

Tiger Prism

Report Samples

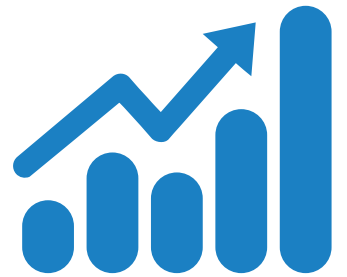





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Management Reports

Management Summary Report

The Management Summary report provides a top level company overview of traffic analysis, top X dialled numbers by calls, talk time and cost as well as incoming analysis represented in tables and charts.

Target audience	Use case
   <ul style="list-style-type: none"> ► Chief x Officers ► Dept / Country / Site / Team managers ► Non-technical users 	A graphical overview of the most important metrics linked to communications for all or part of the organization (costs, volumes, top X and incoming performance)

TIGERPRISM

MANAGEMENT SUMMARY REPORT

Public Demo

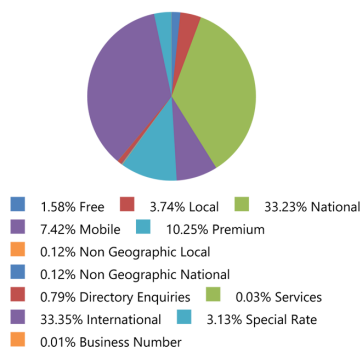
Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

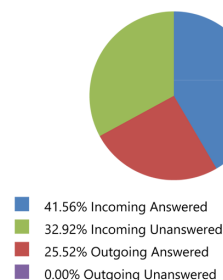
Call Information

Call Direction	Call Category	Answered	Unanswered	Talk Time	Average Talk Time	% Outgoing Calls	% Outgoing Talk Time
Incoming		145,336	115,133	5450:44:07	00:02:15		
Outgoing		5,572		279:48:00	00:03:00	6.24%	5.70%
Outgoing	Free	1,408		215:28:11	00:09:10	1.58%	4.39%
Outgoing	Local	3,333		98:55:19	00:01:46	3.74%	2.02%
Outgoing	National	29,654		1041:44:42	00:02:06	33.23%	21.24%
Outgoing	Mobile	6,625		168:59:37	00:01:31	7.42%	3.45%
Outgoing	Premium	9,143		982:29:45	00:06:26	10.25%	20.03%
Outgoing	Non Geographic Local	105		11:04:11	00:06:19	0.12%	0.23%
Outgoing	Non Geographic National	105		06:30:00	00:03:42	0.12%	0.13%
Outgoing	Directory Enquiries	702		83:56:00	00:07:10	0.79%	1.71%
Outgoing	Services	26		00:16:16	00:00:37	0.03%	0.01%
Outgoing	International	29,760		1882:17:14	00:03:47	33.35%	38.37%
Outgoing	Special Rate	2,790		133:31:28	00:02:52	3.13%	2.72%
Outgoing	Business Number	6		00:10:13	00:01:42	0.01%	0.00%
Total		234,565	115,133	10355:55:03	00:02:38		

Outgoing Call Distribution



Call Direction Distribution



Note: Availability of any of the Dashboards shown in this document is dependent upon your UC or telephony system; some may require the purchase of additional licensing. If in doubt, please contact your Tiger Account Manager.



MANAGEMENT SUMMARY REPORT

Public Demo

Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

Top Dialed Numbers by Calls

Call Destination Name	Call Category Name	Dialed Digits	Calls	Talk Time	Base Cost
National	National	083933*****	3,153	08:07:42	0.00
Hasharon	National	090486*****	1,364	26:02:22	44.63
Hasharon	National	090885*****	1,191	21:31:11	40.69
		+45336*****	768	74:34:21	0.89
Premium Rate	Premium	09013754*****	737	10:56:48	322.40
idatao2couk		idatao2couk	694	00:00:00	4.31
		idatao*****	694	00:00:00	4.31
Premium	Premium	09020343*****	609	299:10:09	8,270.16
		+83921*****	563	15:23:13	0.00
Chad	International	002355*****	551	29:27:24	1,151.01

Top Dialed Numbers by Talk Time

Call Destination Name	Call Category Name	Dialed Digits	Calls	Talk Time	Base Cost
Premium	Premium	09020343*****	609	299:10:09	8,270.16
Premium Rate	Premium	09080823*****	545	253:43:35	48,946.98
		+45336*****	768	74:34:21	0.89
International Freephone - UIFN	International	0080002*****	119	64:05:36	0.00
United Kingdom	International	+4420343*****	130	60:08:20	525.24
Bomberos	Free	08000*****	84	40:16:04	0.00
Freephone	Free	+4480823*****	46	39:30:34	0.00
International	International	0002008*****	99	36:23:02	0.00
Directory Assistance	Directory Enquiries	09880010*****	113	34:14:26	0.00
International Freephone - UIFN	International	0080058*****	77	31:04:09	0.00

Top Dialed Numbers by Cost

Call Destination Name	Call Category Name	Dialed Digits	Calls	Talk Time	Base Cost
Premium Rate	Premium	09080823*****	545	253:43:35	48,946.98
Premium	Premium	09020343*****	609	299:10:09	8,270.16
Premium Rate	Premium	09077139*****	134	09:19:45	1,216.72
Chad	International	002355*****	551	29:27:24	1,151.01
Premium Rate	Premium	09080000*****	92	30:23:36	1,034.03
Premium	Premium	09020766*****	26	18:35:38	709.32
Chad	International	002352*****	548	14:56:11	582.58
Premium Rate	Premium	09079562*****	19	04:58:18	561.77
Premium Rate	Premium	09075844*****	532	06:00:53	550.09
C & W Premium Rate	Premium	09014058*****	340	08:10:38	535.27



