

Tiger Prism User Guide

Collaboration Tools - Release 2018.R2

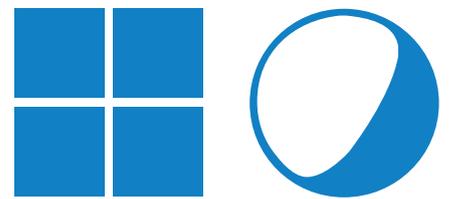


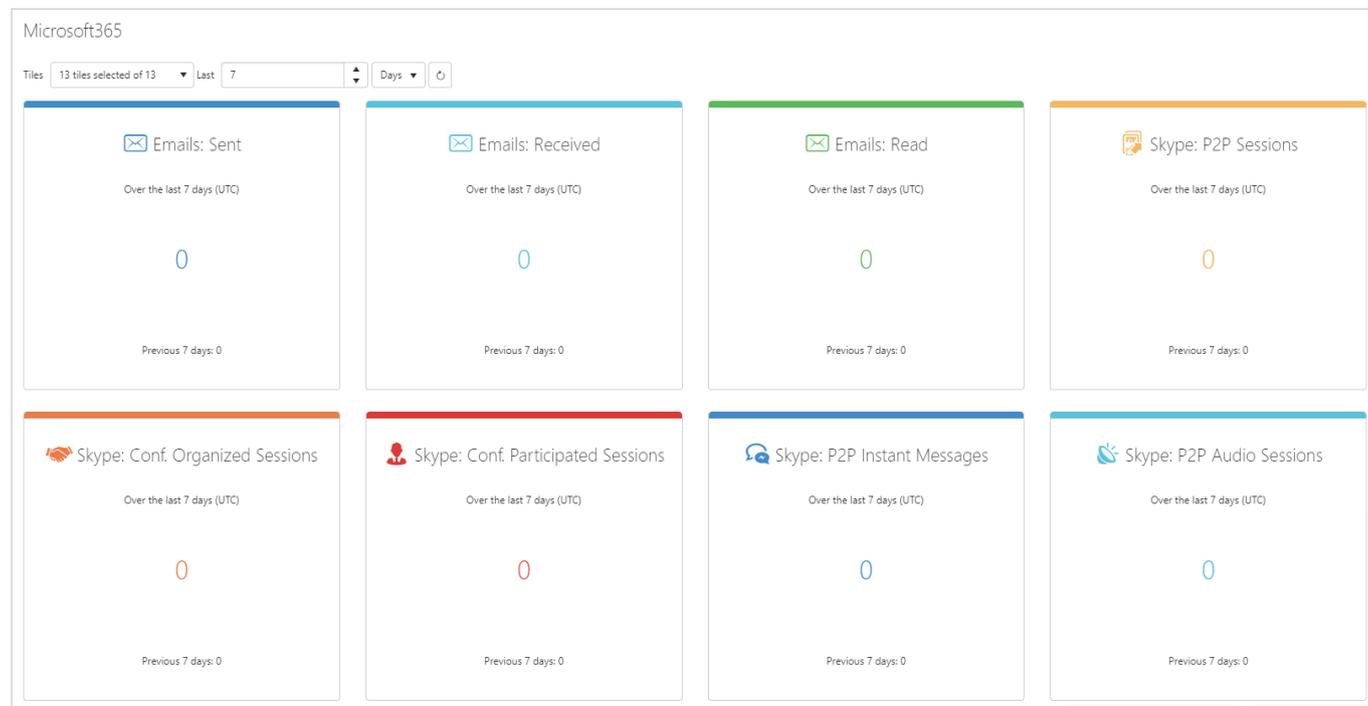
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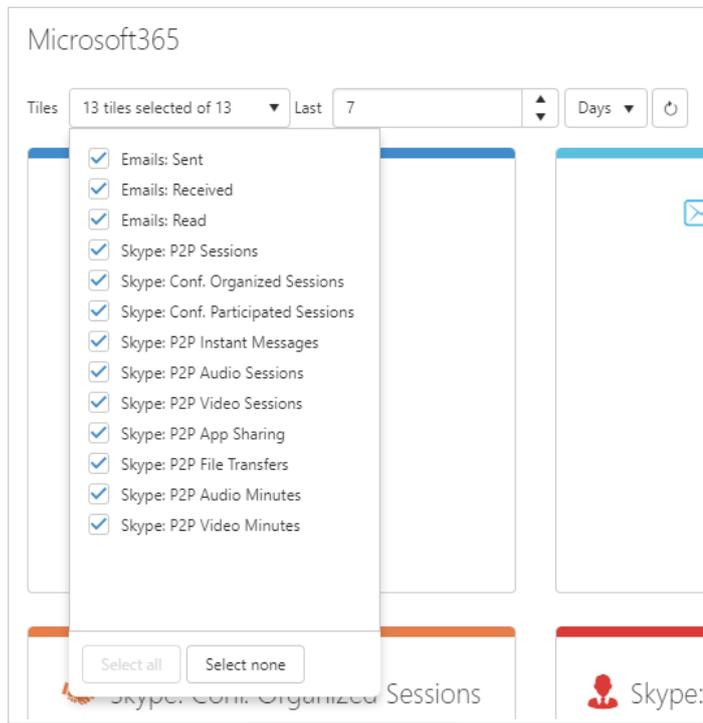
Microsoft 365

Overview

The Microsoft 365 module opens with a tiled Dashboard, showing basic usage of various functions over a configurable date range.



There are thirteen tiles available currently, and you can configure what ones appear on the Dashboard, through the Tiles dropdown menu.



The module has four main sections beyond the Dashboard:

- ▶ Search
- ▶ Party Mapping
- ▶ Office 365
- ▶ Skype for Business

Search

The Search function allows you to locate users to view their Office 365 account details:

Microsoft365 Search Office 365 Users

Principal name	Display name	Given name	Surname	Preferred name	Account enabled	User type	Job title	Department	Mail	Mail nickname	Mobile phone
__VMware_Conv_S...	__VMware_Conv_S...				✓	Member				__VMware_Conv_S...	
Abdaraman.Wone...	Abdaraman Wone	Abdaraman	Wone		✓	Member	Technical Support E...	Support	Abdaraman.Wone...	Abdaraman.Wone	
andy@tigercomms...	Andy Griffin	Andy	Griffin		✓	Member	Test Engineer	Test	Andy.Griffin@tigerc...	AndyGriffin	+447802474716
alepelley_sabio.co.u...	Angela Lepelley				✓	Guest			alepelley@sabio.co...	alepelley_sabio.co.u...	
anthonyj.hack_btint...	anthony hack				✓	Guest			anthonyj.hack@btin...	anthonyj.hack_btint...	
ashley@tigercomm...	Ashley Denham	Ashley	Denham		✓	Member	Senior Technical Su...	Support	Ashley.Denham@6i...	AshleyDenham	+447802474719

And from there the Prism details, if the user is held in a Prism directory tree:

Office 365 User: __VMware_Conv_SA__

User details | Location details | Party details

Party name:

Title:

Email: 1

Person type:

First name:

Username:

Job title:

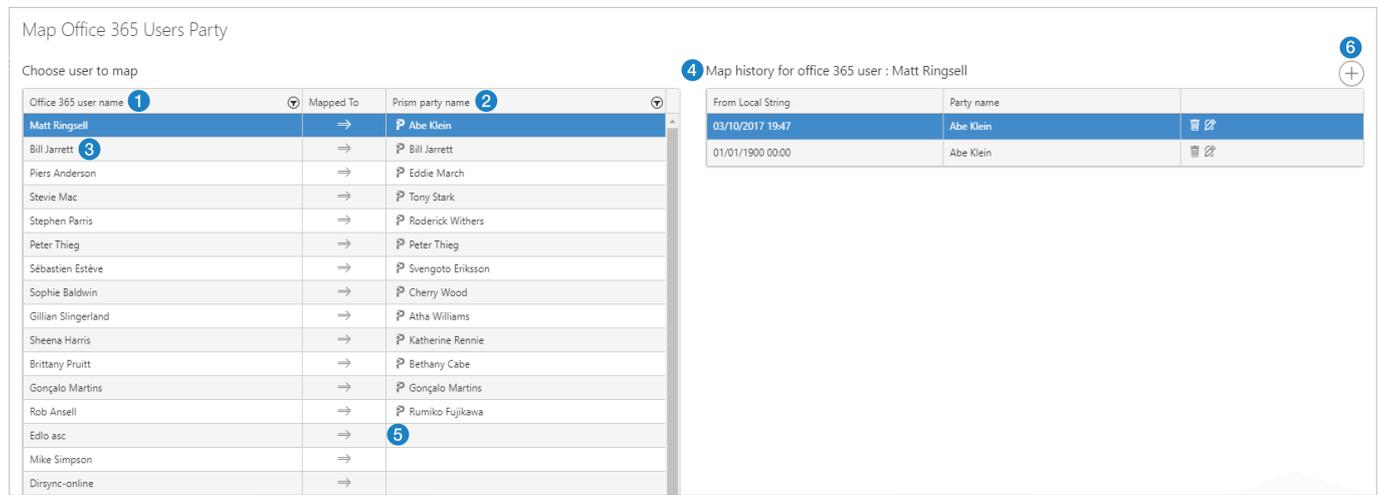
Last name:

Party name path:

If the user is in the Directory tree, but has not been mapped automatically, you can force a mapping from here (1). See the next section for details of O365 to Prism account mapping.

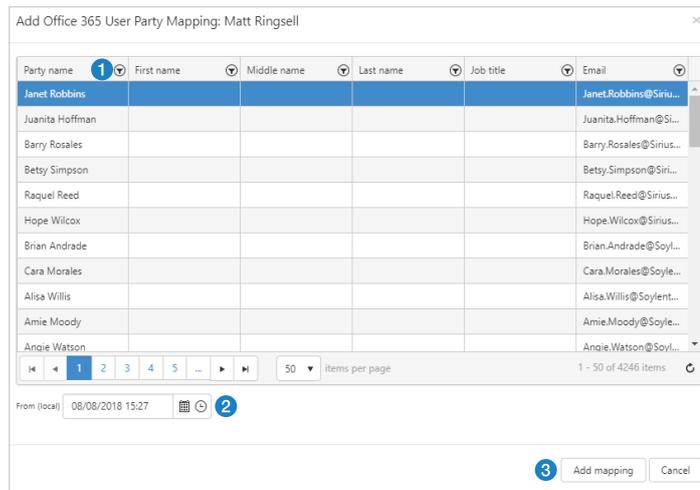
Party Mapping

The party mapping tool allows for the review, and assignment of Prism users to Microsoft 365 accounts:



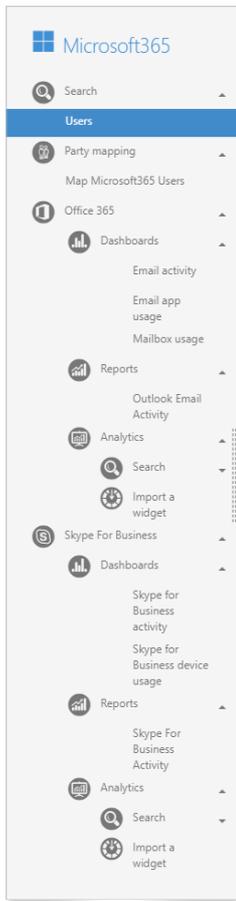
Find the Microsoft 365 account name on the left-hand column (1) to see which Prism party (2) it is currently mapped to it. Select an Office user (3) to see the details of what Prism account(s) it has been assigned to over time (4).

If an Microsoft 365 account does not have an assigned Prism party name (5), you can choose one, by clicking the 'Create' button (+) (6). This opens the Add Microsoft 365 User Party Mapping tool.



The tool lists all people from the Prism directory, which can be filtered using the 'Filter' buttons (1). When the correct user has been found, select the date and time that the mapping should take place from, using the calendar controls (2). Finally, click Add Mapping to confirm.

The remaining two sections comprise of Dashboards, Reports, and Analytics for each of Office 365 and Skype for Business. As the controls for these are consistent, this manual will cover both types of Dashboard, Reports, and Analytics together.

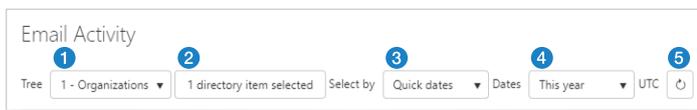


Dashboards

General Information

Prism can display more detailed Dashboards for Outlook and Skype, than the front page to the module.

