

Tiger Prism User Guide

Network Module - Release 2018.R2



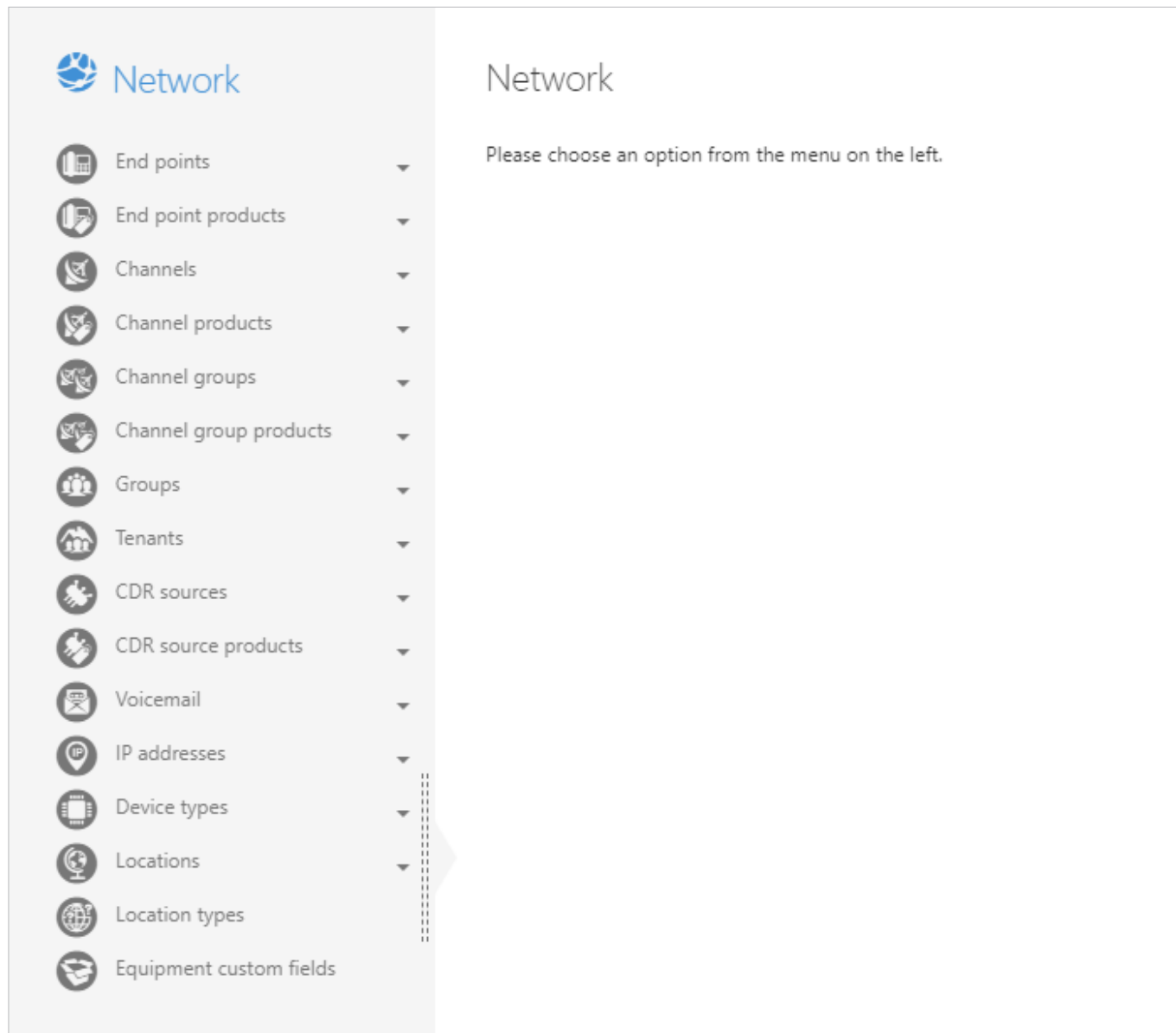
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Network

Overview

To access the Network Module, either click the Network tile on the home page, or click the Modules drop down, and select Network. Once in the Network Interface, depending on your user rights, you will be presented with several options on the left.



The screenshot shows the Network module interface. On the left is a navigation menu with the following items:

- End points
- End point products
- Channels
- Channel products
- Channel groups
- Channel group products
- Groups
- Tenants
- CDR sources
- CDR source products
- Voicemail
- IP addresses
- Device types
- Locations
- Location types
- Equipment custom fields

The main content area on the right is titled "Network" and contains the text: "Please choose an option from the menu on the left."