MANAGEMENT SUMMARY REPORT

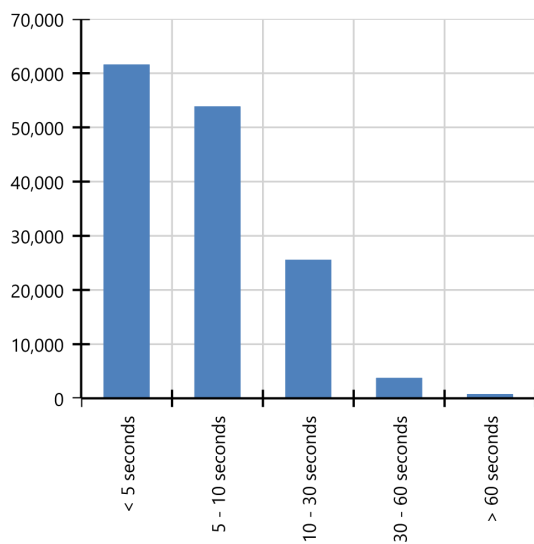
Public Demo

Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

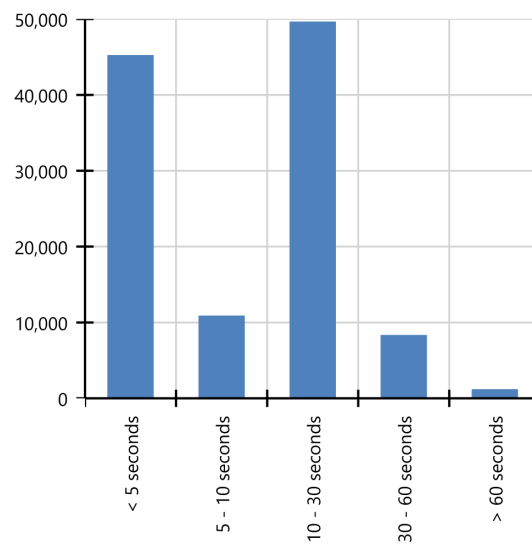
Answer Performance	Answered Calls			Unanswered Calls		
Time Band Name	No. of Calls	% of Calls	% Cumulative	No. of Calls	% of Calls	% Cumulative
< 5 seconds	61,558	42.36%	42.36%	45,200	39.26%	39.26%
5 - 10 seconds	53,823	37.03%	79.39%	10,858	9.43%	48.69%
10 - 30 seconds	25,522	17.56%	96.95%	49,624	43.10%	91.79%
30 - 60 seconds	3,717	2.56%	99.51%	8,305	7.21%	99.00%
> 60 seconds	716	0.49%	100.00%	1,146	1.00%	100.00%
Totals	145,336	(57.66%)		115,133		(42.34%)

Number of Answered Calls



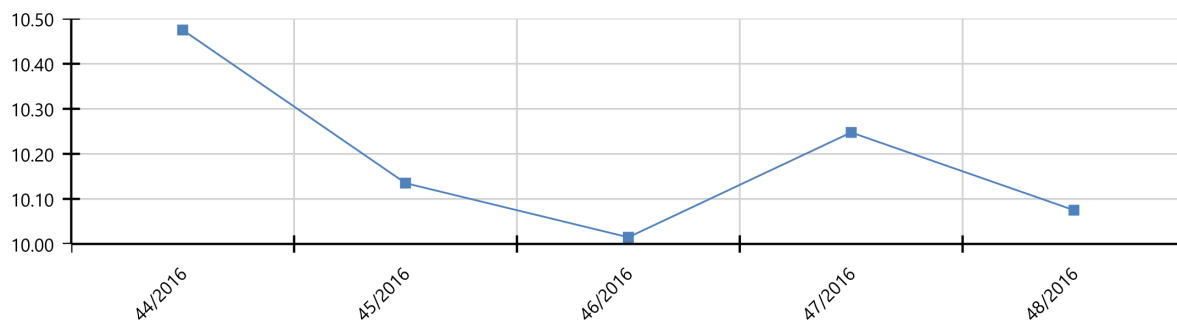
Time Band (Seconds)

Number of Unanswered Calls



Time Band (Seconds)


Average Call Answer Times



Iso 8601 Week

Department Call Summary


The Departmental Call Summary report provides a hierarchical summary of all calls e.g. incoming, outgoing and internal, at department and / or phone level. It can be used to provide department managers with a comprehensive overview of their overall department call traffic.

Target audience	Use case
 <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Unified Comms Engineers 	Determine volume, cost and duration distribution by organisational unit and employee based on your directory tree

TIGERPRISM			
DEPARTMENTAL CALL SUMMARY REPORT			
Public Demo			
Generated by: Tiger Engineer			
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)			
	Calls	Cost	Duration
Organizations	88,625	25,874.70	2480:55:05
Acme Corp	97	0.00	00:39:40
Sales	97	0.00	00:39:40
Hugh Sutton	97	0.00	00:39:40
Cyberdyne Systems Corp	110	1.29	02:02:23
Sales	110	1.29	02:02:23
Alvin Harmon	23	0.00	00:07:37
Chasity Cannon	36	1.15	01:12:05
Claude Mac Donald	51	0.14	00:42:41
Gringotts	269	174.75	11:19:44
Installations	214	166.22	07:44:34

Departmental Cost Summary

The Departmental Cost Summary report provides a multi-hierarchical breakdown of telephony costs by category e.g. mobile, premium, international and all others. This allows for the ability to bill back to internal departments as well as being able to highlight any potential abuse of the telephone system by showing calls to premium and international destinations.