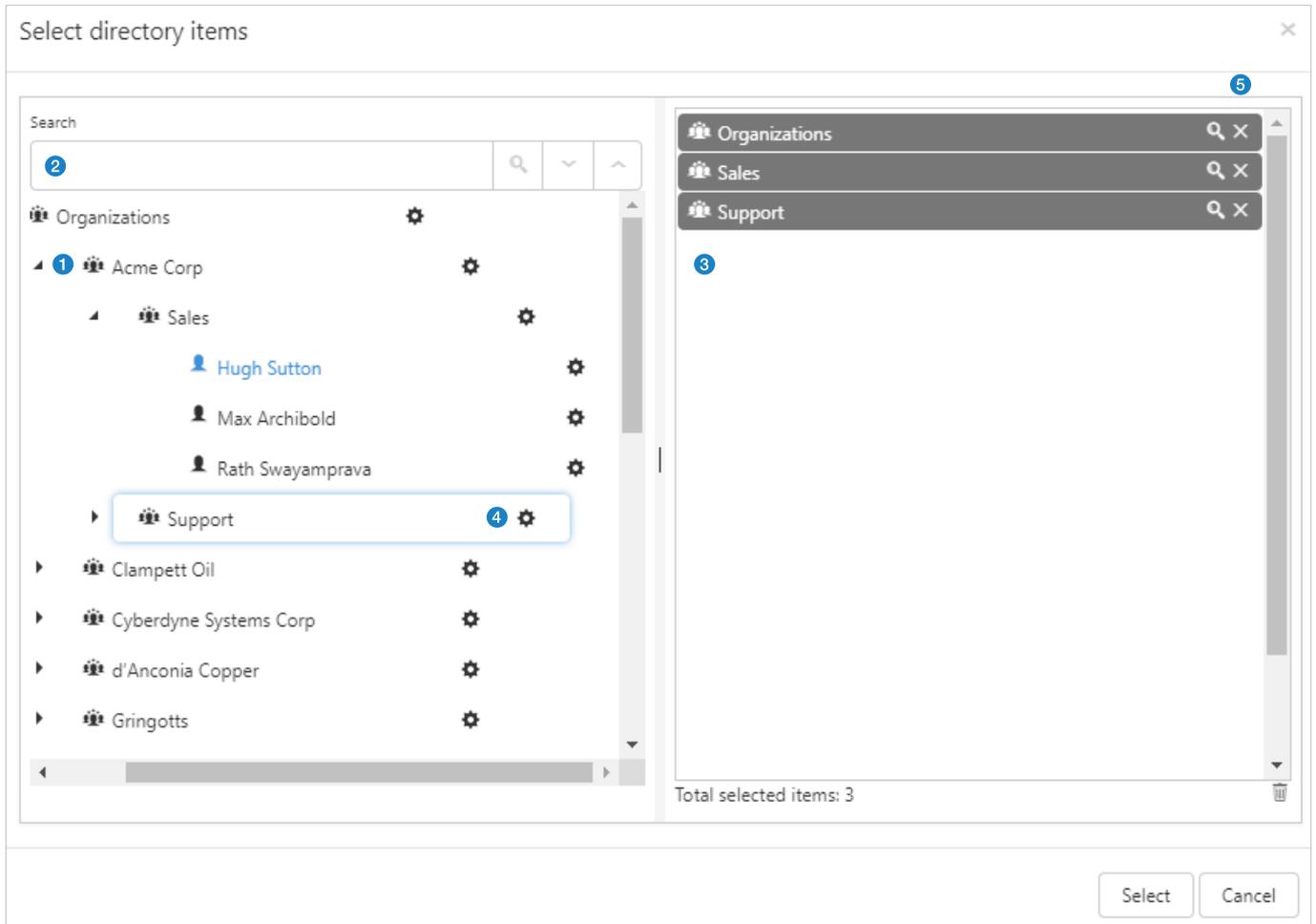
All of the available Dashboards use similar controls to govern what is covered in terms of scope and date range.



You can choose from any Directory trees (1) that you have access to. Within the tree chosen, you can select individual organizations and users (2) to make up the Dashboard results. The date range can be selected from a simple selection (today, this week, last month etc), or a customised start and end date and time (3 and 4).

Once everything is selected, click the 'Retrieve' button  (5).

Where directory items need to be selected, the button will open a selection dialogue using the tree selected in (1) above.



Find the entries by opening the tree up (1), or by using the Search function (2). Drag organisations or people to the right (3), or click the Cog ⚙ (4) to select all child items of the chosen parent. Previously selected items can be removed or located in the tree with the controls against each one (5).

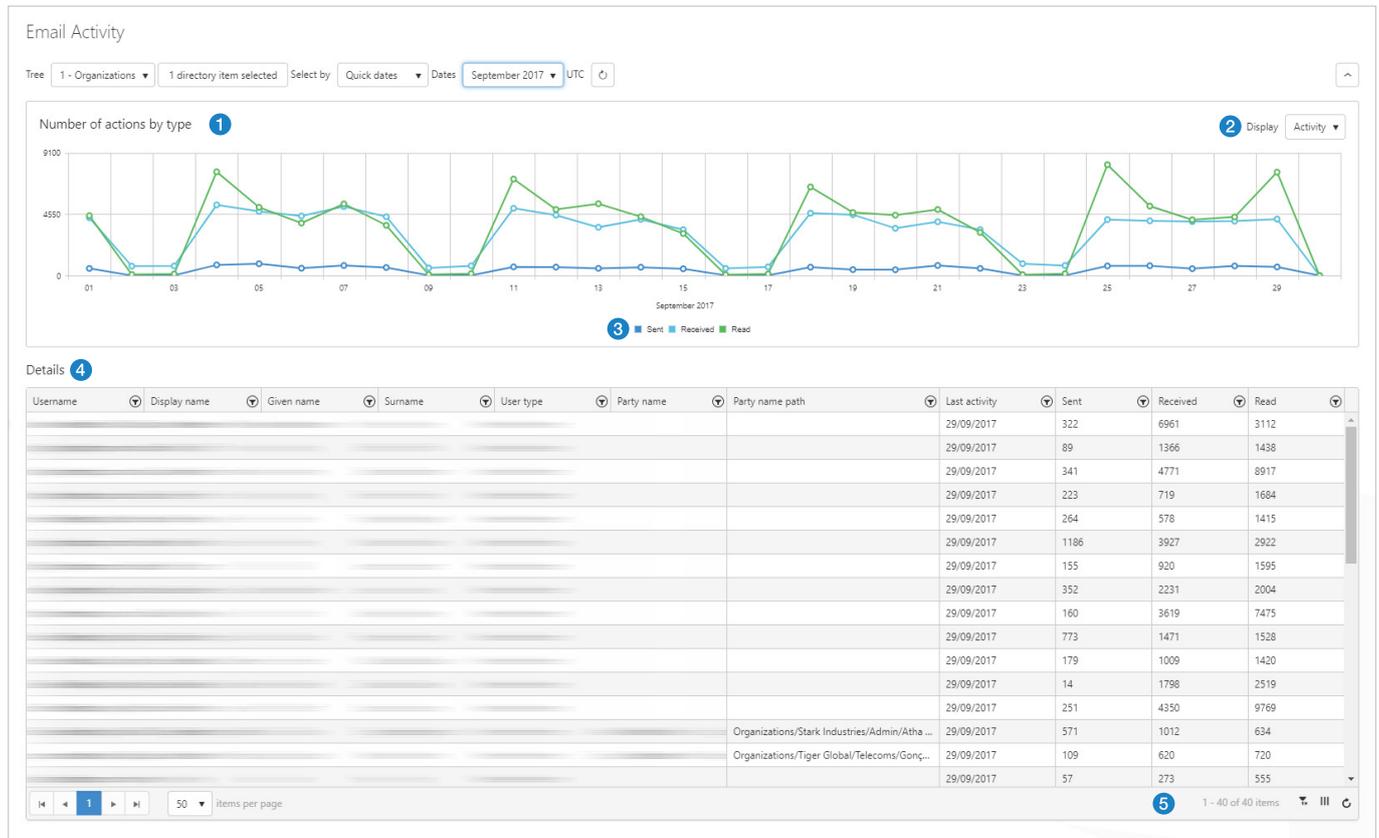
Once you have configured Trees and Directory items, you may wish to retain the configuration for future viewing. Dashboards can support multiple Profiles per user, which are accessible through the Profile controls.



When you have configured a Dashboard, press save (1) to retain that profile. Click the create new button (2) to make and name a new profile. When you have multiple profiles configured, use the dropdown (3) to select the profile to use, then the refresh button (4) to update the detail shown. To delete a profile when it is no longer required, click 'Delete' (5).

Email Activity

The email activity Dashboard monitors messages sent, received, and read across the organizations and people selected in the directory.



The graph (1) can show two interpretations of the information selected by the dropdown (2).

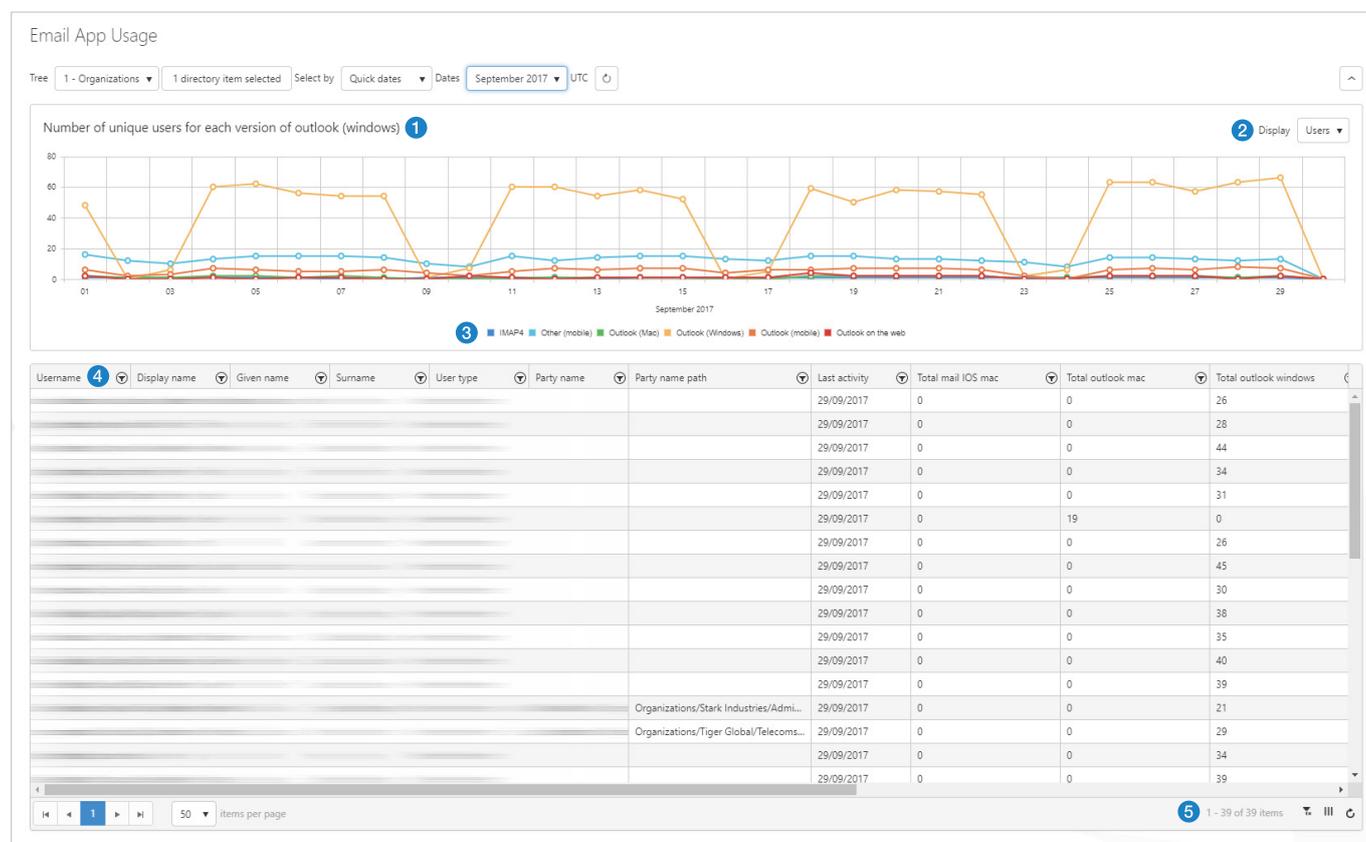
- ▶ **Activity:** Shows how many messages are being sent, received, and read throughout the period.
- ▶ **Users:** Shows how many users are sending, receiving, or reading mails across the period.

Types of email can be displayed or hidden on the graph, the legend forms the controls (3).

