

Tiger Prism User Guide

Alerts Module - Release 2018.R2



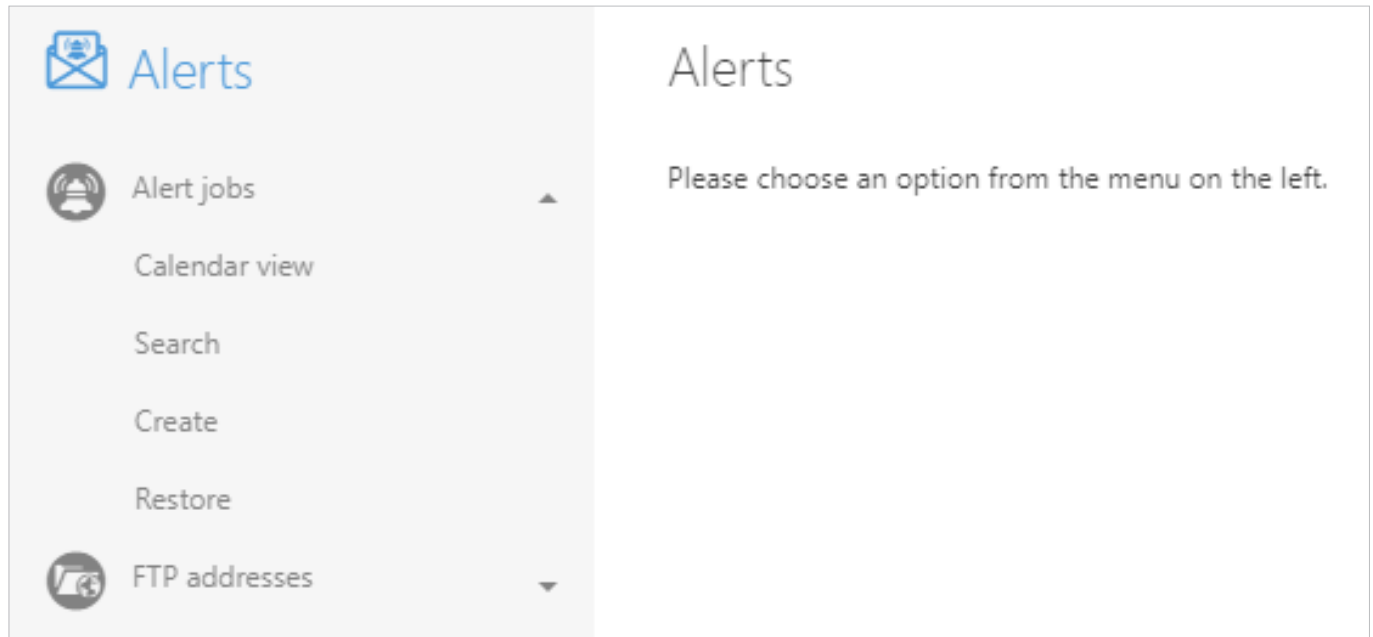
Table of Contents

Overview	3
Editing Alerts	5
Creating Alerts	9

Alerts

Overview

Tiger Prism Alerts enable you to receive notification of events based on widgets. For example, you can schedule an Alert to confirm when a call threshold has been reached, or a set of criteria has been met. Use Alerts to ensure you never lose sight of your business' activity.




The screenshot shows the Alerts module interface. On the left is a navigation menu with the following items: Alerts (with an envelope icon), Alert jobs (with a bell icon), Calendar view, Search, Create, Restore, and FTP addresses (with a server icon). On the right is the main content area, which is currently empty and displays the text: "Alerts" and "Please choose an option from the menu on the left."

The Calendar view shows a timeline depicting existing Alert jobs, and can display a day, a week, or a month at a time. The Search function lists all Alerts applicable to the user.

Search Alert Jobs


	Status	Status name	Job priority	Name	Widget name	Monitor mode	Is schedu...	Schedule	Time zone	From (UTC+00:00)	To (UTC+00:00)	Last execution due
☰	●	Ok	Low	999 Calls	999 Calls	new data only	✓	Every Minute	(UTC+00:00) Dublin, Edi...	13/07/2017 15:33:00	Ongoing	28/09/2017 10:12:00
☰	●	Ok	Medium	Aimee_International 1	Aimee_International 1	a target period	✓	Every Day	(UTC+00:00) Dublin, Edi...	18/09/2017 10:27:00	Ongoing	20/07/2018 10:27:00
☰	●	Ok	Low	Call Volume Alert	Call Volume Alert	a target period	✓	Every Week	(UTC+00:00) Dublin, Edi...	06/12/2016 14:28:00	Ongoing	17/07/2018 14:28:00


Export the list to Excel, by clicking the 'Export to Excel' button  on the right of the screen.

The status of the job is easily identified by the RAG indicator, where red is a failure, amber is awaiting, and green is OK.



When a job fails, the status will be highlighted by a red Status indicator, and the Status Name of 'Unresolved Errors'. Once the problem has been resolved, these errors need to be cleared.

Click on the relevant job to see the details, and then click on the 'Handled' icon  to acknowledge the error state.