Training Tutorial



There is a [Network 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.



End Points


The End Points section of the Network module allows users to look up, or add to the list of End Points configured for the system. Administrators will need to populate this section with all the End Point devices that are connected to the CDR sources.

Note: If your directory is updated automatically from AD or a similar system, you will not be able to make changes to this area.

Create End Point

- ▶ **Product:** Select from the product types defined in the [End Point Products](#) section.
- ▶ **CDR Sources:** A drop down box that offers a list of available CDR sources. You need to select the correct one for the phone you are creating.
- ▶ **Tenant:** This will only be relevant if the CDR Source is tenanted.
- ▶ **End Point number:** The phone number / extension number in the correct format, in which the CDR source will be sending.
- ▶ **Description:** A description can be added to the phone, i.e. "Meeting Room Floor 1".
- ▶ **Serial Number:** You can place the serial number of the physical device, i.e. "Mobile IMEI Number".
- ▶ **Has Digit Masking:** Digit masking allows you to mask digits at phone level for CLI on in and outbound calls.
- ▶ **Is Ex-Directory:** Yes, if you do not want this phone to appear in Directory Enquiries searches.
- ▶ **Type:** Extension, Mobile, User, URI are the four types that can be applied to the End Point.
- ▶ **Operator Position:** Where you have operator positions on the PABX output, you will need to label them with the correct position.
- ▶ **Country:** You can assign the physical country the phone is located in.
- ▶ **Location:** You can assign the physical location / city the phone is located in.
- ▶ **Region:** The region will be assigned automatically, based on the country specified.
- ▶ **Cost Carrier:** If you want to apply a specific cost carrier to a phone, this will supersede any other tariffs set on the system. However, you will need to apply a cost tariff.
- ▶ **Cost Tariff:** You can pick the cost tariff you wish to apply to the extension.
- ▶ **Bill Carrier:** If you want to apply a specific bill carrier to a phone, this will supersede any other tariffs set on the system, but you will need to apply a bill tariff.
- ▶ **Bill Tariff:** You can pick the bill tariff you wish to apply to the extension.
- ▶ **Custom Fields:** There are up to eight customisable fields that need to first be configured in the Equipment Custom Fields section.

Once you have completed the relevant details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of an End Point. The new End Point details will now be presented. The Audit tab and the options at the top right of the interface will update to allow you to either Edit or Delete the End Point.

Note: When in editing mode, you will be able to access all fields apart from the CDR Source and the End Point number itself.

Use the Save, Clear, or start-over buttons if any changes are made.   

The Audit Tab allows you to see when the Phone was created, by whom, and when it was last modified.

End Point Products

Define End Point products for selection when creating new End Point records. Add a name, description, and stock number of each record. The End Point product page is also where you can define fixed charges to be applied on a one off or scheduled basis. Please see the [Fixed Charges](#) section at the end of this module.

Channels

The Channels section of the Network module allows users to look up, or add to the list of Channels configured in the system. Administrators will need to populate this section with all Channels and Gateways contained within the PABX telephony estate.



i Note: The system can be configured to auto-learn Channels and Channel Groups, so this area may already be populated.


i Note: Any changes made in the sections below will override the settings made in Channel Groups.


Create Channel

When you click 'Create' in this area, a new window will open with the following boxes available for completion:

- ▶ **Product:** Select from the product types defined in the Channel Products section.
- ▶ **CDR Sources:** Define what CDR source the channel belongs to.
- ▶ **Channel Group:** Specify a Channel Group in which the channel sits, using the dropdown selection.
- ▶ **Channel Number:** Specify the Channel Number.
- ▶ **Description:** A free-text description can be added to the channel, e.g. "Line 25 to Remote office".
- ▶ **Serial Number:** Enter the serial number of the physical device, e.g. "S/N:050505005".
- ▶ **Has Digit Masking:** Digit masking digits to be masked at channel level.
- ▶ **Line Type:** Only ever changed if the line type differs from the Channel Group. Overrides Channel Group setting.
- ▶ **Duration Type:** Only ever changed if the line type differs from the Channel Group. Overrides Channel Group setting.
- ▶ **Cost Method:** Only ever changed if the line type differs from the Channel Group. Overrides Channel Group setting.
- ▶ **Country:** Assign the physical country the channel is located in.
- ▶ **Location:** Assign the physical location / city the channel is located in.
- ▶ **Region:** The region will be assigned automatically, based on the Country specified.
- ▶ **Cost Carrier:** Apply a specific cost carrier to a channel. This will supersede any tariffs set at CDR source level, but will also require a cost tariff.
- ▶ **Cost Tariff:** Assign a cost tariff to the channel.
- ▶ **Bill Carrier:** Apply a specific bill carrier to a channel. This will supersede any tariffs set at CDR source level, but will also require a bill tariff.
- ▶ **Bill Tariff:** Assign a bill tariff to the extension.
- ▶ **Custom Fields:** There are up to eight customisable fields, which need to first be configured in the Equipment Custom Fields section.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of a Channel. The new Channel details will now be presented. Options at the top right of the interface will also change to allow you to either Edit, or Delete the Channel. When in editing mode, you will be able to access all fields apart from the CDR source and the Channel Group.