The details section (4) does not change with the graph, and shows the users and their statistics. All columns can be filtered with the 'Filter' buttons ▾. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Email app usage

The Email app usage Dashboard displays what Email clients and apps are being used to receive, read, and send emails by the organizations and people selected in the Directory.



The graph (1) can show three interpretations of the information selected by the dropdown (2).

- ▶ **Users:** Shows how many users are using each app for mail throughout the period.
- ▶ **Apps:** Shows the number of unique users for each app in use across the period.
- ▶ **Versions:** Where possible, this shows a further app breakdown, including the version of the app used.

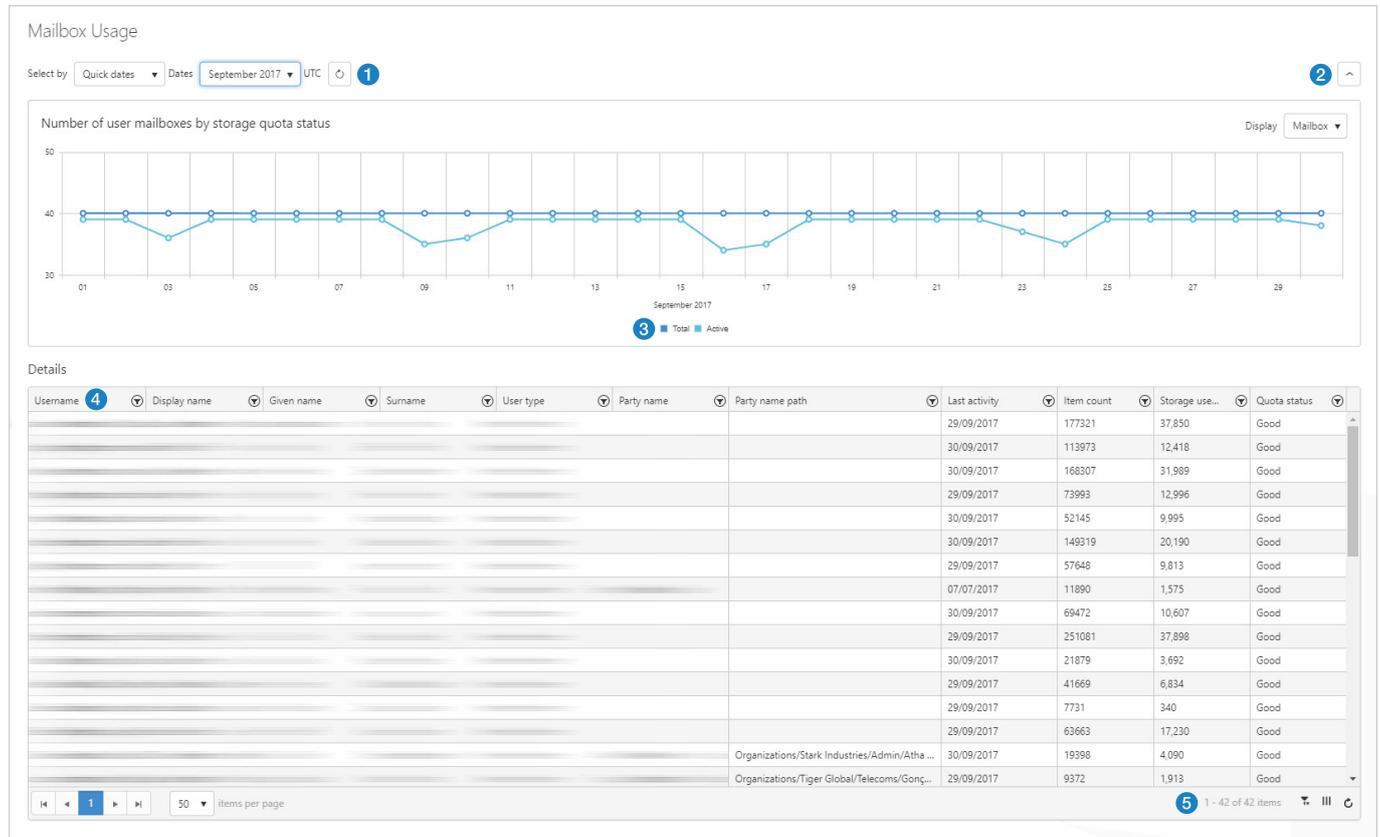
Individual apps can be displayed or hidden on the Users graph, and the legend forms the controls (3).

The details section (4) does not change with the graph, and shows the users and their statistics. All columns can be filtered with the 'Filter' buttons ▾. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Mailbox Usage

This Dashboard monitors the size and current status of user mailboxes.

Note: The mailbox usage Dashboard does not use Directory selection controls, as all users are listed.



The graph (1) can show three interpretations of the information, selected by the dropdown (2).

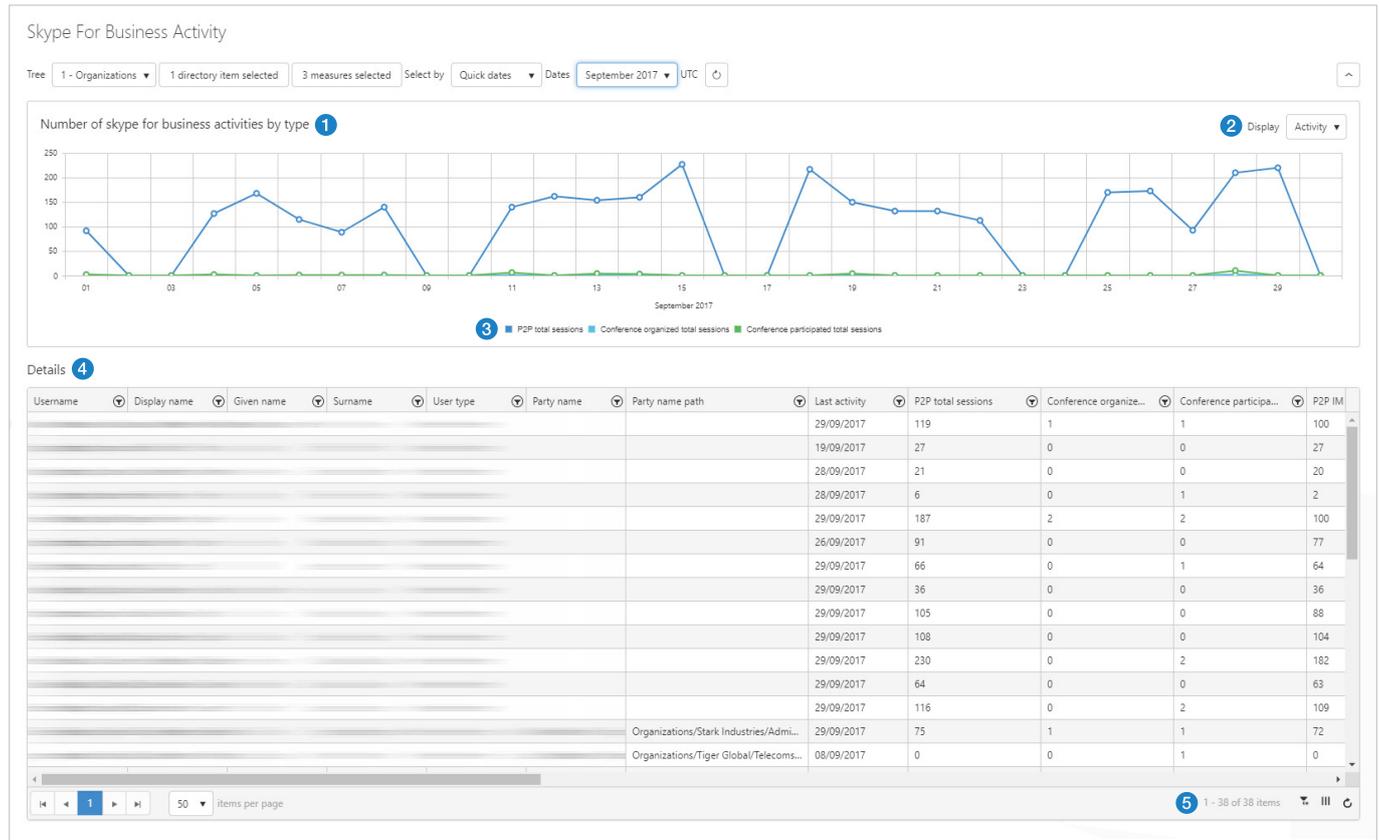
- ▶ **Mailbox:** Shows how many mailboxes there are, and how many are active at each point throughout the period.
- ▶ **Storage:** Shows the volume of storage used in total.
- ▶ **Quota:** Shows the current number of users by quota status.

Total mailboxes and active mailboxes can be displayed, or hidden on the mailbox graph. Additionally, the legend forms the controls (3).

The details section (4) does not change with the graph, and shows the users and their statistics. All columns can be filtered with the 'Filter' buttons. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Skype for Business activity

This Dashboard details the volume of use for each type of activity available through Skype for Business.



The graph (1) can show two interpretations of the information, selected by the dropdown (2).

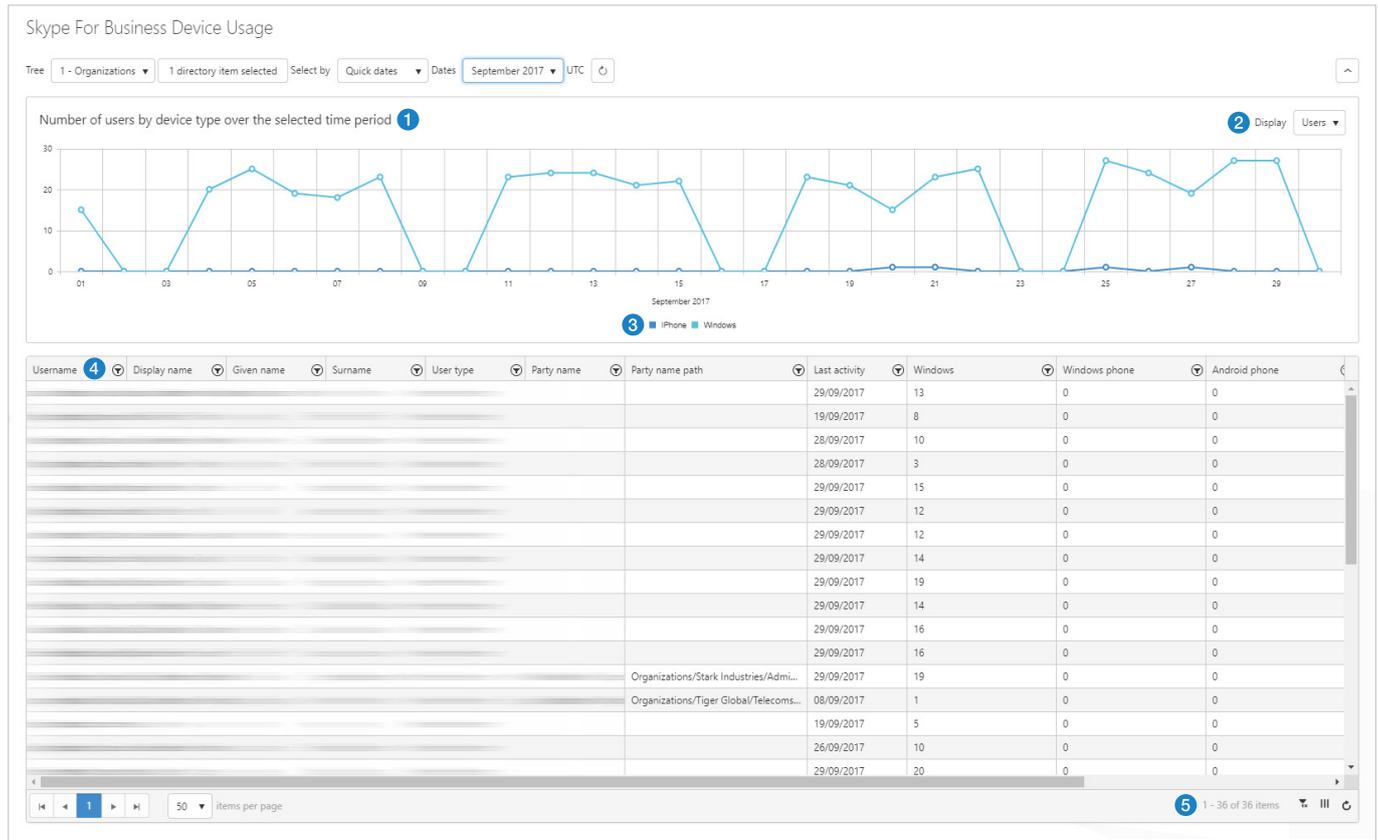
- ▶ **Activity:** Shows the volume each type of activity over the date range.
- ▶ **Users:** Shows how many users used the various features throughout the period.

