

Tiger Prism User Guide

Dashboards Module - Release 2018.R2

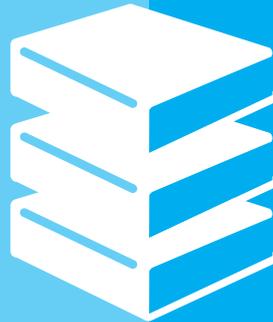


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Dashboards

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.

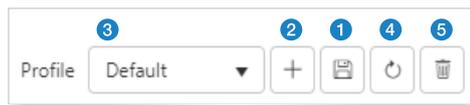
Training Tutorial



There is a [Dashboards video tutorial](#) 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.

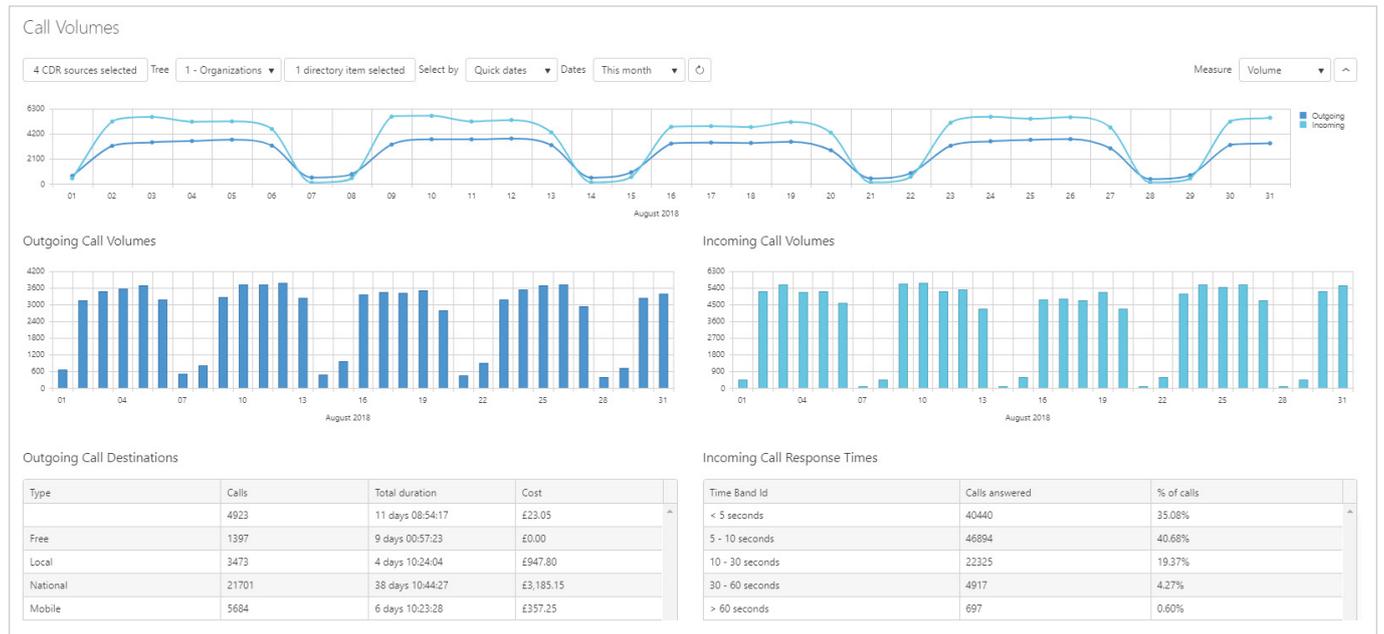


When you have configured a Dashboard, press 'Save' (1) to retain that profile. Click the 'Create New' button (2) to make and name a new profile. When you have multiple profiles configured, use the dropdown (3) to select the profile to use, then the 'Refresh' button (4) to update the detail shown.

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

Management

Call Volumes

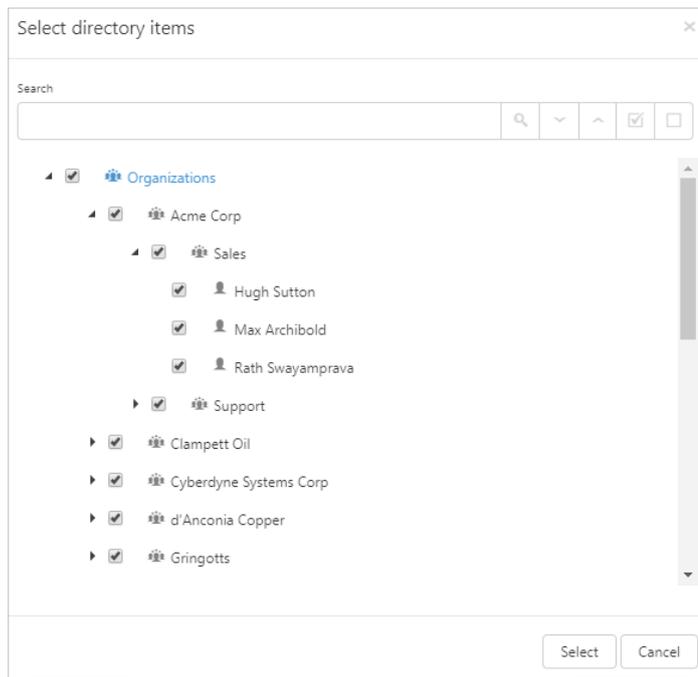


The Call Volume Dashboard consists of five individual displays. The data in each area is based on the selections made at the top of the screen. When you first open this dashboard, you will need to make some selections before the displays will show any data.



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 [Directory](#) 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.

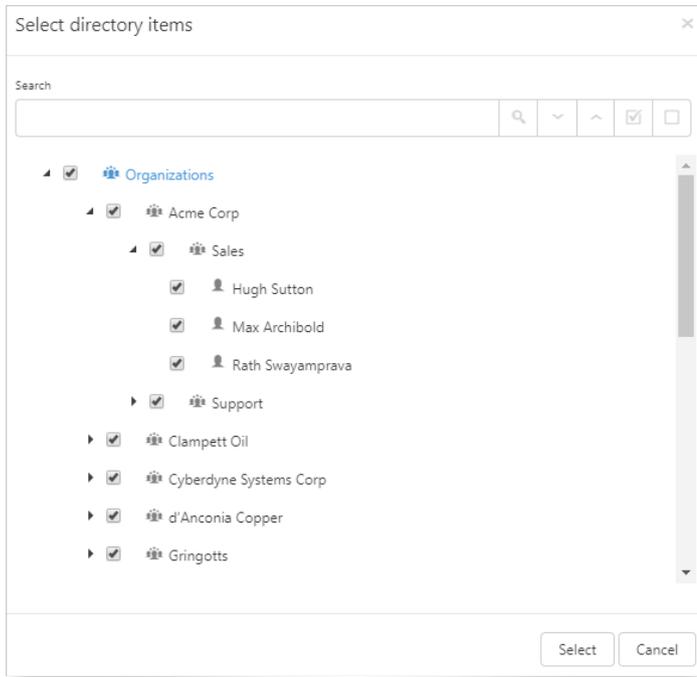
Note: Directory items will need to be defined for inclusion in each separate Dashboard.

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

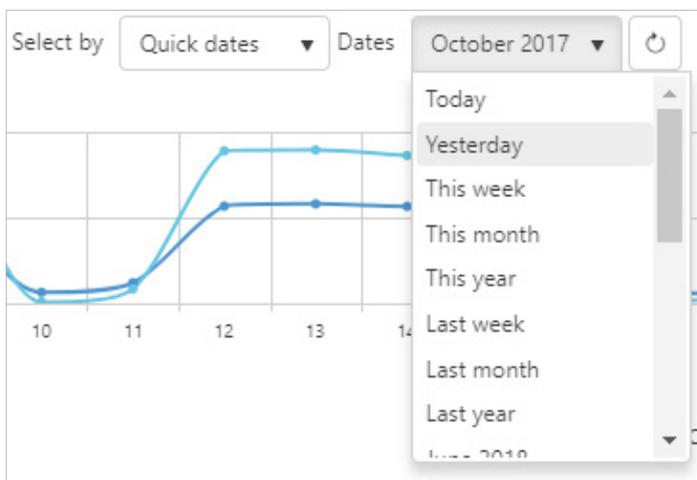
Search Directory Items

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

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.



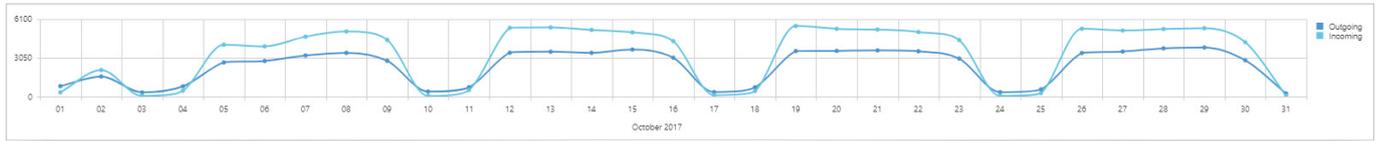
The next selection is for the date range to show in the displays. By default, Prism will show the current day's data, allowing for real time updating (You can change this if required).

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.



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

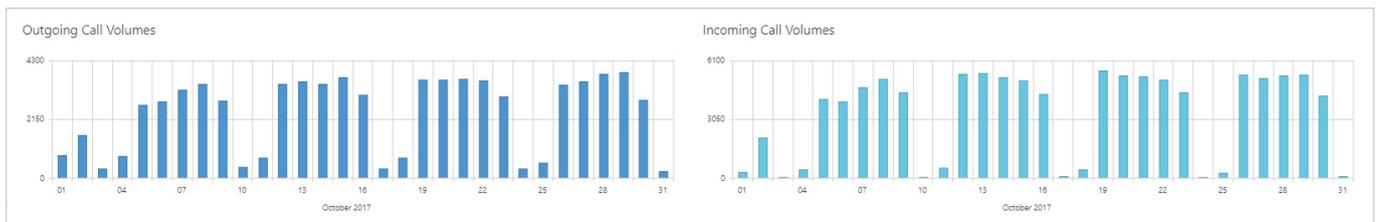


The line graph breaks down the data by direction, and can show Volume, Duration or Cost. The legend on the right also acts as a direction selection. Clicking on the Call direction will select / deselect that direction on the graph. Deselected directions are show in grey.

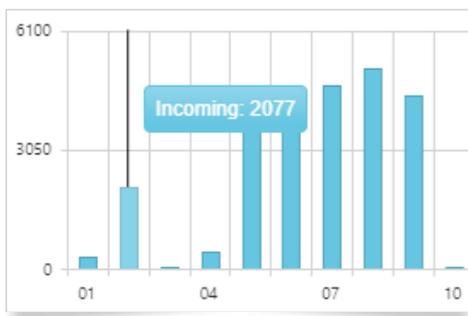
Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



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.

Type	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  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.

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.

2 CDR sources selected Tree 1 - Organizations 1 directory item selected 21 media types selected Select by Quick dates Dates Today

Media type voice and messaging metrics

Media type data metrics

Name	Total count	Total duration	Total bandwi...	Cost
Organizations	293	19:24:14	910	£8.46

Details for party: Organizations

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

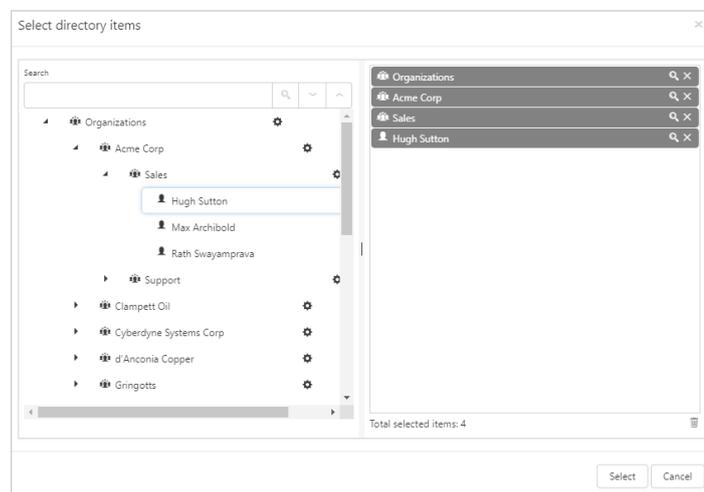
Adjust the settings at the top of the page to meet your requirements. Select the relevant Directory(ies) and Call parties. Select the media types you wish to report against, and set the dates as required.