Use the Save, or start-over option if any changes are made.   

The Audit Tab allows you to see when the Channel was created, by whom and, when it was last modified.

Channel Products

Define Channel Products for selection, when creating new channel records. Add a name, description, and stock number for each record.

The Channel Product page is also where you can define Fixed Charges to be applied on a one off or scheduled basis. Please see the [Fixed Charges](#) section at the end of this module

Channel Groups

The Channel Group section of the Network module allows users to look up, or add to the list of Channel Groups configured to use in the system. Administrators will need to populate this section with all Groups / Gateways contained within the PABX telephony estate. It is important that the Channel Groups are set correctly for billing and reporting purposes.



i Note: The system can be configured to auto-learn Channels and Channel Groups, so this area may already be populated with Channel Groups.


i Note: Any changes made in the sections below will override the settings made in the CDR Source level, except for CDR Source.




Create Channel Group

When you click Create in this area, a new window will open with the following boxes available for completion:

- ▶ **Product:** Select from the channel groups defined in the Channel Group Products section.
- ▶ **Country:** Assign the physical country the Channel Group is located in.
- ▶ **CDR Sources:** Define which CDR source the Channel Group belongs to.
- ▶ **Location:** Assign the physical location / city the Channel Group is located in.
- ▶ **Name:** Add the channel group name.
- ▶ **Cost Carrier:** If you apply a specific cost carrier to a Channel Group, this will supersede any other tariffs set on the CDR source, but you will need to apply a cost tariff.
- ▶ **Description:** A description can be added to the Channel Group, i.e. "ISDN 30".
- ▶ **Cost Tariff:** You can pick the cost tariff you wish to apply to the Channel Group.
- ▶ **Signal Type:** Specify if the line is Analogue or Digital.
- ▶ **Bill Carrier:** If you apply a specific bill carrier to a Channel Group, this will supersede any other tariffs set on the CDR source. However, you will need to apply a bill tariff.
- ▶ **Serial Number:** Enter the serial number of the physical device, i.e. "ISDN 30 Main Group".
- ▶ **Bill Tariff:** You can pick the bill tariff you wish to apply to the extension.
- ▶ **Has Digit Masking:** Digit masking allows you to mask digits at Channel Group level.
- ▶ **Available Channels:** Specify how many concurrent channels / calls are available on the Channel Group. This information will be used for concurrency reports.
- ▶ **Line Type:** This section should only ever be changed if the line type differs from the Channels.
- ▶ **Bandwidth:** The bandwidth availability set in KBs for the gateway.
- ▶ **Duration Type:** This section should only ever be changed if the line type differs from the CDR source.
- ▶ **Custom Fields:** There are up to eight customisable fields, which need to be configured in the Equipment Custom Fields section first.
- ▶ **Cost Method:** This section should only ever be changed if the line type differs from the CDR source.
- ▶ **Device:** It is important to put the exact name that the Channel Group will have in the CDR source. This will be for example, Lync Pools, or Cisco Gateway device name.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of a Channel. The new Channel Group details will now be presented. Options at the top-right of the interface will also change to allow you to either Edit, or Delete the Channel. When in editing mode, you will be able to access all fields apart from the CDR Source and the Channel Group.

Use the Save or start-over option if any changes are made.   

The Audit Tab allows you to see when the Channel was created, by who, and when it was last modified.

Channel Group Products

Define channel group products for selection when creating new channel group records. Add a name, description, and stock number for each record.

The channel group product page is also where you can define fixed charges to be applied on a one off or scheduled basis. Please see the [Fixed Charges](#) section at the end of this module


Groups

The Groups section of the Network module allows users to look up, or add to the list of Groups configured for use in the system. Administrators will need to populate this section with the Telephony Groups that are configured on the CDR sources. A Group can either be a Hunt, Queue, Operator or Pickup. In a tenanted situation, you will need to apply the tenant to the group.