Types of activity can be displayed, or hidden on the graph. Additionally, the legend forms the controls (3).

The details section (4) does not change with the graph, and shows the users and their statistics. All columns can be filtered with the 'Filter' buttons. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Skype for Business Device usage

The S4B Device usage Dashboard displays what apps and clients are being used by users for Skype activities.



The graph (1) can show two interpretations of the information, selected by the dropdown (2).

- ▶ **Users:** Shows the number of users for each Device type over the date range.
- ▶ **Distribution:** Shows how many users used each Device type in total over the date range selected.

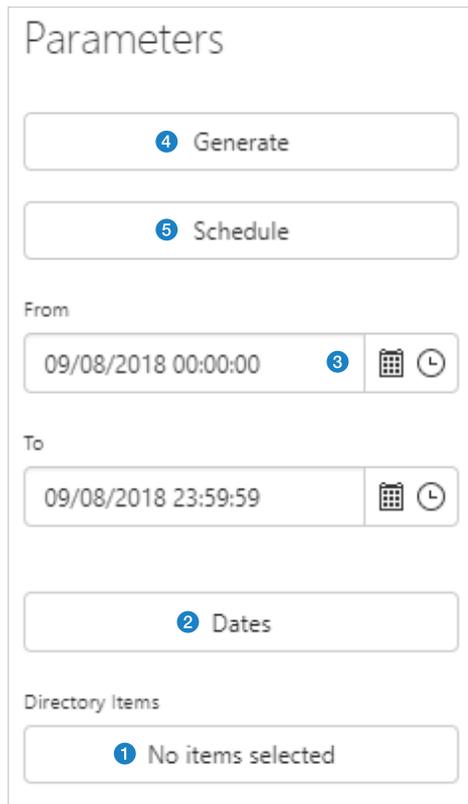
Types of device can be displayed or hidden on the Users graph, the legend forms the controls (3).

The details section (4) does not change with the graph, and shows the users and their statistics. All columns can be filtered with the 'Filter' buttons. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Reports

General Information

All of the available reports use similar controls to govern what is covered in terms of scope and date range.



The screenshot shows a 'Parameters' form with the following elements:

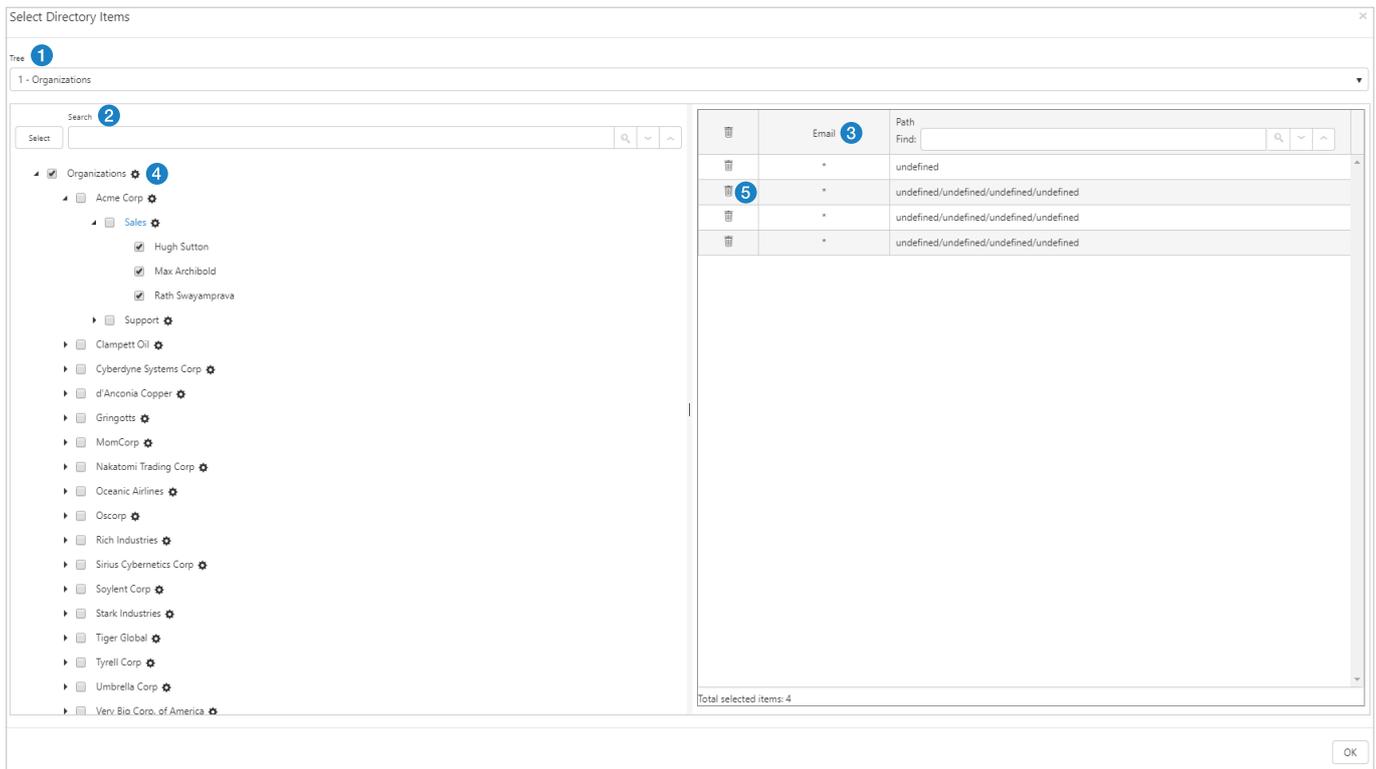
- A 'Generate' button (4) at the top.
- A 'Schedule' button (5) below it.
- A 'From' date field containing '09/08/2018 00:00:00' (3), with a calendar icon and a clock icon.
- A 'To' date field containing '09/08/2018 23:59:59', also with a calendar icon and a clock icon.
- A 'Dates' button (2) below the date fields.
- A 'Directory Items' section with a button showing 'No items selected' (1).

The Directory items button (1) allows you to choose individual organizations and users in trees that you have access to. The date range can be selected from a simple selection (2) (today, this week, last month etc), or a customised start and end date and time (3).

Once everything is selected, click the 'Generate' button (4).

If you are happy with the report parameters, you can then schedule it to run for a particular date, or regularly by clicking the 'Schedule' button (5) (See the [Scheduler](#) section for more details).

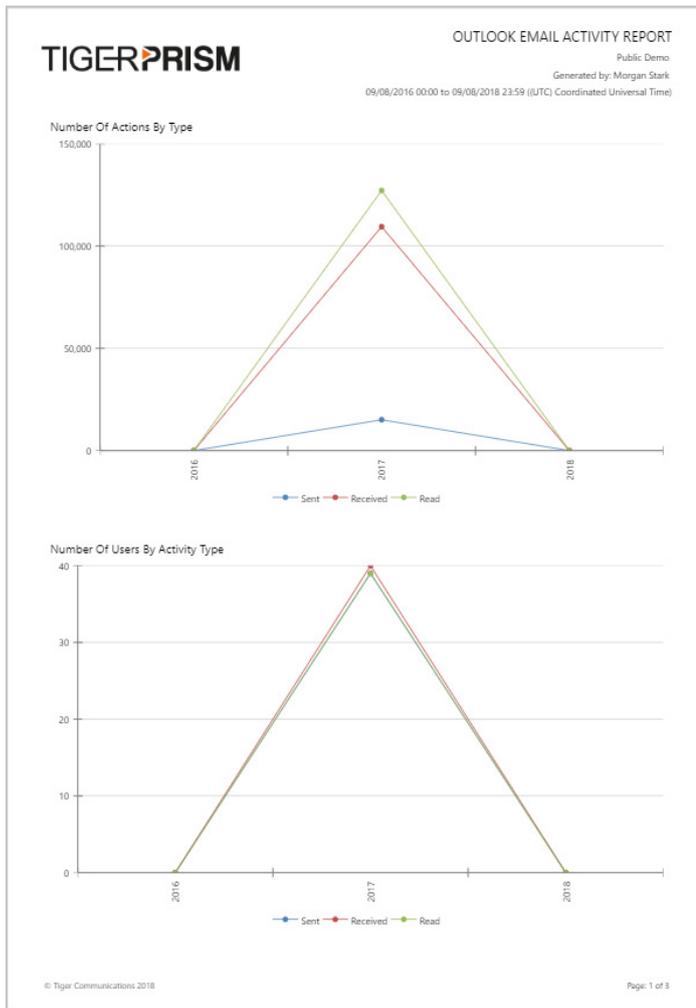
Where Directory items need to be selected, the button will open a selection dialogue.



Find the entries by opening the tree up (1), or by using the Search function (2). Drag organisations or people to the right (2), or click the Cog ⚙ (4) to select all child items of the chosen parent. Previously selected items can be removed or located in the tree with the controls against each one (5).

Outlook email activity

This report gives a two part output. The first section has two graphs showing the numbers of actions, and numbers of users by type:



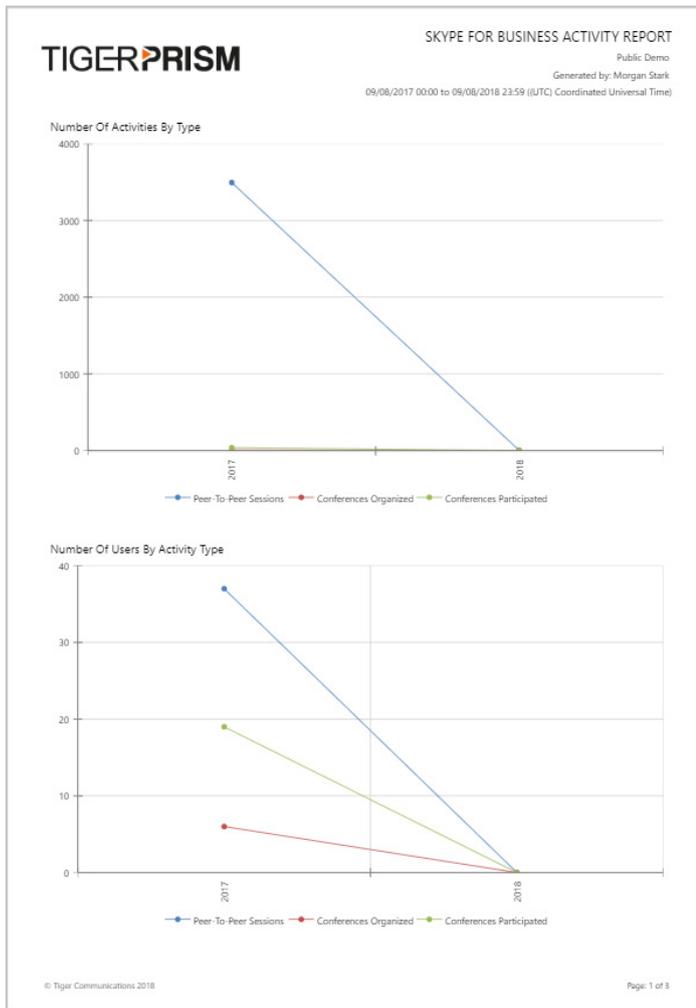
The second section shows a breakdown per included user:

OUTLOOK EMAIL ACTIVITY REPORT
Public Demo
Generated by: Morgan Stark
09/08/2016 00:00 to 09/08/2018 23:59 ((UTC) Coordinated Universal Time)

Username	Display Name	Party Name	Party Name Path	Last Activity	Sent	Received	Read
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	322	8,008	3,112
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	100	1,549	1,676
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	341	5,334	8,929
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	274	884	1,904
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	304	672	1,626
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	1,420	4,674	3,561

Skype for Business activity

This report gives a two part output. The first section has two graphs showing the numbers of activities, and numbers of users by type:



The second section shows a breakdown per included user:

SKYPE FOR BUSINESS ACTIVITY REPORT
Public Demo
Generated by: Morgan Stark
09/08/2017 00:00 to 09/08/2018 23:59 ((UTC) Coordinated Universal Time)

Username	Display Name	Party Name	Party Name Path	Last Activity	Peer-To-Peer	Organized	Participated
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	119	1	1
[Redacted]	[Redacted]	[Redacted]	[Redacted]	19/09/2017	44	0	0
[Redacted]	[Redacted]	[Redacted]	[Redacted]	28/09/2017	21	0	0
[Redacted]	[Redacted]	[Redacted]	[Redacted]	28/09/2017	6	0	1
[Redacted]	[Redacted]	[Redacted]	[Redacted]	29/09/2017	205	2	2
[Redacted]	[Redacted]	[Redacted]	[Redacted]	26/09/2017	96	0	0

Analytics

The final section in each is Analytics (For full Analytics functionality, please see the [Analytics](#) module). Office 365 widgets can be saved, exported, scheduled, and used for Alerts in the same way as normal Prism widgets.

