

Tiger Prism User Guide

Dashboards Module - Release 2018.R2





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Overview

To access the Dashboards module, either click the Dashboards tile on the home page, or click the Modules drop-down, and select Dashboards.

Once in the Dashboard Interface, and depending on your access rights, you will be able to view and interact with a range of options. Click Dashboards to open the menu and select the one you want to use. Each of the predefined Dashboards is described briefly in the sections below.

Training Tutorial



There is a <u>Dashboards video tutorial</u> associated with this module. The tutorial introduces you to Legs, and how they are used within Tiger Prism. In this video, you will learn how to select columns, filter data through the use of boolean options and parentheses, drill into calls, and how to use Measures to create widgets.

Profiles

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).

Management

Call Volumes



The Call Volume Dashboard consists of five individual displays. The data in each area is based on the selections made at the top of the screen. When you first open this dashboard, you will need to make some selections before the displays will show any data.

4 CDR sources selected Tree 1 - Organizations • 1 directory item selected Select by Quick dates • Dates This month • 0 Measure Volume • 🔊

Select Directory Items

You will need to select a Directory tree. Once the tree is defined, you can select the parties that you want to track on the Dashboard (See the section <u>Directory</u> for more information).

Select directory items				×
Search				
	0,	~	^	
 Image: A state of the state of				
🖌 🖉 🕸 Acme Corp				
⊿ 🕑 👜 Sales				
🖉 👤 Hugh Sutton				
🖉 👤 Max Archibold				- 5
🗷 💄 Rath Swayamprava				
▶ 🖉 – 韓 Support				
🕨 🖷 Clampett Oil				
🕨 🕷 Cyberdyne Systems Corp				
🕨 🖉 👜 d'Anconia Copper				
 Gringotts 				-
		Sel	ect	Cancel

These can be anywhere from the whole estate, down to a single person. Click 'Select directory items', and drag individual entries into the selection area on the right. Remove individual entries from here, by clicking the cross on the row.

Select all child entries, e.g. add an entire department in one action, by clicking the Cog 🌣 to the right of it. You can then remove individual items from the selection area if necessary.

i Note: Directory items will need to be defined for inclusion in each separate Dashboard.

When you have finished, click Select or Cancel if you wish to discard the selections.

Search Directory Items

Locate specific directory items by using the Search function. Enter the search criteria, and click the magnifying glass icon Q.

The number of results is confirmed, and you can navigate to each using the arrow keys.



Once you have located the required entry, drag it from the Directory tree, and drop it into the selection area on the right.



The next selection is for the date range to show in the displays. By default, Prism will show the current day's data, allowing for real time updating (You can change this if required).

The default date selection method is Quick dates, which allows you to select from predefined periods, e.g. previous month, year to date, etc.

Alternatively, you can select Specific dates, and configure the range through the calendar controls.

Select by Specific dates ▼ From 01/10/2017 00:00:00 III To 31/10/2017 23:59:59 III	0)
--	---	---

Once you have selected the directory tree, parties and dates, click the 'Refresh' button 🖒 to update all displays.



The line graph breaks down the data by direction, and can show Volume, Duration or Cost. The legend on the right also acts as a direction selection. Clicking on the Call direction will select / deselect that direction on the graph. Deselected directions are show in grey.

Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



The Bar charts show outgoing and incoming call volumes broken down by appropriate period, depending on the date range applied.



Hovering over a bar will display the numerical value for it.



The fourth display shows a traffic analysis of outgoing calls, breaking them down by Cost Category. The tables can be sorted by any column, and the columns can be dragged to reposition. The Outgoing Call Destination Table breaks down the calls by the Costing Category, e.g. Local, National, etc.

Outgoing Call Destinations									
Туре	Calls	Total duration	Cost						
	4913	9 days 11:53:19	£95.39	^					
Free	1104	6 days 14:35:09	£0.00						
Local	2838	3 days 14:19:22	£601.57						
National	19788	34 days 03:55:02	£2,380.31						
Mobile	6250	5 days 15:02:59	£361.06						

You can show / hide the columns shown in the display, by using the 'Show / Hide Columns' button III below the table.

The final display on this Dashboard shows response statistics on incoming calls. The tables can be sorted by any column, and the columns can be dragged to reposition. You can show / hide the columns shown in the display, by using the same button mentioned previously.

Incoming Call Response Times			
Time Band Id	Calls answered	% of calls	
< 5 seconds	35171	34.14%	^
5 - 10 seconds	41870	40.64%	
10 - 30 seconds	20633	20.03%	
30 - 60 seconds	4676	4.54%	
> 60 seconds	679	0.66%	

Mobile Bill

The Mobile Bill dashboard presents five interactive displays of data, giving an overview of all mobile traffic. All elements within this Dashboard are affected by the controls at the top, allowing a more focused examination of the data.



Adjust the settings at the top of the page to meet your requirements. Select the relevant Directory(ies) and Call parties. Select the media types you wish to report against, and set the dates as required.

2 CDR sources selected	Tree	1 - Organizations 🔻	1 directory item selected	21 media types selected	Select by	Quick dates 🛛 🔻	Dates	Today	•][ð

Select Directory Items

You will need to select a Directory tree. Once the tree is defined, you can select the parties that you want to track on the Dashboard (See the <u>Directory</u> section for more information).

These can be anywhere from the whole estate, down to a single person. Click 'Select directory items' and drag individual entries into the selection area on the right. Remove individual entries from here, by clicking the cross on the row.



Select all child entries, e.g. add an entire department in one action, by clicking the Cog 🌣 to the right of it. You can then remove individual items from the selection area if necessary.

i Note: Directory items will need to be defined for inclusion in each separate Dashboard.

When you have finished, click Select or Cancel if you wish to discard the selections.

Search Directory Items

Locate specific directory items by using the search function. Enter the search criteria and click the magnifying glass icon Q.

The number of results is confirmed, and you can navigate to each using the arrow keys.

sarch				ŵ	Organizations		
harris	1 of 8	Q, ~	^	1	Kristen Harrison		
	Kristen Harrison		۰ م	1	Kristin Fields		
	1 Kristin Fields		۰	1	Kristin Rojas		
	Kristin Rojas		٥				
	Kurt Francis		۰				
	Lamont Cochran		۰				
	1 Lamont Madden		۰	1			
	Lara Hull		۰				
	Larry Le		۰				
	Lashonda Cowan		۰				
	1 Latanya Stokes		۰				
	1 Latisha Scott		۰.				
1			+	Tota	selected items: 4		
			+	Tota	selected items: 4		

Once you have located the required entry, drag it from the Directory tree and drop it into the selection area on the right.

