

Tiger Prism User Guide

Introduction - Release 2018.R2



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▶ Introduction

Overview

Tiger Prism is a web-based Call Management system, which allows users to access a range of configuration and reporting utilities.

Once your system is configured, you will be able to start reporting by either running a pre-defined, or custom-built range of reports, using the Analytics tool or the Dashboards to get an overview of activity. Run Reports manually from within the system, or schedule them to generate automatically.

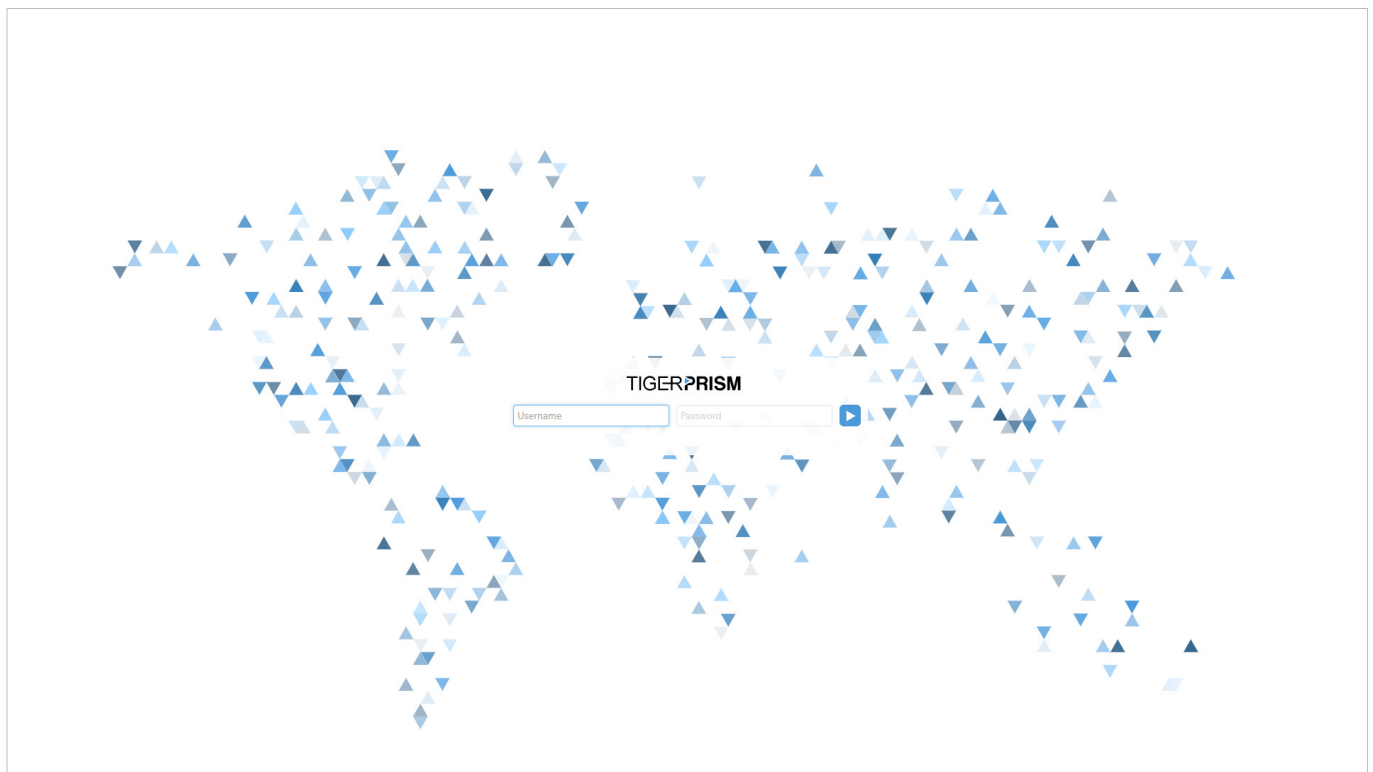
Prism also provides functionality to maintain and view the configured Directory, allowing users (depending on their permissions) to view details of various departments and their extensions.

All areas of the Prism system are easily accessible from the Tiger Modules area – once logged in, the user is only a couple of clicks away from all areas of the system, and the data linked to it. The Tiger Dashboard is the centre-piece of this functionality – a user can rapidly select a period of data, and assess its features, sort, and filter specific data, and generate a report on it.

