

## **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.

Microsoft365			
Tiles 13 tiles selected of 13 V Last 7	Days 🔻 💍		
Cver the last 7 days (UTC)	Over the last 7 days (UTC)	✓ Emails: Read Over the last 7 days (UTC)	Skype: P2P Sessions Over the last 7 days (UTC)
0	0	0	0
Previous 7 days: 0	Previous 7 days: 0	Previous 7 days: 0	Previous 7 days: 0
Skype: Conf. Organized Sessions	& Skype: Conf. Participated Sessions Over the last 7 days (UTC)	Skype: P2P Instant Messages Over the last 7 days (UTC)	& Skype: P2P Audio Sessions Over the last 7 days (UTC)
0	0	0	0
Previous 7 days: 0	Previous 7 days: 0	Previous 7 days: 0	Previous 7 days: 0

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		Searc	h Office 365 U	Jsers										
Search	*		Principal name	Display name	Given name 🛛 🔻	Surname <b>T</b>	Preferred name	Account enabled	User type	Job title	Department <b>T</b>	Mail 🔻	Mail nickname 🛛 🔻	Mobile phone
Users		:=	VMware_Conv_S	VMware_Conv_S				√	Member				VMware_Conv_S	*
Party mapping	*	:=	Abdaraman.Wone	Abdaraman Wone	Abdaraman	Wone		√	Member	Technical Support E	Support	Abdaraman.Wone	Abdaraman.Wone	
Office 365	*	:=	andy@tigercomms	Andy Griffin	Andy	Griffin		√	Member	Test Engineer	Test	Andy.Griffin@tigerc	AndyGriffin	+447802474716
Skype For Business	*	:=	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@ti	AshleyDenham	+447802474719

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

Office 365 User:VMware_Conv_SA			Ð
User details Location details Party details			
Party name	Title	Email	1
Person type	First name	Username	
Job ste	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:

Map Office 365 Users Party							6
Choose user to map			4	Map history for office 365 u	ser : Matt Ringsell		(+)
Office 365 user name 1	Mapped To	Prism party name 🙎	$\overline{\mathbf{v}}$	From Local String	Party name		
Matt Ringsell		P Abe Klein	A	03/10/2017 19:47	Abe Klein	1 Ø	
Bill Jarrett 3	$\Rightarrow$	P Bill Jarrett		01/01/1900 00:00	Abe Klein	1 <i>2</i> 2	
Piers Anderson	$\Rightarrow$	P Eddie March					
Stevie Mac	$\Rightarrow$	P Tony Stark					
Stephen Parris	$\rightarrow$	P Roderick Withers					
Peter Thieg	$\rightarrow$	P Peter Thieg					
Sébastien Estève	$\rightarrow$	Svengoto Eriksson					
Sophie Baldwin	$\rightarrow$	P Cherry Wood					
Gillian Slingerland	$\rightarrow$	🏱 Atha Williams					
Sheena Harris	$\rightarrow$	🆻 Katherine Rennie					
Brittany Pruitt	$\rightarrow$	P Bethany Cabe					
Gonçalo Martins	$\rightarrow$	P Gonçalo Martins					
Rob Ansell	$\Rightarrow$	P Rumiko Fujikawa					
Edlo asc	$\Rightarrow$	5					
Mike Simpson	$\Rightarrow$						
Dirsync-online	$\Rightarrow$						

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.

	First name	☜	Middle name	•	Last name	$\overline{\mathbf{v}}$	Job title	$\overline{\mathbf{v}}$	Email
net Robbins									Janet.Robbins@Siriu
anita Hoffman									Juanita.Hoffman@S
irry Rosales									Barry.Rosales@Siriu
tsy Simpson									Betsy.Simpson@Siri
iquel Reed									Raquel.Reed@Sirius
ope Wilcox									Hope.Wilcox@Sirius
ian Andrade									Brian.Andrade@Soy
ira Morales									Cara.Morales@Soyle
isa Willis									Alisa.Willis@Soylent
nie Moody									Amie.Moody@Soyle
iqie Watson									Angie.Watson@Sov
1 2 3	4 5	۲	<b>H</b> 50 ♥	items	per page				1 - 50 of 4246 items
(local) 08/08/2018 1	5:27	2							
		_							

The tool lists all people from the Prism directory, which can be filtered using the 'Filter' buttons **T** 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.