Create Group

When you click Create in this area, a new window will open with the following boxes available for completion:




- ▶ **CDR source:** Select the CDR source you wish to apply the Group to.
- ▶ **Tenant:** The Tenant, if the group is used on more than one tenant. If not, leave blank.
- ▶ **Name:** Either the Group number, or Group URL.
- ▶ **Label:** Free text for the description.
- ▶ **Type:** Select either a Hunt, Queue, Operator, or Pickup.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

i Note: Tiger will automatically add groups detected in CDR. These groups will need to be classified by a user before they are usable in Dashboards.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of a Group.

The new Group details will now be presented. Options at the top-right of the interface will also change to allow you to either Edit, or Delete the Group.

Use the Save, or start-over option if any changes are made.   

The Audit Tab allows you to see when the Group was created, by who, and when it was last modified.

Tenants



The Tenants section of the Network module allows users to look up, or add to the list of Tenants configured for use in the system. Administrators will need to populate this section with the Tenant names configured on the CDR source. Once the Tenants are created, you need to go back to the End Point section, and apply the Tenant to the relevant End Points.


⚠ Changes to this area of the system should only be made by an experienced user.



Create Tenant

When you click 'Create' in this area, a new window will open with the following boxes available for completion:

- ▶ **CDR source:** Select the CDR source you wish to apply the Tenant to.
- ▶ **Name:** This is the tenant label that has been assigned in the configuration of the CDR Source.
- ▶ **Label:** Free text for the description of the tenanted customer.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of a Tenant. The new tenant details will now be presented. You will also notice an Audit tab and options at the top-right of the interface will also change to allow you to either Edit, or Delete the Tenant.

Use the Save, or start-over option if any changes are made.   

The Audit Tab allows you to see when the Tenant was created, by who, and when it was last modified.

CDR Sources



The CDR Sources section of the Network module allows users to look up, or add to the list of CDR Sources configured in the system. Administrators will need to populate this section with all relevant information about the CDR Source (PBX / Switch). This information is used by the switch module to process the CDR information.

⚠ Changes to this area of the system should only be made by an experienced user.

Create CDR Source




When you click on create in this area, a new window will open with the following boxes available for completion:

- ▶ **Product:** Select from the CDR sources defined in the [CDR Source Products](#) section.
- ▶ **Name:** The CDR Source name that will be selectable throughout Prism.
- ▶ **Code:** The switch interface ID that integrates the input code from the CDR source to the collection application.
- ▶ **Description:** Free text field for a description for the CDR Source.
- ▶ **Serial Number:** Serial Number of the CDR Source is optional, which can also be used for a description or ID.
- ▶ **Has digit masking:** Mask the digits for any dialled number / CLI based upon your masking rule, which can be set at multiple levels.
- ▶ **Type:** Choose between PABX / VoIP or Mobile Provider.
- ▶ **Duration Type:** A CDR Source can use a specific Duration Type. If the system is digital, use 'True connection time', but if the CDR source is analogue, use 'Off-Hook to On-Hook'.
- ▶ **Cost Method:** A CDR Source can use a specific costing method.
- ▶ **Country:** Assign the physical country the CDR Source is located in.
- ▶ **Location:** Assign the physical location / city the CDR Source is located in.
- ▶ **Region:** The region will be assigned automatically, based on the Country specified.
- ▶ **Cost Carrier:** If you apply a specific cost carrier to the CDR Source, this is the default of all other tariffs set on the system, but you will also need to apply a cost tariff.
- ▶ **Cost Tariff:** You can pick the cost tariff you wish to apply to the CDR Source.
- ▶ **Bill Carrier:** If you apply a specific bill carrier to the CDR Source, this is the default of all other tariffs set on the system. However, you will also need to apply a bill tariff.
- ▶ **Bill Tariff:** You can pick the bill tariff you wish to apply to the CDR Source.
- ▶ **Maximum Valid Call Duration:** Sets a specific maximum duration, where a call's length can be considered as a valid call. Set in hh:mm, anything greater than this will be flagged as invalid.
- ▶ **Maximum Valid Call Cost:** Sets a maximum specific monetary value, where the calls cost can be considered as a valid call. If set to 0.00, it will not be applied.
- ▶ **Channel Group Length:** Sets the Channel Group length. This only needs to be changed from its default of 3, whenever the CDR source's group length is greater than 3. If you do not know the length, leave as 3.
- ▶ **Channel Length:** Sets the Channel Group length. This only needs to be changed from its default of 3, when the CDR source's group length is greater than 3. If you do not know the length leave as 3.
- ▶ **Algorithm Digit Dial time (milliseconds):** If the system is an analogue system, and has been selected in duration type, you can place a milli-second time per dialled digit to be removed from the final duration.
- ▶ **Algorithm Ring Time (Seconds):** If the system is an analogue system, and has been selected in duration type, you can define how many seconds to be removed from the final ring time, for a general ring time.
- ▶ **Maximum End Point Length:** Set the maximum number of digits allowed for an End Point number that will automatically be created by Prism.
- ▶ **Custom Fields:** There are up to eight customisable fields. The titles need to first be configured in the Equipment Custom Fields section.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details' button  to view the properties, delete, or look at the audit trail of a CDR source.