The full guide will provide an end-to-end review of Prism, giving both an overview, and detailed explanation of how to make use of the functionality. This section introduces some controls that are common to several modules, and explains how to configure your own Prism Portal to suit your use.

Tiger Prism

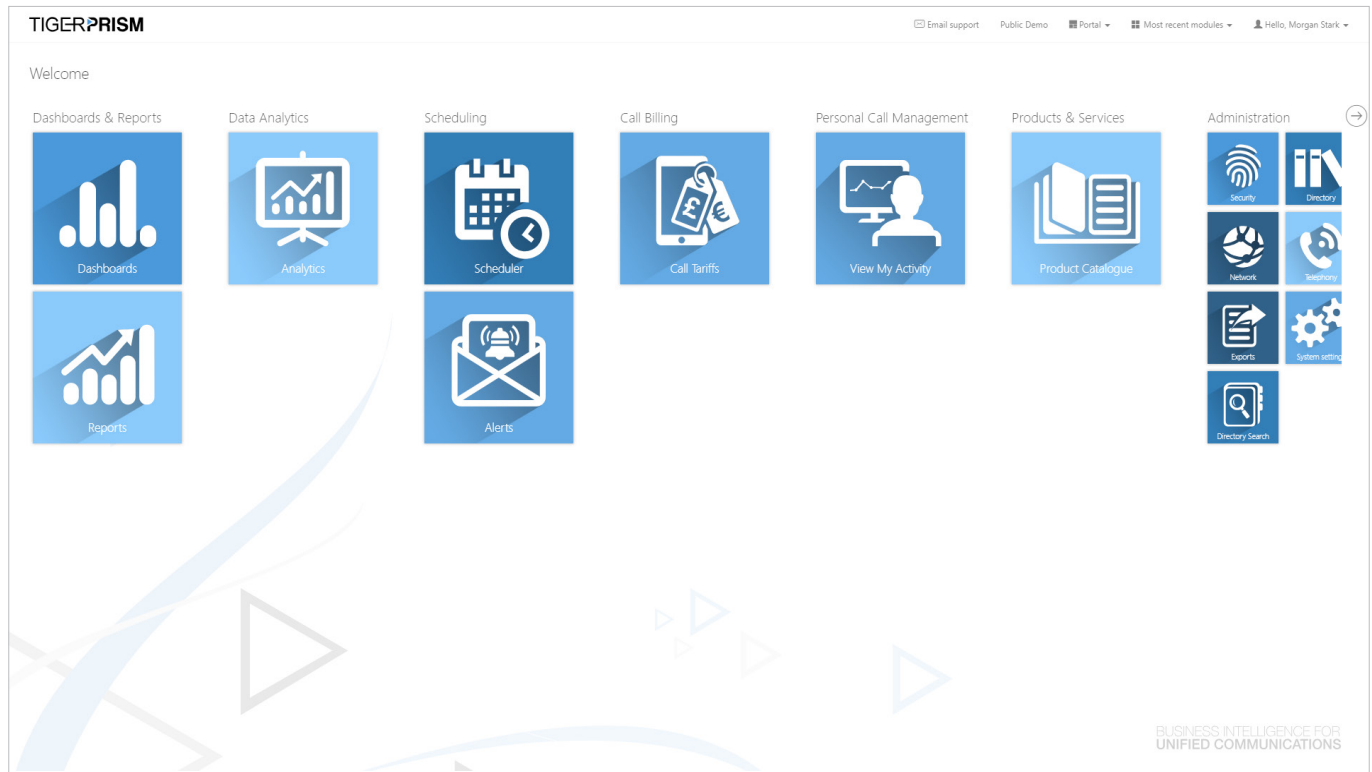
Navigate to the Prism portal, and depending on your logon type, you will either be logged in automatically using your Windows credentials, or you will need to enter the Username and Password details supplied by your System Administrator. See the [Security - People](#) section, which details sign-in options.



When you are logged in, your username is shown at the top of the screen.