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  $| \leq |$  (5).

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

elect ul	rectory items				
earch				an orașinține	<b>5</b>
2		Q,	~ ^	In the second s	<u>م</u> ×
🕨 Organi	zations	¢	1	🕸 Support	<i>۹</i> ×
4 <b>1</b> ÿ	Acme Corp	٥		3	
4	🕸 Sales	٥	- 1		
	Hugh Sutton		٥		
	👤 Max Archibold		٥		
	👤 Rath Swayamprava		٥		
•	🕸 Support	4 ¢			
) <u>ů</u>	Clampett Oil	٥			
) <u>ů</u>	Cyberdyne Systems Corp	٥			
単	d'Anconia Copper	٥			
) <u>ů</u>	Gringotts	٥	-		
			• •		

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  $\clubsuit$  (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.

nail Activity				
e 1 - Organizations 🔻 1 directory item selected Select by Quick dates 💌 Dates September 2017 🔻 UTC 🔇				
Number of actions by type 1			2	Display Activity
	000			2
0 01 03 05 07 09 11 13 15 17 19 23	21 23	25	27	29
September 2017				
sername 🌚 Display name 🐨 Given name 🐨 Surname 🐨 User type 🐨 Party name 🌚 Party name path 💮	Last activity     S	Sent 🕤	Received G	) Read
sername 💿 Display name 💿 Given name 🌚 Surname 😨 User type 🌚 Party name 😨 Party name path 💿	<ul> <li>Last activity</li> <li>29/09/2017</li> <li>3</li> </ul>	Sent 🐨	Received G	) Read 3112
sername 🌚 Display name 😨 Given name 😨 Surname 😨 User type 😨 Party name 🌚 Party name path 😨	<ul> <li>Last activity</li> <li>29/09/2017</li> <li>29/09/2017</li> </ul>	Sent 🐨 322 89	Received 6961	Read 3112 1438
sername 💿 Display name 😨 Given name 💿 Surname 😨 User type 💿 Party name 🌚 Party name path 💿	Last activity (*) 5 29/09/2017 3 29/09/2017 8 29/09/2017 3	Sent 🕞 322 89 341	Received 6961 1366 4771	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> </ul>
semame 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 💿 Party name path 💿	Last activity (©) 5 29/09/2017 3 29/09/2017 6 29/09/2017 3 29/09/2017 3 29/09/2017 2	Sent 🕞 322 89 341 223	Received 6961 1366 4771 719	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> <li>1684</li> </ul>
sername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 💿 Party name path 💿	<ul> <li>Last activity</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> <li>29/09/2017</li> </ul>	Sent ⑦ 322 89 341 223 264	Received 6961 1366 4771 719 578	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> <li>1684</li> <li>1415</li> </ul>
sername 💿 Display name 💮 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Party name path 💿	Last activity         Image: Constraint of the section of the se	Sent (*) 322 89 341 223 264 1186	Received 6961 1366 4771 719 578 3927	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> <li>1684</li> <li>1415</li> <li>2922</li> </ul>
sername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 💿 Party name path 💿	Last activity         Image: Constraint of the second	Sent 322 89 341 223 264 1186 155	Received 6961 1366 4771 719 578 3927 920	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> <li>1684</li> <li>1415</li> <li>2922</li> <li>1595</li> </ul>
sername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Party name path 💿	Last activity         Image: Constraint of the second	Sent (*) 322 89 341 223 264 1186 155 352	Received 6 6961 1366 4771 719 578 3927 920 2231	Read           3112           1438           8917           1684           1415           2922           1595           2004
Isername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Party name path 💿	Last activity         ©         S           29/09/2017         3         3           29/09/2017         8         3           29/09/2017         2         3           29/09/2017         2         3           29/09/2017         2         3           29/09/2017         1         1           29/09/2017         1         2           29/09/2017         1         3           29/09/2017         1         3           29/09/2017         1         3	Sent © 322 89 341 223 264 1186 1185 352 160	Received 6961 1366 4771 719 578 3927 920 2231 3619	<ul> <li>Read</li> <li>3112</li> <li>1438</li> <li>8917</li> <li>1684</li> <li>1415</li> <li>2922</li> <li>1595</li> <li>2004</li> <li>7475</li> </ul>
Isername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Party name path 💿	Last activity         Image: Constraint of the second	Sent (2) 322 89 341 223 264 1186 155 352 160 773	Received 6961 1366 4771 719 578 920 2231 3619 1471	Read           3112           1438           8917           1684           1415           2922           1595           2004           7475           1528