Use the switches to select / deselect the desired Media Types to include in your output.

Select Media	а Types	×
Yes	Application Invite	
Yes	Application Sharing	
Yes	Conference	
Yes	Data	
Yes	DISA	
Yes	Fax	
Yes	File Transfer	
Yes	GPRS	
Yes	Instant Message	
Yes	Microphone	
Yes	MMS	
Yes	Multimedia	
Yes	Preferred Device	
Vor	Remote Assistance	•
Select none	Select	ncel

Having set your criteria, click the 'Refresh' button \circlearrowright to generate the output.

Click on the 'Collapse' icon < to hide / show 'time line', metrics graphs.

The table on the left shows the selected Directory items and lists summary information for calls, total bandwidth, and voice cost. The table can be sorted by any column, and columns can be re-ordered by dragging and dropping to reposition.

Name Total count	Total duration	Total bandwi	Cos	Details for party:	Organizations							
Organizations 293	19:24:14	910	£8./ 🗖	Media type	Total count	Total duration	Total bandwidth (MB)	Cost	Roaming cost	Voice cost	Data cost	
				Speech	187	19:23:08	68	£8.30	£0.00	£8.30	£0.00	^
				GPRS	40	00:00:00	842	£0.00	£0.00	£0.00	£0.00	
				SMS	66	00:01:06	0	£0.16	£0.08	£0.16	£0.00	
				Totals	293	19:24:14	910	£8.46	£0.08	£8.46	£0.00	*
Media type voice and messaging metrics for party Measure Volume • Volume											e V	

The 'Details for Party' table is dynamically updated to show data for the highlighted Directory item in the corresponding table to the left of it. For each Media type, the table displays totals for Count, Duration, Bandwidth, Cost, Roaming cost, Voice cost, and Data cost. The table can be sorted by any column, and can be re-ordered by dragging and dropping to reposition.

There are two tabs containing graphs at the bottom of the dashboard. These display either voice and messaging metrics or data metrics, and are dynamically updated to show data for the highlighted Directory item in the corresponding table to the left of it.

The graph 'Media type - voice and messaging metrics for party' breaks down the data by Speech, SMS, or MMS, and can show Volume, Duration, or Cost.



Click on a Media type to include / exclude it from the graph. The deselected items will be greyed-out in the list.



Hover over any point on the graph to see more details.



The graph 'Media type - data metrics' displays information for data use, showing Volume, Duration, Cost, or Bandwidth. Select from the different measures available for each graph to change the presented in formation.



Team Performance

The Team Performance Dashboard has been created to display inbound and outbound Call Traffic. Generate statistics based on entire departments, or individuals within a departments to see their performance.

Use the Directory items 'picker' to drag People, Departments, etc, from the left to the right side of the screen for inclusion in the results set.

Select directory items		×
Search	C Corp C Corp C Corp C Sales L Hugh Sutton Select all children	ৎ ×
Support	*	
 W Cyberdyne Systems Corp 	°	
🕨 🕸 d'Anconia Copper	•	
Gringotts	۵ -	
4	► Total selected items	: 4
		Select Cancel

Click on the Cog 🌣 to the right of the relevant item to 'Select all children'. In this way, you can easily select larger groups, and remove individuals from the list thereafter.

i Note: It is not currently possible to bulk remove once the records have been added to the selection.

The Team Performance Dashboard displays total calls per Party, the % answered, and average talk time of Outgoing Calls. Details for each party are displayed in the corresponding tiles to the right, with full call information shown in the table below. All results are based on the options selected at the top of the screen for CDR source, tree and Directory items against the dates / times specified.

Team Performance								
4 CDR sources selected Tree 1 - Organizations 🔹 1 directory item selected Select by	Quick dates v Dates Today	• 0		10 August 2018 15:45:00 fotal incoming calls: ncoming unanswered calls:	273 100			^
	000 100 1100	12:00 13:00 1	4.00 15.00 10	total outgoing connected calls: nc avg ans response time: (0.0 Secs	2200 23:00	Total incoming calls Incoming unanswered Total outgoing connec Inc avg ans response	i calls ted calls time
	10 August 20	018						
Party name Incoming calls Percentage of incoming answe Outgoing ca	Calls for directory item: O	rganizations						
Organizations 8802 64.37 % 4670 *	Total incoming calls	Total incoming answered calls	Total incoming unanswered ca	g Percentage of unanswered incoming calls	Average answered incoming calls response time	Total outgoing calls	Average outg calls talk ti	going ime
	8802	5666	3136	35.63%	7.6s	4670	00:03:	:09
	Leg start (UTC+00:00)) Origin 🕤	Destination 🕤	Ring time 🕤 Talk time	 Initiation rea 	Termination r	Outcome 🤅	🕤 Ca
	10/08/2018 06:40:26	Premium	Cheryl Duffy	00:00:15 00:00:00	Normal	Divert	No Answer	Pre ^
	10/08/2018 06:53:01	National	Jason Blair	00:00:15 00:00:00	Normal	Divert	No Answer	Na
	10/08/2018 06:55:53	Premium	Jason Blair	00:00:15 00:00:00	Normal	Divert	No Answer	Pre
	10/08/2018 07:02:18	Premium	Cheryl Duffy	00:00:02 00:02:25	Normal	Normal	Connected	Pre
	10/08/2018 07:04:12	Premium	Eileen Harmon	00:00:15 00:00:00	Normal	Divert	No Answer	Pre
	10/08/2018 07:05:15	Premium	Kris Moran	00:00:15 00:00:00	Normal	Divert	No Answer	Pre
	10/08/2018 07:06:10		Abraham Young	00:00:18 00:00:00	Normal	Normal	No Answer	
	10/08/2018 07:07:15	Premium	Marsha Franklin	00:00:02 00:00:28	Normal	Normal	Connected	Pre
	10/08/2018 07:11:02	Premium	Marsha Franklin	00:00:02 00:00:50	Normal	Normal	Connected	Pre
	10/08/2018 07:12:22	Premium	Cheryl Duffy	00:00:04 00:02:14	Normal	Normal	Connected	Pre
	10/08/2018 07:13:12	Premium	Micheal Hernandez	00:00:02 00:02:11	Normal	Normal	Connected	Pre
	10/08/2018 07:13:52	Mobile	Kristen Lane	00:00:03 00:02:40	Normal	Normal	Connected	Mc
	10/08/2018 07:16:28	Premium	Jeanette Fry	00:00:03 00:01:31	Normal	Normal	Connected	Pre
	10/08/2018 07:16:37	Premium	Elisa Hunter	00:00:04 00:00:38	Normal	Normal	Connected	Pre
	10/08/2018 07:16:53	National	Miguel Wade	00:01:00 00:00:00	Normal	Normal	No Resources	Na 🗸
	4	5 F FI	50 🔻 items pe	rpage		1 - 50 of 880	12 items 🖫 III	٠ ۲۵ وا