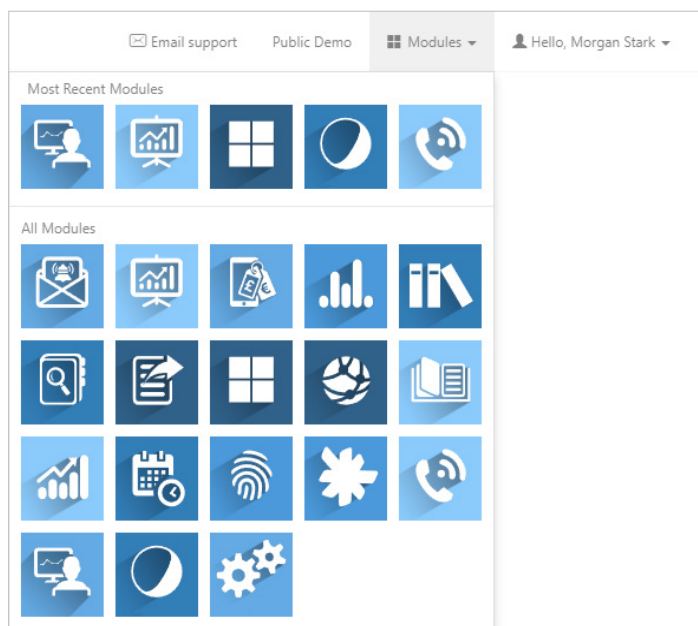
Navigating Tiger Prism

The Prism interface has been broken down into modules for easy navigation and use. You may have access to some, or all of these, depending on your user rights. After logging into Prism, you will be presented with the home page as shown below:



Drag the 'header' (e.g. Dashboards and Reports, above) to reposition all tiles beneath it, or drag individual tiles to move them to the desired position. Resize the tiles as desired, as the tile layout can be reset, locked, or unlocked from the Portal menu.

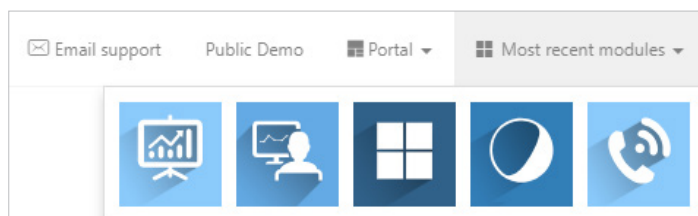
From the home page, access each area by clicking the relevant module icon (tile). Once in the system, there are two ways to navigate within Prism. Do this either via the tiles on the home page, or from the Modules menu at the top right of the screen.



Clicking the Prism logo at the top left of the screen will take you back to the home page. You can open multiple modules by right-clicking, and opening a new tab or window.

TIGER PRISM

As you use Prism, the last few tiles you have access will show in the most recent modules menu. This is available as a separate menu on the home page, or at the top of the modules menu from all other Prism pages.



The Prism Portal

Alerts

Set up alerts to notify you of important events, such as when thresholds are exceeded, or specific call conditions are met.

Analytics

A powerful, flexible reporting tool, allowing for the interrogation of call information. It can quickly and simply find individual calls, or be used to build up aggregated data sets.

Call Tariffs

This module contains the tariff structures for call-costing and billing. Here, tariff rates can be imported, manually created, and manipulated.

Cisco WebEx

Use this module to view, analyse, and extract WebEx meeting data, including duration, attendee, and host information.

Dashboards

Dashboards allow immediate visualisation of data, presenting an array of valuable statistics for expense monitoring, user adoption, response levels, gateway capacity, and more.

Data Privacy

This module grants Data Protection Officers and their teams the ability to anonymise users and their data to comply with the GDPR Right to Erasure.

Directory

Prism Directory provides a centralised area for the user to search and amend entries, with multiple tree views.

Directory Search

Allows a rapid search and export of End Point and user assignment in Prism's Directory trees.

Exports

The Exports module allows for custom SQL scripts, created by Tiger, enabling the end user to export the required data. Please contact your account manager if a custom script is required.

Microsoft 365

Use this module to view, analyse, and extract email and Skype for Business activity.

Network

Prism will store any new phones, channel groups, and channels. You can assign tariffs and charging methods within this area. Data privacy and digit-masking can also be applied here.

Reports

The Reports module contains a comprehensive suite of templates for common reporting scenarios.

Scheduler

This module is used for both user and system task scheduling. Reports, widgets, and system jobs are set to run on a regular basis here.

Security

Security mode is used to create people, roles, tree groups, report groups, title, and party custom fields.

System Settings

This area contains the system configuration settings. Here, you will find SMTP server and top-level settings, which can be overridden at multiple levels.