Target audience	Use case
 <ul style="list-style-type: none"> ► Chief x Officers ► Dept / Country / Site / Team managers ► Network and Telecom Managers 	Breakdown all calls by destination and category to identify significant expenditure based on your directory tree Integrate this data to the corporate finance system to aid internal cross charging of usage

TIGERPRISM

DEPARTMENTAL COST SUMMARY REPORT

Tiger Communications - Development


Generated by: Mike Hilton


01/01/2015 00:00:00 TO 31/12/2015 23:59:00

	Average Cost	Mobile		Premium		International		All Other		Total	
		Calls	Cost	Calls	Cost	Calls	Cost	Calls	Cost	Calls	Cost
Tiger Communications	0.04	25,666	481.65	11	7.09	741	561.57	19,983	937.80	46,401	1,988.11
Accounts	0.01	285	6.70	0	0.00	3	0.21	468	2.90	756	9.81
	0.01	285	6.70	0	0.00	3	0.21	468	2.90	756	9.81
Admin	0.06	323	22.47	0	0.00	19	8.12	1,270	65.54	1,612	96.13
	0.06	253	17.57	0	0.00	8	1.34	420	22.23	681	41.14
	0.06	70	4.90	0	0.00	11	6.78	850	43.32	931	55.00
Development	0.02	3,077	9.92	0	0.00	3	35.28	1,484	24.22	4,564	69.42
	0.05	16	1.12	0	0.00	0	0.00	254	12.64	270	13.76
	0.01	271	5.07	0	0.00	0	0.00	605	0.95	876	6.02
	0.05	3	0.21	0	0.00	0	0.00	7	0.30	10	0.51
	0.05	6	0.42	0	0.00	0	0.00	60	3.08	66	3.50

Departmental Usage Summary

The Departmental Usage Summary report provides a hierarchical summary of breakdown of all calls, outgoing and incoming / internal and external at phone, department or other hierarchical level.

Target audience	Use case
 <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Human Resources 	<p>Identify internal and external communications by organisational unit and employee based on your directory tree</p> <p>Observe trends based on job role, quickly see if employees who should have heavy weighting for inbound or outbound calls are not in line with their colleagues</p>



DEPARTMENTAL USAGE SUMMARY REPORT

Public Demo


Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

	Incoming Internal			Incoming External			Outgoing Internal			Outgoing External					Total		
	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Cost	Avg Cost	Calls	Duration	Avg Drtn
Organizations	6,139	209:09:07	00:02:02	24,314	993:01:48	00:02:27	6,036	193:59:12	00:01:55	18,182	1084:43:36	00:03:34	25,874.65	1.42	54,671	2480:53:43	00:02:43
Acme Corp	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	97	00:39:40	00:00:24	0.00	0.00	97	00:39:40	00:00:24
Sales	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	97	00:39:40	00:00:24	0.00	0.00	97	00:39:40	00:00:24
Hugh Sutton	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	97	00:39:40	00:00:24	0.00	0.00	97	00:39:40	00:00:24
Cyberdyne Systems Corp	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	110	02:02:23	00:01:06	1.29	0.01	110	02:02:23	00:01:06
Sales	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	110	02:02:23	00:01:06	1.29	0.01	110	02:02:23	00:01:06
Alvin Harmon	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	23	00:07:37	00:00:19	0.00	0.00	23	00:07:37	00:00:19
Chasity Cannon	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	36	01:12:05	00:02:00	1.15	0.03	36	01:12:05	00:02:00
Claude Mac Donald	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	51	00:42:41	00:00:50	0.14	0.00	51	00:42:41	00:00:50
Gringotts	39	00:47:12	00:01:12	46	05:28:49	00:07:08	41	01:01:19	00:01:29	82	04:02:24	00:02:57	174.75	2.13	208	11:19:44	00:03:16
Installations	33	00:28:03	00:00:51	32	04:03:01	00:07:35	39	00:18:27	00:00:28	67	02:55:03	00:02:36	166.22	2.48	171	07:44:34	00:02:43

Departmental Mobile Summary


The Departmental Mobile Summary report provides a summary of sessions made by mobile phones breaking the information down by roaming / non roaming and voice / data / messages. The information can be shown at mobile, department or other hierarchical level depending on the structure of the directory.

