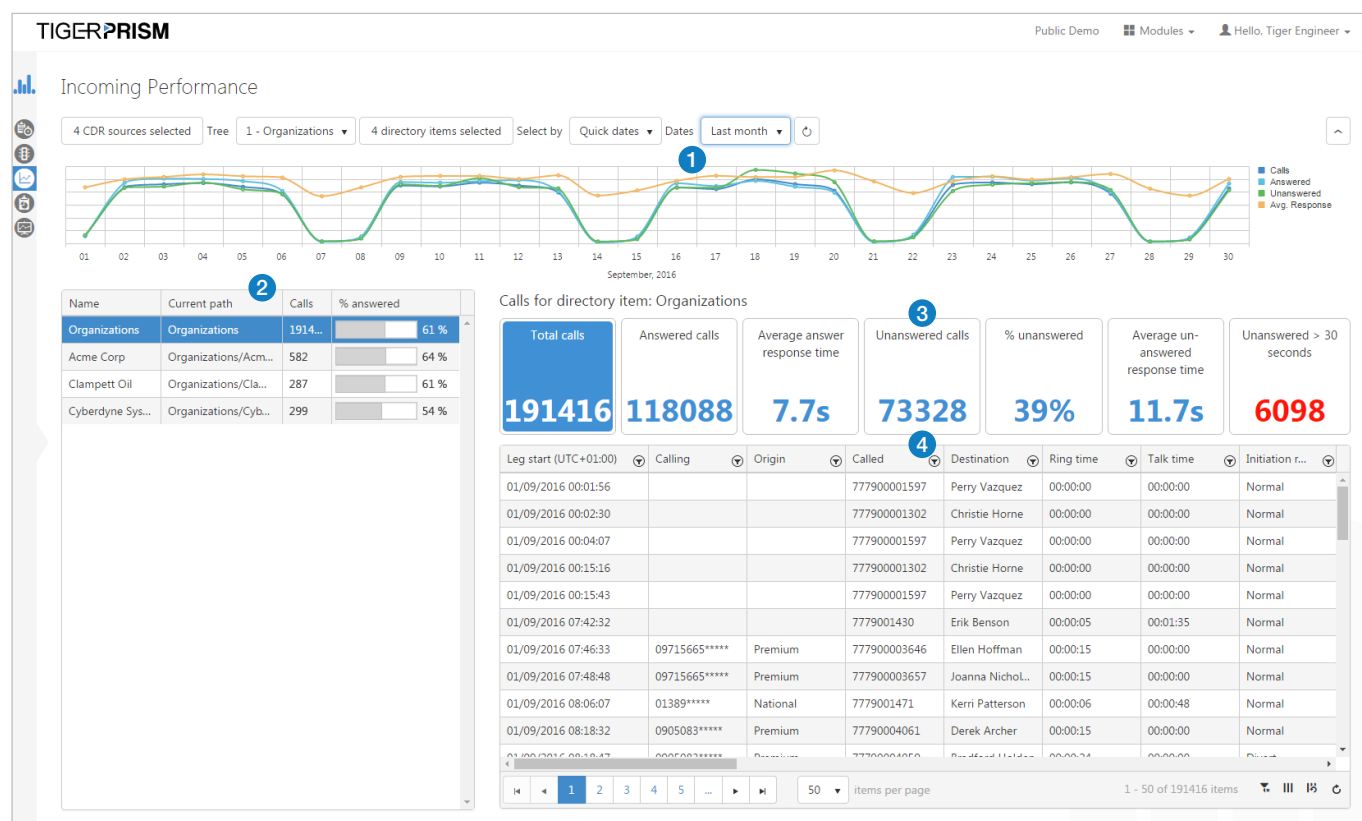


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Incoming Performance

The Incoming Performance dashboard presents four interactive displays of data giving an overview of incoming call statistics. All elements are affected by the controls at the top of the dashboard, to allow a more focused examination of the data.

- ① The line graph breaks down the number of incoming calls presenting the total number of calls, answered, unanswered and the average response time. Each data type can be switched on or off from the legend.
- ② The table displays the data by directory item, based on the selection made at the top of the dashboard. The columns within this table can be re-ordered, by dragging and dropping to reposition.
- ③ The row of seven tiles displays quantities for 'Total calls', 'Answered calls', 'Average answer response time', 'Unanswered calls', '% unanswered', 'Average unanswered response time' and 'Unanswered > 30 seconds'. These tiles display data based on the directory item highlighted in the table to the left.
- ④ The grid below the tiles shows individual call leg detail, based on the highlighted tile above. The columns within this grid can be re-ordered by dragging and dropping to reposition. The contents within each column can be filtered.