The new CDR source details will now be presented. Options at the top-right of the interface will also change to allow you to either Edit, or Delete the CDR source.

Use the Save, or start-over option if any changes are made.   

The Audit Tab allows you to see when the CDR source was created, by who, and when it was last modified.

CDR Source Products

Define CDR source products for selection when creating new CDR source records. Add a name, description and stock number for each record.


The CDR Source product page is also where you can define fixed charges to be applied on a one off, or scheduled basis. Please see the [Fixed Charges](#) section at the end of this module.

Voicemail

The voicemail section allows configuration of voicemail port ranges for each CDR Source on the system.

Click the 'Create' button  to add a new range, then complete the fields as required:

- ▶ **CDR source:** Select the CDR source that the range applies to. Leave blank to apply to all.
- ▶ **Description:** Add a description for the range.
- ▶ **From:** First port in the range.
- ▶ **To:** Last port in the range. Leave blank if "From" refers to the only port.
- ▶ **Threshold:** Call duration (in seconds) after which, the caller is determined to have left a message.

Existing records can be edited or deleted with the   controls.

The second tab displays deleted ranges, which can be restored if needed.

IP Addresses

This section allows a way of labelling physical devices, giving the ability to run reports on physical sites, rather than extension numbers or logins.

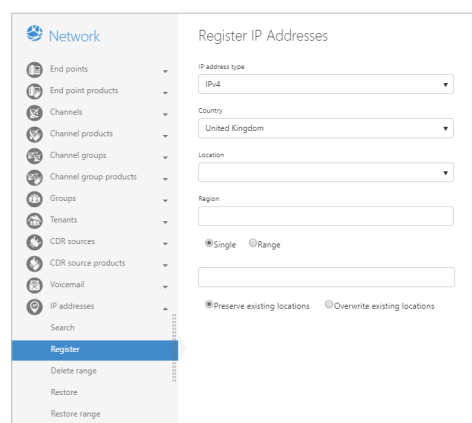
Register IP Addresses

To create a new IP Address entry, click on the Create Menu item down the left-hand side and the right-hand screen will display boxes that need completing.

The screenshot shows a web form titled "Register IP Addresses". It contains the following elements:

- IP address type:** A dropdown menu with "IPv4" selected.
- Country:** A dropdown menu with "United Kingdom" selected.
- Location:** An empty dropdown menu.
- Region:** An empty text input field.
- Single or Range:** Two radio buttons, "Single" (selected) and "Range".
- Preserve existing locations or Overwrite existing locations:** Two radio buttons, "Preserve existing locations" (selected) and "Overwrite existing locations".

- **IP Address Type:** Select from a drop-down box with the options of IPV4 or IPV6 addressing.
- **Country:** Select the Country of origin for the IP address. Your default Country will automatically populate the Locations field, which will contain a list of pre-defined locations.
- **Single or Range:** A single IP address, or multiple IP addresses can be added. i.e. '192.168.0.1 – 99' will create 99 IP's from 192.168.0.1 – 192.168.0.99. Select from the relevant radio button.



- **Preserve Existing Locations or Overwrite Existing Locations.**

Device Types

Device types are defined and maintained in this area for use in other modules within Prism. The device type format is supplied within the raw data supplied by the CDR source, and will be displayed as 'unknown' until defined in this area.

Search

Use the 'Search' function to view existing Device types.

Search Device Types

Type	Format	Category	Is user defined
Analogue Phone	^AALNV(S[0-9]+)V([0-9]+)...	Hardware	×
Cisco Analogue Telephone Adapter	^ATA(,*)	Hardware	×
Cisco Android Client	^BOT(,*)	Software	×
Cisco Conference Bridge	^CFB(,*)	Hardware	×
Cisco Contact Centre Port	^UCCX(,*)	Hardware	×
Cisco IP Communicator	^CIPC(,*)	Software	✓

Create Device Type

Define the Device type, select the Category as software or hardware, and add the format. The format of the device type needs to be set as a regular expression. Please contact the support team for more information.