Telephony

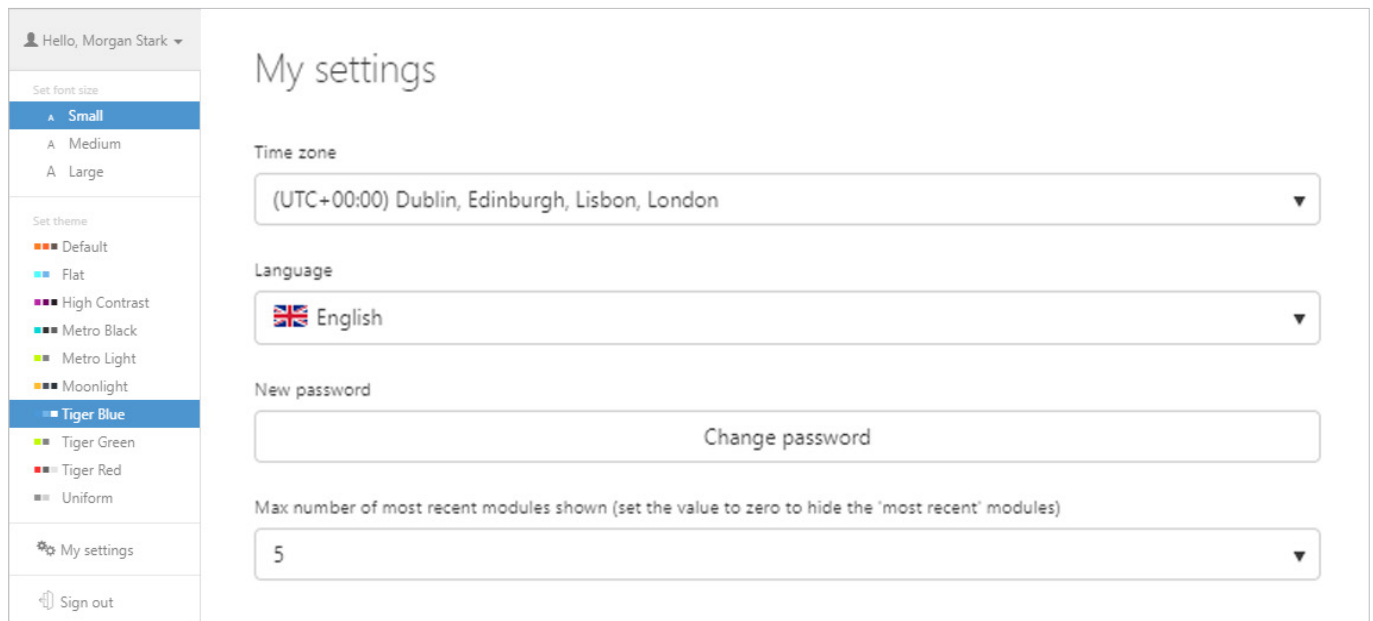
Access codes are added to calls to specify call routing. The Telephony module enables the user to remove routing codes from dialled strings, as well as assign specific carriers to specific access codes.

View My Activity

View My Activity allows employees to access their individual communications information. It also enables businesses to recharge users for their personal calls.

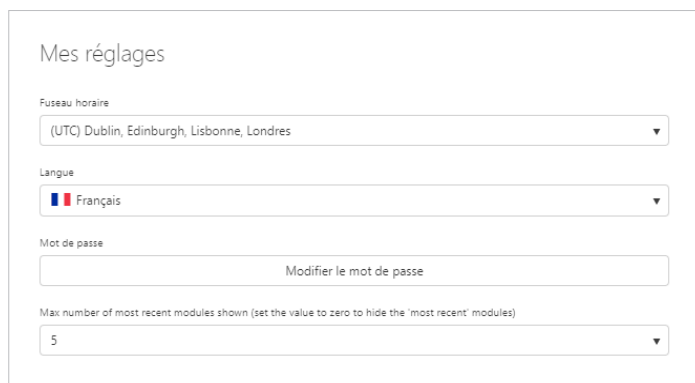
My Settings and Themes

Navigate to the drop-down options within the login area. Here, you can personalise the appearance of your Prism session by selecting a Theme.



Click 'My Settings'

- ▶ **Language settings:** This setting allows you to change the language used by the Prism system. Select from the drop-down list. More languages can be applied where required. Please contact your Tiger Account Manager for more information.