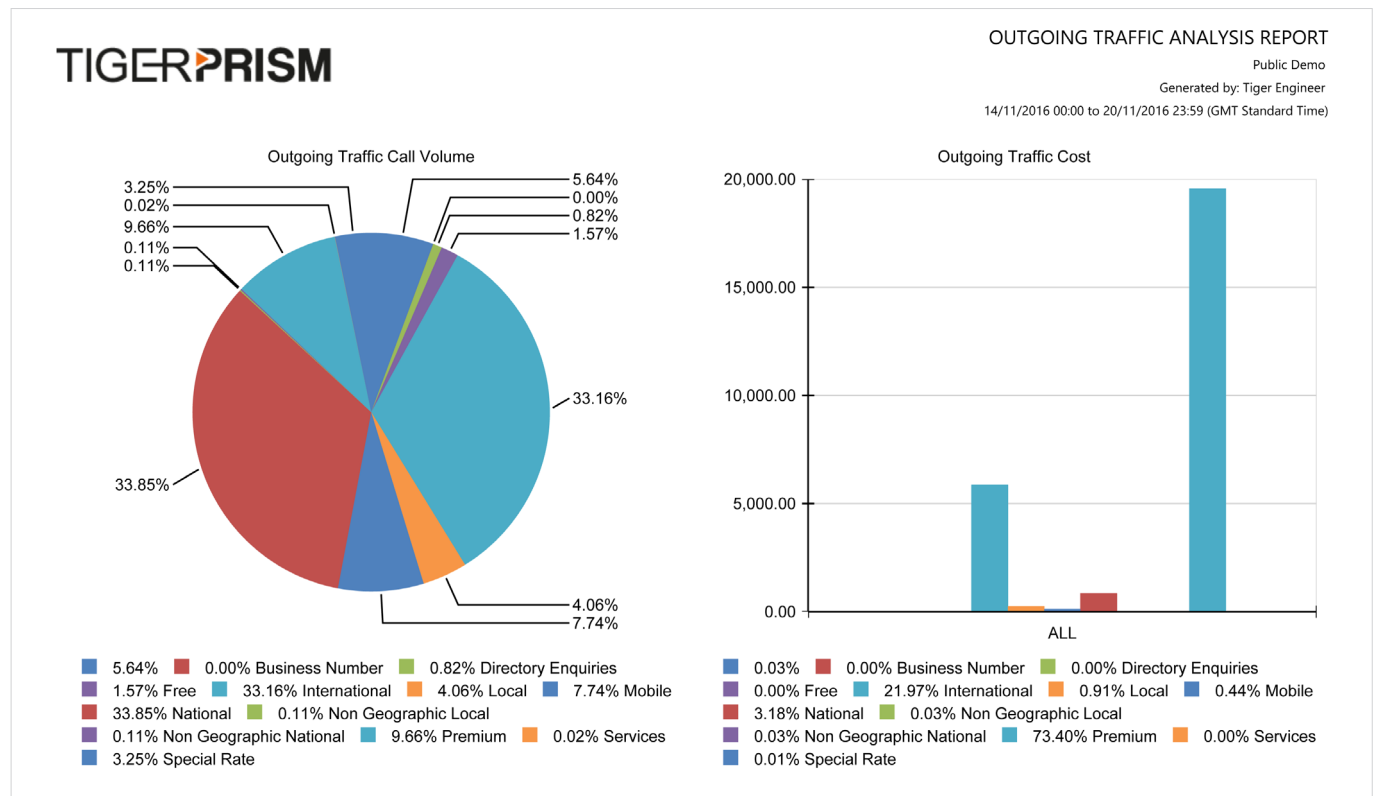
Target audience	Use case
 <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Procurement 	<p>Breakdown mobile usage by media type to identify significant usage or expenditure based on your directory tree</p> <p>Determine usage of national and potentially expensive roaming traffic</p> <p>Understand data usage to identify if users are exceeding bundles</p>

DEPARTMENTAL MOBILE SUMMARY REPORT																
Public Demo																
Generated by: Tiger Engineer																
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)																
	Non Roaming								Roaming							
	Voice			Data		Messages			Voice			Data		Messages		
	Calls	Duration	Cost	Vol MB	Cost	Count	Cost		Calls	Duration	Cost	Vol MB	Cost	Count	Cost	
Organizations	846	44:44:36	28.58	5,696.59	0.00	799	6.96		29	01:14:57	6.56	181.75	0.00	0	0.00	875
Acme Corp	31	00:38:42	0.00	81.77	0.00	58	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	31
Sales	31	00:38:42	0.00	81.77	0.00	58	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	31
Hugh Sutton	31	00:38:42	0.00	81.77	0.00	58	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	31
Cyberdyne Systems Corp	62	02:01:59	1.29	232.00	0.00	24	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	62
Sales	62	02:01:59	1.29	232.00	0.00	24	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	62
Alvin Harmon	10	00:07:32	0.00	131.60	0.00	5	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	10
Chasity Cannon	28	01:12:04	1.15	26.78	0.00	1	0.00		0	00:00:00	0.00	0.00	0.00	0	0.00	28

Outgoing Traffic Analysis


The Outgoing Traffic Analysis report provides a break down of the outbound traffic from the whole business into call categories shown by cost and as a percentage of the total.


Target audience	Use case
 <ul style="list-style-type: none"> Chief x Officers Network and Telecom Managers Procurement 	Assists to reconcile service provider bills with actual usage to discover billing mistakes or deliver cost savings



Unknown Endpoints

The Unknown Endpoints report identifies any phone which is not configured in the tree but has made or received a call within the reporting period selected. This allows administrators to ensure all phones are logged in the directory accurately and highlight possible abuse / fraudulent use.

Target audience	Use case
 <ul style="list-style-type: none"> Network and Telecom Managers Unified Comms Engineers Unified Comms Project Leader 	Assists to reconcile service provider bills with actual usage to discover billing mistakes or deliver cost savings




UNKNOWN PHONES REPORT

Public Demo
Generated by: Tiger Engineer
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

Phone	Cdr Source	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration
7977006045	Fixed Voice 2	1,446	00:00:00	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00
7977006046	Fixed Voice 2	574	00:00:00	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00
797700003063	Fixed Voice 2	369	01:30:14	1.57	1.96%	00:01:46	97.16%	01:27:40	0.89%	00:00:48	0.00%	00:00:00
797700003055	Fixed Voice 2	245	02:13:41	2.23	0.22%	00:00:18	97.76%	02:10:41	0.94%	00:01:15	1.08%	00:01:27
7977001396	Fixed Voice 2	215	00:12:58	0.00	5.91%	00:00:46	76.61%	00:09:56	17.48%	00:02:16	0.00%	00:00:00
79770004269	Fixed Voice 2	205	00:00:00	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00

Zero Usage Endpoints

The Zero Usage Endpoints report identifies any phones configured in the selected tree, along with the CDR source, username assigned to the phone and the parent department name, which have not made / received calls during the reporting period selected. It is important to be able to find unused phones as they may have a handset allocated that could be reused and may also require licensing for the telephone system and / or software licensing.