Incoming

Hunt Groups

The Hunt Group Dashboard presents four interactive displays of data giving a summary of Traffic, based on selected Hunt Group(s) using the controls at the top of the display.



Select 'Specific hunt groups' if you wish to interrogate just one hunt group.

Hunt group	All hunt groups 🔻 Select by						
	All hunt groups						
	Specific hunt groups						

Select the date range to be shown in the displays. By default, Prism will show the current day's data, allowing for real time updating. This can be changed if required.

The default date selection method is Quick dates. This allows you to select from predefined periods, e.g. Previous month, year to date, etc.



Alternatively, you can select Specific dates, and configure the range through the calendar controls.

Select by	Specific dates 🔻	From	01/07/2018 00:00:00	То	31/07/2018 23:59:59	0
-)			l	_۱

The line graph breaks down the data to show numbers of Calls, Answered, Unanswered, and Average Response. The legend on the right also acts as a display selection. Clicking on one of the options in the legend will select / deselect it on the graph. De-selected directions are show in grey. Hovering the mouse over a point will show details for that point.



The table of data shows the Hunt Group name, description, number of calls for the specified period, along with % answered. The columns within this table can be re-ordered by dragging and dropping to reposition.

Name	Description	Calls	% answered
90001	Sales	1888	68 %
90002	90002	1834	67 %
90003	90003	1382	74 %
90004	90004	1238	70 %
90005	90005	1094	69 %
90006	90006	796	62 %
90007	90007	964	89 %
90008	90008	707	58 %
90009	90009	984	56 %
90010	90010	762	76 %
90011	90011	635	55 %
90012	90012	951	59 %
90013	90013	861	56 %
90014	90014	735	88 %
90015	90015	17	100 %
90016	90016	440	66 %
90017	90017	853	58 %
90018	90018	833	58 %
90019	90019	675	53 %
90020	90020	520	61 %
91024	Support	376	57 %

The row of seven tiles displays Total Calls, Answered calls, Average answer response time, Unanswered calls, % unanswered, Average unanswered response time and Unanswered > 30 seconds. The data presented here corresponds with the highlighted Hunt Group in the table to the left.

(Calls for hunt group: 9	90001					
	Total calls	Answered calls	Average answer response time	Unanswered calls	% unanswered	Average unanswered response time	Unanswered > 30 seconds
	1888	1292	8.1s	596	32%	2.4s	3

The grid below the tiles shows detail based on the highlighted tile. The columns within this grid can be re-ordered by dragging and dropping to reposition.

The contents within each column can be filtered.

Leg start (UTC+00:00)	Calling 🕤	Origin 🕤	Called 🕤	Destination 🕤	Talk time 🕤	Response time 🕤	Outcome 🕤	Ca
01/07/2018 07:10:09	090491****	Premium	77790004063	Eileen Harmon	00:00:00	00:00:00	Busy	Pre 🗖
01/07/2018 07:10:09	090491****	Premium	77790004070	Meredith Mckee	00:00:16	00:00:06	Connected	Pre
01/07/2018 07:25:18	0900486*****	Premium	77790004063	Eileen Harmon	00:00:52	00:00:04	Connected	Pre
01/07/2018 07:30:09	09005466*****	Premium	77790004066	Jayson Leach	00:02:23	00:00:03	Connected	Pre
01/07/2018 07:31:05	0900486*****	Premium	77790004070	Meredith Mckee	00:01:06	00:00:03	Connected	Pre
01/07/2018 07:34:49	090484****	Premium	77790004069	Kris Moran	00:00:00	00:00:15	No Answer	Pre
01/07/2018 07:35:04	090484****	Premium	79770002358	79770002358	00:01:16	00:00:26	Connected	Pre
01/07/2018 08:04:56	0900486*****	Premium	77790004070	Meredith Mckee	00:00:37	00:00:06	Connected	Pre
01/07/2018 08:12:17	090486*****	Premium	77790004069	Kris Moran	00:00:00	00:00:00	Busy	Pre

Incoming Performance

The Incoming Performance Dashboard presents four interactive displays of data, giving an overview of Incoming Call statistics. All elements are affected by the controls at the top of the dashboard, to allow a more focused examination of the data.

Select Directory Items

You will need to select a Directory tree. Once the tree is defined, you can select the parties that you want to track on the Dashboard (See the <u>Directory</u> section for more information).



These can be anywhere from the whole estate, down to a single person. Click 'Select directory items' and drag individual entries into the selection area on the right. Remove individual entries from here, by clicking the cross on the row.

earch	🕸 Organizations	۹.>
	Acme Corp	۹ >
 Organizations 	A Mark Sales	٩,>
▲ 単 Acme Corp	Select all children Ligh Sutton	×,/
⊿ 🕸 Sales	¢	
1 H	igh Sutton	
1 M	ax Archibold	
1 R	th Swayamprava	
ا الله Support	ø	
الا الله 🕸 🕸 🕨	0	
▶ 肈 Cyberdyne Sys	ems Corp 🔅	
الله d'Anconia Cop	er 🗘	
► 🕸 Gringotts	0	
	• • • • • • • • • • • • • • • • • • •	
	Total selected items: 4	

Select all child entries, e.g. add an entire department in one action ,by clicking the Cog 🌣 to the right of it. You can then remove individual items from the selection area if necessary.

i Note: Directory items will need to be defined for inclusion in each separate Dashboard.

When you have finished, click Select or Cancel if you wish to discard the selections.