Search Office 365 Email Activity

Queries in this generate information on users' Email Activity. This can simply display individuals, or can be aggregated to display grouped information about offices, departments, etc, based on either Office 365, Prism user details, or both.

Report date id	Report utc	Mail	Display name	Party name	Send actions	Receive actions	Read actions	Last activity utc
20170929	29/09/2017				0	74	4	29/09/2017 00:00:00
20170929	29/09/2017				0	61	14	29/09/2017 00:00:00
20170928	28/09/2017				0	34	70	28/09/2017 00:00:00
20170928	28/09/2017				0	47	84	28/09/2017 00:00:00
20170928	28/09/2017				0	16	13	28/09/2017 00:00:00
20170928	28/09/2017				0	41	19	28/09/2017 00:00:00

Search Office 365 Email Application Usage

Individual results can show users' Office 365 and Prism details, plus the various clients and versions of clients used on the dates included. Results can be aggregated to show what applications are in use, or adoption of new versions or clients.

Report date id	Report utc	Mail	Display name	Party name	Email client name	Email client version name
20170929	29/09/2017	Neville.Cox@...	Neville Cox		OutlookWindows	Undetermined
20170929	29/09/2017	Neville.Cox@...	Neville Cox		OutlookWindows	Outlook 2016
20170929	29/09/2017	Piers.Anders...	Piers Anderson	Eddie March	OutlookWindows	Outlook 2016
20170929	29/09/2017	Jo.Kisser@tig...	Jo Kisser		OtherMobile	Undetermined
20170929	29/09/2017	Jo.Kisser@tig...	Jo Kisser		OutlookWindows	Outlook 2016
20170929	29/09/2017	Salli.Nicklen...	Salli Nicklen		OutlookWindows	Undetermined

Search Office 365 mailbox usage

Individual results can show users' Office 365 and Prism details, as well as their mailbox sizes and item counts.

Report date id	Report utc	Mail	Display name	Party name	Item count	Storage used bytes
20170930	30/09/2017				21879	3871418831
20170930	30/09/2017				9711	1337891317
20170930	30/09/2017				149319	21171051737
20170930	30/09/2017				181455	41525776720

Search Skype for Business activity

Individual results can show users' Office 365 and Prism details, as well as detailed information about the sessions that have been organised and participated in. Aggregated results can show adoption and usage of various Skype activities.

Search Skype for Business Activity

Columns

Report date id
Report utc
Mail
Display name
Party name
Peer-To-Peer total sessions
Conference participated total sessions
Conference organized total sessions
Last activity utc

Filters

and

Tree

1 - Organizations
Select by
Quick dates
Dates
September 2017

Report date id	Report utc	Mail	Display name	Party name	Peer-To-Peer total sessions	Conference participated total sessions	Conference organized total sessions	Last activity utc
20170929	29/09/2017				11	0	0	29/09/2017 00:00:00
20170929	29/09/2017				3	0	0	29/09/2017 00:00:00
20170929	29/09/2017				3	0	0	29/09/2017 00:00:00
20170929	29/09/2017				10	0	0	29/09/2017 00:00:00
20170929	29/09/2017				5	0	0	29/09/2017 00:00:00
20170929	29/09/2017				1	0	0	29/09/2017 00:00:00
20170929	29/09/2017				8	0	0	29/09/2017 00:00:00

Fields

Dimensions

- ▶ Key
- ▶ Events
- ▶ Date (Skype for Business Activity)
- ▶ User
- ▶ Mapped Person (Prism)

Measures

- ▶ Totals
- ▶ Peer-to-peer
- ▶ Conferences Organized
- ▶ Conferences Participated
- ▶ Last Activity Date

Search Skype for Business device usage

Individual results can show users' Office 365 and Prism details, as well as information about the devices used.

Search Skype for Business Device Usage

Columns

Report date id
Report utc
Mail
Display name
Party name
Skype for business device type label

Filters

and

Tree

1 - Organizations
Select by
Quick dates
Dates
September 2017

Report date id	Report utc	Mail	Display name	Party name	Skype for business device type label
20170929	29/09/2017	Piers.Anderson...	Piers Anderson	Eddie March	Windows
20170929	29/09/2017	Geoff.Bourne...	Geoff Bourne		Windows
20170929	29/09/2017	Martin.Linford...	Martin Linford		Windows
20170929	29/09/2017	Teila.Hurlock@...	Teila Hurlock		Windows

Fields

Dimensions

- ▶ Key
- ▶ Events
- ▶ Date (Skype for Business Device Usag
- ▶ User
- ▶ Mapped Person (Prism)
- ▶ Skype for Business Device

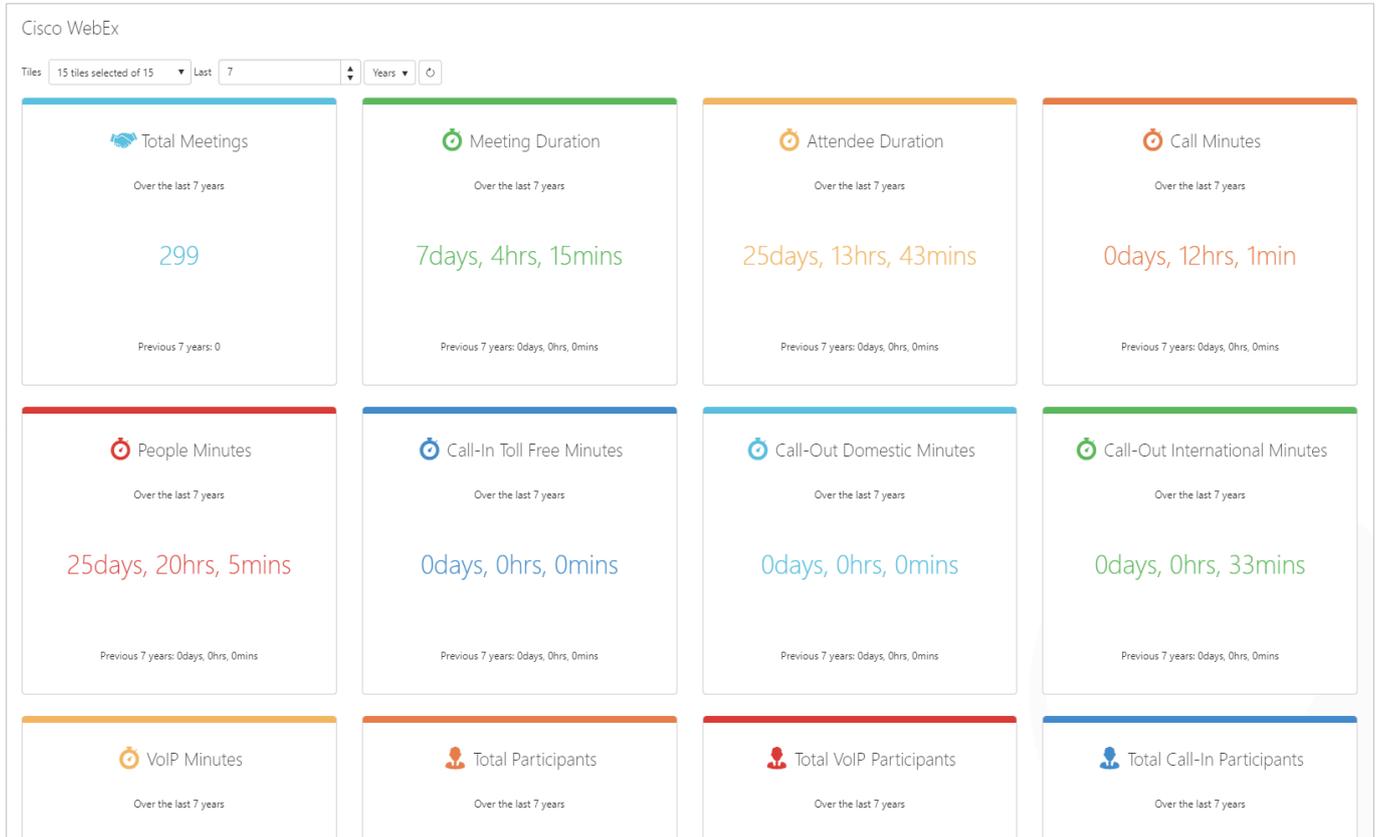
Measures

- ▶ Totals
- ▶ Last Activity Date

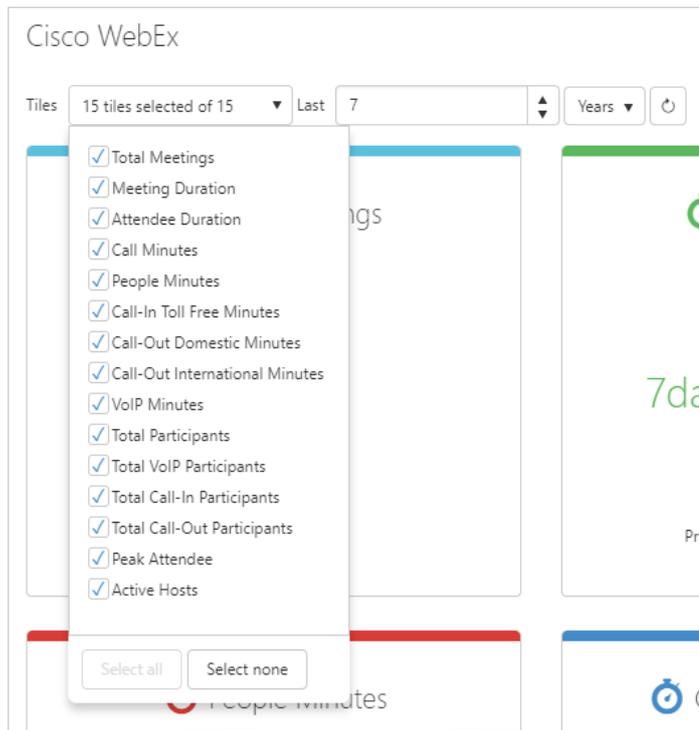
Cisco WebEx

Overview

The Cisco WebEx module opens with a tiled Dashboard, showing basic usage of various functions over a configurable date range.



There are fifteen tiles available currently, and you can configure what ones appear on the Dashboard through the Tiles dropdown menu.



The module has six main sections beyond the Dashboard:

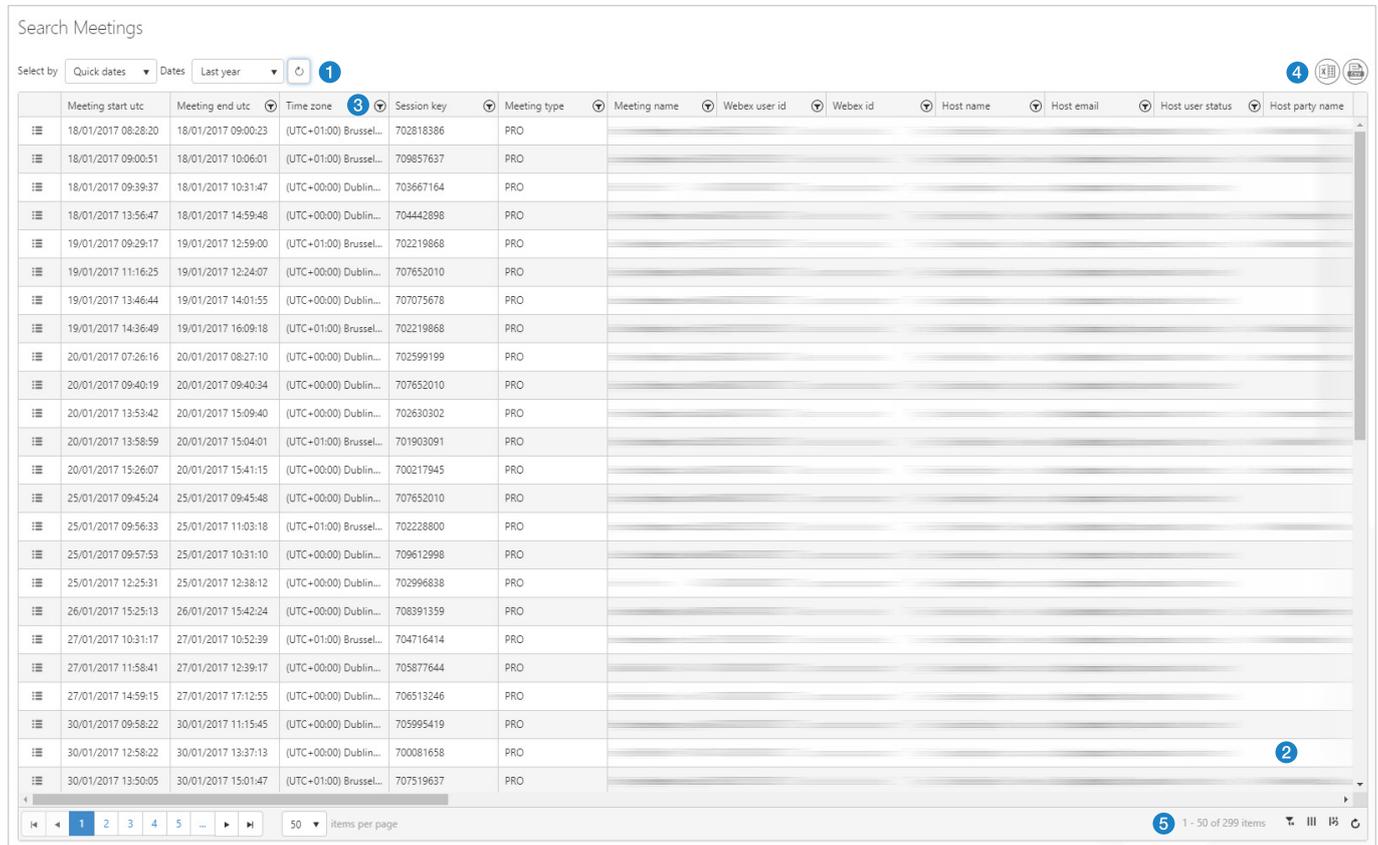
- ▶ Search
- ▶ Party Mapping
- ▶ WebEx Meetings Dashboards
- ▶ WebEx Meetings Reports
- ▶ WebEx Meetings Exports
- ▶ WebEx Meetings Analytics