The Search list also confirms the job name, priority, associated Widget name, whether or not the Alert is scheduled, the from and to date / time, and last / next execution date / time, as well as many other optional columns. Select to show or hide columns of information, using the 'Show / Hide Columns' button  at the bottom of the screen.

Click on the 'Details' button  to view details of the individual Alert job.

Details of Alert Job: 999 Calls

Name: 999 Calls

Job priority: Low

Description:

Schedule
 Target Data
 Success Notification
 Failure Notification
 Delivery Options
 Summary
 Executions
 Audit

Run manually
 Schedule this job to: Run forever

Using this time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Initial execution: 13/07/2017 15:33:00


Execute this job every: 1 Minute

Limit subsequent execution hours: 00:00:00 - 23:59:59

Limit executions to the following specific days of the week...

All None Mon Tue Wed Thu Fri Sat Sun

Sample of next 5 scheduled executions...

In the detail view, you can view and amend the Alert settings, delete, suspend, or execute the job using the options at the top of the screen. 

This view enables you to see the details of the Alert, what it does, when it runs, delivery and failure message settings, and information about each execution of the Alert job. Each area is handled within a separate tab.

Success Notification

The notification method, mail recipients, subject, and body text of the success confirmation are defined here. The Success Notification will be generated when the Alert job has been executed, and when the specific triggers within the widget are met.

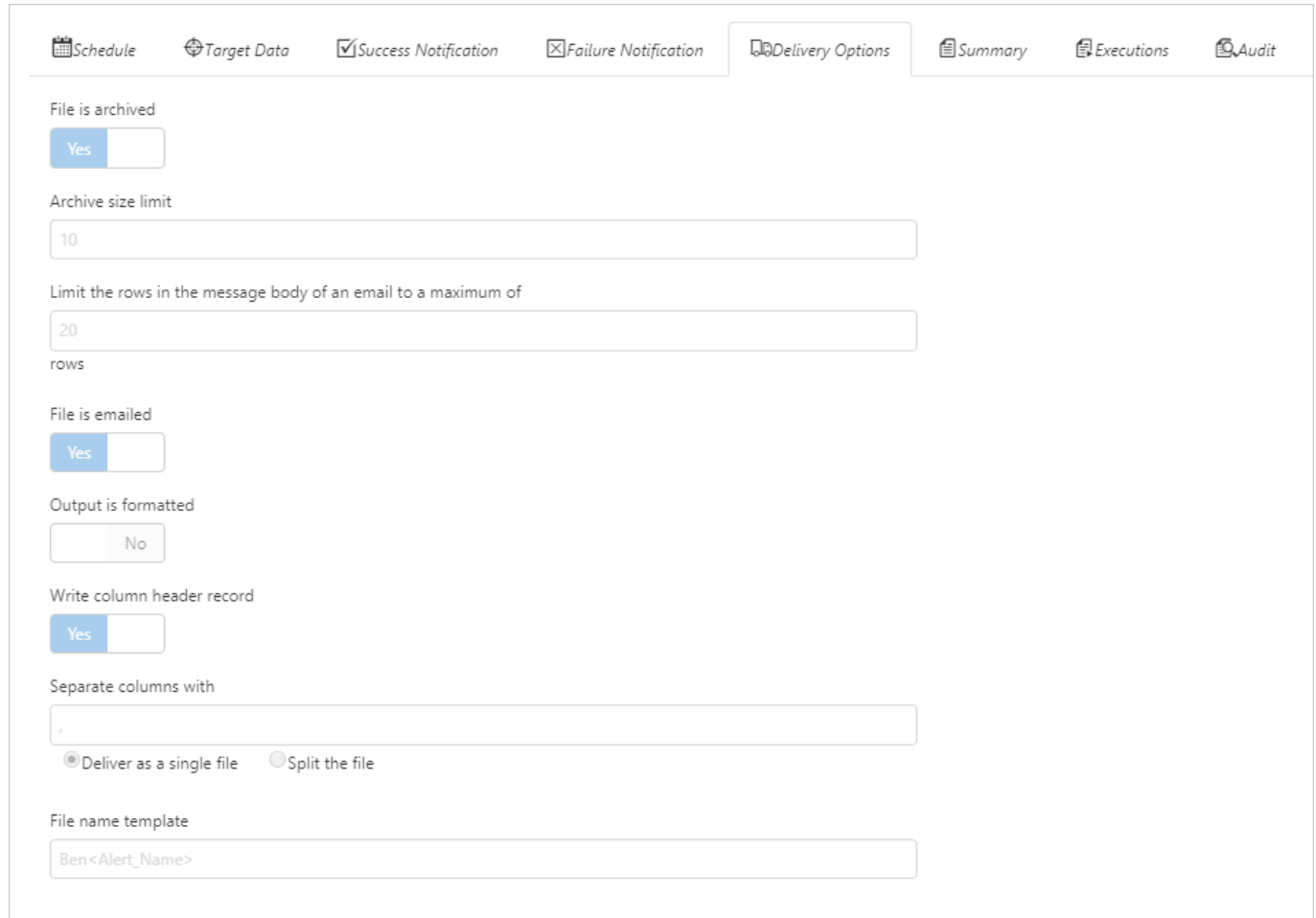
Failure Notification

The notification method, mail recipients, subject, and body text of the failure confirmation are defined here. The Failure Notification will be generated when the Alert job has not been executed. The reasons can be found in the 'Error' tab on the specific execution record.