Create Device Type

Device type

Category

Unknown ▼

Format

⚠ Device types are PBX-specific and Prism can only present data that is available to it within the CDR

Locations

The Locations section of the Network module allows users to look up, or add to the list of locations configured in the system. Administrators will need to populate this section with all physical locations, where there are CDR sources, Channel Groups or End Points, as well as all CDR source countries and local areas for those countries. This section then links in with the carriers to ensure costing is correct, and affects time shifting of calls, where UTC time is presented by the CDR source.



Search Locations

Name	Country	Region	Location type	Area code	Latitude	Longitude	Time zone
Aarhus	Denmark	Europe	Site	89	56.157204	10.210684	(UTC-01:00) Brussels, Copenhagen, Madrid, Paris
Abidjan	Côte d'Ivoire	Africa	Site	21	5.319997	-4.040048	(UTC+00:00) Monrovia, Reykjavik
Abu Dhabi	United Arab Emirates	Asia	Site	02	24.466684	54.366593	(UTC+04:00) Abu Dhabi, Muscat
Agadir	Morocco	Africa	Site	0528	30.439988	-9.620044	(UTC+00:00) Dublin, Edinburgh, Lisbon, London
Ahmedabad	India	Asia	Site	079	23.030053	72.580004	(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
Alexandria	Egypt	Asia	Site	03	31.200019	29.949996	(UTC+02:00) Cairo
Algeciras	Spain	Europe	Site	956	36.126712	-5.46653	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris
Algiers	Algeria	Africa	Site	021	36.763065	3.050553	(UTC+01:00) West Central Africa
Amman	Jordan	Asia	Site	6	31.950025	35.9333	(UTC+02:00) Cairo
Antwerp	Belgium	Europe	Site	03	51.220374	4.415017	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris

Create Locations

When you click 'Create' in this area, a new window will open with the following boxes available for completion:

- ▶ **Country:** Select the correct country for your location from the drop-down selection.
- ▶ **Name:** Name of the location, e.g. Bournemouth.
- ▶ **Location type:** Select the type of location, from the options defined in Location Types, e.g. Branch, Headquarters, Site, etc.
- ▶ **Region:** Select the region appropriate to the Country of the Location. Regions are defined separately within the Locations menu.
- ▶ **Area Code:** The area code (STD code) for the above- named Location, i.e. 01202.
- ▶ **Latitude:** Latitude of site (optional).
- ▶ **Longitude:** Longitude of site (optional).
- ▶ **Time Zone:** Time Zone of the site, drop down box. Time zone is important for time shifting calls into their correct time for local offices.

Once you have filled in the details, you need to click on the 'Save' button . Click on the 'Clear' button  to clear all fields.

Click on the 'Details'  button to view the properties, delete or look at the audit trail of a Location.

The new location details will now be presented. Options at the top-right of the interface will also change to allow you to either Edit, or Delete the Location.









Use the Save, or start-over option if any changes are made.   

The Audit Tab allows you to see when the Location was created, by whom and, when it was last modified.


Location Types

View and define Location types here.

You can see the number of times each Location type has been used, and whether these are user-defined or not. Pre-defined types cannot be edited or deleted.

Name	Usage count	Is user defined	
Site	233	×	 
Branch	1	×	 
Headquarters	0	×	 
Place	0	×	 

Create Location Types

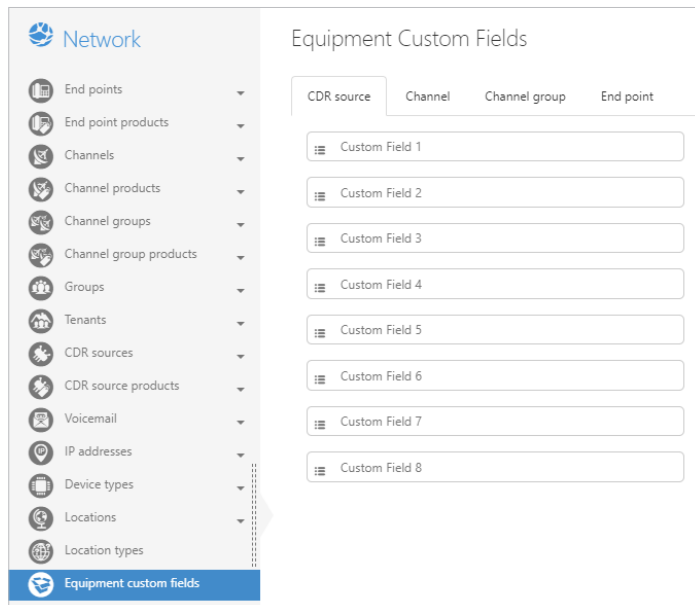
Use the 'Create' button  to add a new Location type. Add the new Location name, and press enter to create the record.

