



## Tiger Prism Quick Start Guide



### Analytics

Allows users to carry out forensic investigation on calls and analysis of data or statistics. Analytics displays leg information about calls and empowers the user to filter and gain statistical information based upon the company's needs.



### Directory

Allows System Administrators to create trees based on required reporting structure, enabling the user to generate reports and dashboards. Automated processes can be configured / scheduled to run against existing data sets.



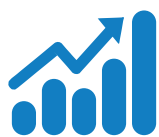
### Dashboards

Allows System Administrators or Departmental Managers to quickly see key statistics and information. Enables business decisions to be made on key strategies.



### Security

Prism's security feature enables System Administrators to create and manage user access. Security can also allow the administrator to create specific levels of access using the Trees created within the Directory Module.



### Reporting

Reports can be scheduled on a configurable time basis to be sent to users making sure they receive key information in their inbox or specified location. Reports allow you to specify dates and time ranges and specific options before generating reports.



### Network

Once configured, Prism will replicate the telephony estate where the CDR Sources are being collected, learning any new Channel Groups and Channels that are not manually added to the configuration. The user can specify tariffs and charging methods. Digit masking can also be applied within this section.



### View My Activity

Empowers the end user to access their personal telephony information. This is especially useful if the handset has limited support for dialled, missed and received call logs and allows the user to control their own usage. View My Activity offers an easy tool to recharge users for their personal calls.



### Telephony

With complex or simple networking, access codes are added to calls to specify call routing. The module allows the user to remove digits from dial strings and also to assign specific carriers to certain access codes.



### Scheduler

Scheduling has a multi-purpose use, primarily it is used to schedule reports and distribute to the end users. It can also be used to run database and administration tasks, e.g. database backups and data synchronisations.



### Charge

Apply fixed and recurring charges to telephony services, departments, users and / or devices. Charging can be specified at every level within the company tree. Charge also contains tariff structures and charging for calls. Tariff rates can also be imported, manually created and modified in this section.

## Getting started

Your Tiger Administrator will provide you with your login and URL details for the Tiger Prism setup.



Prism URL:  
 https://\_\_\_\_\_/\_/Tiger.Prism.Web/

Once logged in you will be presented with all of the tiles you have access to.



To switch modules, click on the Modules option top right, then select the module you require, or click on the Tiger Prism logo that returns you to the portal page.

In the top right hand corner alongside your username there is a drop down arrow. By clicking on this it opens a menu (\*see below\*), here you can set the font size, set colour theme, and alter your details in "My Settings". There is also a sign out option in this menu.

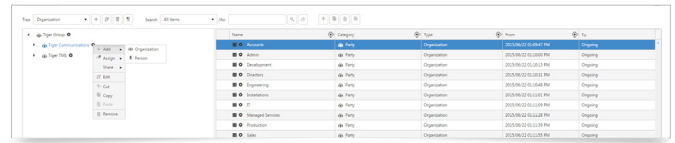


My Settings will allow you to change your default time zone, language settings and your password. Note: available only if this is not controlled by AD authentication.



## Directory

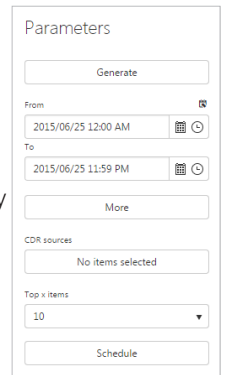
The Directory tree allows you to change, update and add users to the Prism system for reporting. Here you can also add departmental levels, users and phones. You also have the ability to move users within the structure.



## Reports

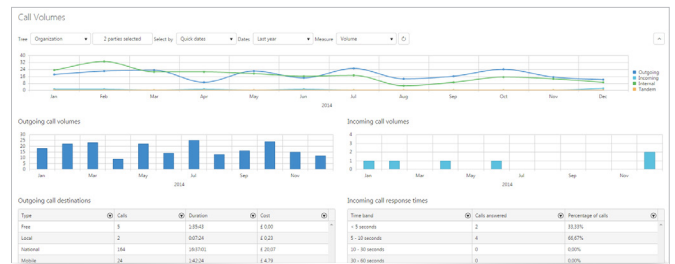
When in the Reporting section you can select any of the pre-defined reports from the left hand menu.

When you click on the report you will be offered a Parameters menu section to the right to define dates, CDR sources and any other available parameters for the report. The [More] section allows you to specify particular days and times within your selected date range.



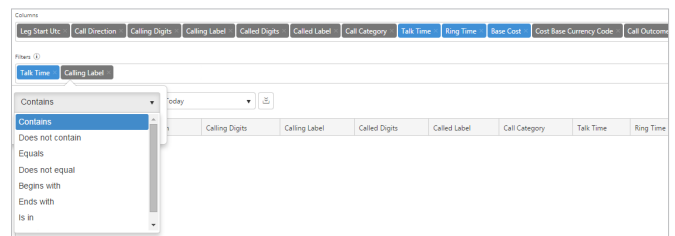
## Dashboards

When in the Dashboard section you can select any of the pre-defined dashboards from the left hand menu. Once in your chosen dashboard, you will need to specify parties and / or CDR source and also your chosen date range. Clicking on the Refresh button at the end will update all the data in the dashboard below.



## Analytics

When in the Analytics section you can search for key facts and forensic information and also select a previously saved search. To enable you to search the data, drag items from the right hand menu to either search section. Then, by clicking on the filter you added, you can specify your filtering requirements i.e. Calling Label - 'contains' etc.



► To find out more about the Tiger Solution go to [www.tigercomms.com](http://www.tigercomms.com)