Target audience	Use case
 <ul style="list-style-type: none"> ► Network and Telecom Managers ► Unified Comms Engineers 	Generate savings by housekeeping the existing network and detect unused endpoints to ensure control and restrict potential abuse

TIGERPRISM

ZERO USAGE PHONES REPORT

Public Demo

Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)




Cdr Source Name	Equipment Name	Party Name	Tree Parent Party Name
Fixed Voice	1223	Andy Griffin	Test
Fixed Voice	1248	Salli Nicklen	Installations
Fixed Voice	1269	Ben Nicklen	Sales
Fixed Voice	1826	Ian Hay	Development
Fixed Voice	226	Ian Hay	Development
Fixed Voice	232	Brian Hoadley	Directors
Fixed Voice	252	Jeremy Partridge	Development
Fixed Voice	259	Speakeasy Voicemail	Telecoms
Fixed Voice	260	Speakeasy Voicemail	Telecoms
Fixed Voice	261	Speakeasy Voicemail	Telecoms
Fixed Voice	262	Speakeasy Voicemail	Telecoms
Fixed Voice	263	Speakeasy Voicemail	Telecoms
Fixed Voice	5051	Richard Male	Facilities Management
Fixed Voice	5052	Fraser McCallum	Support
Fixed Voice	5053	Ashley Denham	Support
Fixed Voice	5054	Piers Anderson	Support
Fixed Voice	5055	Chris Radley	Facilities Management
Fixed Voice	5056	Tiger User	Facilities Management
Fixed Voice	5059	Sharon Wright	Facilities Management
Fixed Voice	508	Chris Radley	Facilities Management
Fixed Voice	510	Geoff Bourne	Facilities Management
Fixed Voice	512	Richard Male	Facilities Management
Fixed Voice	518	Sharon Wright	Facilities Management
Fixed Voice	519	Piers Anderson	Support
Fixed Voice	520	Fraser McCallum	Support

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Traffic Reports

Channel Group Utilization

The Channel Group Utilization report provides a summary per Channel Group showing concurrent calls during the period of the report along with modelled bandwidth and the count of the calls.

Target audience		Use case
  	<ul style="list-style-type: none"> ► Network and Telecom Managers ► Unified Comms Engineers ► Procurement 	<p>Optimise communication routing matrix and evaluate potential least cost routing scenarios to deliver savings over both SIP and PSTN services (subscriptions and usage)</p> <p>Monitor trunk capacity to avoid service restriction during peak usage or from potential threats</p>

TIGERPRISM

CHANNEL GROUP UTILIZATION REPORT

Public Demo

Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)




Max Capacity State	Channel Group Name	Channel Group Description	Cdr Source Name	Channel Group Line Type	Available Channels	Maximum Concurrent Calls	Time at Max Concurrency	Max Concurrency %	Model Kbps Bandwidth	Total Calls	Total Occupancy
	0001	Europe - Vienna - SIP_000019	Fixed Voice 2	Unknown	3	1	00:00:00	0.00%	64	3	00:05:08
	0002	Europe - Valencia - SIP_000037	Fixed Voice 2	Unknown	20	11	00:00:00	0.00%	704	3,715	82:18:08
	0003	Asia - Riyadh - SIP_000069	Fixed Voice 2	Unknown	10	3	00:00:00	0.00%	192	252	10:22:34
	0004	Asia - Dammam - SIP_000067	Fixed Voice 2	Unknown	8	2	00:00:00	0.00%	128	106	03:48:49
	0005	Asia - Jeddah - SIP_000068	Fixed Voice 2	Unknown	8	4	00:00:00	0.00%	256	878	30:14:46
	0006	Asia - Ashdod - SIP_000049	Fixed Voice 2	Unknown	10	8	00:00:00	0.00%	512	2,600	72:15:54
*	0007	Asia - Tel Aviv - SIP_000051	Fixed Voice 2	Unknown	5	5	00:00:12	0.00%	320	686	29:26:46
	0008	Europe - Paris - SIP_000002	Fixed Voice 2	Unknown	15	3	00:00:00	0.00%	192	1,904	07:37:59
	0009	Europe - Paris - SIP_TrunkA	Fixed Voice 2	Unknown	30	13	00:00:00	0.00%	832	3,516	126:54:50
	001	GBR	Mobile Voice	Both Way	20	6	00:00:00	0.00%	384	836	22:11:38
	001	GBR	Mobile Voice 2	Both Way	20	6	00:00:00	0.00%	384	836	22:11:38
	0010	Europe - London - SIP_000042	Fixed Voice 2	Unknown	10	5	00:00:00	0.00%	320	581	36:10:24
	0011	Europe - London - SIP_000086	Fixed Voice 2	Unknown	12	11	00:00:00	0.00%	704	539	153:57:44
	0012	Asia - Haifa - SIP_000050	Fixed Voice 2	Unknown	6	4	00:00:00	0.00%	256	570	18:21:19
	0013	Europe - Paris - SIP_TrunkB	Fixed Voice 2	Unknown	27	11	00:00:00	0.00%	704	3,914	134:32:56

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Detail

Call Information

The Call Information report provides a detailed listing of each call made and / or received. For more detailed information about calls including linkage between call legs use the Analytics section where you can select from a wider selection of columns and drill down to particular call types, etc.