Search

There are three searches available in the WebEx module.

Meetings

The first shows all meetings for the chosen date range (1):



Search Meetings

Select by Quick dates Dates Last year 1

Meeting start utc	Meeting end utc	Time zone	Session key	Meeting type	Meeting name	Webex user id	Webex id	Host name	Host email	Host user status	Host party name
18/01/2017 08:28:20	18/01/2017 09:00:23	(UTC+01:00) Brussel...	702818386	PRO							
18/01/2017 09:00:51	18/01/2017 10:06:01	(UTC+01:00) Brussel...	709857637	PRO							
18/01/2017 09:39:37	18/01/2017 10:31:47	(UTC+00:00) Dublin...	703667164	PRO							
18/01/2017 13:56:47	18/01/2017 14:59:48	(UTC+00:00) Dublin...	704442898	PRO							
19/01/2017 09:29:17	19/01/2017 12:59:00	(UTC+01:00) Brussel...	702219868	PRO							
19/01/2017 11:16:25	19/01/2017 12:24:07	(UTC+00:00) Dublin...	707652010	PRO							
19/01/2017 13:46:44	19/01/2017 14:01:55	(UTC+00:00) Dublin...	707075678	PRO							
19/01/2017 14:36:49	19/01/2017 16:09:18	(UTC+01:00) Brussel...	702219868	PRO							
20/01/2017 07:26:16	20/01/2017 08:27:10	(UTC+00:00) Dublin...	702599199	PRO							
20/01/2017 09:40:19	20/01/2017 09:40:34	(UTC+00:00) Dublin...	707652010	PRO							
20/01/2017 13:53:42	20/01/2017 15:09:40	(UTC+00:00) Dublin...	702630302	PRO							
20/01/2017 13:58:59	20/01/2017 15:04:01	(UTC+01:00) Brussel...	701903091	PRO							
20/01/2017 15:26:07	20/01/2017 15:41:15	(UTC+00:00) Dublin...	700217945	PRO							
25/01/2017 09:45:24	25/01/2017 09:45:48	(UTC+00:00) Dublin...	707652010	PRO							
25/01/2017 09:56:33	25/01/2017 11:03:18	(UTC+01:00) Brussel...	702228800	PRO							
25/01/2017 09:57:53	25/01/2017 10:31:10	(UTC+00:00) Dublin...	709612998	PRO							
25/01/2017 12:25:31	25/01/2017 12:38:12	(UTC+00:00) Dublin...	702996838	PRO							
26/01/2017 15:25:13	26/01/2017 15:42:24	(UTC+00:00) Dublin...	708391359	PRO							
27/01/2017 10:31:17	27/01/2017 10:52:39	(UTC+01:00) Brussel...	704716414	PRO							
27/01/2017 11:58:41	27/01/2017 12:39:17	(UTC+00:00) Dublin...	705877644	PRO							
27/01/2017 14:59:15	27/01/2017 17:12:55	(UTC+00:00) Dublin...	706513246	PRO							
30/01/2017 09:58:22	30/01/2017 11:15:45	(UTC+00:00) Dublin...	705995419	PRO							
30/01/2017 12:58:22	30/01/2017 13:37:13	(UTC+00:00) Dublin...	700081658	PRO							
30/01/2017 13:50:05	30/01/2017 15:01:47	(UTC+01:00) Brussel...	707519637	PRO							

50 items per page 5 1 - 50 of 299 items

There is a large choice of available fields to add to the Search (2), and the results can be filtered (3), and then exported (4) once set up. Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (5).

Hosts

The second Search displays all hosts used in Meetings.

Search Hosts 3

Webex id	Name 2	First name	Last name	Email	Party name	Address 1	Address 2	City	State	Country	Zipcode
...	44	...
...	351	...
...	1	...
...	44	...
...	44	...
...	77-79 Christchurch	Ringwood	...	44	BH24 1DH
...	44	...
...	sales2	33	...
...	44	...
...	44	...
...	44	...

1 50 items per page 4 1 1 - 11 of 11 items

Various details about the accounts can be displayed by the columns available (1), each of which can be filtered (2). Once the Search is complete, it can be exported (3). Controls to navigate the results, clear filters, refresh the display, and choose Columns to display or hide are shown at the bottom (4).

Attendees

The third search displays all attendees registered on meetings. The Columns can be adjusted and filtered just like the previous searches, and the results exported.

Party Mapping

The party mapping tool allows review and assignment of Prism users to WebEx accounts.

Map Prism Party to WebEx Host

Choose host to map

Webex host id 1	Webex host name	Mapped To	Prism party name 2
Caroline	Caroline Lewis	→	Sarah Jennings
stephenmccallum	Stephen McCallum	→	Tony Stark
sales2	Tiger EU Sales	→	Atha Williams
sales 3	Tiger Sales	→	Sarah Jennings
herman	Herman Vercouteren	→	
Simon	Simon Udell	→	
Trainer	Tiger Trainer	→	
MikeSimpson	Mike Simpson	→	
Goncalo	Goncalo Martins	→	
Stephen	Stephen McCallum	→	
support	Tiger Support	→	5

Map history for WebEx host : Caroline Lewis **4**

From Local String	Party name	
23/03/2010 12:40	Sarah Jennings	🗑️ 🔗

6 +

Find the WebEx id or hostname in the left-hand columns (1) to see what Prism party (2) is currently mapped to it. Select a WebEx hostname (3) to see the details of what Prism account(s) it has been assigned to over time (4).

If a WebEx hostname does not have an assigned Prism party name (5), you can choose one by clicking the 'Create' button (+) (6). This opens the Host Party Mapping tool.

Add Host Party Mapping: Caroline Lewis

Party name 1	First name	Middle name	Last name	Job title	Email
Janet Robbins					Janet.Robbins@Siriu...
Juanita Hoffman					Juanita.Hoffman@Si...
Barry Rosales					Barry.Rosales@Siriu...
Betsy Simpson					Betsy.Simpson@Siri...
Raquel Reed					Raquel.Reed@Siriu...
Hope Wilcox					Hope.Wilcox@Siriu...
Brian Andrade					Brian.Andrade@Soyl...
Cara Morales					Cara.Morales@Soyle...
Alisa Willis					Alisa.Willis@Soylent...
Amie Moody					Amie.Moody@Soyle...
Anoie Watson					Anoie.Watson@Soyl...

From (local) 09/08/2018 11:30 **2**

3 Add mapping Cancel

The tool lists all people from the Prism directory, and can be filtered using the 'Filter' buttons ▼ along the header row (1). When the correct user has been found, select the date and time that the mapping should take place from, using the Calendar controls (2). Finally, click 'Add Mapping' to confirm.

Dashboards

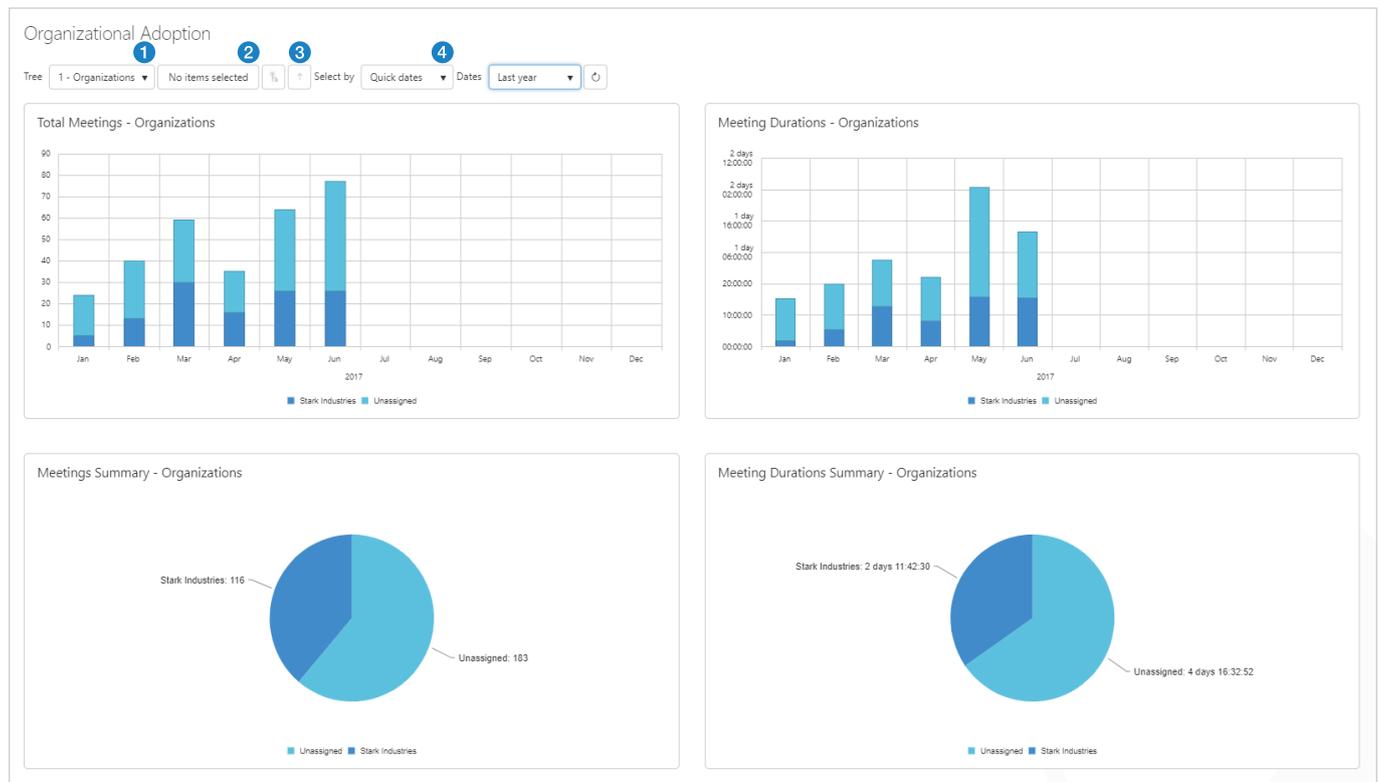
Summary

The summary dashboard consists of five graphs, which provide an overview of meeting statistics for the date range selected.