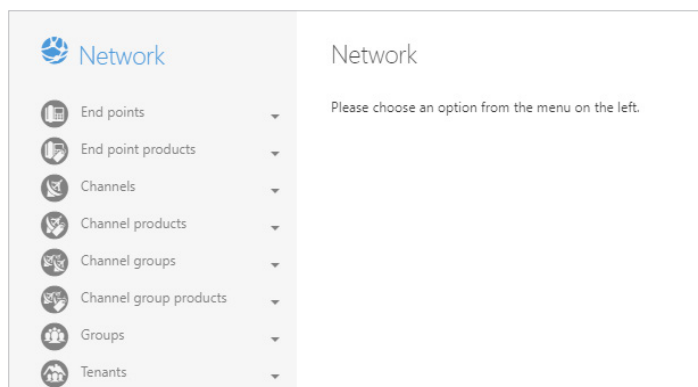


- ▶ **Password:** If you have a Tiger authenticated account, you can change your password here.
 - Note:** Only available (if not controlled by Windows authentication) for Tiger authenticated accounts.
- ▶ **Time Zone:** This will be used to time shift all calls to your time zone. This can be overridden at reporting level.
- ▶ **Max number of most recent modules:** Controls the number of items shown above the full Module selection menu.

Search / Create / Restore

Throughout Prism, most configuration functions take place through a common interface. In this manual, wherever you see the options to 'Search / Create / Restore', you can refer to the information below as a guide. The specific functionality for the module is explained in separate sections within this manual.

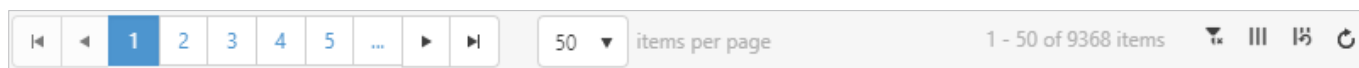
Below is an example 'Search / Create / Restore' menu contained within Prism. To expose these options, click on the top-level menu name. Using the example below, the 'Channel Groups' menu has been expanded within the [Network](#) Module to show the options within it. You can then click to 'Search', 'Create', or 'Restore'.



Search

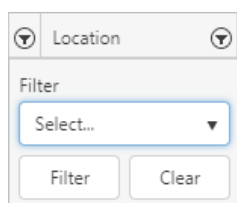
Clicking 'Search' displays a table of the current configuration in the right-hand window. Clicking on the title of any column cycles the sorting between ascending, descending, and off. Headings can be dragged to a new position to change column ordering. Columns can be resized to your preferences.

The footer of the page shows the number of items per page, configurable up to 250, with page scrolling options. The current page number and total number of pages are also displayed here.

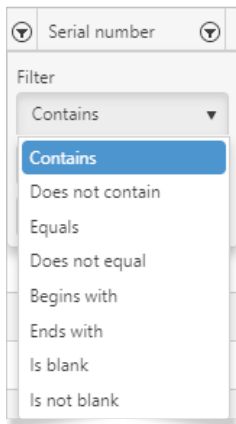


Additional options contained at the footer of the page enable the bulk clearing of filters, ability to show / hide columns, reset the column selection to the default, and also to refresh the data.

Filter the results using the Filters button .



From here, you can limit the displayed items within the table, and search accurately for the items you want to see. First, choose the type of filtering required. These are context-sensitive, so use the drop-down list to select the options for the data type. Click 'Filter' to apply the setting, and click 'Clear' to close the Filter box if no longer required.



An active filter is shown with a highlight over the 'Filter' button ▼. You can have multiple filters active at the same time.

Search End Points

	Country ▼	Location ▼	Region ▼	Type ▼	End point number ▲ ▼
☰	United Kingdom	Ringwood	Europe	Extension	*140
☰	United Kingdom	Ringwood	Europe	Extension	*153
☰	United Kingdom	Ringwood	Europe	Extension	*71
☰	United Kingdom	Ringwood	Europe	Extension	*72
☰	United Kingdom	Ringwood	Europe	Extension	*73

The table can be sorted by any column, and columns can be re-ordered by dragging and dropping to reposition.

Clear an individual filter by clicking on the 'Filter' button ▼ for the column, and clicking 'Clear'.





Clear all filters by clicking on the 'Clear Filters' button ✖ in the bottom right of the screen.