Target audience	Use case
   <ul style="list-style-type: none"> ► Network and Telecom Managers ► Unified Comms Engineers ► Human Resources 	<p>Generate a detailed report including every call leg and sort by criteria including cost, duration and party</p> <p>Quick and easy way to answer compliance or industrial security requests</p>

TIGERPRISM

CALL INFORMATION REPORT

Public Demo

Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)




Date	Time	Call Direction	Calling	Calling Party	Called	Called Party	Ring Time	Talk Time	Cost	Init Reason	Term Reason	Outcome	Transfer From	Transfer To
20/11/2016	23:34:35	Outgoing	07779000015	Donald Dawson	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	23:21:13	Outgoing	07779000018	Adriana Ayala	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	23:21:13	Outgoing	07753832217	Jo Kisser	idatao2couk		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	23:07:53	Outgoing	07779000017	Abigail Morris	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	22:52:49	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:49	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:49	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:49	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:48	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:47	Outgoing	07779000030	Bridgett Higgins	03519648*****		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:52:47	Outgoing	07808105508	Sam Grazina	0351964886159		00:00:00	00:00:01	0.10	Normal	Normal	Connected		
20/11/2016	22:30:02	Outgoing	77790003608	Aimee Lynn	0010080*****		00:00:26	00:00:23	0.09	Normal	Normal	Connected		
20/11/2016	22:28:29	Outgoing	07779000016	Abel Savage	075031*****		00:00:00	00:00:01	0.00	Normal	Normal	Connected		
20/11/2016	22:28:29	Outgoing	07734557101	Mike Simpson	07503182266		00:00:00	00:00:01	0.00	Normal	Normal	Connected		
20/11/2016	22:23:06	Outgoing	07779000007	Forrest Raymond	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	22:23:06	Outgoing	07917647432	Kerry Jefferies	idatao2couk		00:00:00	00:00:00	0.00	Normal	Normal	Connected		
20/11/2016	22:12:05	Outgoing	77790003608	Aimee Lynn	0012824*****		00:00:21	00:05:43	1.32	Normal	Normal	Connected		

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Incoming

Departmental Responses

The Departmental Response report provides a hierarchical summary of incoming calls to departments or other hierarchical levels within the directory structure. The activity is broken down by answered, busy and unanswered and then a further breakdown of the answered calls showing the response times, i.e. how long the call rang for before being answered.

Target audience	Use case
   <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Non-technical 	Determine inbound KPI and SLA statistics by organisational unit based on your directory tree i.e Answered vs Unanswered

TIGERPRISM

DEPARTMENTAL RESPONSES REPORT

Public Demo




Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

Department	Total Calls	Answered Calls		Busy Calls		Unanswered Calls		< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
Wonka Industries	2,914	1,818	62.39%	21	0.72%	1,075	36.89%	616	33.88%	747	41.09%	341	18.76%	110	6.05%	4	0.22%
Wonka Industries	1,056	422	39.96%	41	3.88%	593	56.16%	110	26.07%	161	38.15%	93	22.04%	55	13.03%	3	0.71%
Wonka Industries	369	257	69.65%	0	0.00%	112	30.35%	42	16.34%	118	45.91%	84	32.68%	13	5.06%	0	0.00%
Wonka Industries	1,559	737	47.27%	151	9.69%	671	43.04%	299	40.57%	253	34.33%	178	24.15%	7	0.95%	0	0.00%
Wonka Industries	174	100	57.47%	0	0.00%	74	42.53%	15	15.00%	60	60.00%	21	21.00%	4	4.00%	0	0.00%
Wonka Industries	804	528	65.67%	29	3.61%	247	30.72%	155	29.36%	278	52.65%	87	16.48%	7	1.33%	1	0.19%
Wonka Industries	34	23	67.65%	0	0.00%	11	32.35%	4	17.39%	6	26.09%	7	30.43%	5	21.74%	1	4.35%
Wonka Industries	315	163	51.75%	16	5.08%	136	43.17%	43	26.38%	77	47.24%	36	22.09%	7	4.29%	0	0.00%
Wonka Industries	1,573	728	46.28%	137	8.71%	708	45.01%	180	24.73%	359	49.31%	181	24.86%	3	0.41%	5	0.69%

Endpoint Responses

The Endpoint Response report provides a summary of the performance of each phone within the tree structure selected on responding to incoming calls. The calls are broken down by answered and unanswered and then a further breakdown of the answered calls showing the response times, i.e. how long the phone rang prior to being answered.


Target audience	Use case
   <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Non technical 	Determine KPI and SLA statistics for inbound calls to endpoints on the network

PHONE RESPONSE REPORT																
Public Demo																
Generated by: Tiger Engineer																
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)																
Phone	Party	Department	Unanswered Calls	Answered Calls	Average Response Time	< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds		
						Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	
7779004169	Ross Shaw	Telecoms	4	5	00:00:15	4	80.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%	
7779004168	Raul Malone	Telecoms	1	24	00:00:10	13	54.17%	4	16.67%	4	16.67%	3	12.50%	0	0.00%	
7779004166	Marshall Armstrong	Telecoms	5	12	00:00:15	3	25.00%	6	50.00%	2	16.67%	1	8.33%	0	0.00%	
7779004165	Kirk Johns	Telecoms	8	69	00:00:13	6	8.70%	33	47.83%	24	34.78%	6	8.70%	0	0.00%	
7779004162	Janette Mayo	Telecoms	7	49	00:00:09	7	14.29%	31	63.27%	11	22.45%	0	0.00%	0	0.00%	
7779004156	Chasity Benjamin	Telecoms	7	32	00:00:12	3	9.38%	18	56.25%	11	34.38%	0	0.00%	0	0.00%	
7779004154	Betty Medina	Telecoms	7	89	00:00:05	53	59.55%	33	37.08%	3	3.37%	0	0.00%	0	0.00%	
7779004153	Angel Byrd	Telecoms	14	72	00:00:10	33	45.83%	17	23.61%	18	25.00%	4	5.56%	0	0.00%	
7779004152	Allison Williamson	Telecoms	8	35	00:00:05	18	51.43%	17	48.57%	0	0.00%	0	0.00%	0	0.00%	

Usage

High / Low Usage Dialed Numbers


The High / Low usage Dialed Numbers report provides an analysis of the top x frequently dialled numbers, sorted by total volume, duration or cost.