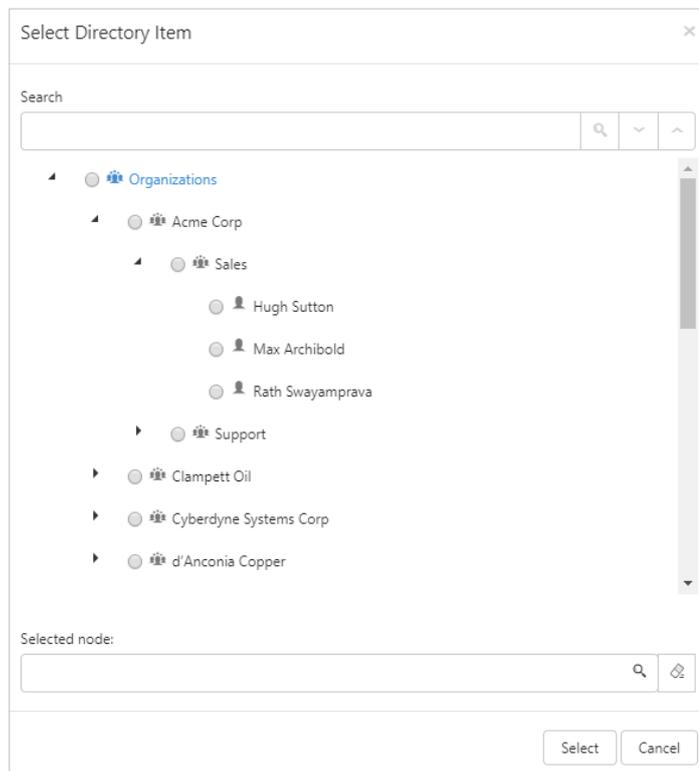
- ▶ **Totals:** Bar graph showing the number of meetings and attendees per day / month, depending on the date range run.
- ▶ **Durations:** Bar graph showing the total durations for meetings and attendees per day / month, depending on the date range run.
- ▶ **Call totals:** Pie chart displaying the categories of calls, and their proportions.
- ▶ **Call minutes:** Pie chart showing the total minutes for each call type, in or out of a meeting.
- ▶ **Host activity:** Line graph showing registered hosts and active hosts per day / month, depending on the date range run.

Organizational adoption

This dashboard helps to identify what Prism Organizations are using WebEx hosts, and whether there are unassigned hosts in use that should be assigned to Prism parties.



You can select the Directory tree to use (1), and then select an individual node in that tree to populate the Dashboard from (2).



External Engagement

The external engagement dashboard gives an overview of the users and domains who have joined WebEx sessions.

The Dashboard can be organised to show either the domain, or the Email of the users that have joined sessions, whilst the date range can be selected, either by simple period selection, or by defining a start and end date.

Select by Quick dates Dates Last year Group by Domain

There are four graphs on the Dashboard, which are all line graphs of the Top x variety.

- ▶ **Total Meetings / Attendees:** Shows the top x meetings / attendees broken down by month / day (depending on date range)

Total Meetings 68 Total Attendees 134 Top totals 20

- ▶ **Meeting / Attendee Durations:** Shows the top x meetings / attendees by duration, broken down by month / day (depending on date range).

Meeting Durations (2 days 06:21:00) / Attendee Durations (4 days 00:30:05) Top totals 20

- ▶ **Totals:** Shows the top x total attendees, or meetings by number.

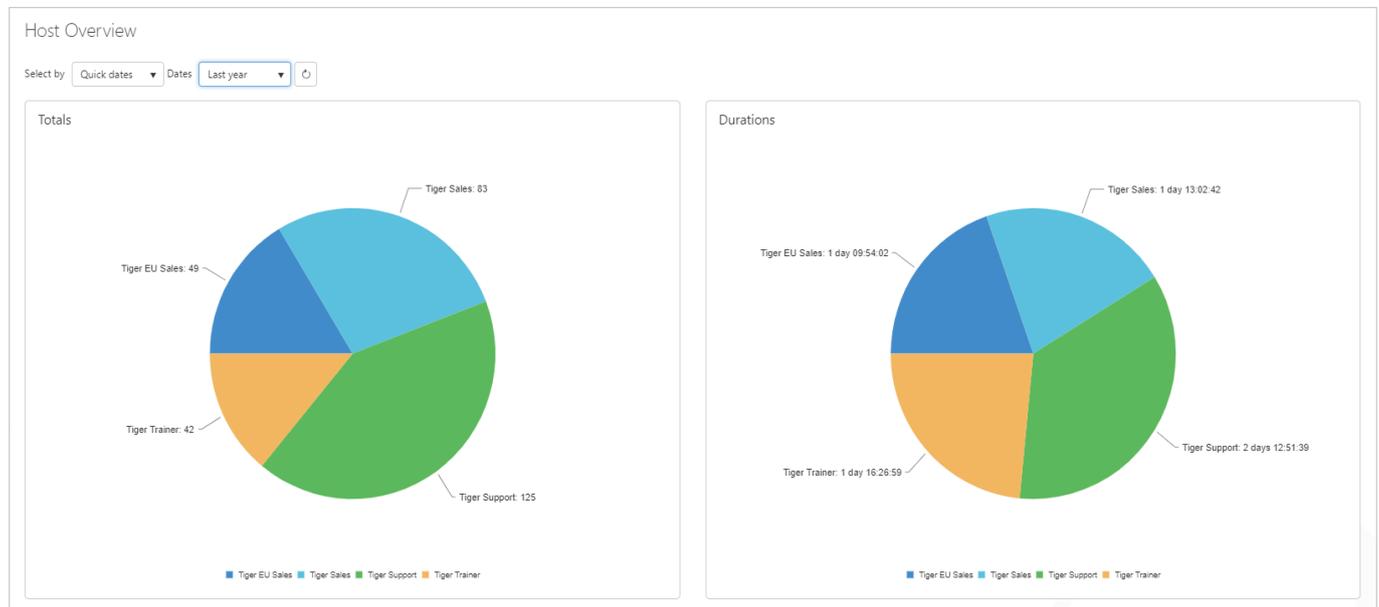
Totals pareto: Top totals 12 Meetings

- ▶ **Durations:** Shows the top x total attendees, or meetings by total duration.

Durations pareto: Top durations 12 Meetings

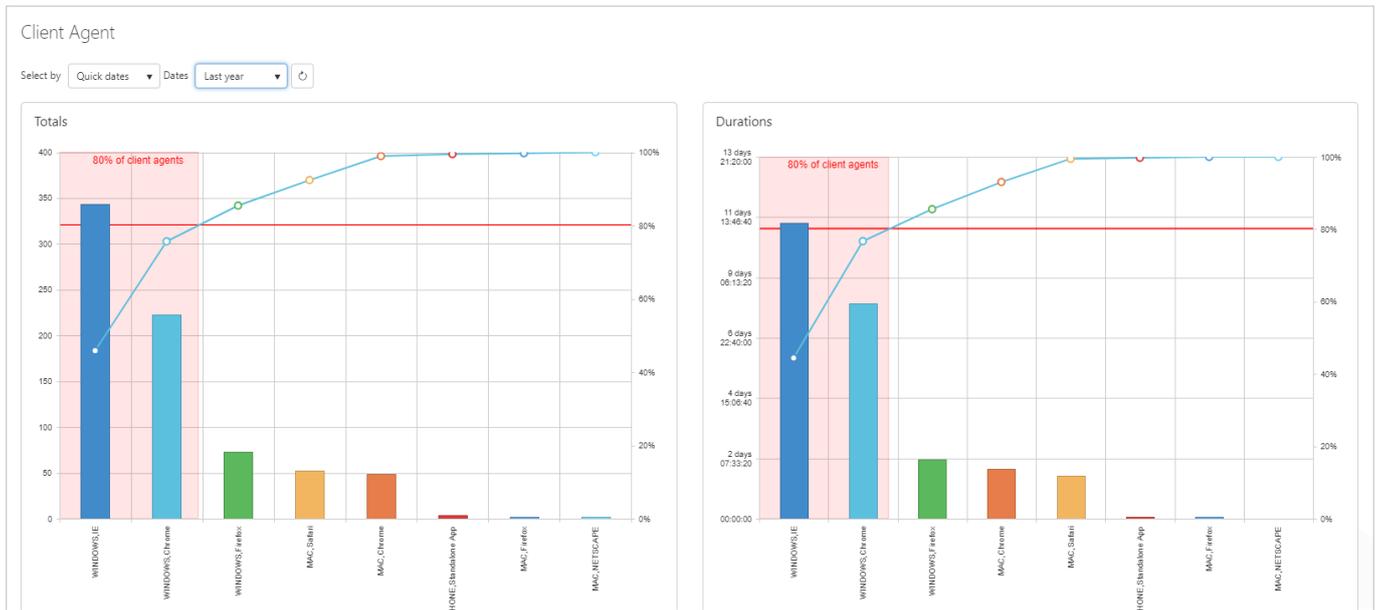
Host Overview

The Host Overview is non-configurable, apart from the date range, and shows the number and total durations by host account.



Client Agent

The Client Agent Dashboard consists of two graphs, showing the total number and duration of sessions against the clients used for those meetings. Each vertical bar graph has a line for percentages showing as well.



Dashboards can support multiple Profiles per user, accessible through the Profile controls.



When you have configured a Dashboard, press 'Save' (1) to retain that profile. Click the 'Create New' button (2) to make and name a new profile.

When you have multiple profiles configured, use the dropdown (3) to select the profile to use, then the 'Refresh' button (4) to update the detail shown.

To delete a profile when it is no longer required, click 'Delete' (5).

Reports

General Information

All of the available reports use similar controls to govern what is covered in terms of scope and date range.

The 'Parameters' panel contains the following elements:

- 4** Generate button
- 5** Schedule button
- From** date/time picker: 09/08/2018 00:00:00
- To** date/time picker: 09/08/2018 23:59:59
- 1** Dates selection dropdown
- Time Zone** dropdown: (UTC+00:00) Dublin, Edinburgh, L...
- 3** Time Zone dropdown indicator

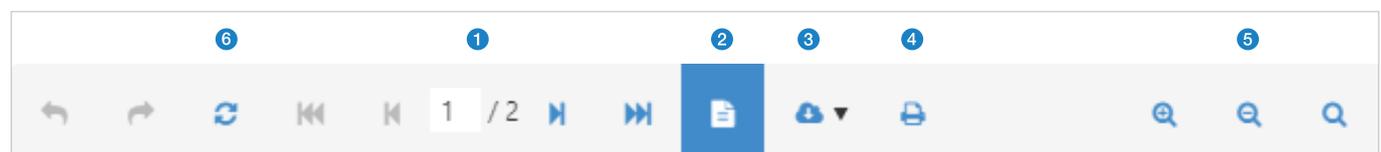
The date range can be selected from a simple selection (1) (today, this week, last month, etc), or a customised start and end date and time (2). A time zone can be specified if required (3).

Once everything is selected, click the 'Generate' button (4).

If you are happy with the report parameters, you can then schedule it to run for a particular date, or regularly by clicking the 'Schedule' button (5). See the Scheduler section for more details.

Any parameters specific to individual reports will be covered in their section.

All the reports share a control bar, shown below.



1: Page navigation, which shows current and total pages along with controls to go forwards, backward, and to the beginning and end of the report.

2: Print preview is on by default, but can be turned off to show the whole report, without needing to go from page to page.

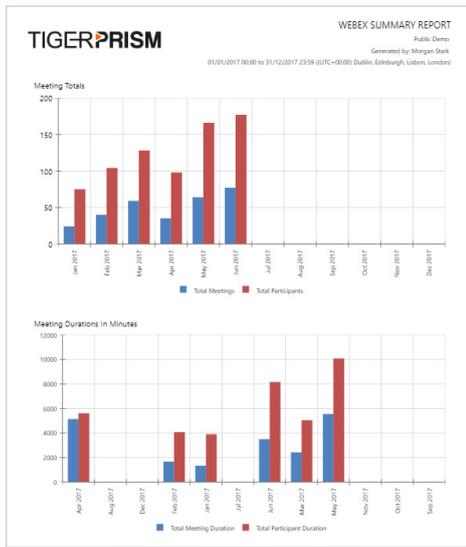
3: Export, with currently supported options being Adobe, csv, xls, and rich text formats.

4: Print.

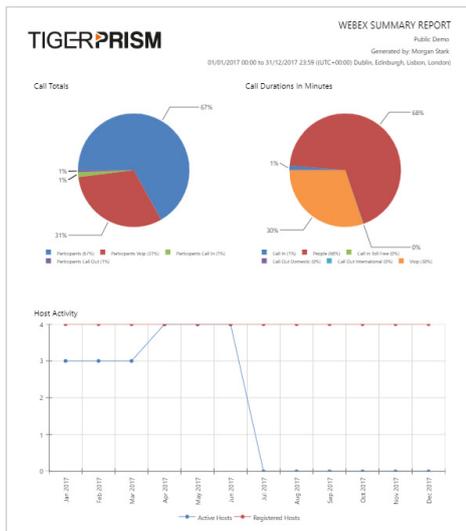
5: Zoom controls, zoom in, zoom out, and fit page / page width to display.