Search Directory Items

Locate specific directory items by using the search function. Enter the search criteria, and click the magnifying glass icon Q.



The number of results is confirmed, and you can navigate to each using the arrow keys. Once you have located the required entry, drag it from the Directory tree and drop it into the selection area on the right.



Select the date period to be shown in the displays. By default, Prism will show the current day's data, allowing for real-time updating. The default date selection method is Quick dates, which allows you to select from predefined periods, e.g. Previous month, year to date, etc.

Alternatively, you can select Specific dates, and configure the range through the calendar controls.

Select by	Specific dates 🔻	From	01/07/2018 00:00:00		То	31/07/2018 23:59:59	 0

The line graph breaks down the number of Incoming calls, showing the total number of calls, Answered, Unanswered, and the average response time. Each data type can be switched on or off from the legend.



The table displays the data by Directory item, based on the selection made at the top of the Dashboard.

Name	Current path	Calls	% answered		
Organizations	Organizations	171418		60 %	*

The columns within this table can be re-ordered by dragging and dropping to reposition.

The row of seven tiles displays quantities for 'Total Calls', 'Answered Calls', 'Average answer response time', 'Unanswered calls', '% Unanswered', 'Average unanswered response time', and 'Unanswered > 30 seconds'. These tiles display data, based on the Directory item highlighted in the table to the left.

Calls for directory iten	n: Organizations					
Total calls	Answered calls	Average answer response time	Unanswered calls	% unanswered	Average un- answered response time	Unanswered > 30 seconds
171418	103292	8.1s	68126	40%	11.3s	4918

The grid below the tiles shows individual Call leg detail, based on the highlighted tile above. The columns within this grid can be re-ordered by dragging and dropping to reposition.

The contents within each column can be filtered.

Leg start (UTC+00:00)) Called 🕤	Destination 🕤	Calling 🔻 💮	Ring time 🕥	Origin 🕤	Talk time 🕤	Initiation rea 🕤	Tei
30/07/2018 16:23:44	77790000997	Donald Dawson	anon*****	00:01:47		00:00:00	Redirect	Nc 📤
30/07/2018 11:15:42	777900002024	Hector Bowman	anon*****	00:01:00		00:00:00	Redirect	Nc
29/07/2018 16:55:33	777900001689	Dorothy Scott	anon*****	00:00:59		00:00:00	Normal	Nc
27/07/2018 15:34:07	77790000999	Juanita Hoffman	anon*****	00:01:05		00:00:00	Divert	Nc
26/07/2018 16:22:40	777900001794	Megan Petersen	anon*****	00:01:00		00:00:00	Normal	Nc
23/07/2018 13:02:17	777900001689	Dorothy Scott	anon*****	00:00:59		00:00:00	Normal	Nc
23/07/2018 12:58:10	777900001689	Dorothy Scott	anon*****	00:00:59		00:00:00	Normal	Nc
22/07/2018 17:16:41	777900004109	Brooke Rice	anon*****	00:00:40		00:00:00	Normal	Nc
22/07/2018 17:16:02	777900004126	Miranda Rasmuss	anon*****	00:00:32		00:00:00	Normal	Nc
22/07/2018 16:29:27	777900001689	Dorothy Scott	anon*****	00:00:44		00:00:00	Divert	Nc
22/07/2018 12:46:33	7779000002051	Jarrod Harrington	anon*****	00:00:40		00:00:00	Normal	Nc
21/07/2018 17:05:41	777900001689	Darathy Scatt	anon*****	00:00:31		00:00:00	Normal	Nc
21/07/2018 17:02:29	777900001689	C tt	anon*****	00:00:59		00:00:00	Normal	Nc
21/07/2018 12:47:58	777900001963	C 50	anon*****	00:00:41		00:00:00	Normal	Nc
20/07/2018 11:36:44	777900001963	C 100	anon*****	00:00:54		00:00:00	Normal	Nc 🖵
•		250						×.
M 1 2 3 4	5 🕨 🕨	50 🔻 items per	page			1 - 50 of 491	8 items 🕱 III 🖡	ö C

The bottom of this grid allows selection of the pages of data, and confirms the number of items shown per page, as well as the total number of items.



The icons at the bottom of the page allow you to clear any filters that have been applied, show / hide columns within the table, reset the columns, and refresh the data.

10	tt	anon
	tt	anon
20		
50		anon
100	r	anon
250		
50 🔻	items per	. page

Adjust the number of rows per page, using the drop-down selection.

Traffic

Channel Group Utilisation

The Channel Group Utilisation Dashboard presents five interactive displays, giving a summary per Channel Group, and showing concurrent calls during the selected period, along with modelled bandwidth, and the count of the calls.



All Elements within this dashboard are affected by the controls at the top, allowing a more focused examination of the data.

Channel groups	174 channel groups selected	Select by	Quick dates	•	Dates	Today	ه) ا
----------------	-----------------------------	-----------	-------------	---	-------	-------	------

Clicking the 'Select channel groups' button will open a display of your CDR sources, and the channel groups assigned to them. Simply tick the groups that you want to see analysed on the Dashboard. The next selection is for the date period to show in the displays. By default, Prism will show the current day's data, allowing for real time updating (You can change this if required).

The default date selection method is Quick dates, allowing you to select from predefined periods, e.g. previous month, year to date, etc.



Alternatively, you can select Specific dates, and configure the range through the calendar controls.



Once you have selected the tree, parties, and dates, click the 'Refresh' button \circlearrowright to update all displays.

The line graph breaks down the data by Call direction for the Channel Groups selected. The legend on the right also acts as a direction selection. Clicking on the Call Direction will select / deselect that direction on the graph. De-selected directions show in grey.

651										/	-	-	-			-									Incoming Outgoing Tandem - incoming
0.0	_	2																-							andern - oolgoing
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	

Hovering over a point on the graph with your mouse will display a numerical value for that point.



The final part makes up the majority of the page. The table on the left of the Dashboard displays detailed information for each of the selected Channel Groups.

Name	Description	Available chann	Concurrent maxi	Peak utilization	CDR source	
0001	Europe - Vienna	3	1	33 %	Fixed Voice 2	*
0002	Europe - Valencia	20	7	35 %	Fixed Voice 2	
0004	Asia - Dammam	8	1	12 %	Fixed Voice 2	
0005	Asia - Jeddah - SIP	8	1	12 %	Fixed Voice 2	
0006	Asia - Ashdod - Sl	10	3	30 %	Fixed Voice 2	
0008	Europe - Paris - SIP	15	3	20 %	Fixed Voice 2	

Selecting a channel group in this box will populate the charts and tables to the right.