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USAGE DASHBOARDS

Top x Endpoints

The Top 'x' Endpoints Dashboard presents three interactive displays of data, giving an overview of call information based on the top 'x' results, where 'x' is a number selected from a drop down list. Additionally, elements are affected by the controls at the top of the dashboard, to allow a more focused examination of the data.

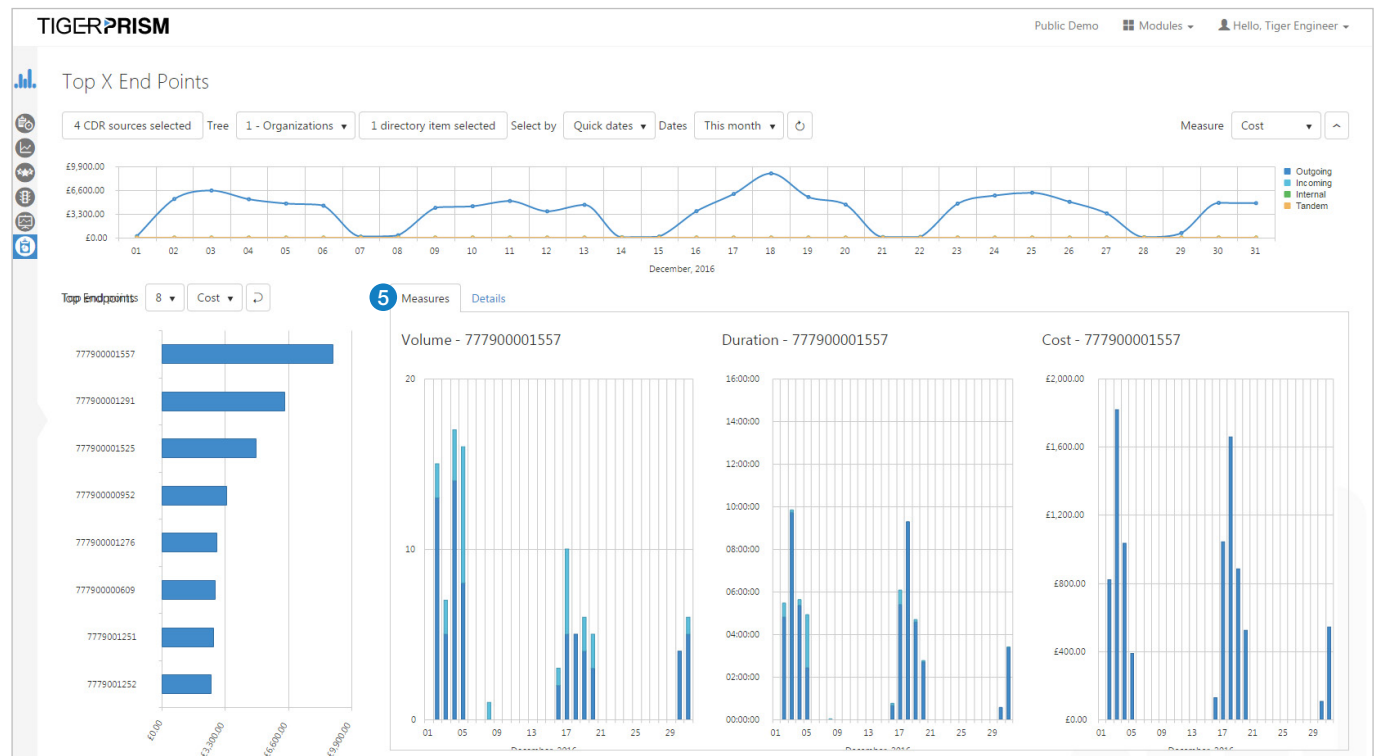
- ① The line graph breaks down the data by direction and can show Volume, Duration or Cost.
- ② The bar chart displays the top 'x' Endpoints, based on the number selected, and displays Volume, Duration or Cost.
- ③ Three graphs separate the measures, of Volume, Duration and Cost, based on the Endpoint selected from the top 'x' results to the left.