2 CDR sources selected Tree 1 - Organizations 1 directory item selected 21 media types selected Select by Quick dates Dates Today

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 [Directory](#) 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.

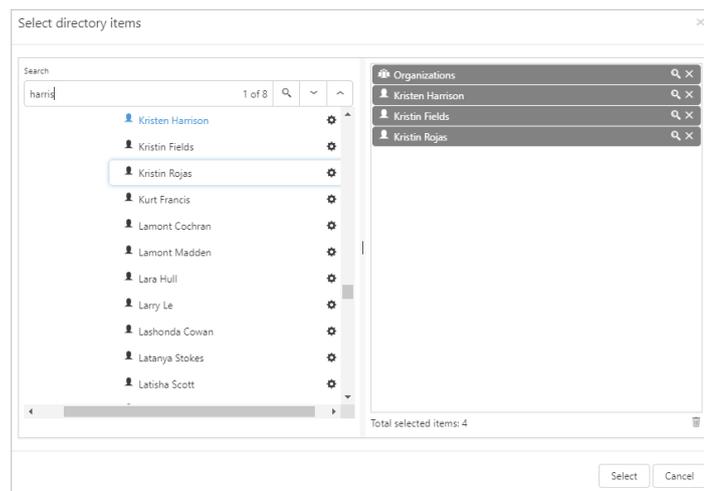
Note: Directory items will need to be defined for inclusion in each separate Dashboard.

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 🔍.

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.

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

Select Media Types ✕

- Application Invite
- Application Sharing
- Conference
- Data
- DISA
- Fax
- File Transfer
- GPRS
- Instant Message
- Microphone
- MMS
- Multimedia
- Preferred Device
- Remote Assistance

Having set your criteria, click the 'Refresh' button 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...	Cost
Organizations	293	19:24:14	910	£8.46

Details for party: Organizations

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

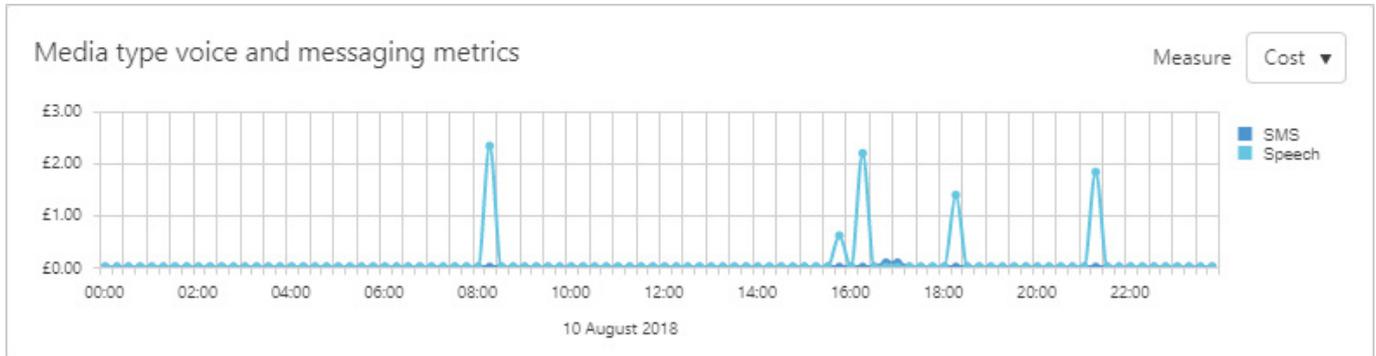
Media type voice and messaging metrics for party

Media type data metrics for party

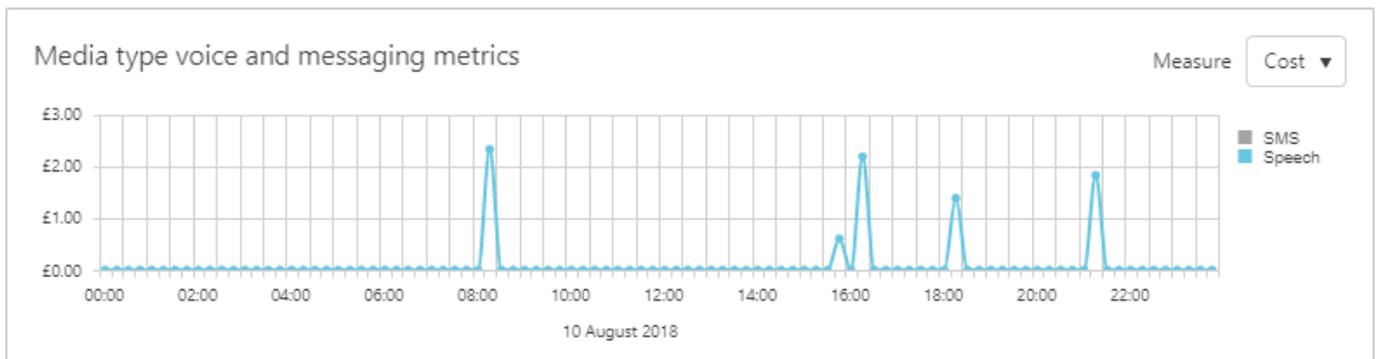
The 'Details for Party' table is dynamically updated to show data for the highlighted Directory item in the corresponding table to the left of it. For each Media type, the table displays totals for Count, Duration, Bandwidth, Cost, Roaming cost, Voice cost, and Data cost. The table can be sorted by any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

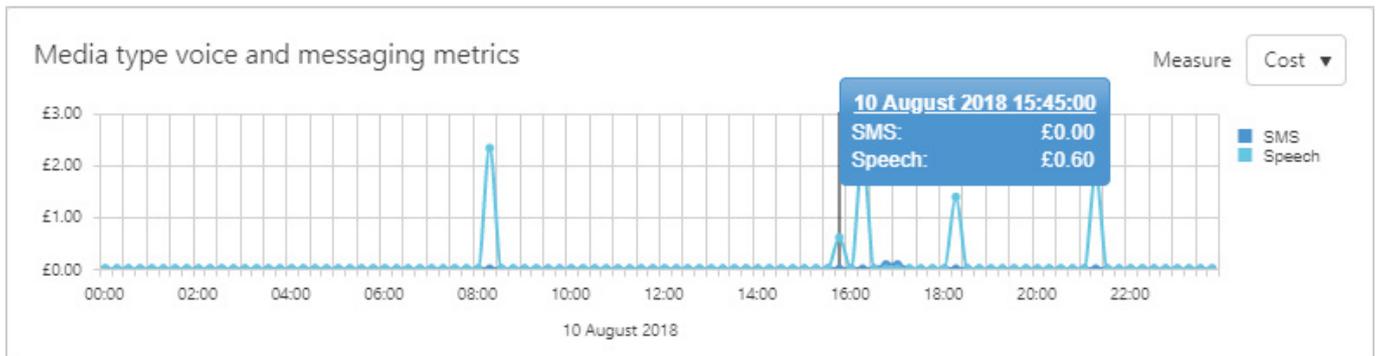
The graph 'Media type - voice and messaging metrics for party' breaks down the data by Speech, SMS, or MMS, and can show Volume, Duration, or Cost.



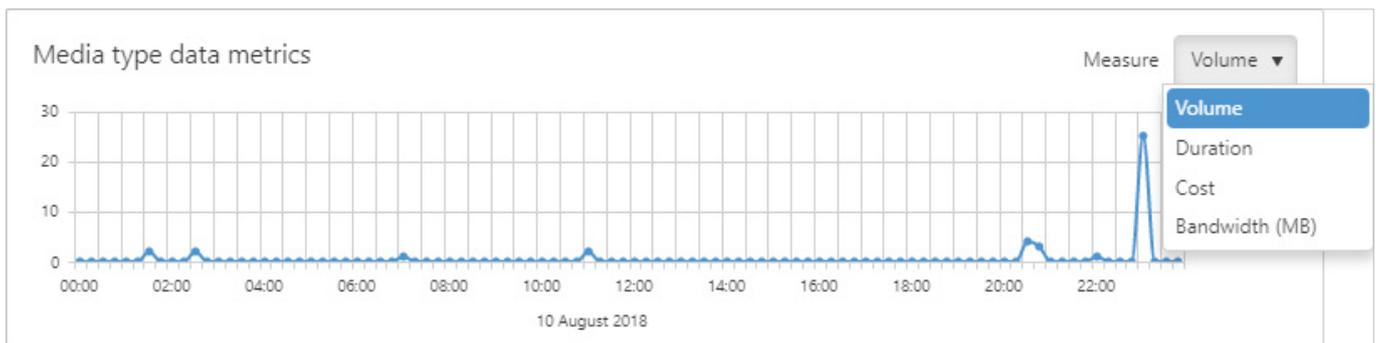
Click on a Media type to include / exclude it from the graph. The deselected items will be greyed-out in the list.



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



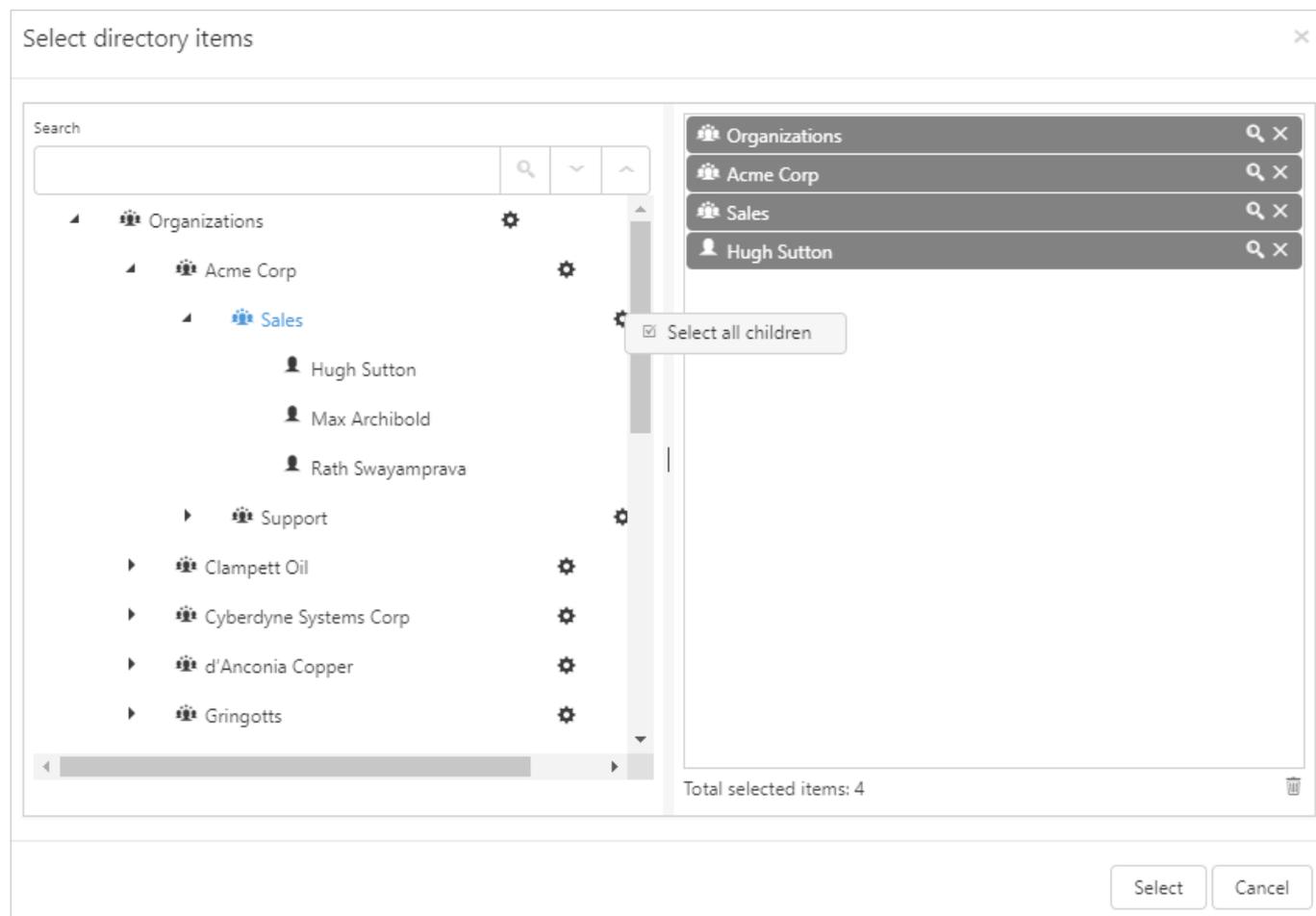
The graph 'Media type - data metrics' displays information for data use, showing Volume, Duration, Cost, or Bandwidth. Select from the different measures available for each graph to change the presented information.