Isername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Party name path 💿	Last activity         Image: Constraint of the second	Sent (©) 322 89 341 223 264 1186 155 55 160 773 179	Received         G           6961         1366           4771         719           578         3927           920         2231           3619         1471           1009         1009	Read           3112           1438           6917           1684           1415           2922           1595           2004           7475           1528           1420
Isername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 🌚 Purty name path 💿	Last activity         Image: Constraint of the second	Sent (©) 322 89 341 223 264 1186 155 55 552 160 773 773 179 14	Received         G           6961         1366           1366         4771           719         578           3927         920           2231         3619           1471         1009           1798         1798	Read           3112           1438           6917           1684           1415           2922           1595           2004           7475           1528           1420           2519
Isername 💿 Display name 💿 Given name 💿 Surname 💿 User type 💿 Party name 😨 Party name path 💿	Last activity         Image: Constraint of the second	Sent (*) 322 89 341 223 264 1186 155 352 160 773 179 14 251	Received         G           6961         -           1366         -           4771         -           719         -           578         -           3927         -           920         -           2231         -           3619         -           1471         -           1009         -           1798         -           4350         -	Read           3112           1438           6917           1684           1415           2922           1595           2004           7475           1528           1420           2519           9769
sername	Last activity         ©         S           29009/2017         2	Sent (*) 322 89 341 223 264 1186 155 352 160 773 179 14 251 571	Received         G           6961         6961           1366         4771           719         578           3927         20           2231         3619           14711         1009           1798         4350           1012         1012	Read           3112           1438           9917           1684           1415           2922           1595           2004           7475           1528           1420           2519           9769           634
sername	Last activity         (b)         2           2909/2017         3           2909/2017         3           2909/2017         3           2909/2017         3           2909/2017         3           2909/2017         3           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         1           2909/2017         2           2909/2017         2           2909/2017         2           2909/2017         1           2909/2017         2           2909/2017         2           2909/2017         2	Sent © 322 89 341 223 264 1166 155 155 155 160 773 179 14 251 19 19 19 19 19 19 19 19 19 1	Received         G           6961         1           1366         4           4771         5           927         9           2231         3619           1471         1009           1798         4350           1012         620	Read           3112           1438           6917           1684           1415           2922           1595           2004           7475           1528           1420           2519           9769           634           720

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 **T**. 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  $\mathbf{T}$ . 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.

#### **1** 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  $\mathbf{T}$ . 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 **T**. 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  $\mathbf{T}$ . 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.

Parameters	
4 Generate	
6 Schedule	
From	
09/08/2018 00:00:00	•
То	
09/08/2018 23:59:59	•
<li>2 Dates</li>	
Directory Items	
<ol> <li>No items selected</li> </ol>	

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 <u>Scheduler</u> 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  $\clubsuit$  (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:

TIGER PRISM

## 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
				29/09/2017	322	8,008	3,112
				29/09/2017	100	1,549	1,676
				29/09/2017	341	5,334	8,929
				29/09/2017	274	884	1,904
				29/09/2017	304	672	1,626
				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
				29/09/2017	119	1	1
				19/09/2017	44	0	0
				28/09/2017	21	0	0
				28/09/2017	6	0	1
				29/09/2017	205	2	2
				26/09/2017	96	0	0

TIGER **PRISM** 

## Analytics

The final section in each is Analytics (For full Analytics functionality, please see the <u>Analytics</u> 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.