There are 3 predefined displays:

The first is a selection of dials showing a simple Call Count, per direction.



The second is a graph showing one of the following values: Utilization, Maximum Concurrent Calls, Maximum Concurrent Duration, and Concurrent Minimum or Concurrent Average. Select the value to use on the drop-down control above the graph.



The final item is a chart showing Utilisation statistics, broken into timeslots throughout the day. You can select what days of the week are to be included along the top of the chart, and use the drop-down box above the chart to select the granularity of the time slot, anywhere from 15 minutes, to months at a time. The data can be filtered by days of the week, allowing out-of-hours / business closures to be excluded.

Days of week																Unit:		
All	None	🖌 Mon	✓	Tue	🗸 N	/ed	✓ т	hu	✓	Fri	1	Sat	1	Sun		Hours	•	r
Period		Utilizatior	ı	Conc	urrent	Co	ncurr	ent	C	oncurr	ent	Du	ratior	n at ma:	ximum	n concurrent		
00:00:00 - 00:	:59:59	0%		0		0			0			00:	:00:00)				
01:00:00 - 01:	:59:59	0%		0		0			0			00:	:00:00)				
02:00:00 - 02:	:59:59	0%		0		0			0			00:	:00:00)			_	
03:00:00 - 03:	:59:59	0%		0		0			0			00:	:00:00)				
04:00:00 - 04:	:59:59	0%		0		0			0			00:	:00:00)				
05:00:00 - 05:	:59:59	0%		0		0			0			00:	:00:00)				
06:00:00 - 06:	:59:59	0%		0		0			0			00:	:00:00					-

Channel Group Heatmap

The Channel Group Heatmap presents call information, based on the controls selected at the top, allowing for detailed examination of the data.

The grid of data seizures shows one block per selected channel group, the size of which varies depending on the number of calls represented. Select Channel Groups, and either Quick or Specific date ranges. Select to use one of the Measures from the list; Worst Percentage Utilisation, Concurrent Maximum, Duration at Maximum Concurrent, Concurrent Minimum, Concurrent Average, and Maximum Peg Count (15 Min period), and then limit the results to either 5, 10, 20, 50, 100, or All.

Channel Group	Heatmap												
Channel groups 174 cha	annel groups selected	Select by Quid	k dates 🛛 🔻	Dates Last	year 🔻 Us	se measure Conc	urrent max	▼ Limit to All ▼	Ċ				
All Seizures													
Fixed Voice								Mobile Voice					
32-ISDN Bournemouth (11)				31-ISDI (4)				001-GBR (13)	002-USA (2)		013-ESP (2)	018-PRT (2)	
									005-IRL (2)		025-CYP (2)	019-NGA (1)	022-BLZ (1)
							01-01 (1)					030-POL (1)	031-LTU (1)
										012-NLD (2)	(1)	032-LVA	033-JAM
											006-CHE (1)	(1)	(1)
Fixed Voice 2								Mobile Voice 2					
0018-Europe - Istanbul - SIP_000074 (74)	0013- Europe - Paris - SIP_TrunkB (18) 0060-	0025- Europe - Madrid - SIP_00003 0026-	0034- Europe - Le Havre - 4 SIP 000084 0006-Asia - Ashdod	0076- Europe - Lisbon - 0066- 00 Europe Eu	0015- 0016- Asia - Asia - Alexandrik Cairo - 59- 0114- rope Europe	0037- 004 Europe - Euro Paris - Ant 0005- 0012- Asia - Asia -	0- 0044- Europe - Hamburg 0019- 0041- Europe Europe	001-GBR (13)	002-USA (2)	009-ITA (2)	013-ESP (2)	018-PRT (2)	
	0030- Europe - Le SIP_00 Havre - SIP_000039 (17) 5 urope - Le SIP_000039	0032- Europe -	a 0010- Europe - London -	00 0110- Eu Europe - St. 00	- 46- 0021- rope Africa 54- 0071- 00	Jeddah Haifa 0033- 0048- (Europe Europe I 004- 0023- 0042-	 0062- 0063- Europe Europe 0055- 0061-		005-IRL (2)		025-CYP (2)	019-NGA (1)	022-BLZ (1)
0000 5	0024- Europe -	burg Birmingha	r 0031- Europe - Liverpool	0007- Eu Asia - O Tel Aviv 00	горе - Окіо 58- 0082- Ег	51a Europe Europ 064- 0020- 0049 urope Europ	e Europe Europe - 0052- 0056-					030-POL (1)	031-LTU (1)
0039-Europe - Genoa - SIP_000052 (23)	Rotterdam - 0002- SIP_000058 Europe (15) Valenci	Europe - a - Paris - 0037 SIP 00000	0035- Europe - 3 St.	0014 Europe 01	02- 0113-	0057- 0103 prope 0065- 000	- 0106- 0109- 0053 0081 0083			012-NLD (2)	004-SAU (1)	032-LVA	033-JAM
0009-Europe - Paris - SIP_TrunkA (19)	- 0043- Europe - Hamburg - SIP_000025	0022- - Europe - - Maidenhe	0038- Europe - Izmir -	0029- Europe 00 - Eu	rope Europe 0 - Ei 08- 0003- 0 rope Asia Ei	urope 0069- 002 111- 0074- 002	008 0108 0(0 500 00 00 00 010 00 00 00				006-CHE (1)	(1)	(1)



Clicking on any data block will trigger a new display, showing a more detailed analysis of that Channel Group.

Using the different options for Measures, data is presented in a line graph.

Click on the points within the graph to view the specific data seizure, e.g. from months to days, and from days to quarter hour seizures.



Summary data is displayed in a table below the graph.