- ④ To view the specific measures for that Endpoint select one from the bar chart display to the left. The 3 graphs now show detailed Volume, Duration and cost based on the selected Endpoint

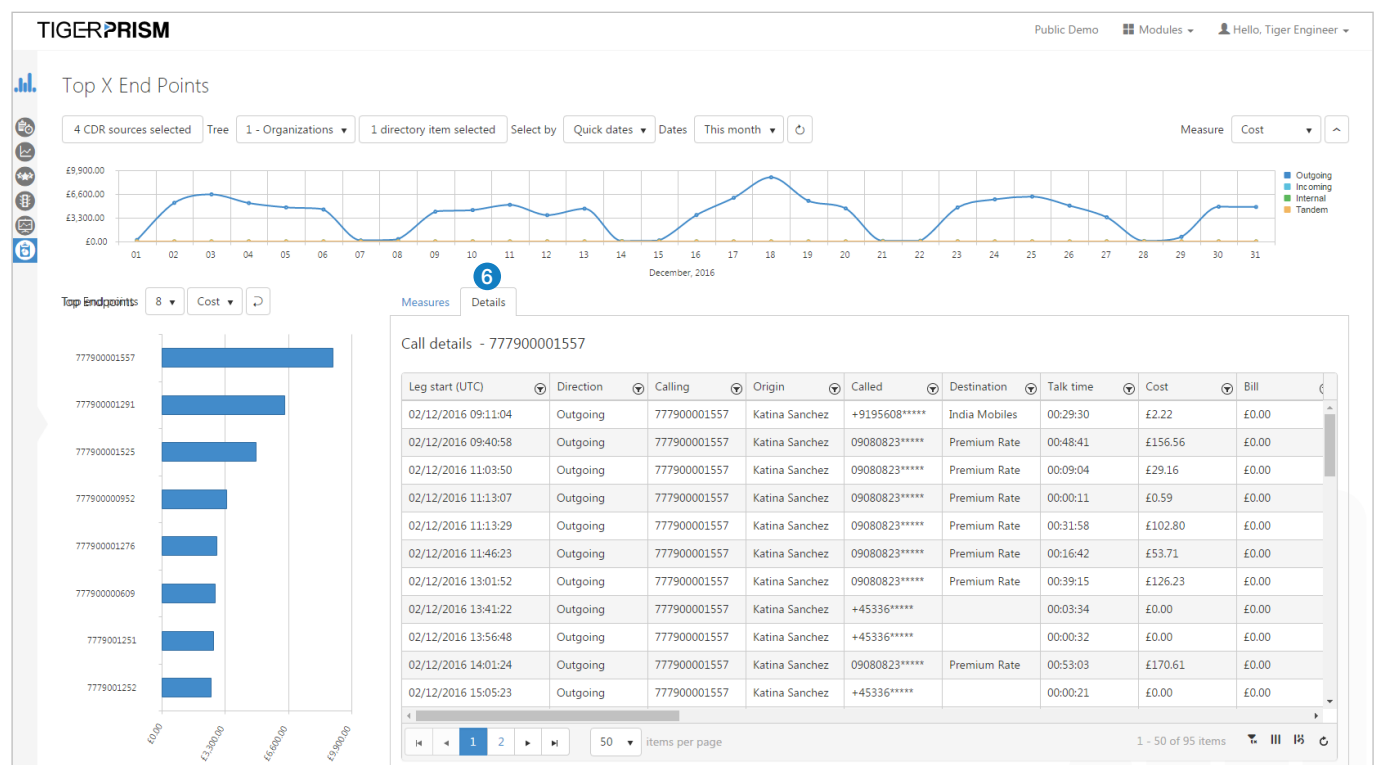
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Drilldown 1



⑤ The graphs display measures, of Volume, Duration and Cost, based on the current selected Endpoint

Drilldown 2



⑥ The Details tab displays a grid showing itemised call information for the selected endpoint. The columns within this grid can be re-ordered by dragging and dropping to reposition. The contents within each column can be filtered.