Search Office 365	5 Email Activity								Fields ^
Columns           X         Report date id         X         X         Report           Filters         (i)         (ii)         (iii)         (iiii)         (iii)         (iiii)         (iiii)         (iiii)         (iiii)         (iiii)         (iiii)         (iiii)         (iiiiii)         (iiiii)         (iiiiii)         (iiiiiiii)         (iiiiiiiiii)         (iiiiiiiiiiiii)         (iiiiiiiiiiiiiiiiiiiiiii)         (iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii	rt utc 🛛 × Mail 🔍 Disp	lay name 🛛 X Pa	rty name × Send actions	× Receive actions × F	Read actions × Last activit	y utc		×	Dimensions  Key Events Date (Ferral Activity)
* Send actions Tree 1 - Organizations	Select by Quick	dates 🔻 Dates	September 2017	▼ ĕ		× and			User     Mapped Person (Prism)
Report date id	Report utc	Mail	Display name	Party name	Send actions	Receive actions	Read actions	Last activity utc	▶ Totals
20170929	29/09/2017				0	74	4	29/09/2017 00:00:00	<ul> <li>Last Activity Date</li> </ul>
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.

Search Office 365 Em	nail Application Usa	ige					Fields
Columns           Image: Report date id         × Report utc           Pites ①         Image: Report date id         × Report utc           Pites ①         Image: Report date id         × Report utc	Mail Display name	Party name × E	mail client name × Email client	version name	Group fitters ①	×	Dimensions  Key  Events Date (Email Application Usage) User  Mapped Person (Prism) Email Client
Report date id	Report utc	Mail	Display name	Party name	Email client name	Email client version name	Measures
20170929	29/09/2017	Neville.Cox@	Neville Cox		OutlookWindows	Undetermined	<ul> <li>Totals</li> </ul>
20170929	29/09/2017	Neville.Cox@	Neville Cox		OutlookWindows	Outlook 2016	Last Activity Date
20170929	29/09/2017	Piers.Anders	Piers Anderson	Eddie March	OutlookWindows	Outlook 2016	P cost Activity Date
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.

Search Office 365 Mailbox Usag	ge					Fields	^
Columns Image: Report date id     Image: Report date id <td>play name × Party name × Item k dates • Dates September 201</td> <td>r count × Storage used bytes 7 • €</td> <td>×</td> <td>Group filters ①</td> <td>×</td> <td>Dimensions • Key • Events • Date (Mailbox Usage) • User • Mapped Person (Prism) Measures</td> <td></td>	play name × Party name × Item k dates • Dates September 201	r count × Storage used bytes 7 • €	×	Group filters ①	×	Dimensions • Key • Events • Date (Mailbox Usage) • User • Mapped Person (Prism) Measures	
Report date id Report u	utc Mail	Display name	Party name	Item count	Storage used bytes	h. Totals	
20170930 30/09/20	017			21879	3871418831	last Activity Date	
20170930 30/09/20	017			9711	1337891317	r cost network bate	
20170930 30/09/20	017			149319	21171051737		
20170930 30/09/20	017			181455	41525776720		

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## 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 Skyp	e for Busin	ess Act	ivity						D	Fields ^
Columns           Report date id           Filters ①           Tree         1 - Organiza	× Report utc ×	Mail × D ct by Qu	ick dates 🔻 Dates	rty name × Peer	To Peer total sessions ✓ Conference 7 ▼	e participated total sessions	zed total sessions 🗠 Last activity utc	×		Dimensions • Key • Events • Date (Skype for Business Activity) • User • Mapped Person (Prism)
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		Measures
20170929	29/09/2017				11	0	0	29/09/2017 00:00:00		<ul> <li>Totals</li> </ul>
20170929	29/09/2017				3	0	0	29/09/2017 00:00:00		Peer-to-peer     Conferences Organized
20170929	29/09/2017				3	0	0	29/09/2017 00:00:00		Conferences Organized     Conferences Participated
20170929	29/09/2017				10	0	0	29/09/2017 00:00:00		Last Activity Date
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		