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.

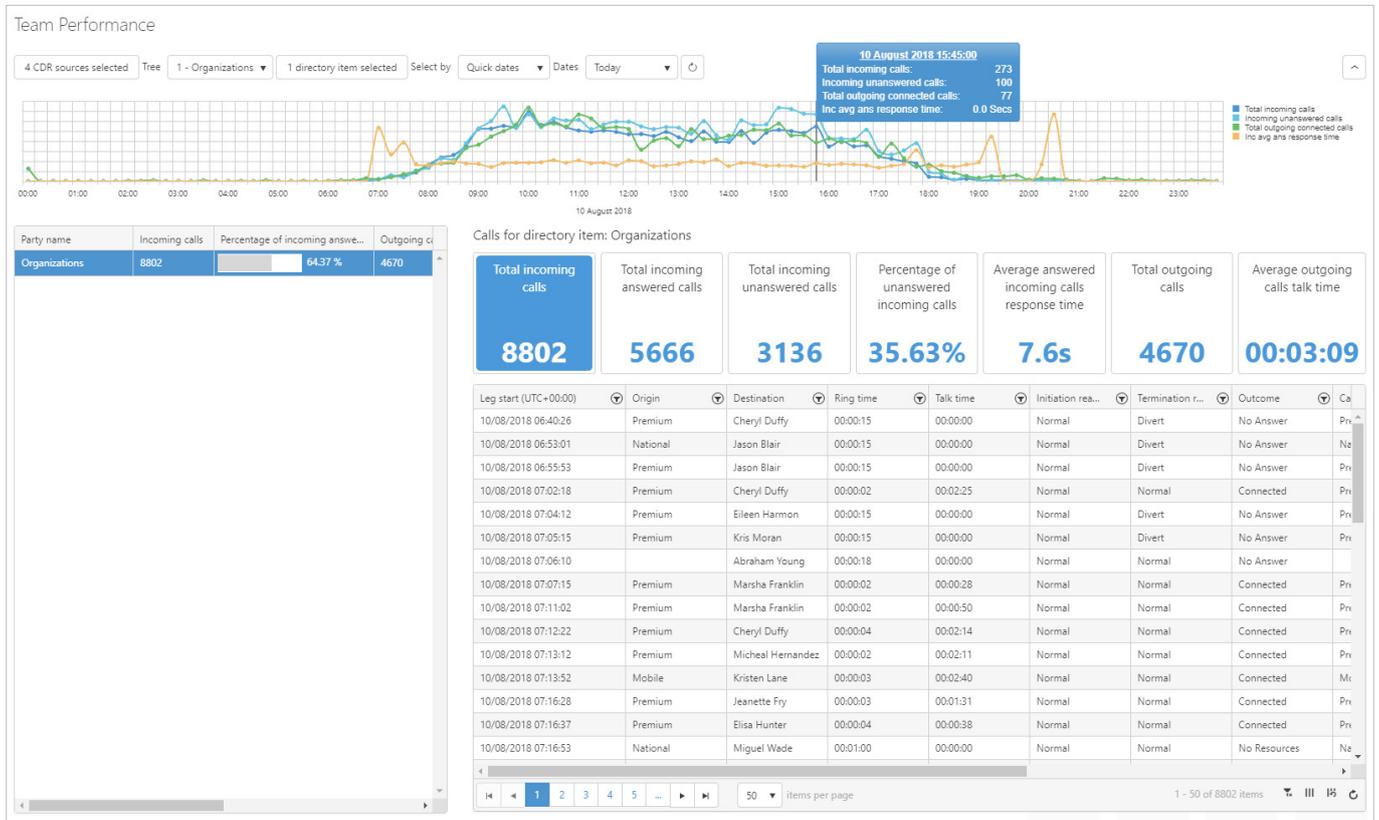
Use the Directory items 'picker' to drag People, Departments, etc, from the left to the right side of the screen for inclusion in the results set.



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.

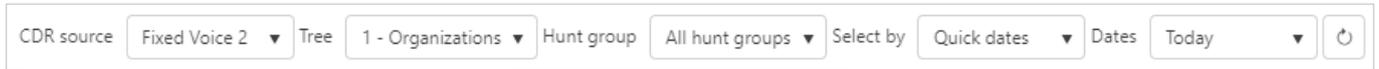
The Team Performance Dashboard displays total calls per Party, the % answered, and average talk time of Outgoing Calls. Details for each party are displayed in the corresponding tiles to the right, with full call information shown in the table below. All results are based on the options selected at the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



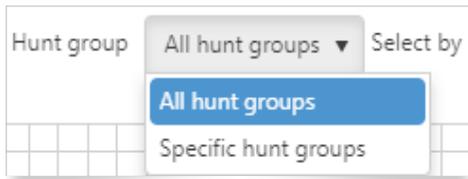
Incoming

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.

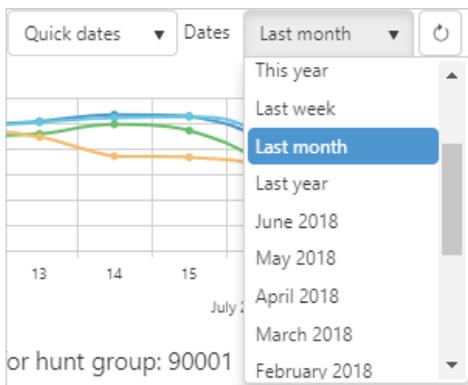


Select 'Specific hunt groups' if you wish to interrogate just one hunt group.



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.

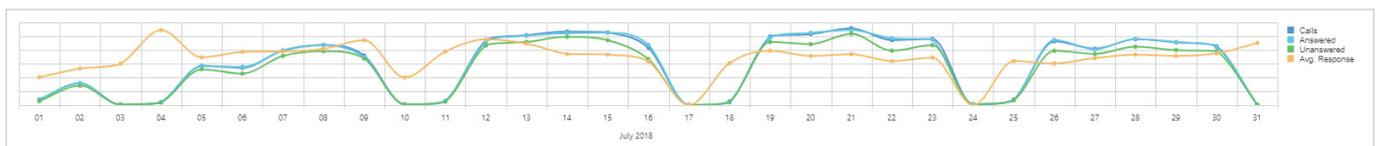
The default date selection method is Quick dates. This allows you to select from predefined periods, e.g. Previous month, year to date, etc.



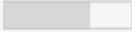
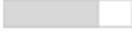
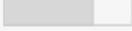
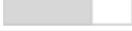
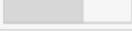
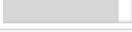
Alternatively, you can select Specific dates, and configure the range through the calendar controls.



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: 90001

Total calls 1888	Answered calls 1292	Average answer response time 8.1s	Unanswered calls 596	% unanswered 32%	Average unanswered response time 2.4s	Unanswered > 30 seconds 3
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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

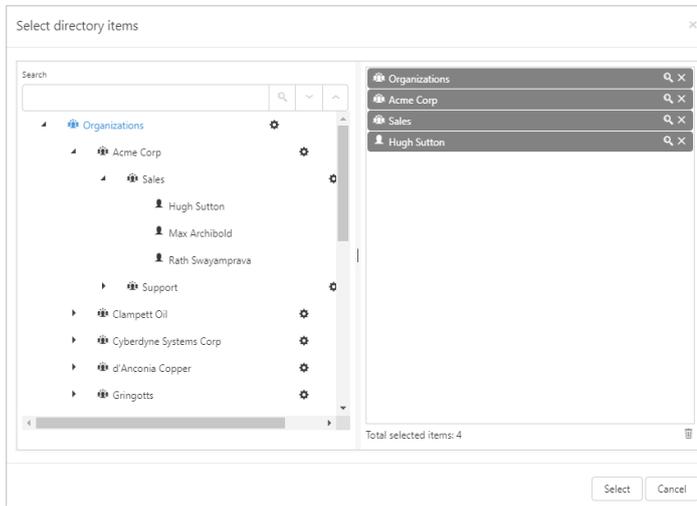
Incoming Performance

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.

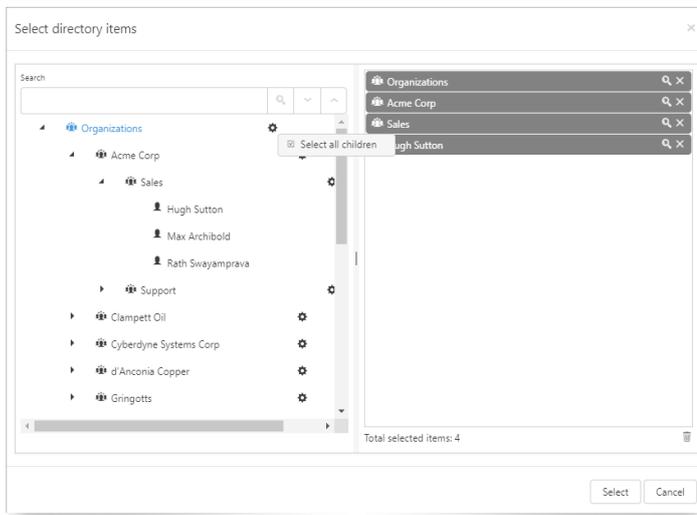


Select Directory Items

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 [Directory](#) 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.



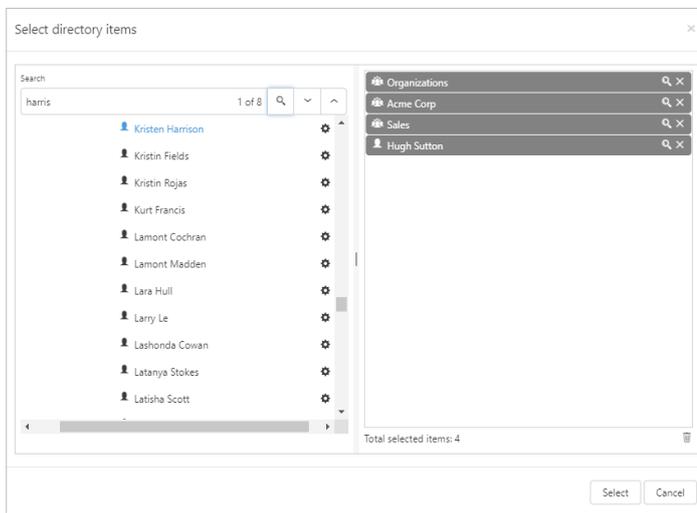
Select all child entries, e.g. add an entire department in one action, by clicking the Cog ⚙️ to the right of it. You can then remove individual items from the selection area if necessary.