Target audience	Use case
 <ul style="list-style-type: none"> ▶ Dept / Country / Site / Team managers ▶ Network and Telecom Managers ▶ Human Resources 	Identify the external parties that you are connecting with in order to quickly ascertain misuse or increased usage to a particular destination i.e a geographic location that you do not expect to be regularly contacting

TIGERPRISM						
HIGH / LOW USAGE BY DIALLED NUMBER REPORT						
Public Demo						
Generated by: Tiger Engineer						
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)						
Dialled Number	Destination Name	Call Category	Call Volume	Currency	Total Cost	Total Duration
083933*****	National	National	409	GBP	0.00	01:15:50
idatao*****			169	GBP	0.00	00:00:00
09080823*****	Premium Rate	Premium	161	GBP	13,412.13	69:30:48
idatao2couk	idatao2couk		140	GBP	0.00	00:00:00
09020343*****	Premium	Premium	121	GBP	1,837.69	66:25:01
09014058*****	C & W Premium Rate	Premium	83	GBP	197.81	03:01:18
09013754*****	Premium Rate	Premium	71	GBP	38.71	01:24:06
965*****	Local	Local	58	GBP	0.00	01:00:22
09075407*****	Premium Rate	Premium	48	GBP	51.07	00:38:25
09566*****	RNE	Special Rate	47	GBP	0.00	01:11:42
Totals			1,307		15,537.41	144:27:32

High / Low Usage CLI's


The High / Low Usage CLI (Caller Line Identity) report provides an analysis of the most frequent incoming callers provided they have not withheld their number. The report will assist with identifying customer calling patterns and could be used to highlight potential unanswered customer calls.

Target audience	Use case
 <ul style="list-style-type: none"> ▶ Dept / Country / Site / Team managers ▶ Network and Telecom Managers ▶ Unified Comms Engineers 	Identify the external parties that you are connecting with to quickly ascertain misuse or increased usage to a particular destination i.e a geographic location that you do not expect to be regularly contacting

TIGERPRISM									
HIGH / LOW USAGE BY CLI REPORT									
Public Demo									
Generated by: Tiger Engineer									
14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)									
CLI Number	Origin	Call Category Name	Call Volume	Answered Calls	Average Response	Average Duration	Unanswered Calls	Unanswered Ring Time	Total Duration
Not Presented			2,468	1,530	00:00:09	00:01:35	938	00:00:11	40:43:51
002355*****	International 002	International	369	43	00:00:09	00:02:30	326	00:00:03	01:47:34
09615*****	Premium	Premium	181	1	00:00:06	00:01:16	180	00:00:00	00:01:16
anon*****			168	105	00:00:06	00:02:42	63	00:00:21	04:44:41
0	National	National	140	87	00:00:07	00:02:51	53	00:00:15	04:08:19
09359*****	Premium	Premium	136	0	00:00:00	00:00:00	136	00:00:00	00:00:00
0005224*****	International	International	122	26	00:00:07	00:00:37	96	00:00:10	00:16:24
09114*****	Premium	Premium	87	1	00:00:05	00:02:40	86	00:00:00	00:02:40
06720*****	National	National	79	1	00:00:04	00:03:30	78	00:00:00	00:03:30
0058*****	International 005	International	75	53	00:00:08	00:01:34	22	00:00:07	01:23:41
Totals			3,825						53:11:56

High / Low Usage by Endpoints

The High / Low Usage Report by Endpoints report provides an analysis of the extensions making the most calls, those incurring the most cost or spending the most time on the telephone. The call totals are broken down into incoming / outgoing, internal and external for further analysis.

Target audience	Use case
 <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Human Resources 	Identify Endpoints that are in the top X during a given period and challenge the usage

TIGERPRISM

HIGH / LOW USAGE BY ENDPOINT REPORT

Public Demo


Generated by: Tiger Engineer

14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

Phone	Party Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration
77790003357	Dena Rogers	1,600	02:06:17	0.14	0.00%	00:00:00	71.85%	01:30:44	1.45%	00:01:50	26.70%	00:33:43
77790003356	Dale Cochran	941	02:13:56	0.00	8.08%	00:10:49	15.88%	00:21:16	60.48%	01:21:00	15.57%	00:20:51
77790004099	Margarita Church	816	13:15:14	1.82	0.00%	00:00:00	68.89%	09:07:52	4.26%	00:33:55	26.84%	03:33:27
77790003410	Chester Eaton	615	07:06:32	32.22	1.83%	00:07:48	65.97%	04:41:24	7.45%	00:31:46	24.75%	01:45:34
77790004069	Kris Moran	605	12:32:04	8.35	5.58%	00:41:56	41.66%	05:13:18	11.95%	01:29:52	40.82%	05:06:58
77790002353	Josh Jordan	601	02:36:25	0.55	1.13%	00:01:46	82.71%	02:09:22	9.38%	00:14:40	6.79%	00:10:37
777900001560	Kenya Marsh	587	06:05:20	96.42	5.10%	00:18:38	65.14%	03:57:58	0.26%	00:00:57	29.50%	01:47:47
777900003372	Abel Hamilton	575	11:54:34	98.35	4.21%	00:30:07	60.07%	07:09:16	6.67%	00:47:41	29.04%	03:27:30
777900001597	Perry Vazquez	551	05:12:09	124.10	2.75%	00:08:35	47.64%	02:28:43	11.72%	00:36:35	37.89%	01:58:16
777900004109	Brooke Rice	533	06:45:02	34.02	7.14%	00:28:55	75.80%	05:07:02	4.16%	00:16:52	12.89%	00:52:13

High / Low Usage People

The High / Low Usage Report by People report provides an analysis of the people making the most calls, those incurring the most cost or spending the most time on the telephone. The call totals are broken down into incoming / outgoing, internal and external for further analysis.