## 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 Busine	ss Device Usage					ÐB	Fields ^
Columns           × Report date id         × Report utc         × N	Mail × Display name × Party	name × Skype for	business device type label			×	Dimensions
Filters () Tree 1 - Organizations V Select	by Quick dates V Dates	September 2017	v ž	)	Group filters ()	×	<ul> <li>Evenis</li> <li>Date (Skype for Business Device Usag</li> <li>User</li> <li>Mapped Person (Prism)</li> <li>Skype for Business Device</li> </ul>
Report date id	Report utc	Mail	Display name	Party name	Skype for business device type label		Measures
20170929	29/09/2017	Piers.Anderson	Piers Anderson	Eddie March	Windows	*	<ul> <li>Totals</li> </ul>
20170929	29/09/2017	Geoff.Bourne	Geoff Bourne		Windows		<ul> <li>Last Activity Date</li> </ul>
20170929	29/09/2017	Martin.Linford	Martin Linford		Windows		r case rearry bate
20170929	29/09/2017	Teila.Hurlock@	Teila Hurlock		Windows		

# Cisco WebEx

## Overview

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

Cisco WebEx Tiles 15 tiles selected of 15 • Last 7	♦ Years ▼ O		
Cver the last 7 years	Meeting Duration Over the last 7 years	Attendee Duration Over the last 7 years	Over the last 7 years
299	7days, 4hrs, 15mins	25days, 13hrs, 43mins	Odays, 12hrs, 1min
Previous 7 years: 0	Previous 7 years: Odays, Ohrs, Omins	Previous 7 years: Odays, Ohrs, Omins	Previous 7 years: Odays, Ohrs, Omins
Over the last 7 years	Call-In Toll Free Minutes Over the last 7 years	Call-Out Domestic Minutes Over the last 7 years	Call-Out International Minutes Over the last 7 years
25days, 20hrs, 5mins	Odays, Ohrs, Omins	0days, 0hrs, 0mins	Odays, Ohrs, 33mins
Previous 7 years: Odays, Ohrs, Omins	Previous 7 years: Odays, Ohrs, Omins	Previous 7 years: Odays, Ohrs, Omins	Previous 7 years: Odays, Ohrs, Omins
Over the last 7 years	S Total Participants Over the last 7 years	Total VoIP Participants Over the last 7 years	Total Call-In Participants Over the last 7 years

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):

Searc	h Meetings											
Select by	Quick dates 🔻 D	ates Last year 🔻	0									4 🗐 🖨
	Meeting start utc	Meeting end utc 🕤	Time zone 3 🕤	Session key 🕤	Meeting type 💮	Meeting name	🐨 Webex user id	🐨 Webex id	Host name	Host email	<ul> <li>Host user status</li> </ul>	<ul> <li>Host party name</li> </ul>
:=	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							2
:=	30/01/2017 13:50:05	30/01/2017 15:01:47	(UTC+01:00) Brussel	707519637	PRO							
	1 2 3 4	5 <b>F</b>	50 🔻 items per par	ge							<b>5</b> 1 - 50 of 299	items 🖫 III 13 C

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).

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## Hosts

The second Search displays all hosts used in Meetings.