Summary Da	ata						
Period	Max seizure.	Concurrent	Concurrent	Concurrent	Utilization	Duration at maximum concurrent	
01 Jan 2016	380	2	0	0.13	2.8148%	00:02:34	-
02 Jan 2017	1791	4	0	0.453333	13.2667%	00:10:37	
03 Jan 2017	205	2	0	0.102	1.5185%	00:02:21	
04 Jan 2017	175	1	0	0.081666	1.2963%	00:02:55	
05 Jan 2017	2543	5	0	1.07025	18.837%	00:08:12	
06 Jan 2017	3622	6	0	1.221621	26.8296%	00:15:00	
07 Jan 2017	3338	7	0	1.34	24.7259%	00:15:00	
08 Jan 2017	3295	6	0	1.272127	24.4074%	00:08:35	
09 Jan 2017	3654	6	0	1.08279	27.0667%	00:12:14	
10 Jan 2017	225	2	0	0.09423	1.6667%	00:03:45	
11 Jan 2017	128	1	0	0.054814	0.9481%	00:02:08	
12 Jan 2017	4082	7	0	1.303571	30.237%	00:06:18	
13 Jan 2017	3596	6	0	1.510232	26.637%	00:15:00	-

Click on a point in the graph where the display is quarter-hourly.



Summary data is displayed in a table below the graph.

Summary Data						
Period	Max seizure	Concurrent	Concurrent	Concurrent	Utilization	Duration at maximum concurrent
00:00:00 - 00:59:59	0	0	0	0	0%	00.00:00
01:00:00 - 01:59:59	0	0	0	0	0%	00:00:00
02:00:00 - 02:59:59	0	0	0	0	0%	00:000
03:00:00 - 03:59:59	0	0	0	0	0%	00:000
04:00:00 - 04:59:59	0	0	0	0	0%	00.00.00
05:00:00 - 05:59:59	0	0	0	0	0%	00:000
06:00:00 - 06:59:59	0	0	0	0	0%	00.00.00
07:00:00 - 07:59:59	0	0	0	0	0%	00:00:00
08:00:00 - 08:59:59	0	0	0	0	0%	00.00.00
09:00:00 - 09:59:59	0	0	0	0	0%	00:00:00
10:00:00 - 10:59:59	0	0	0	0	0%	00:00:00

Drill down further, and a new display is opened showing a horizontal bar chart. The view can be incremented by +15, or -15 minutes.



Seizure Details can be further interrogated by going to the Seizure Details tab. Click on the bar you wish to view details on.

Calls for period				
	Leg start 🕞	Direction	Channel number	Seizure duration
:=	01 Jan 2017 12:36:59	Incoming	3201	00:01:01
:=	01 Jan 2017 12:37:52	Incoming	3202	00:03:08
:=	01 Jan 2017 12:41:15	Incoming	3201	00:00:45
:=	01 Jan 2017 12:41:38	Incoming	3201	00:01:22

The option to 'Show Leg' will open a new screen within, which you can see the individual details for the Call leg. Alternatively, within the Calls tab, click the 'Details' button \equiv on the left to view details.

Calls for period Seizure details for 3201									
Item	Value								
Leg guid	d3816787-e4a6-426e-8a56-e6550fdc5add								
Leg start	01 Jan 2017 12:36:59								
Seizure start	01 Jan 2017 12:36:59								
Seizure end	01 Jan 2017 12:37:59								
Direction	Incoming								
Seizure duration	00.01.01								
Show Leg									

UC Adoption

The UC Adoption Dashboard enables display and interrogation of data for the entire organisation, presenting two sections of data for Device and Media type. Data is presented for a specified period, and all elements are affected by the controls at the top of the Dashboard.

Select CDR source(s), Tree level, and Directory items as normal.

Device types will be available for inclusion, based on what is defined in the Network module.

Select Device	e Types	×	Select Media	Types	×
Yes	Analogue Phone	^	Yes	Application Invite	*
Yes	Cisco Analogue Telephone Adapter		Yes	Application Sharing	
Yes	Cisco Android Client		Yes	Conference	
Yes	Cisco Conference Bridge		Yes	Data	
Yes	Cisco Contact Centre Port		Yes	DISA	
Yes	Cisco IP Communicator		Yes	Fax	
Yes	Cisco IP Communicator v2		Yes	File Transfer	
Yes	Cisco iPad Client		Yes	GPRS	
Yes	Cisco iPhone Client		Yes	Instant Message	
Yes	Cisco Jabber		Yes	Microphone	
Yes	Cisco Unified Personal Communicator		Yes	MMS	
Yes	Cisco Virtual CTI		Yes	Multimedia	
Yes	Desk Phone		Yes	Preferred Device	
Var	Ivne Andraid Client	*	Vac	Remote Assistance	*
Select none	Select Canc	el	Select none	Select Can	icel

Media types will be available for inclusion, based on what is contained within the CDR.

Period: Adjust this setting to define the number of minutes, hours, days, weeks, months, or years of data to show in the information box.

Period	
Period 1 🔺 Days	•
	OK Cancel

Select the date and time for the period to begin using the 'from' field within the information box. The range will be automatically calculated, based on the top-level Period setting.

UC A	Adoption						
4 CDR	R sources selected Tree	1 - Organizations 🔻	1 directory item selected	19 device types selected	21 media types selected	Period: 1 day	0
1 2	4/05/2018 00:00:00	to 24/05/2018 23:5	9:59		\times	2 25/05/2	2018 00:00:00 to 25/05/2018 23:59:59

Having entered the periodicity, i.e. daily, weekly, monthly, etc. the information block will report this amount of data, from the start date specified within it.

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You can then add additional blocks, by clicking the 'Create' button (+) in the top right corner of the Dashboard.

Additional information blocks will use the same periodicity, starting from the next available date / time, e.g. if info block 1 contains one week, starting 01 October, the addition of a second block will have a start date one week later.

Subsequent blocks can be added, allowing up to a maximum of 4 in total, using the same logic.

Remove unwanted information blocks by clicking the cross symbol in the top right corner of the information block.

A Results are PBX-specific, and Prism can only present data that is available to it within the CDR

The information block presents Device Type metrics and Media Type usage in the form of a graph, and a corresponding table of data.

Device Type metrics graphical information can be presented as Volume, Duration, or Number of Unique Devices. Clicking on one of the options in the legend will select / deselect it on the graph. De-selected directions show in grey.



Hover over any point on the graph to see specific details.