Name	Usage count
<input type="text" value=""/>	0
Site	233
Branch	1
Headquarters	0


Use the 'Export to Excel' button  to export the list to Excel.



Equipment Custom Fields

The Equipment Custom Field section of the Network module allows users to configure Equipment Custom Fields for CDR Source, Channel, Channel Group and End Point. Each section has eight customisable fields. These customisable fields can be used to generate details within Analytics, or through the API interface.



Editing Custom Fields

Click on the tab of the custom field group you wish to edit, i.e. CDR Source, Channel, Channel group or End Point. To enter the Field descriptions into text area, first click on the 'Edit' button .

To make the custom field viewable, you need to click on the 'Hide / Show' icon , then click into the white box, and type any free text. Once you have completed naming all the fields you require, use the 'Save' button .

You can re-order the fields by dragging and dropping the fields in the order required. Use the 'Drag and Drop' button  to do this.

Fixed Charges

Each of the product pages has a fixed charges section in two parts at the lower part of the screen.

The screenshot shows two main sections. On the left, under 'Fixed Charges', there is a list of charges. The first row is highlighted: 'August £100 Charge' with a rate of 100.0000. Below it are 'daily' and 'Monthly Charge'. On the right, the 'Fixed charge: August £100 Charge' details are shown. Fields include Name (August £100 Charge), Description (August £100 Charge), Tariff (Cost), Currency (GBP), Transaction type (Debit), and Rate (100.0000). There are also fields for Tax name 1 and Tax name 2.

The left-hand box contains a list of the currently available defined Fixed Charges for the Product selected (1), while the right hand side (2) shows the detail of the Fixed Charge currently selected (3). You can also display deleted Fixed Charges (4).

Create a Fixed Charge

To Create a new Fixed Charge for the Product, click the 'Edit' button . This launches a wizard to collect the details.

The first step is Definition:

The 'Create fixed charge' wizard is shown in the 'Definition' step. It features a progress bar with four steps: Definition, Schedule, Rules, and Summary. The 'Definition' step is highlighted. The form contains the following fields: Name (text input), Description (text area), Tariff (dropdown menu with 'Bill' selected), Currency (dropdown menu with 'Pound Sterling (GBP)' selected), Transaction type (dropdown menu with 'Debit' selected), Rate (text input with '0.0000'), Rate includes tax (checkbox with 'No' selected), Tax 1 (dropdown menu with 'None' selected), and Tax 2 (dropdown menu with 'None' selected).

- **Name:** A label for the Fixed Charge.
- **Description:** Allows for a detailed description of the Charge.
- **Tariff:** Is this Charge applied to the Cost or the Bill value.
- **Currency:** Which currency the rate is applied in. Appropriate conversion rates should be entered in Prism's configuration if this is a new currency.
- **Transaction type:** Debit or Credit.
- **Rate:** The amount of the charge, per application.
- **Rate includes tax:** Yes or no. Determines whether the taxes defined in Tax 1 and 2 are already included in the defined rate.
- **Tax 1 and 2:** Pick one or two defined taxes to apply to this Fixed Charge.

Click the 'Next' button (→) to proceed to the Schedule step

Create fixed charge
← → 📄 ✕

Definition
Schedule
Rules
Summary

Schedule this charge to Run forever

Using this time zone (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Schedule start 08/08/2018 09:37 📅

Transact this charge every 1 Month

Day is overridden No

Sample of next 5 scheduled executions...