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

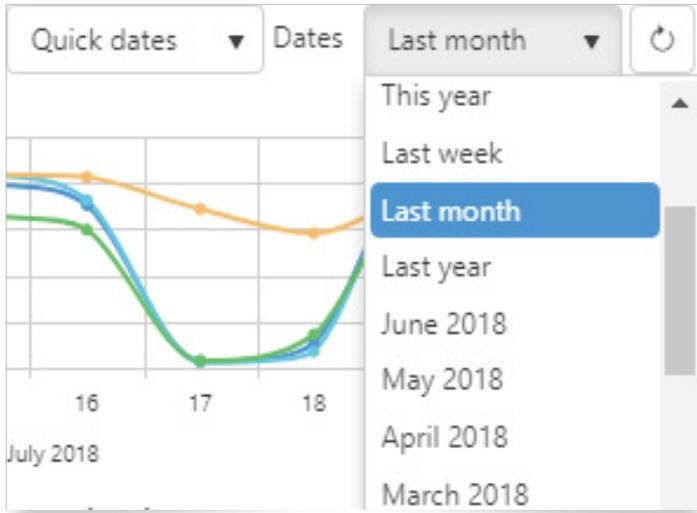
When you have finished, click Select or Cancel if you wish to discard the selections.

Search Directory Items

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



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.

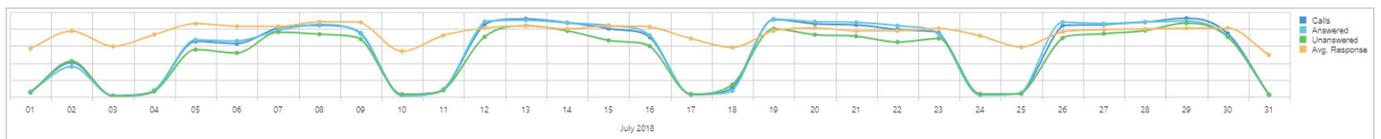


Select the date period to be shown in the displays. By default, Prism will show the current day's data, allowing for real-time updating. The default date selection method is Quick dates, which allows you to select from predefined periods, e.g. Previous month, year to date, etc.

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

Select by **Specific dates** From To

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.

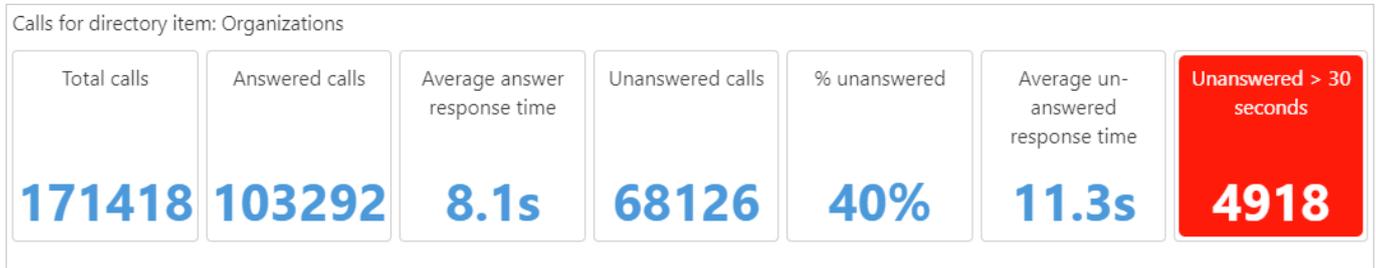


The table displays the data by Directory item, based on the selection made at the top of the Dashboard.

Name	Current path	Calls	% answered
Organizations	Organizations	171418	<div style="width: 60%; display: inline-block; background-color: #ccc;"></div> 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.



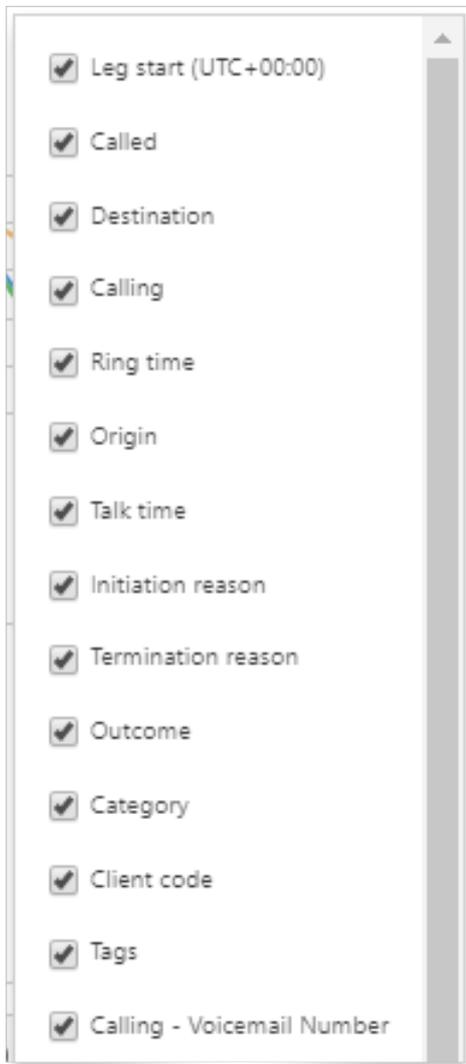
The grid below the tiles shows individual Call leg detail, based on the highlighted tile above. The columns within this grid can be re-ordered by dragging and dropping to reposition.

The contents within each column can be filtered.

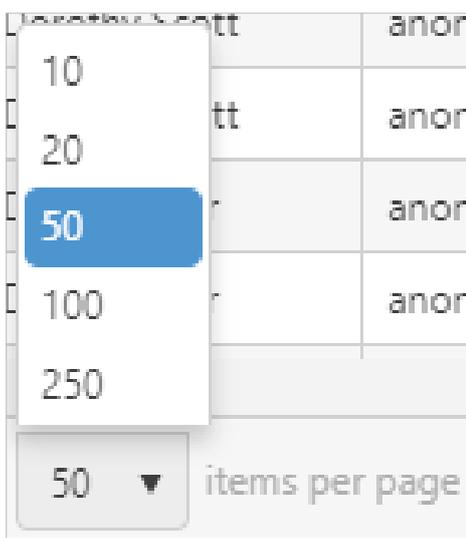
Leg start (UTC+00:00)	Called	Destination	Calling	Ring time	Origin	Talk time	Initiation rea...	Termination
30/07/2018 16:23:44	77790000997	Donald Dawson	anon*****	00:01:47		00:00:00	Redirect	Nc
30/07/2018 11:15:42	777900002024	Hector Bowman	anon*****	00:01:00		00:00:00	Redirect	Nc
29/07/2018 16:55:33	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	Dorothy Scott	anon*****	00:00:31		00:00:00	Normal	Nc
21/07/2018 17:02:29	777900001689	Dorothy Scott	anon*****	00:00:59		00:00:00	Normal	Nc
21/07/2018 12:47:58	777900001963	Dorothy Scott	anon*****	00:00:41		00:00:00	Normal	Nc
20/07/2018 11:36:44	777900001963	Dorothy Scott	anon*****	00:00:54		00:00:00	Normal	Nc

1 - 50 of 4918 items

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.

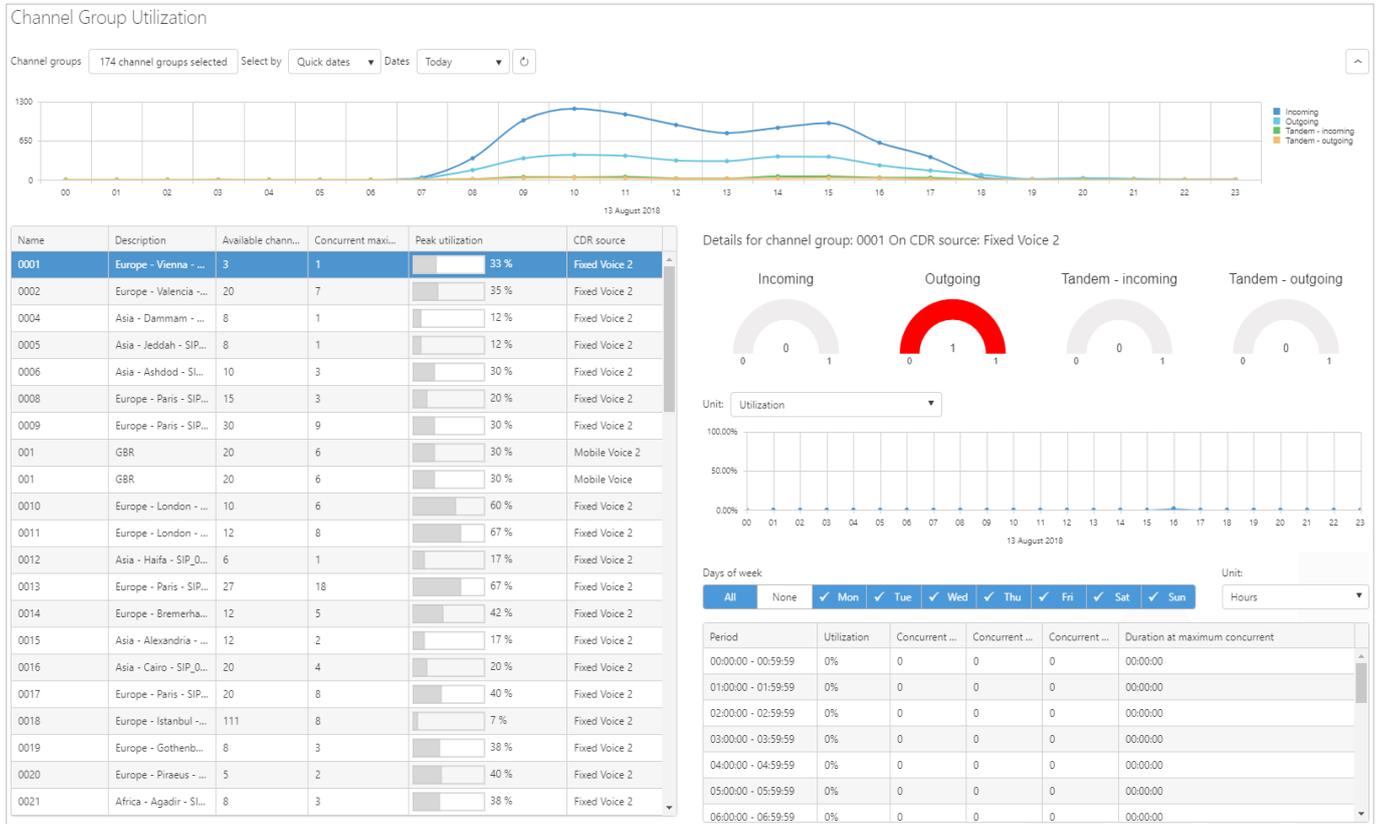


Adjust the number of rows per page, using the drop-down selection.

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.

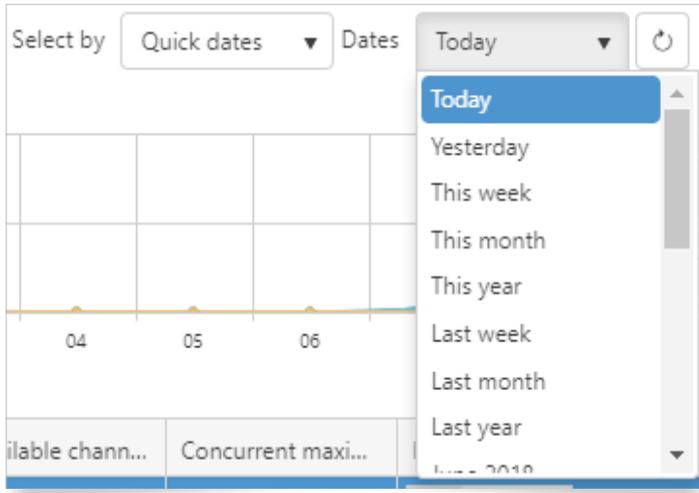


All Elements within this dashboard are affected by the controls at the top, allowing a more focused examination of the data.



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.