From 24/05/2018 00:00:00 🗐 🔘 🔿	Cisco Cisco Deski Not P Unimo	24 May 2018 09:30:00 IP Communicator V2: 7 Jabber: 6 Phone: 275 rovided: 0 wm: 214		Measure Volume v
	000 000 1000	1200 1400	100 1200 2000	Class IP Communicator v2 Class Jubbar Deter Prome Deter Prome Deter Prome Uninown
		24 May 2018		
Device type	Total count	Total duration	% of total duration	Total unique devices
Cisco IP Communicator v2	292	1 day 08:05:18	5.45%	49
Cisco Jabber	347	2 days 08:38:55	9.61%	81
Desk Phone	12430	20 days 15:04:43	84.02%	1441
Not Provided	248	05:27:24	0.93%	4
Unknown	2	00:00:02	0.00%	2

Below the graph is a table displaying the data in a fixed format.

- > The Total Count column shows the total number of legs.
- > Total unique devices are the number of devices that make up the number of legs.
- Total duration is the total duration for all legs made by all devices.
- > % of total duration column shows the percentage of the total duration attributed to the device type shown.

Media Type Usage graphical information can be presented as Volume, Duration, or Bandwidth. Clicking on one of the options in the legend will select / deselect it on the graph. De-selected directions show in grey.

Media type usage	100 03.00 04.00 05.00 06.00	07:00 08:00 09:00 10:00	11.00 12.00 15.00 1 24 May 2018	400 1500 1600 1700	18.00 19:00 20:00 21:00	2200 2300	easure Volume V c c Volume c d c d c d c d c d c d Duration B B Bandwidth (ME)
Media type	Total count	Total incoming count	Total outgoing count	Total duration	% of total duration	Total bandwidth	
Conference	60	30	30	10:48:36	1.04%	3216000	*
GPRS	80	40	40	00:00:00	0.00%	1642805	
SMS	220	110	110	00:03:40	0.01%	110	
Speech	21980	10990	10990	42 days 21:55:44	98.96%	1238348470	
Totals	22240	11170	11170	43 days 084800		1243207385	*

Hover over any point on the graph to see specific details.



Below the graph is a table displaying the data in a fixed format.

Media type	Total count	Total incoming count	Total outgoing count	Total duration	% of total duration	Total bandwidth
Conference	60	30	30	10:48:36	1.04%	3216000
GPRS	80	40	40	00:00:00	0.00%	1642805
SMS	220	110	110	00:03:40	0.01%	110
Speech	21980	10990	10990	42 days 21:55:44	98.96%	1238348470

- ▶ The Total Count column shows the total number of legs.
- > The Total Incoming Count column shows the total number of inbound legs.
- > The Total Outgoing Count column shows the total number of outbound legs.
- > The Total Duration column shows the total duration for all media types
- > The % of total duration column shows the percentage of the total duration taken up by each media type
- The Total Bandwidth column shows total bandwidth usage.

The inclusion of additional information blocks will highlight differences between each one, enabling comparisons within the data tables. Where there are two information blocks, the differences between each are highlighted by use of colour coding, where green denotes an increase, and red confirms a decrease based on the other period.

In the example below (left image), you can see that for the first period, row 1 / column 1, the Total count is 261 call legs, which represents a 1086.4% increase on the second period, (right image), row 1 / column 1, where the Total count is 22 call legs. The 22 call legs represent a 91.6% decrease, when compared with the period shown in the first image.

Device type	Total count	Total duration	% of total duration	Total unique devices		Device type	Total count	Total duration	% of total duration	Total unique devices
Cisco IP Communicato	292 (+26.4%)	1 day 08:05:18 (+49.7%)	5.45% (+49.3%)	49 (- 12.5%)	-	Cisco IP Communicato	231 (-20.9%)	21:25:56 (-33.2%)	3.65% (-33%)	56 (+14.3%)
Cisco Jabber	347 (-1.1%)	2 days 08:38:55 (-3.5%)	9.61% (- 3.9%)	81 (+0%)		Cisco Jabber	351 (+1.2%)	2 days 10:42:15 (+3.6%)	10.00% (+4.1%)	81 (+0%)
Desk Phone	12430 (+1.8%)	20 days 15:04:43 (-1.6%)	84.02% (-1.9%)	1441 (+0.6%)		Desk Phone	12205 (- 1.8%)	20 days 23:02:09 (+1.6%)	85.66% (+2%)	1433 (-0.6%)
Not Provided	248 (+31.2%)	05:27:24 (+35.3%)	0.93% (+34.8%)	4 (+0%)		Not Provided	189 (-23.8%)	04:02:04 (-26.1%)	0.69% (-25.8%)	4 (+0%)
Unknown	2	00:00:02	0.00%	2	-	Unknown	6	00:00:28	0.00%	6
Totals	13319 (+2.6%)	24 days 13:16:22 (+0.4%)		1577 (-0.2%)		Totals	12982 (-2.5%)	24 days 11:12:52 (-0.3%)		1580 (+0.2%)

Where three or four blocks are in use, there is also a number denoting to which block the information comparison relates. In this way, you can see that in Block 1, the Total Count of Cisco Jabber legs is 14050% higher than it is for Block 2, and 6975% higher than it is for Block 3.

Information Block #1

Device type	Total count	Total duration	% of total duration	Total unique devices	
Cisco IP Communicato	292 (2+26.4%) (3+9.8%)	1 day 08:05:18 (2+49.7%) (3+19.7%)	5.45% (2+49.3%) (3+22.5%)	49 (2-12.5%) (3+0%)	-
Cisco Jabber	347 (2-1.1%) (3+9.8%)	2 days 08:38:55 (2-3.5%) (3+9.4%)	9.61% (2-3.9%) (3+11.9%)	81 (2+0%) (3+3.8%)	
Desk Phone	12430 (2+1.8%) (3-0.9%)	20 days 15:04:43 (2-1.6%) (3-2.4%)	84.02% (2-1.9%) (3-0.1%)	1441 (2+0.6%) (3-1%)	•
Totals	13319 (2+2.6%) (3-1.1%)	24 days 13:16:22 (2 +0.4%) (3 -2.3%)		1577 (2-0.2%) (8-0.7%)	