Searc	ch Hosts													3	
	Webex id	🗑 Name 2	First name	<ul> <li>Last name</li> </ul>	🐨 Email	Party name	•	Address 1 (	Ac	ddress 2 🕞	City	State	Country	) Zipcode	
:=													44		^
:=													351		
:=													1		
:=													44		
:=													44		
:=								77-79 Christchurch .			Ringwood		44	BH24 1DH	
:=													44		
:=								sales2					33		
:=													44		
:=													44		
:=													44		
4															
H	4 1 <b>F</b>	50 🔻 items per p	bage 4										1 1 - 11 of 11 iter	ns 🖫 III	૭ હ

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 \	WebE	Ex Host								
Choose host to map						Map history for WebEx host :	Caroline Lewis	4	6	$\oplus$
Webex host id 1	۲	Webex host name	) Mapped To	Prism party name	2 🕤	From Local String	Par	irty name		
Caroline		Caroline Lewis		Sarah Jennings	<b>*</b>	23/03/2010 12:40	Sar	rah Jennings	1 B	
stephenmccallum		Stephen McCallum	$\Rightarrow$	P Tony Stark						_
sales2		Tiger EU Sales	$\Rightarrow$	P Atha Williams						
sales 3		⑦ Tiger Sales	$\Rightarrow$	P Sarah Jennings						
herman		Herman Vercouteren	$\Rightarrow$							
Simon			$\Rightarrow$							
Trainer		Tiger Trainer	$\Rightarrow$							
MikeSimpson		Mike Simpson	$\Rightarrow$							
Goncalo		Goncalo Martins	$\Rightarrow$							
Stephen		Stephen McCallum	$\Rightarrow$							
support			$\Rightarrow$	5						

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.

anet Robbins     Janet Robbins     Janet Robbins       uanita Hoffman     Janet Robbins     Janet Robbins       Jany Rosales     Janet Robbins     Janet Robbins       Jany Rosales     Sinu     Barry Rosales       Jety Simpson     Eetsy Simpson Siniu.     Berty-Sorales Sirius.       Jaquel Reed     Sinu     Meet Moods       Jope Wilcox     Image Road Sirius.     Mepe Wilcox@Sirius.       Jope Mills     Image Road Sirius.     Mepe Wilcox@Sirius.       Jare Morales     Image Road Sirius.     Cara Morales@Soyle.       Jare Morales     Image Road Sirius.     Alsa Wills@Soylet.       Anie Moody     Image Road Sirius.     Anale Moody@Soylet.       Anie Watson Sirius     Image Road Sirius.     Image Road Sirius.       Jare Watson Sirius     Image Road Sirius.     Jare Morales@Soylet.	anet Robbins         Anet Robbins         Anet Robbins           uanita Hoffman         Image: Second	s@Siriu nan@Si :@Sirius
uanta Hoffman         Image: Solution of Solut	aanta Hoffman Juanta Hoffman Juanta Hoffm arry Rosales etty Simpson Bety, Simpson aquel Reed Raquel.Reed	nan@Si :@Sirius
any Rosales   tay Simpson   squel Reed   squel Reed   ana Andrade   squel Reed   squel Reed <	arry Rosales Barry Rosales Barry Rosales Barry Rosales Bety. Simpson Bety. Simpson Bety. Simpson Read Read Read	@Sirius
tty Simpson     Ety Simpson Simularity     Ety Simpson Simularity       squel Reed     Image: Simpson Simularity     Raquel Reed Simularity       ope Wilcax     Image: Simularity     Image: Simularity       ope Wilcax     Image: Simularity     Image: Simularity       ope Wilcax     Image: Simularity     Image: Simularity       ian Andrade     Image: Simularity     Image: Simularity       iar Morales     Image: Simularity     Image: Simularity       ias Willis     Image: Simularity     Image: Simularity       ias Willis     Image: Simularity     Image: Simularity       mie Moody     Image: Simularity     Image: Simularity       naie Watson     Image: Simularity     Image: Simularity       Image: Simularity     Image: Simularity     Image: Simularity	etsy Simpson Bety, Simpson Bety, Simpson Raquel, Reed Read	
aquel Reed Reed Raquel Reed Raquel Reed Sirius. ope Wilcox Hope Wilcox Hope Wilcox Sirius. ian Andrade Soyl. rar Marales Cara Marales Cara Marales Soyle. ias Willis Alisa. Willis@Soylent. mie Maody Ange Watson Ange Watson Soyle Ange Watson S	aquel Reed Raquel.Reed	in@Siri
ope Wilcox Hope Wilcox Hope Wilcox Brian Andrade Brian Andrade Brian Andrade Soyl, ara Morales Cara Morales Cara Morales Cara Morales Soyle. Isa Wilis Alisa Willie Soylent. mie Moody Andie Watson Andie Watson Soyle Andie W		@Sirius
ian Andrade Brian Andrade Brian Andrade Soyl. ara Morales Cara.Morales Cara.Morales Soylet. isa Willis mie Moody Amie.Moody@Soylet. nale Watson Anaje.Watson Soylet. 1 - 50 of 4245 items per page 1 - 50 of 4264 items	ope Wilcox Hope.Wilcox	@Sirius
ara Morales Cara.Morales Cara.Morales Cara.Morales Cara.Morales Cara.Morales Coyle. isa Willis mie Moody Amie.Moody@Soyle.t. sole Watson Anaje Watson Soyl. t ◆ 1 2 3 4 5 ▶ N 50 ▼ items per page 1 - 50 of 426 items	ian Andrade Brian.Andrad	e@Soyl
isa Willis Alsa Willis@Soylent. mie Moody Amie Moody@Soylen. ngie Watson Angie Watson Soyl. 4 4 1 2 3 4 5 + H 50 • items per page 1 - 50 of 426 items	ara Morales Cara.Morales	@Soyle
mie Moody Amie Moody@Soyle. ngie Watson Angie Watson 4 4 1 2 3 4 5 + H 50 • items per page 1 - 50 of 4246 items	lisa Willis Alisa Willis	Soylent
ngie Watson Angie Watson Sov.	nie Moody Amie.Moody	@Soyle
4 1 2 3 4 5 F F 50 Y items per page 1 - 50 of 4246 items	ngie Watson Angie Watson	n@Soyl
	4         1         2         3         4         5          ►         ►         ►         50         ▼         items per page         1 - 50 of 4246	items