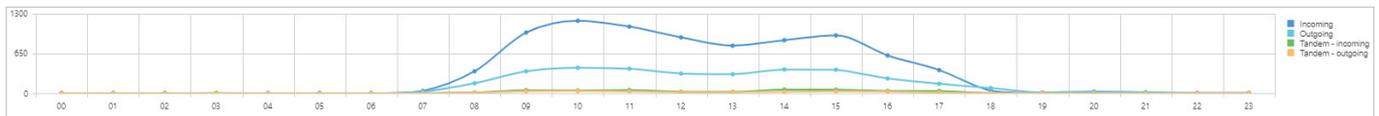


Alternatively, you can select Specific dates, and configure the range through the calendar controls.

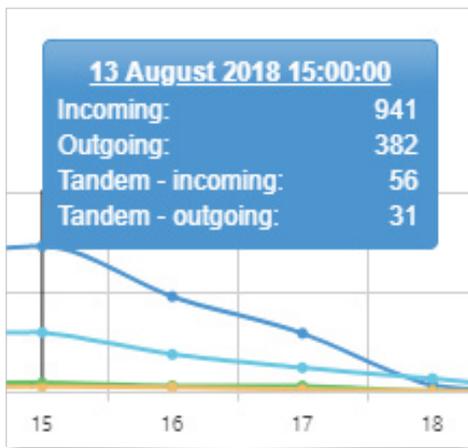


Once you have selected the tree, parties, and dates, click the 'Refresh' button  to update all displays.

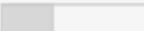
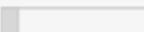
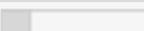
The line graph breaks down the data by Call direction for the Channel Groups selected. The legend on the right also acts as a direction selection. Clicking on the Call Direction will select / deselect that direction on the graph. De-selected directions show in grey.



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



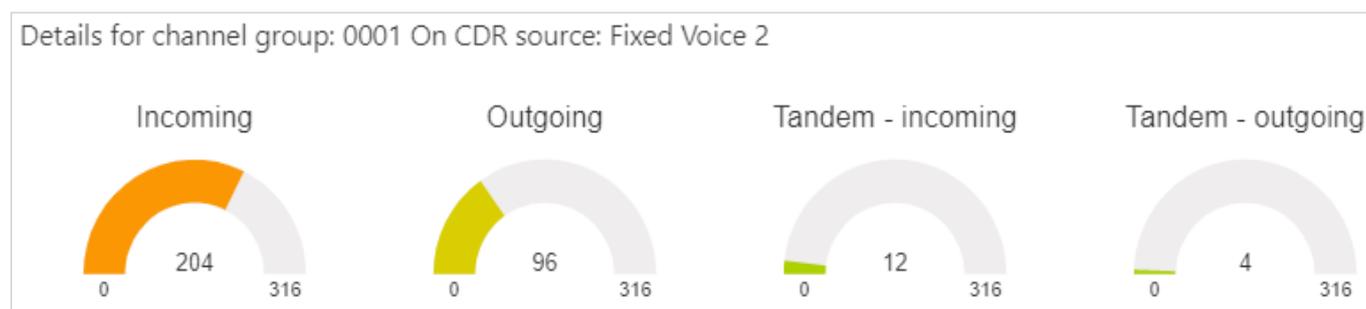
The final part makes up the majority of the page. The table on the left of the Dashboard displays detailed information for each of the selected Channel Groups.

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

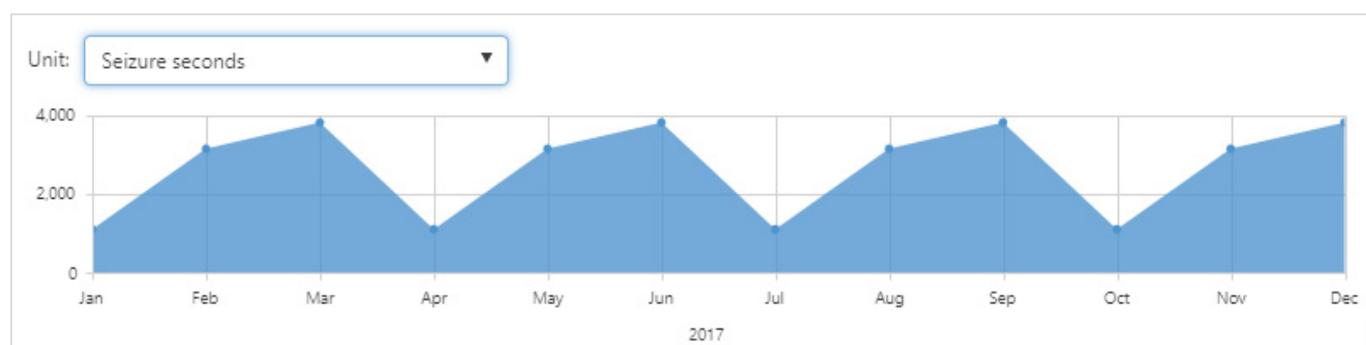
Selecting a channel group in this box will populate the charts and tables to the right.

There are 3 predefined displays:

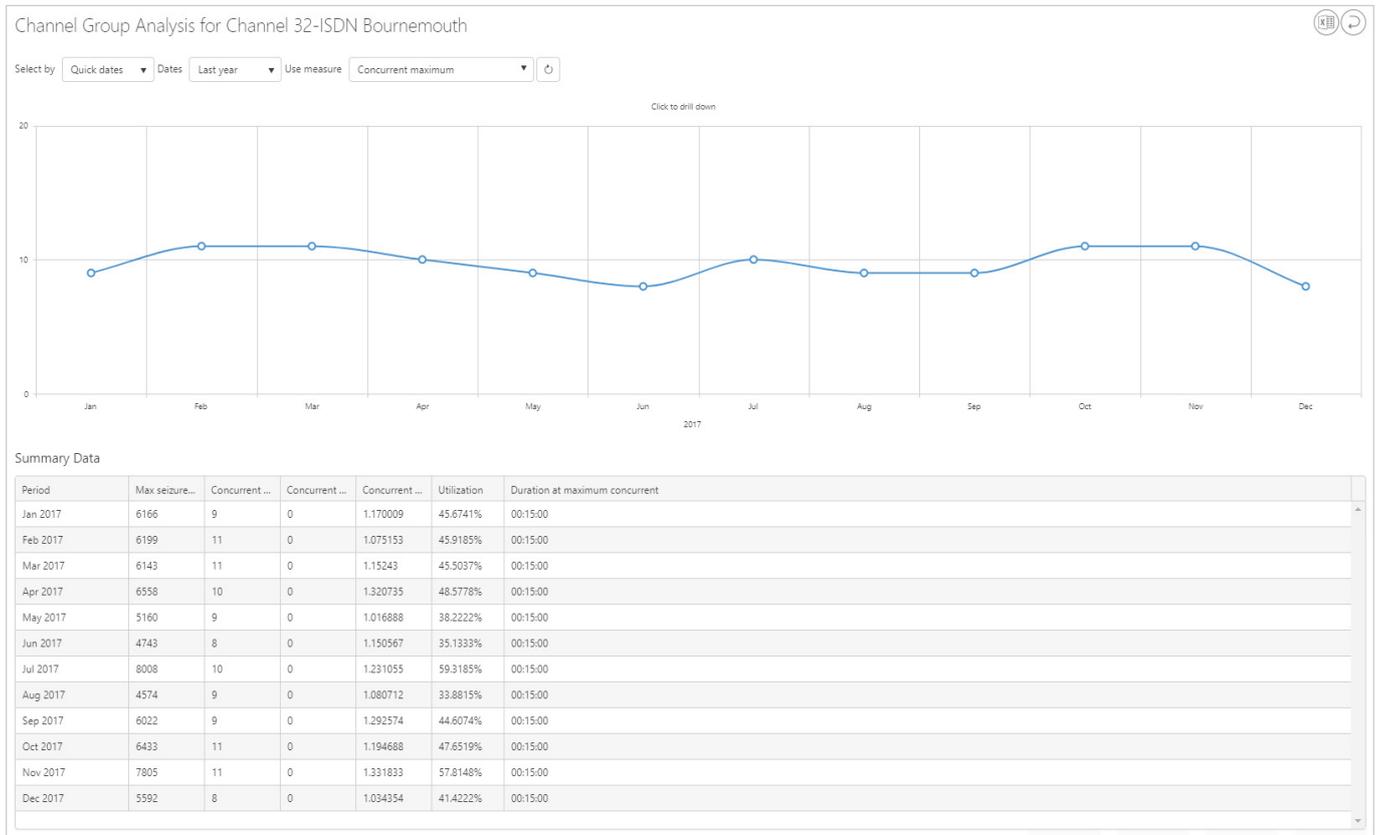
The first is a selection of dials showing a simple Call Count, per direction.



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.

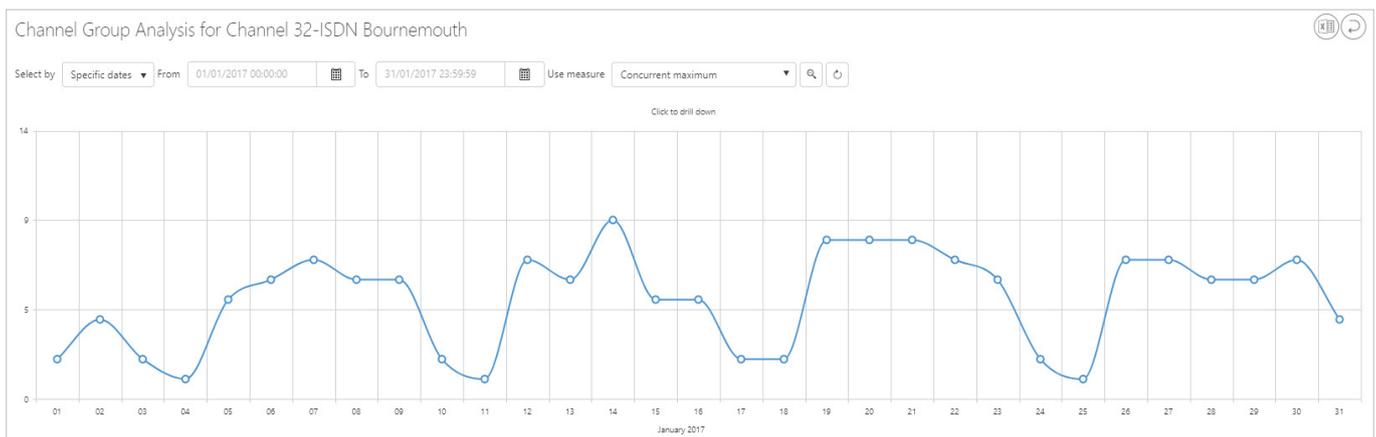


Clicking on any data block will trigger a new display, showing a more detailed analysis of that Channel Group.



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

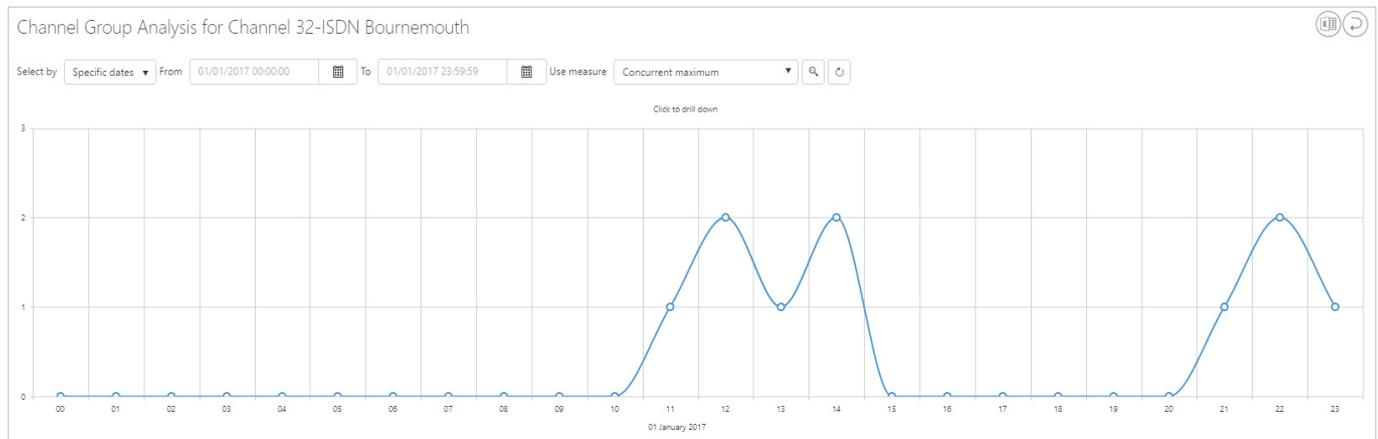
Click on the points within the graph to view the specific data seizure, e.g. from months to days, and from days to quarter hour seizures.