Information Block #2

Device type	Total count	Total duration	% of total duration	Total unique devices	
Cisco IP Communicato	(1-20.9%) (3-13.2%)	(1-33.2%) (3-20.1%)	(1 -33%) (3 -18%)	(1+14.3%) (3+14.3%)	•
Cisco Jabber	351 (1) + 1.2%) (3) + 11.1%)	2 days 10:42:15 (1 + 3.6%) (2 + 13.3%)	10.00% (1+4.1%) (3+16.4%)	81 (1+0%) (3+3.8%)	
Desk Phone	12205 (1 - 1.8%) (3 - 2.7%)	20 days 23:02:09 (1 + 1.6%) (3 -0.8%)	85.66% (1+2%) (3+1.9%)	1433 (1-0.6%) (3-1.5%)	
Totals	12982 (1)-2.5%) (8)-3.6%)	24 days 11:12:52 (1 -0.3%) (2 -2.6%)		1580 (1+0.2%) (8-0.5%)	

Information Block #3

Device type	Total count	Total duration	% of total duration	Total unique devices	
Cisco IP Communicato	266 (1-8.9%) (2+15.2%)	1 day 02:48:57 (1-16.4%) (2+25.1%)	4.45% (1-18.3%) (2+21.9%)	49 (1)+0%) (2)-12.5%)	*
Cisco Jabber	316 (1-8.9%) (2-10%)	2 days 03:48:03 (1-8.6%) (2-11.8%)	8.59% (1-10.6%) (2-14.1%)	78 (1-3.7%) (2-3.7%)	
Desk Phone	12541 (1+0.9%) (2+2.8%)	21 days 03:12:06 (1+2:4%) (2+0.8%)	84.09% (1+0.1%) (2-1.8%)	1455 (1+1%) (2+1.5%)	•
Totals	13470 (1+1.1%) (2+3.8%)	25 days 03:09:19 (1+2.4%) (2+2.7%)		1588 (1+0.7%) (2+0.5%)	

The facility to compare periods is a useful tool for management statistics.

By default, the Dashboard will retain your last session, so that when you log in again, you will be presented with your last saved data selection. You can then simply refresh Block 1, which will refresh the data in any other information blocks.

Data in this area can be validated against the User Adoption Report, as well as with use of Analytics.

UC Organisational Adoption

UC Organisational Adoption looks at the organisation, broken down to whichever level you require, based on your Directory structure, typically enabling inter-department comparisons. With this, you can see which area of your business is making best use of certain devices. A useful tool to aid decision-making, and the measurement of usage.

Drag items from the Directory to see them in the output. Remove unwanted items from the selection, by clicking the cross to the right of it.

Select directory items			×
Search	Q ~ ^ ♥ ↓ ♥	 Organizations Acme Corp Sales Hugh Sutton 	
► 🕸 Support	۰ ب		
🕨 🕸 Clampett Oil	٥		
Evberdyne Systems Corp	٥		
🕨 🥸 d'Anconia Copper	٥		
 Gringotts 	۰.		
4	•	Total selected items: 4	ŵ
			Select Cancel

Device Type and Media Type metrics are presented in graphical and tabular formats, based on the selections made in the controls at the top of the Dashboard.



The top of the Dashboard presents two graphs for Device Type and Media Type metrics.

The Device Type metrics graph can display Volume, Duration, or Number of Unique Devices. Clicking on one of the options in the legend will select / deselect it on the graph. De-selected directions show in grey. Hovering the mouse over a point will show details for that point.



The Media Type metrics graph can display Volume, Duration, or Bandwidth, with the same functionality as the Device Type metrics graph.



Positioned below the Device Type metrics graph is a table showing details for each Directory item. One row for each item shows the following information:

- > Total count: Number of devices used by the associated directory item.
- ► Hardware %: Hardware percentage of total count.
- **Software %:** Software percentage of total count.
- Unknown %: Percentage of total count for which devices are not defined within Prism.

The columns within the table can be re-ordered by dragging and dropping to reposition.

Name	Total count	Hardware	Software	
Organizations	9390	86.98		^
Acme Corp	10	0 %		
Sales	10	0 %		
Hugh Sutton	10	0 %		

A Results are PBX-specific, and Prism can only present data that is available to it within the CDR.

Two displays of data, accessed via tab headers, are situated to the right of the data table. The information within these displays directly relates to the selected Directory item in the table.

Usage

Top 'x' End Points

The Top 'x' End Points Dashboard presents three interactive displays of data, giving an overview of Call information, including on the top 'x' results, where 'x' is a number selected from the drop-down options. Elements are also affected by the controls at the top of the Dashboard to allow a more focused examination of the data.



Three graphs separate the measures, of Volume, Duration, and Cost, based on the End Point selected from the top 'x' results to the left.

You will need to select a Directory tree (see the <u>Directory</u> section for details on Trees). Once the tree is defined, you can select the parties that you want to track on the Dashboard. These can be anywhere from the whole estate down to a single person. Click on Select parties to see the tree in full, and tick the box next to any parties you want to include in the reports. When you have finished, click Select or Cancel if you wish to discard the selections.

The next selection is for the date range to show in the displays. By default, Prism will show the current day's data, allowing for real time updating, but you can change this if required.

The default date selection method is Quick dates, allowing you to select from predefined periods, e.g. previous month, year to date, etc.



Alternatively, you can select Specific dates, and configure the range through the calendar controls.



Once you have selected the tree, parties, and dates, click the 'Refresh' button 🖒 to update all displays.

The line graph at the top of the page breaks down the data by direction, and can show Volume, Duration, or Cost. Clicking on one of the options in the legend will select / deselect it on the graph. De-selected directions show in grey. Hovering the mouse over a point will show details for that point.

4 CDR sources selected Tree 1 - Organizations • 1 directory item selected Select by Specific dates • From 13/08/2018 00.00.00 🗐 💿 To 13/08/2018 23:59:59 🗐 💿 🖒	13 August 2018 17:45:00 Volume
	Outgoing: 31 Incoming: 21 Internat: 24 Tandem: 0
	1800 1900 2000 2100 2200 2300
13 August 2018	

The second section shows you the top 'x' phones within the party selections. You can specify the number of extensions to be displayed by using the first drop-down, and selecting from 8, 12, 16, or 24 records, and the measure by which they are ordered with the second one, selecting from Volume, Duration, and Cost.



The third section presents a separate line graph for each of the measures, Volume, Duration, and Cost based on the criteria selected at the top of the dashboard, and colour-coded to differentiate between the call categories of Outgoing, Incoming, Internal, and Tandem. Hovering the mouse over a bar section will show the numerical value of that section.

Clicking on any of the end-points in the horizontal bar chart will produce the Volume, Duration, and Cost detail specific to it.



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