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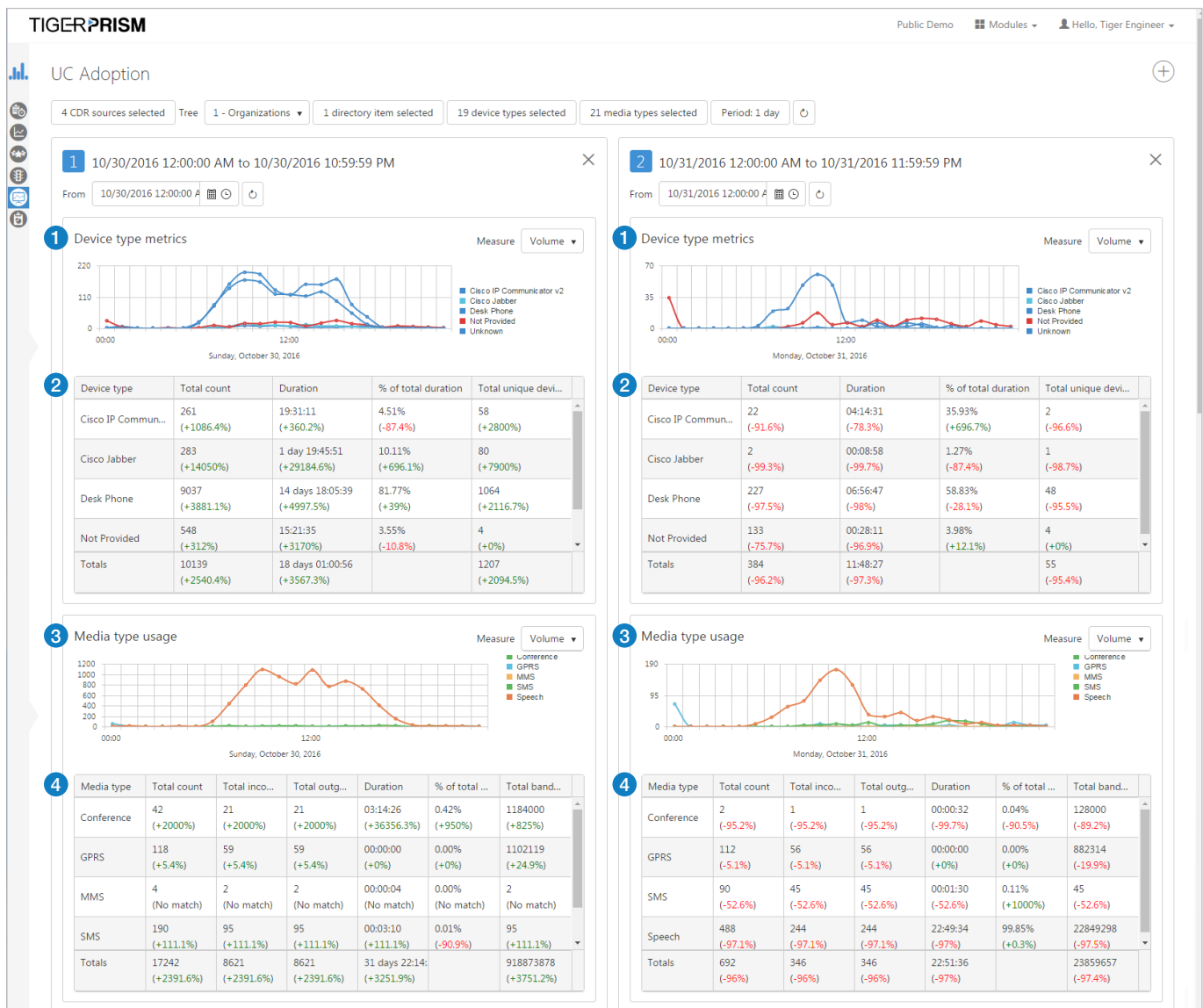
UC ADOPTION DASHBOARDS

UC Adoption

The UC Adoption dashboard enables display and interrogation of data for the entire Organisation, presenting two sections of data for Device and Media type. Data is presented for a specified period. All elements are affected by the controls at the top of the dashboard.

- ① In the 'Device Type Metrics' section, the line graph breaks down the data to show the different device types and can show Volume, Duration or Number of Unique Devices.
- ② Below the graph is a table displaying all of the information.
- ③ In the section 'Media Type Usage', the line graph breaks down the data showing the different media types and can show Volume, Duration or Bandwidth.
- ④ Below the graph is a table showing all of the information.

It is possible to see up to 4 information boxes containing the above detail based on the period selected, from the initial start date. The inclusion of additional information boxes provides a time period based comparison, e.g. week on week / year on year etc.