Summary data is displayed in a table below the graph.

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

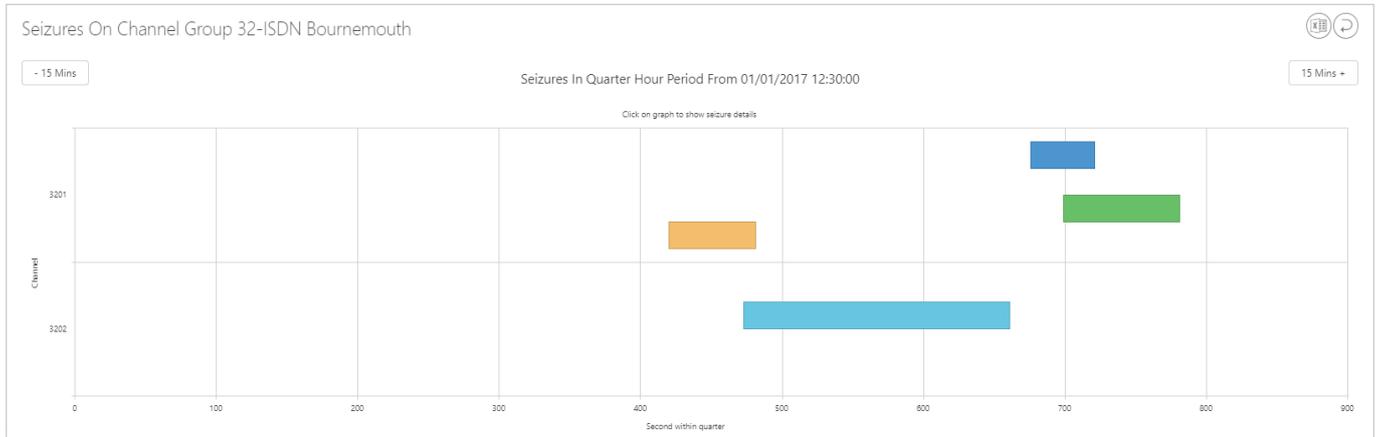
Click on a point in the graph where the display is quarter-hourly.



Summary data is displayed in a table below the graph.

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%	00:00:00
03:00:00 - 03:59:59	0	0	0	0	0%	00:00:00
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%	00:00:00
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 ☰ on the left to view details.

Calls for period

Seizure details for 3201

Item	Value
Leg guid	d3816787-e4a6-426e-8a56-e6550dc5add
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

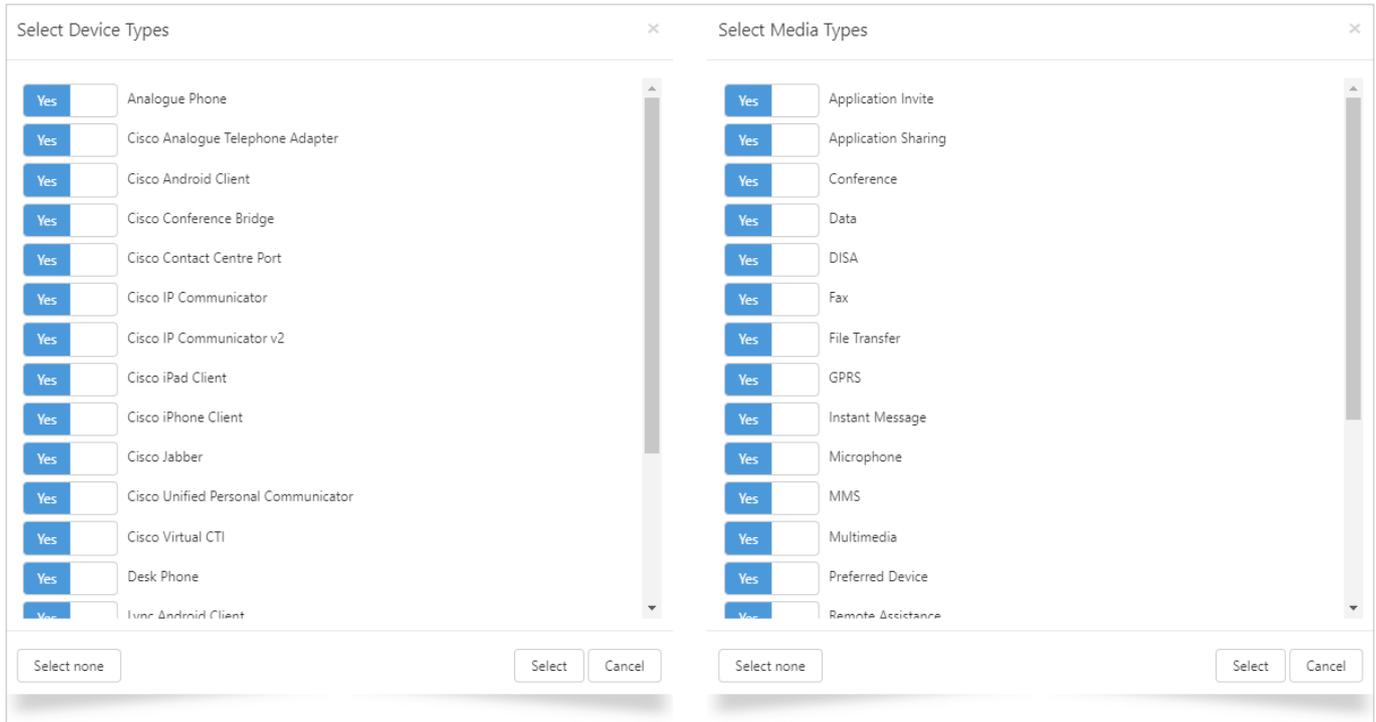
Show Leg

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.

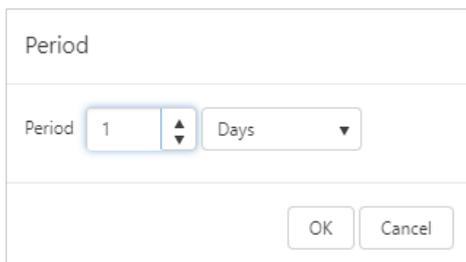
Select CDR source(s), Tree level, and Directory items as normal.

Device types will be available for inclusion, based on what is defined in the [Network](#) module.

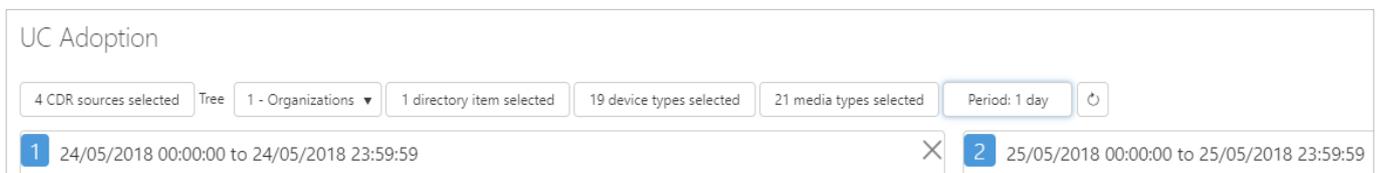


Media types will be available for inclusion, based on what is contained within the CDR.

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



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.



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.

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.

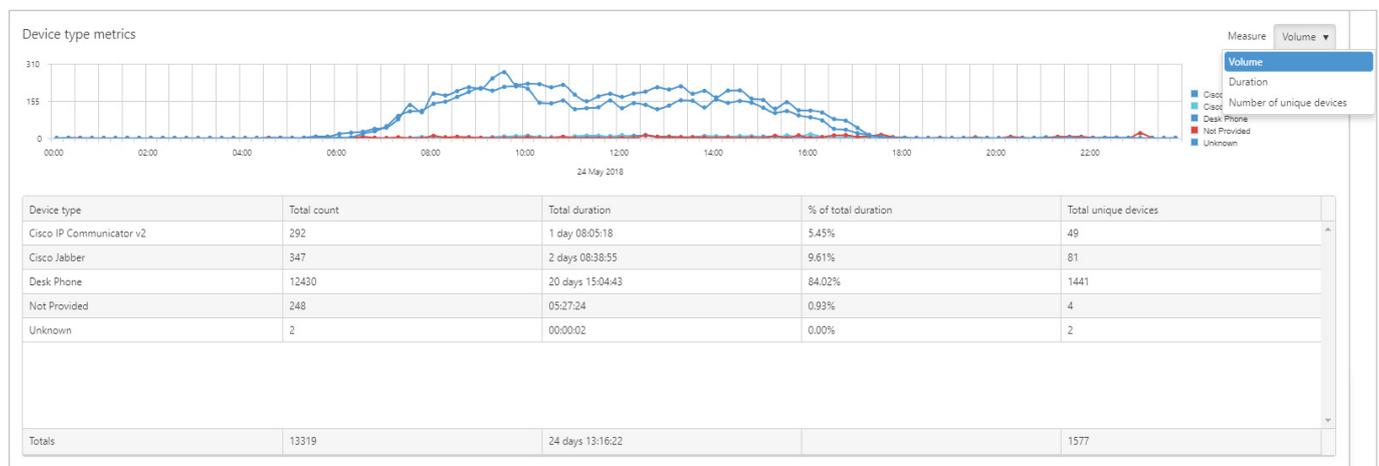
Subsequent blocks can be added, allowing up to a maximum of 4 in total, using the same logic.

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

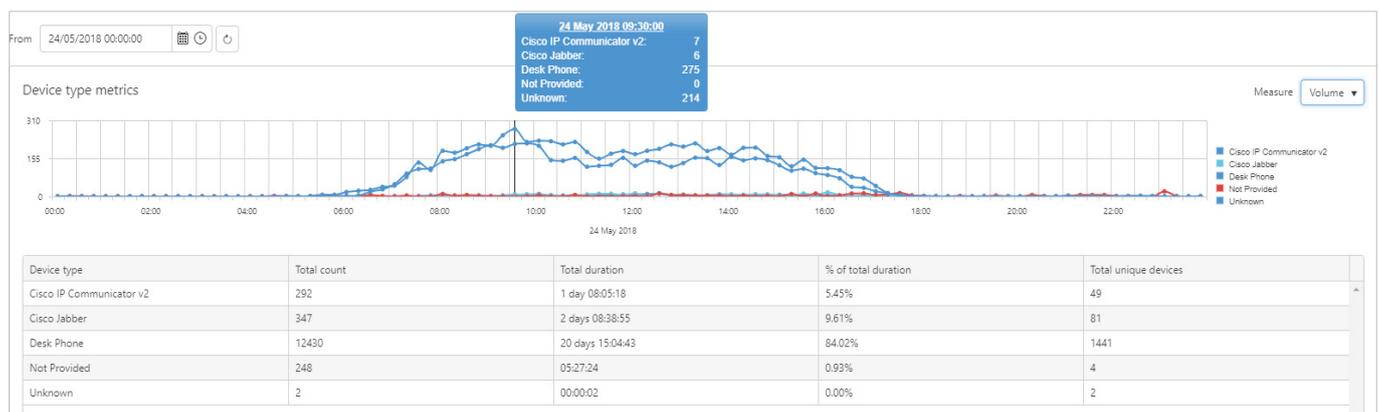
▲ Results are PBX-specific, and Prism can only present data that is available to it within the CDR

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.