Summary

The Summary Report has two pages. The first shows the number of meetings, number of participants, total duration of meetings, and total participation duration in graphical form.



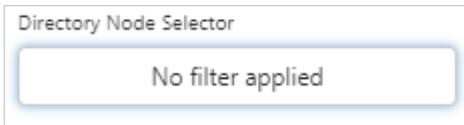
The second page shows the types and durations of calls in and out of sessions, and the host details (total and active over the time period).



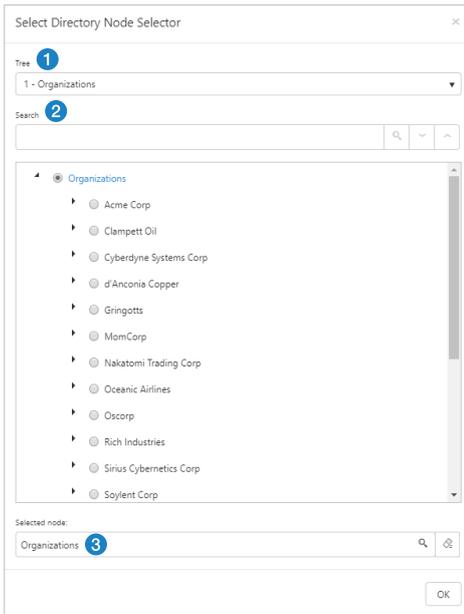
Organizational adoption

The Organizational Adoption report details on which areas of the company are making use of WebEx accounts.

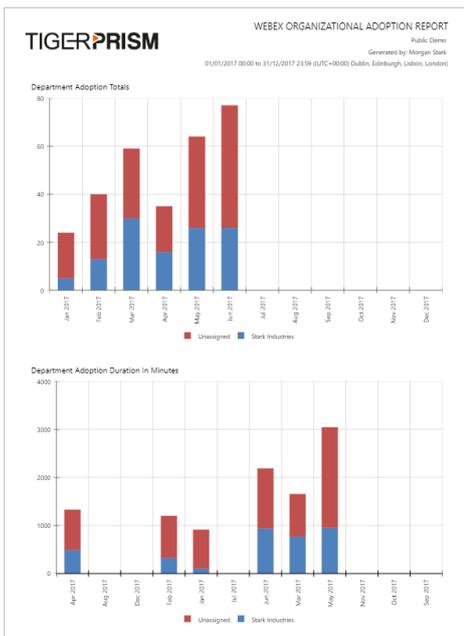
The Report has one further parameter to use, which is a Directory node selector.



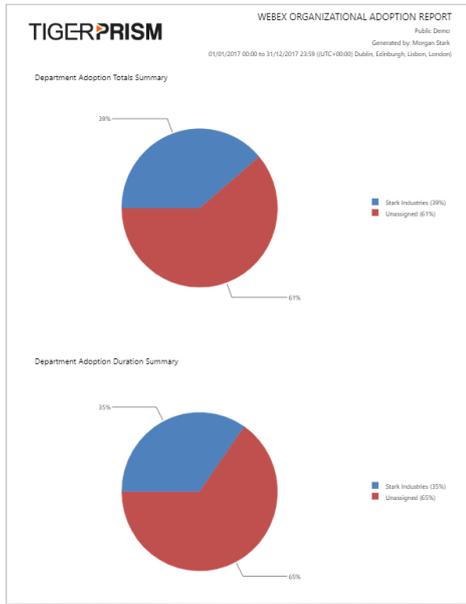
When selected, this allows a choice of Directory tree (1), and then there are options to search for (2), and (if necessary) to select a single node in the tree to report on (3).



The first page of the Report shows the usage (in number of sessions and total duration) of WebEx hosts, based on the Prism party names that have been mapped to them.



The second page shows the total usage and duration ratios for each mapped host party.



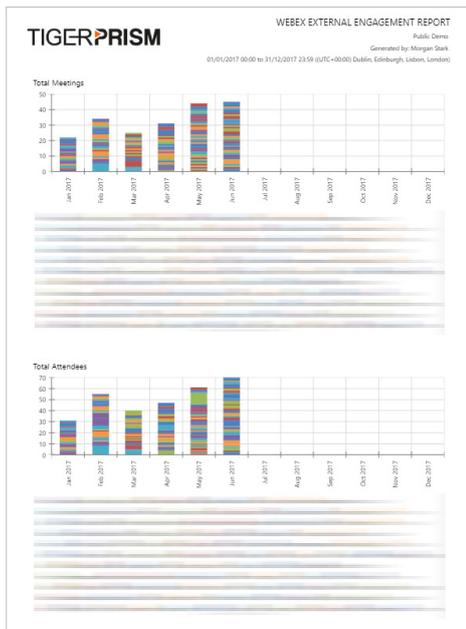
External engagement

The external engagement report shows what external parties are attending sessions hosted by your licences.

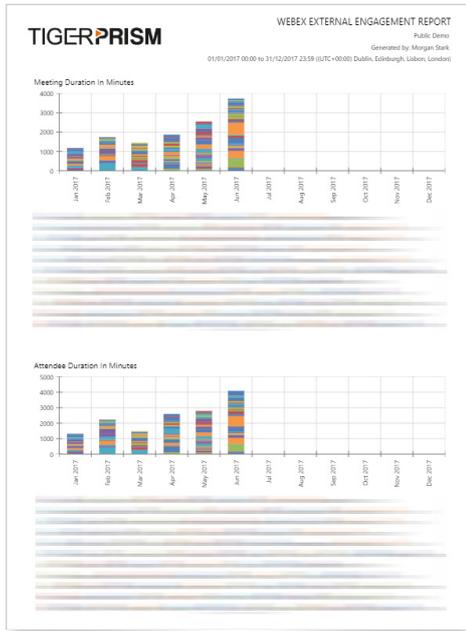
Extra parameters for this report are:

- **Group by:** Domain or email.
- **Order by:** Meeting duration or attendee duration.
- **Top X:** Number of items to include on each graph.

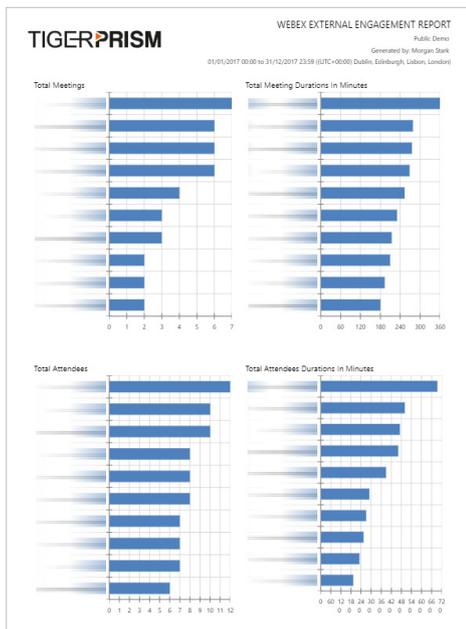
The first page of the Report shows the total meetings and attendees:



The second shows meeting and attendee durations:

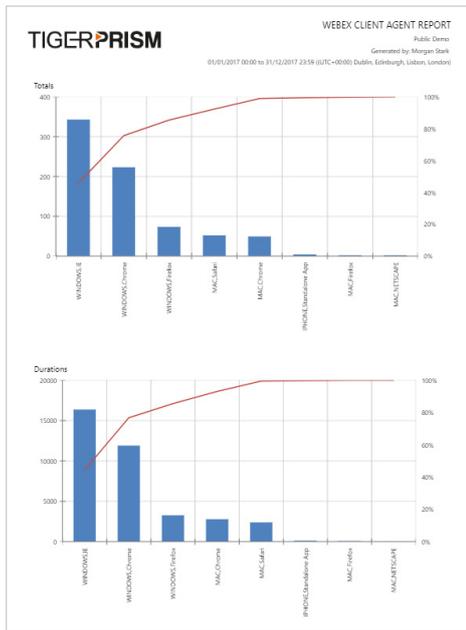


Finally, page three shows the Top x charts based on total meetings, total duration of meetings, total attendees, and total attendee duration.



Client agent

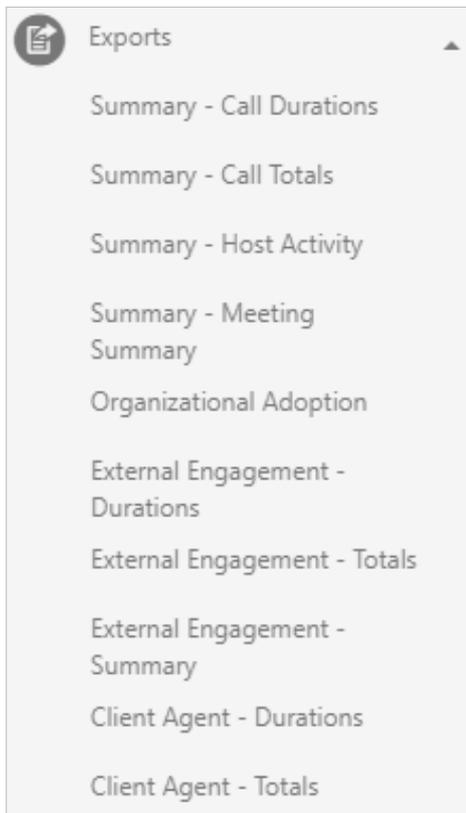
The client agent report shows the usage of each client in number of sessions and duration of sessions. Both in bar chart and percentage line graph format.



Exports

The WebEx module provides a set of Exports, which cover most of the Dashboard and Report contents. The parameters for each Export are the same as for their respective report (see the [Exports](#) section). The exports can be scheduled in the same way as reports, or can be manually executed and exported to Excel or csv format outputs.

Currently the following exports are available:



Analytics

The final section in Cisco WebEx is Analytics. For full Analytics functionality, please see the [Analytics](#) module. WebEx widgets can be saved, exported, scheduled, and used for Alerts in the same way as normal Prism widgets.

WebEx meetings

Queries generate information on individual meetings. This can simply display individual meetings, or can be aggregated to display grouped information about accounts.

Search WebEx Meetings







Columns: Meeting ID, Meeting start, Meeting name, Meeting duration, Host name

Filters: and

Tree: 1 - Organizations | Select by: Quick dates | Dates: Last year

Meeting ID	Meeting start	Meeting name	Meeting duration	Host name
66088549997347854	29/06/2017 12:29:30	Toll Free inbound + Toll Inbound + Toll ou...	00:05:12	Tiger Support
66088219558545213	29/06/2017 12:24:02	Toll inbound Only - Total 5 minutes	00:04:57	Tiger Support
66087827010487903	29/06/2017 12:17:56	Toll outbound + Toll Inbound - Total 5 mi...	00:05:24	Tiger Support
66087483270497577	29/06/2017 12:12:20	Toll outbound + VoIP - Total 5 minutes	00:05:10	Tiger Support
66087094495216709	29/06/2017 12:06:13	Toll outbound Only - Total 5 minutes	00:05:18	Tiger Support
66086720017270703	29/06/2017 12:00:11	Toll Free inbound + Toll outbound - Total...	00:05:31	Tiger Support
66086323954386503	29/06/2017 11:53:54	Toll Free inbound + Toll Inbound - Total 5...	00:05:00	Tiger Support
66085892044883284	29/06/2017 11:47:24	Toll Free inbound + VoIP - Total 5 minutes	00:04:50	Tiger Support
66085456007136360	29/06/2017 11:40:21	MR - Toll Free inbound Only - Total 5 min...	00:06:30	Tiger Support
66085155432826877	29/06/2017 11:35:18	Tiger Support Meeting	00:05:06	Tiger Support
66085098685990783	29/06/2017 11:34:24	Tiger Support Meeting	00:00:30	Tiger Support
66084567726949853	29/06/2017 11:26:00	jui	00:01:19	Tiger Support
66084404315817469	29/06/2017 11:23:22	Tiger Support Meeting	00:00:28	Tiger Support
66084251306558728	29/06/2017 11:20:57	Tiger Support Meeting	00:00:40	Tiger Support
66084115357631812	29/06/2017 11:18:47	Tiger Support Meeting	00:00:28	Tiger Support
66083818760569891	29/06/2017 11:14:04	Tiger Support Meeting	00:00:50	Tiger Support
66083587682731803	29/06/2017 11:10:39	Tiger Support Meeting	00:00:28	Tiger Support
66083179596875341	29/06/2017 11:04:06	Toll Free inbound Only - Total 5 minutes	00:05:02	Tiger Support
66083030741026328	29/06/2017 11:01:34	Tiger Support Meeting	00:00:30	Tiger Support

Navigation: 1 | 2 | 3 | 4 | 5 | ... | 50 items per page | 1 - 50 of 299 items

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