August 2018					September 2018					October 2018					November 2018					December 2018				
1	6	11	16	21	1	6	11	16	21	1	6	11	16	21	1	6	11	16	21	1	6	11	16	21
Execution Due 1 Wed, 8 Aug 2018 10:37:00					Execution Due 2 Sat, 8 Sep 2018 10:37:00					Execution Due 3 Mon, 8 Oct 2018 10:37:00					Execution Due 4 Thu, 8 Nov 2018 10:37:00					Execution Due 5 Sat, 8 Dec 2018 10:37:00				

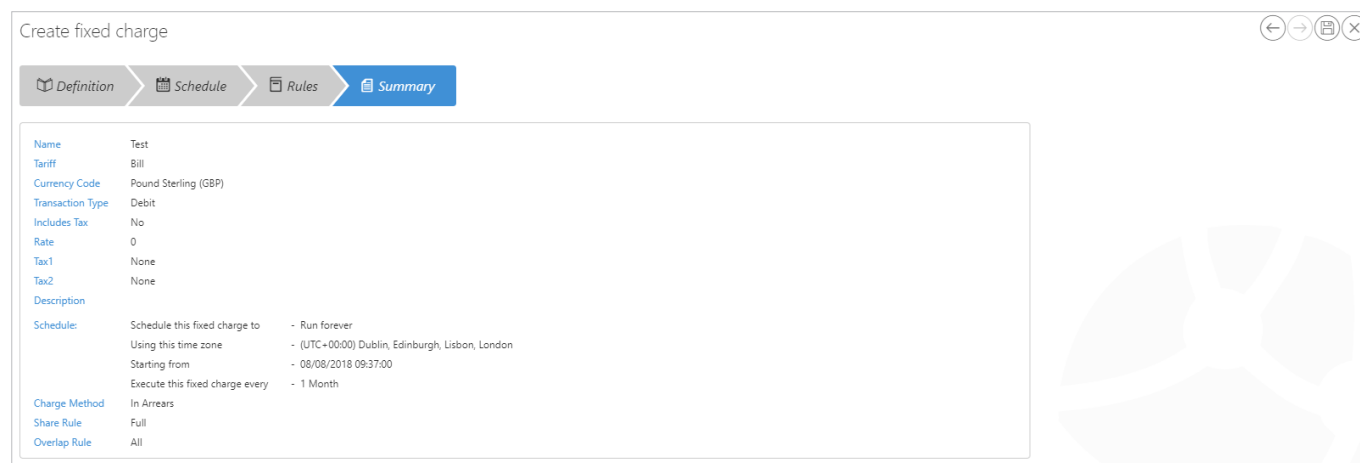
- Set the job to run forever, once when assigned to a product, once on a particular date, a specified number of times or until a specific date.
- Set the time zone.
- Set the start date / time for the schedule to run the transaction and the periodicity, i.e. every day, every 2 weeks, once per year etc.
- Specify which days of the week for the transactions to be applied, if required.

The calendar below the options will reflect the building schedule, once finished click the 'Next' button (→) to progress to the Rules step.

- ▶ **Charge Method:** In arrears to bill for after service / use; In advance to bill before service / use.
 - ▶ **Share Rule:** If the equipment is assigned to more than one person or organization, the Fixed Charge can be set to work in three ways:
 - Full:** all parties are charged the full amount for the period
 - Apportioned:** Parties are charged the full period amount between them, split according to the ratio of their assigned time.
 - Assigned:** Parties are charged for only the time within the period that each was assigned the equipment or service.
 - ▶ As an example, in a 30 day month, party A is assigned Gizmo for 10 days and party B is assigned Gizmo for 5 days. Gizmo comes with a fixed monthly charge of £100.
 - Share Rule: Full** – Both parties are charged £100.
 - Share Rule: Apportioned** – The Charge must total £100. Party A had Gizmo for twice as long as party B, so they are charged £66.67 and £33.33 respectively.
 - Share Rule: Assigned** – Party A was assigned Gizmo for 10 of 30 days, so is charged $10 / 30 \times 100 = £33.33$. Party B was assigned Gizmo for 5 of 30 days, so is charged $5 / 30 \times 100 = £16.67$
 - ▶ Finally, if the share rule was not set to Full, the overlap rule must be defined. This determines which party should pay the charge for the day of a changeover of assignment. The options are:
 - First Party:** The party which started the day with the equipment / service pays for the day.
 - Last Party:** The party which ends the day with the equipment / service pays for the day.
 - Equal Split:** The day's charge is split 50% / 50% between first and last parties.
- i Note:** If a piece of equipment changes assignment more than once in a day, only the first and last parties will share that day's charge.

If the charge method is set as "In Advance", then only Share Rule: Full, and Overlap Rule: All are available.

Finally click the ‘Next’ button (→) once more to see the summary of the new Fixed Charge.



If the details are correct, click the ‘Save’ button (💾) to save the Fixed Charge. This will apply to all products of the type that the Fixed Charge was defined against.

If you need to Edit or Delete a Charge, use the (✎) (🗑️) controls next to it in the table.

Ad hoc debits and credits are applied within the [Directory](#) module.

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