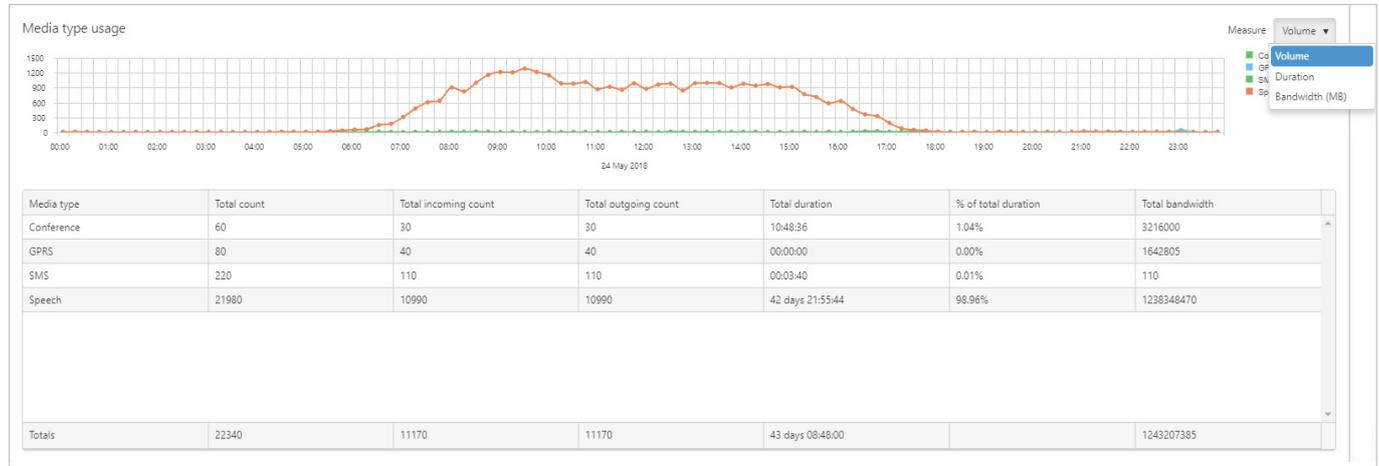
Hover over any point on the graph to see specific details.



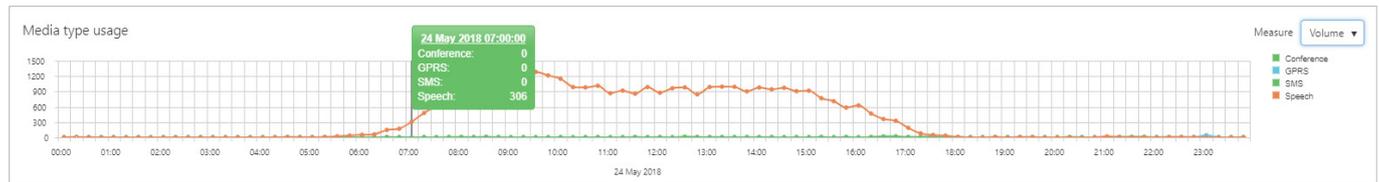
Below the graph is a table displaying the data in a fixed format.

- ▶ 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.



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
Totals	22340	11170	11170	43 days 08:48:00		1243207385

- 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
Cisco IP Communicato...	292 (+26.4%)	1 day 08:05:18 (+49.7%)	5.45% (+49.3%)	49 (-12.5%)
Cisco Jabber	347 (-1.1%)	2 days 08:38:55 (-3.5%)	9.61% (-3.9%)	81 (+0%)
Desk Phone	12430 (-1.8%)	20 days 15:04:43 (-1.6%)	84.02% (-1.9%)	1441 (-0.6%)
Not Provided	248 (+31.2%)	05:27:24 (+35.3%)	0.93% (+34.8%)	4 (+0%)
Unknown	2	00:00:02	0.00%	2
Totals	13319 (+2.6%)	24 days 13:16:22 (+0.4%)		1577 (-0.2%)

Device type	Total count	Total duration	% of total duration	Total unique devices
Cisco IP Communicato...	231 (-20.9%)	21:25:56 (-33.2%)	3.65% (-33%)	56 (+14.3%)
Cisco Jabber	351 (+1.2%)	2 days 10:42:15 (+3.6%)	10.00% (+4.1%)	81 (+0%)
Desk Phone	12205 (-1.8%)	20 days 23:02:09 (+1.6%)	85.66% (+2%)	1433 (-0.6%)
Not Provided	189 (-23.8%)	04:02:04 (-26.1%)	0.69% (-25.8%)	4 (+0%)
Unknown	6	00:00:28	0.00%	6
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%) (3 -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	(1 +1.2%) (3 +11.1%)	(1 +3.6%) (3 +13.3%)	(1 +4.1%) (3 +16.4%)	(1 +0%) (3 +3.8%)
Desk Phone	(1 -1.8%) (3 -2.7%)	(1 +1.6%) (3 -0.8%)	(1 +2%) (3 +1.9%)	(1 -0.6%) (3 -1.5%)
Totals	(1 -2.5%) (3 -3.6%)	(1 -0.3%) (3 -2.6%)		(1 +0.2%) (3 -0.5%)

Information Block #3

Device type	Total count	Total duration	% of total duration	Total unique devices
Cisco IP Communicato...	(1 -8.9%) (2 +15.2%)	(1 -16.4%) (2 +25.1%)	(1 -18.3%) (2 +21.9%)	(1 +0%) (2 -12.5%)
Cisco Jabber	(1 -8.9%) (2 -10%)	(1 -8.6%) (2 -11.6%)	(1 -10.6%) (2 -14.1%)	(1 -3.7%) (2 -3.7%)
Desk Phone	(1 +0.9%) (2 +7.8%)	(1 +2.4%) (2 +0.8%)	(1 +0.1%) (2 -1.8%)	(1 +1%) (2 +1.5%)
Totals	(1 +1.1%) (2 +3.8%)	(1 -2.4%) (2 +2.7%)		(1 +0.7%) (2 +0.5%)

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

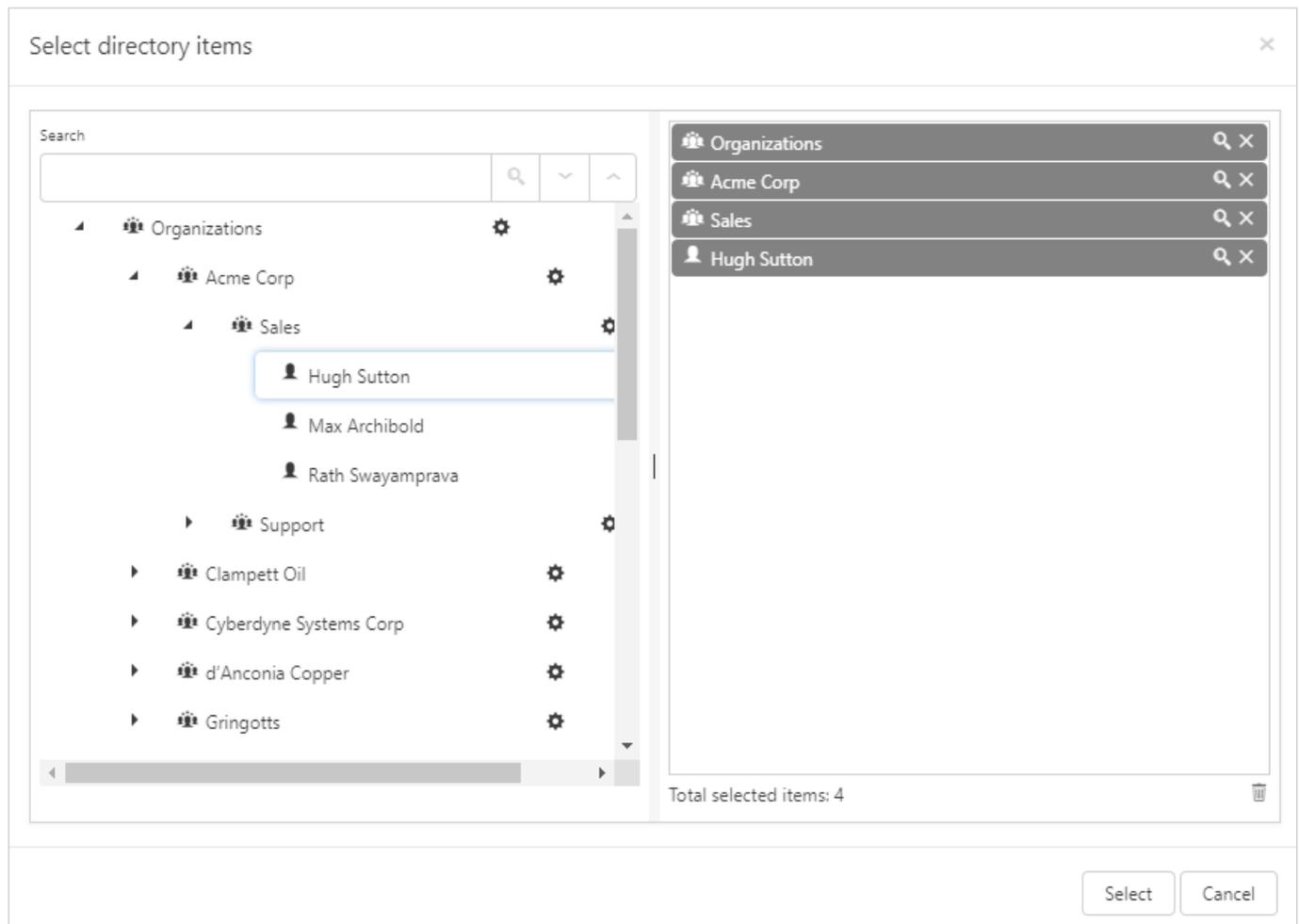
By default, the Dashboard will retain your last session, so that when you log in again, you will be presented with your last saved data selection. You can then simply refresh Block 1, which will refresh the data in any other information blocks.

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

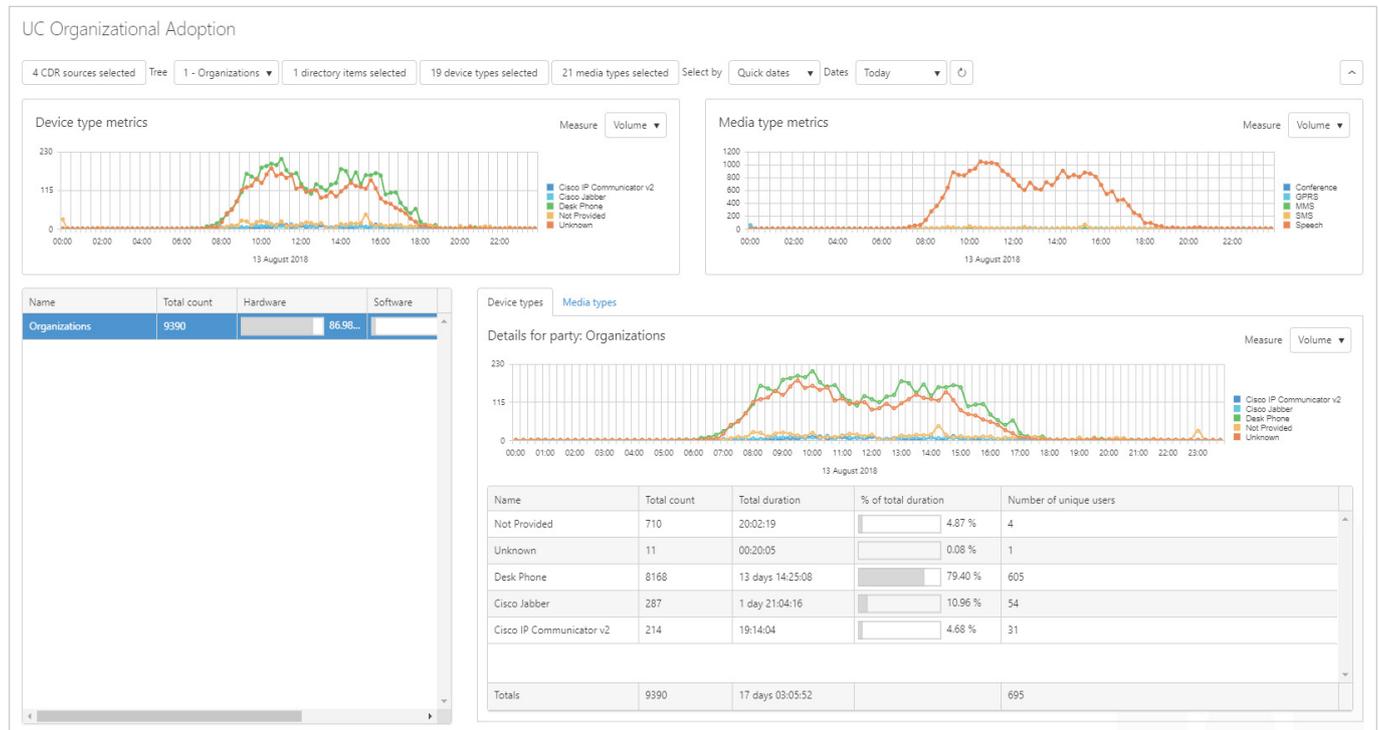
UC Organisational Adoption

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.