Target audience	Use case
 <ul style="list-style-type: none"> ► Dept / Country / Site / Team managers ► Network and Telecom Managers ► Human Resources 	Identify employees who are in the top X during a given period and challenge the usage

TIGERPRISM

HIGH / LOW USAGE BY PEOPLE REPORT

Public Demo

Generated by: Tiger Engineer


14/11/2016 00:00 to 20/11/2016 23:59 (GMT Standard Time)

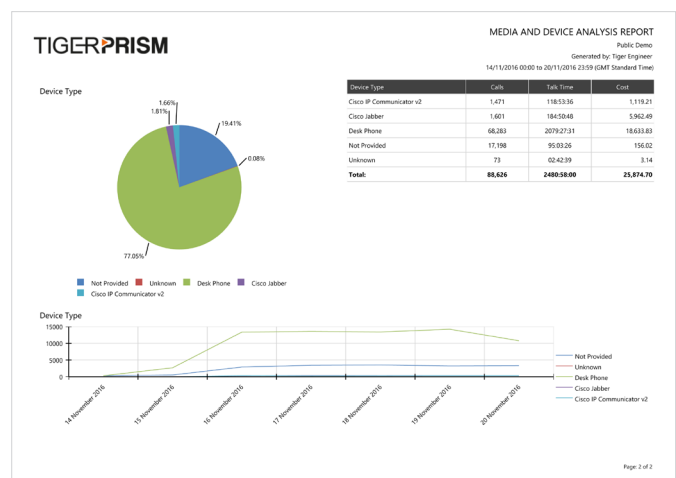
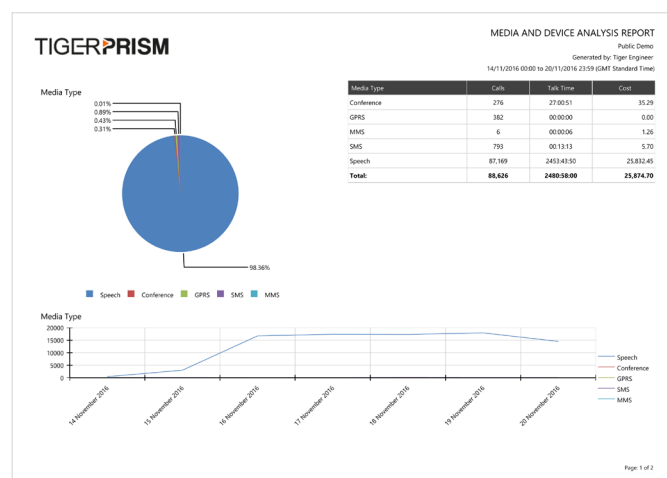
Party Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
	Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration
Dena Rogers	1,600	02:06:17	0.14	0.00%	00:00:00	71.85%	01:30:44	1.45%	00:01:50	26.70%	00:33:43
Dale Cochran	941	02:13:56	0.00	8.08%	00:10:49	15.88%	00:21:16	60.48%	01:21:00	15.57%	00:20:51
Margarita Church	816	13:15:14	1.82	0.00%	00:00:00	68.89%	09:07:52	4.26%	00:33:55	26.84%	03:33:27
Chester Eaton	615	07:06:32	32.22	1.83%	00:07:48	65.97%	04:41:24	7.45%	00:31:46	24.75%	01:45:34
Abel Hamilton	613	15:50:37	98.35	3.17%	00:30:07	45.16%	07:09:16	5.02%	00:47:41	46.66%	07:23:33
Kris Moran	605	12:32:04	8.35	5.58%	00:41:56	41.66%	05:13:18	11.95%	01:29:52	40.82%	05:06:58
Josh Jordan	601	02:36:25	0.55	1.13%	00:01:46	82.71%	02:09:22	9.38%	00:14:40	6.79%	00:10:37
Kenya Marsh	587	06:05:20	96.42	5.10%	00:18:38	65.14%	03:57:58	0.26%	00:00:57	29.50%	01:47:47
Brooke Rice	571	07:51:45	34.02	6.13%	00:28:55	65.08%	05:07:02	3.58%	00:16:52	25.21%	01:58:56
Perry Vazquez	551	05:12:09	124.10	2.75%	00:08:35	47.64%	02:28:43	11.72%	00:36:35	37.89%	01:58:16

User Adoption

Unified Communications Adoption

The User Adoption report provides graphical representation, along with corresponding tables, of the breakdown of calls by media type and device type. Media type will show the type of session, e.g. conference, speech or video. Device type will show the type of device used for the call, e.g. desk phone, softphone etc.

Target audience	Use case
 <ul style="list-style-type: none"> ► Chief x Officers ► Network and Telecom Managers ► Procurement 	<p>Monitor adoption and usage of new UC features, media types (Speech, IM, Video)</p> <p>Validate UC migration pilots and POC (physical phone use vs soft phone use)</p> <p>An organizational view of the UC estate: find ambassadors and areas where further communication or training may be required</p>



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