The tool lists all people from the Prism directory, and can be filtered using the 'Filter' buttons **T** 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.



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 total	; 2	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	<b>\$</b>	

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

Totals pareto:	Top totals	12	Å,	Meeting	js 1
----------------	------------	----	----	---------	------

> 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.



### **Host Profile**

The Host Profile displays the detail for each host, e.g. the individual meeting information for the specified period.



### **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.

3			2	1	4	6
Profile	Default	•	+	8	ð	Î

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.

Paramete	rs				
4	Generate				
5	Schedule				
From					
09/08/2018 00	0:00:00	•			
То					
09/08/2018 23	3:59:59	<b>•</b>			
		2			
1 Dates					
Time Zone		3			
(UTC+00:00) Dublin, Edinburgh, L 🔻					

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.

Directory Node Selector
No filter applied

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).

1	
1 - Organizations	•
earch 2	
	۹, ۲ م
<ul> <li>Organizations</li> </ul>	
Acme Corp	
Clampett Oil	
<ul> <li>Cyberdyne Systems Corp</li> </ul>	
🕨 🔘 d'Anconia Copper	
Gringatts	
MomCorp	
<ul> <li>Nakatomi Trading Corp</li> </ul>	
<ul> <li>Oceanic Airlines</li> </ul>	
<ul> <li>Oscorp</li> </ul>	
<ul> <li>Rich Industries</li> </ul>	
<ul> <li>Sirius Cybernetics Corp</li> </ul>	
<ul> <li>Soylent Corp</li> </ul>	
elected node:	
Organizations 3	٩ 👌

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 <u>Exports</u> 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 <u>Analytics</u> 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	Columns							
Filters (i)				Group filters ①				
				× and	×			
Tree 1 - Organizations V Select by Quick dates V Dates Last year V								
	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			
H H 1	2 3 4 5 🕨 🕨	50 🔻 items per page			1 - 50 of 299 items 🖒			

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