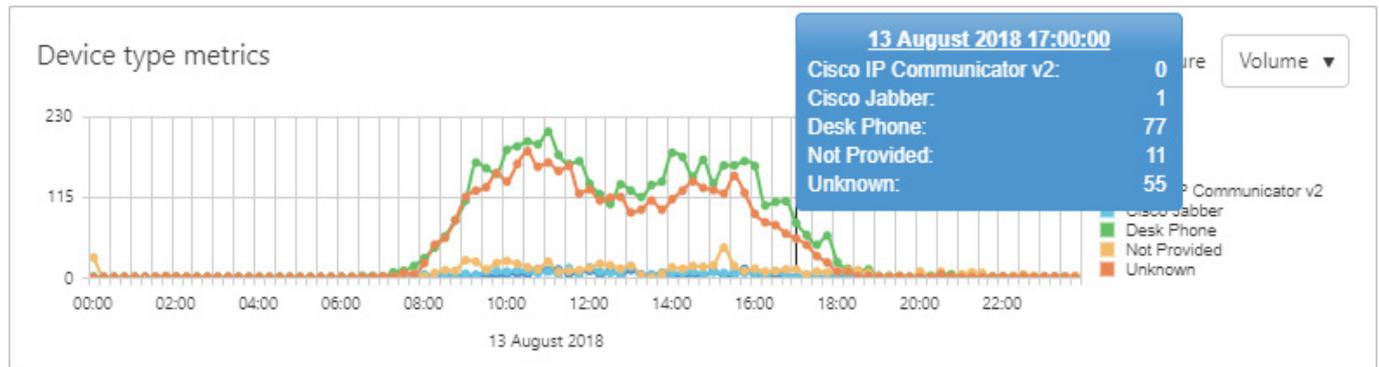


Device Type and Media Type metrics are presented in graphical and tabular formats, based on the selections made in the controls at the top of the Dashboard.

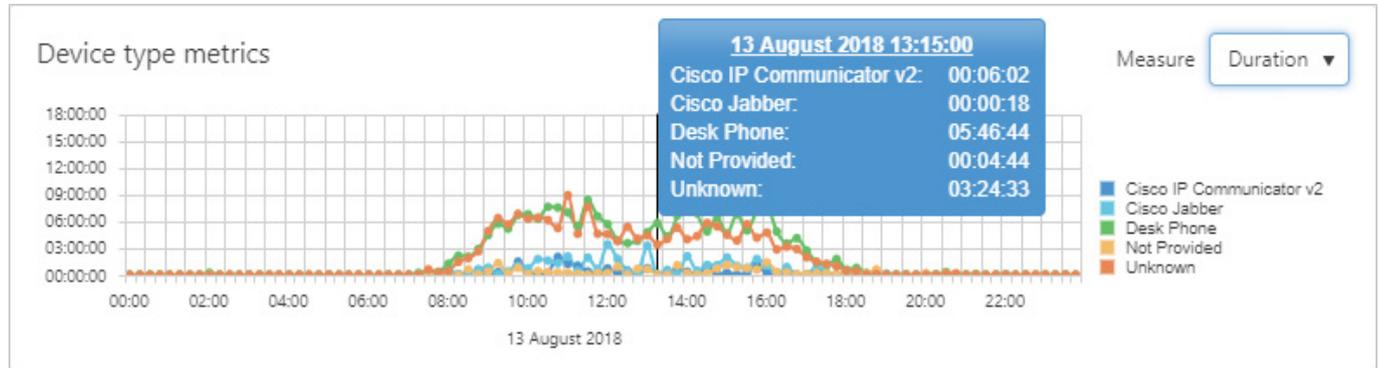


The top of the Dashboard presents two graphs for Device Type and Media Type metrics.

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	<input type="text" value="86.98..."/>	<input type="text"/>
Acme Corp	10	<input type="text" value="0 %"/>	<input type="text"/>
Sales	10	<input type="text" value="0 %"/>	<input type="text"/>
Hugh Sutton	10	<input type="text" value="0 %"/>	<input type="text"/>

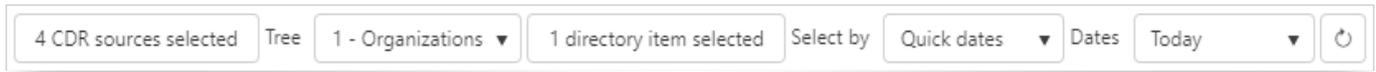
▲ Results are PBX-specific, and Prism can only present data that is available to it within the CDR.

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.

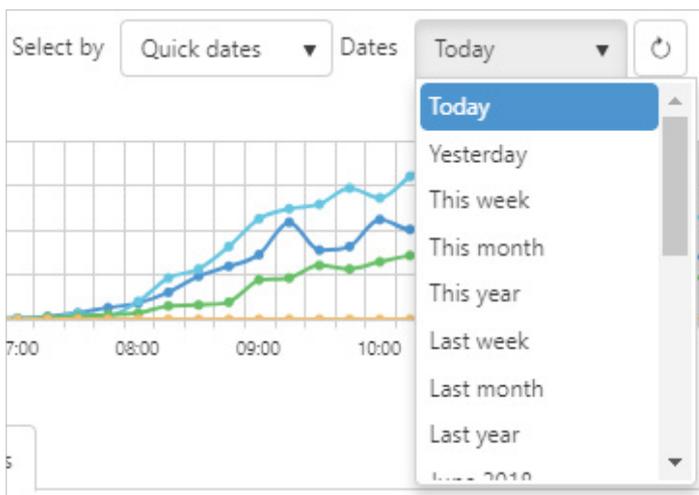


Three graphs separate the measures, of Volume, Duration, and Cost, based on the End Point selected from the top 'x' results to the left.

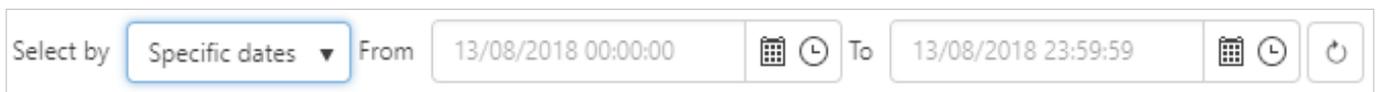
You will need to select a Directory tree (see the [Directory](#) section for details on Trees). Once the tree is defined, you can select the parties that you want to track on the Dashboard. These can be anywhere from the whole estate down to a single person. Click on Select parties to see the tree in 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.

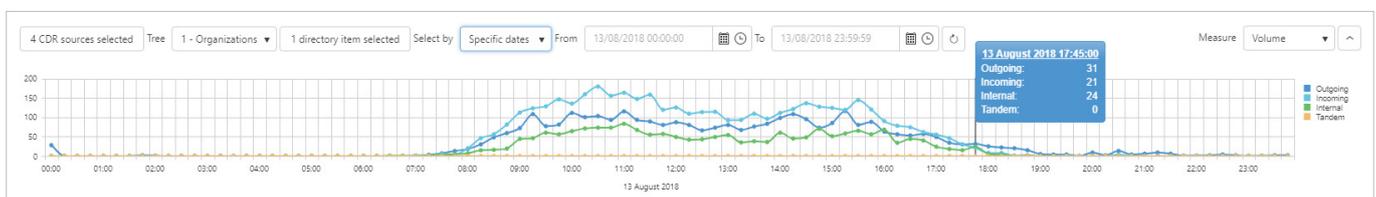


Alternatively, you can select Specific dates, and configure the range through the calendar controls.

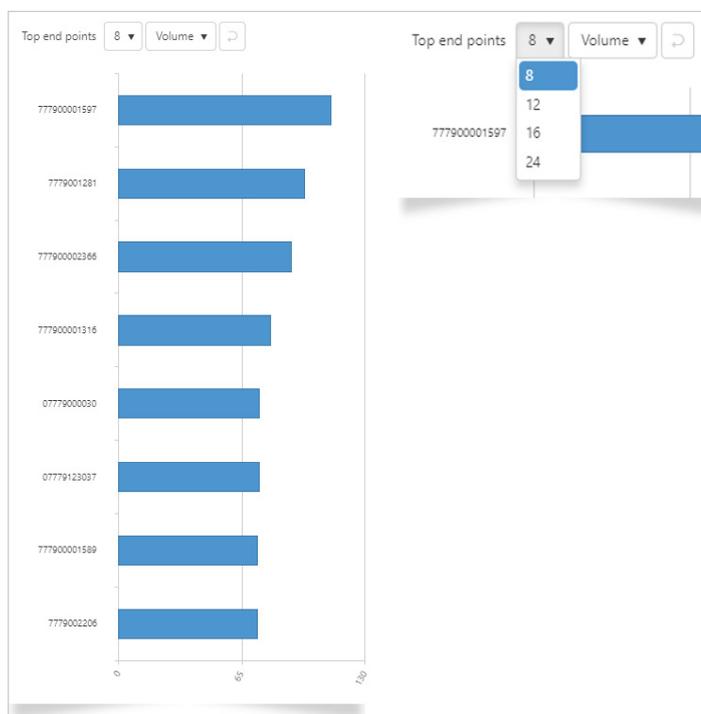


Once you have selected the tree, parties, and dates, click the 'Refresh' button to update all displays.

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.

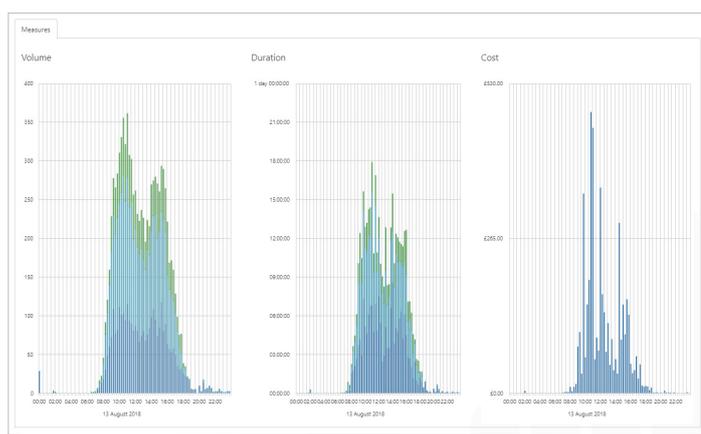


The second section shows you the top 'x' phones within the party selections. You can specify the number of extensions to be displayed by using the first drop-down, and selecting from 8, 12, 16, or 24 records, and the measure by which they are ordered with the second one, selecting from Volume, Duration,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



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