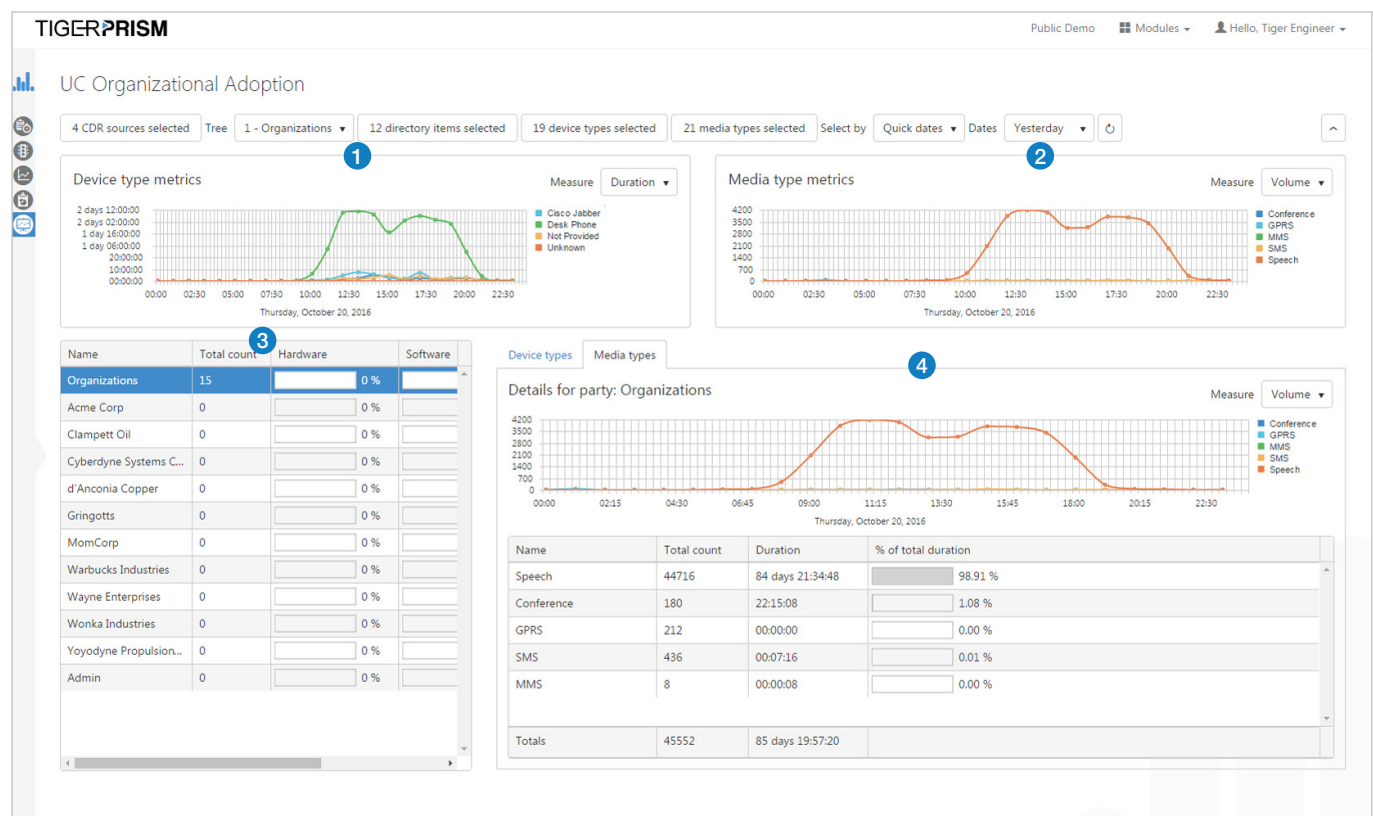


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UC Organizational Adoption

The UC Organisational Adoption dashboard presents data for the Organisation, specifically for any selected department/s within the directory, and displayed as Device and Media type metrics. All elements are affected by the controls at the top of the dashboard.

- ① The Device Type Metrics graph breaks down the data by device type and can show Volume, Duration or Number of Unique Devices.
- ② The Media Type Metrics graph breaks down the data by media type and can display Volume, Duration or Bandwidth.
- ③ Below the graphs is a table which presents the data by department, based on the directory items selected within the controls at the top of the dashboard. The columns within this table can be re-ordered by dragging and dropping to reposition.
- ④ The graphs to the right of the table present data for the highlighted directory item within it, separated into two tabs for Device Types and Media Types. Below this, is a table of data directly related to the directory item and device / media types recorded. The columns within these tables can be re-ordered, by dragging and dropping to reposition.



► To find out more about the Tiger Solution go to www.tigercomms.com

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