Other buttons in this area include individual column selection ☰, reset columns to default 🔄, and refresh ↻.

The 'Create' button (+) in the top right of the screen will allow you to add a new entry, without having to go to the Create menu. It will open the same screen as if you had clicked Create.

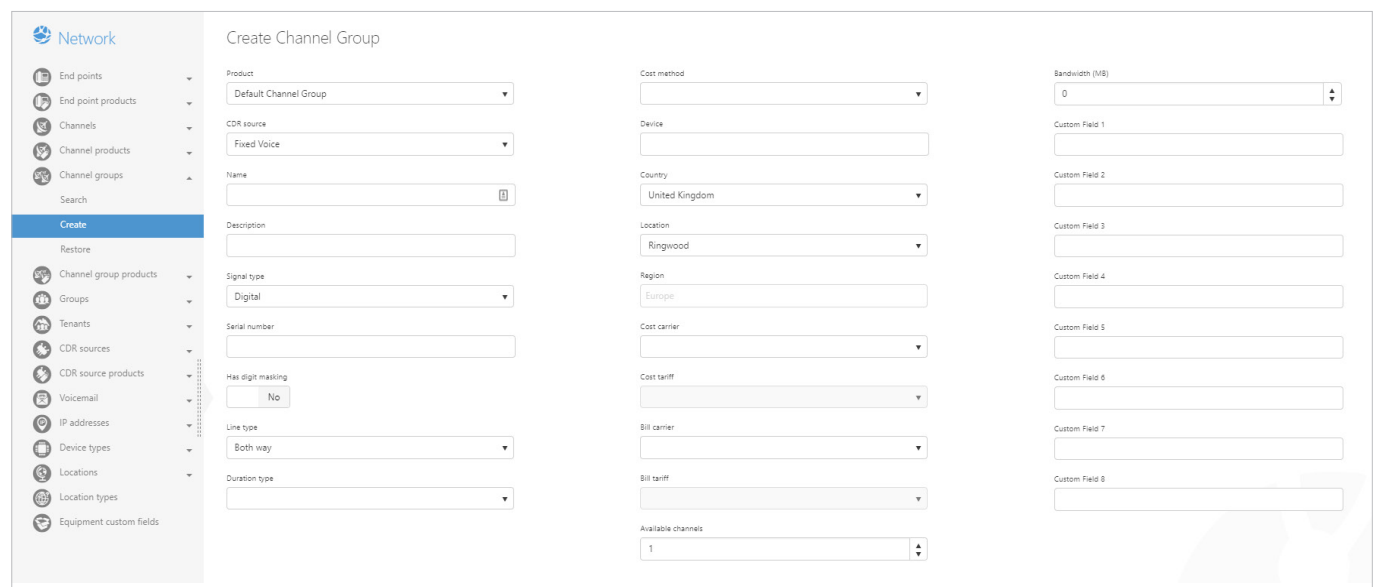
From the Search screen, click the 'Show / Hide Columns' button ☰ in the very first column of the table against the row you wish to view. This will open the detail view. The row item details will vary greatly, depending on the nature of the record being viewed.

In the top right-hand corner of these screens are various buttons. The options will differ, depending on the module you are using. There are others, but the most common of these are:



-  **Edit:** Open the page for amendment. Remember to save any changes you make.
-  **Delete:** Move the selected item to the recycle bin. You will be asked to confirm your deletion, and a message will come up in the bottom right-hand corner of the screen to confirm the deletion has been successful.
-  **Back:** Return to the previous page without saving your changes.
-  **Clear:** Return the fields to default settings.

Create

Click 'Create' to be presented with a set of fields relevant to the item you are creating.




Most fields are self-explanatory, but will be explained in more detail later in this manual within the relevant section.

The 'Save' button  is in the top right of this screen. Use the 'Clear' button  if you wish to clear the contents of all fields.

Restore

Clicking 'Restore' lists any items that have previously been deleted. All the standard search filtering works in this window, so you can easily find the item you wish to restore.

Click on the 'Show / Hide Columns' button  to the left of the item you wish to restore, and this will open the item into a window, similar to the create window one. However, this one will say Deleted at the top of the page.

Click on the 'Restore' button  at the top right-hand corner of this page to restore the item.

A message will come up in the bottom right-hand side of the window to confirm the restore has been successful. You will now be able to see this item in the search window, and edit it if required.

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