Delivery Options

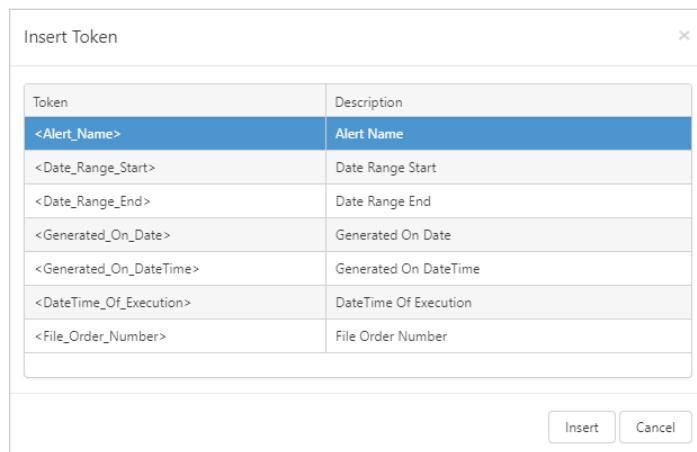
Define whether the Alert output is archived, and if so, the maximum number to be retained.

Set the maximum number of rows in the body of the email message, so that any output equal to or less than this number will be included in the body of the email, rather than as an attachment.



Define whether the output file is emailed. The Alert will be attached to the Success Notification, unless the amount of data meets the setting for rows included in the email body text.

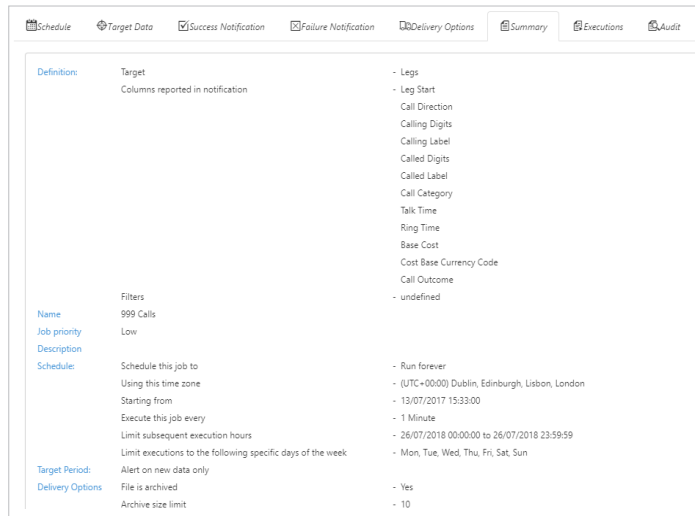
Define the naming convention for the File name, which will be the email attachment, using the options within the dropdown menu for File Name Template. Access the options, by clicking the ‘Ellipsis’ button ●●● to the right. You can apply multiple options to create the required file name. The tags can be supplemented with, or replaced by free text.




Token	Description
<Alert_Name>	Alert Name
<Date_Range_Start>	Date Range Start
<Date_Range_End>	Date Range End
<Generated_On_Date>	Generated On Date
<Generated_On_DateTime>	Generated On DateTime
<DateTime_Of_Execution>	DateTime Of Execution
<File_Order_Number>	File Order Number

Summary

The Summary page gives a complete overview of the Alert job settings.



Note: Before you can modify any field, you must first click on the 'Edit' button  from the top of the screen.

Create Alert Job

Add a new Alert, by clicking the 'Create' button .

Move through each tab of information using the 'Left / Right Arrows'  , or by clicking on each individual tab.

Note: Remember to save your changes, by clicking the 'Save' button .

Creating Alerts

Selecting to create a new Alert job triggers a wizard, which will guide you through every step of the set-up process. This is mostly the same as the editing wizard detailed above, with some extra steps at the beginning.

Data source

Either select from an existing widget already created in the widgets module, or create a widget within the wizard and select the appropriate radio button.

Create Alert Job

← → 📄

Datasource Definition Name Schedule Target Data Success Notification Failure Notification Delivery Options Summary

Start from an existing widget...

Datasource
Legs

Widget
Base Cost >= 1.00

Or create a new widget job based upon the following data-source...

Legs

Definition

If you have selected to 'create a new Alert job', based upon new settings, you will need to define the Alert content, by creating the query within this page. Contents and functionality work in the same way as [Analytics / Widgets](#) creation. If you have selected to use an existing widget, these fields will already be populated with that widget's configuration.

Name

Give the Alert job a name, set the priority, and add a brief description to summarise the purpose of the Alert. The Schedule, Target Data, Success Notification, Failure Notification, Delivery Options, and Summary tabs all work in the same manner as they do when viewing, or amending existing Alert jobs (See previous pages for details).

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