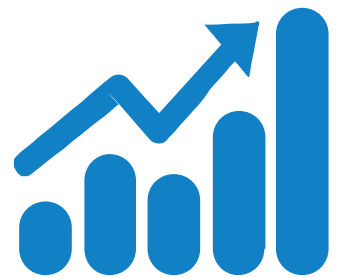


# Tiger Prism User Guide

Reports Module - Release 2018.R2



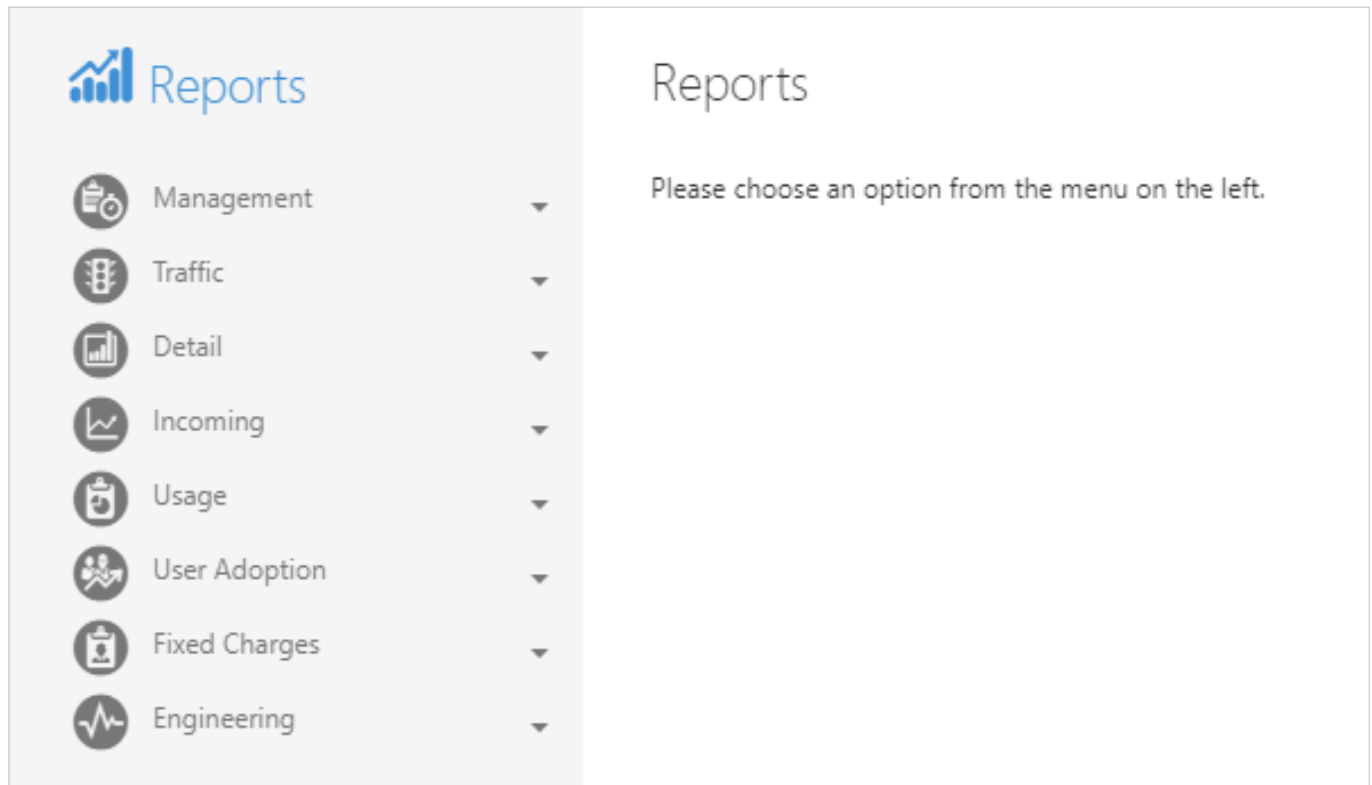
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# Reports

## Overview

To access the Reports Module, either click the Reports tile on the home page, or click the Modules drop down and select Reports. The Reports Module allows Prism users to manually generate their own reports on demand, and export them to their desired format.



For each of the available reports, the Parameters are set using the options on the right of the screen. Select the required settings, then generate the report. Report Parameters vary slightly depending on the chosen report, but the options include:

- ▶ Date/time from
- ▶ Date/time to
- ▶ Week Days
- ▶ Time Zone
- ▶ Time from
- ▶ Time to
- ▶ CDR Sources
- ▶ Channel Groups
- ▶ Media Types
- ▶ Client Code digits
- ▶ Use Charge Party
- ▶ Directory Items
- ▶ Device Categories
- ▶ Equipment Locations
- ▶ Device Types
- ▶ Top 'x'
- ▶ Call Outcomes
- ▶ Call Directions
- ▶ Sort Direction
- ▶ Show End Points
- ▶ Include Call Details

**i Note:** All Prism reports can be set to run to a defined schedule (see the [Scheduler](#) section), and both manual and scheduled reports can be exported to PDF, csv, Excel, or Rich Text format.

## Management Reports

### Management Summary

The Management Summary report gives a high-level overview of performance, by presenting 3 levels of chart and graphical information. The output is affected by the Parameter settings to the right of the screen. The first section presents Call Information data within a table, with totals at the bottom of each column.

Below this, Pie Charts demonstrate Outgoing Call Distribution and Call Direction Distribution for a pictorial representation of the table data.

The second page of the report presents 3 tables of data for the Top Dialed Numbers by Calls, by Talk Time and by Cost. The number of records within each section corresponds with the Top X setting selected within the report Parameters section.

The final section of the Management Summary report shows performance detail.

The table at the top displays Answer Performance broken down into Answered and Unanswered Calls, with totals at the bottom of each column.

Bar charts give a graphical representation of the data, based on the Number of Answered Calls and Number of Unanswered Calls.

A line graph shows Average Call Answer Times.

### Departmental Call Summary

The Departmental Call Summary gives a simple table output showing Calls, Cost, and Duration. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page, and the output is affected by the Parameter settings to the right of the screen.

TIGERPRISM				DEPARTMENTAL CALL SUMMARY REPORT		
				Public Demo		
				Generated by: Morgan Stark		
				01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)		
	Calls	Cost	Duration			
Total	2,402	248.17	55:35:04			

### Departmental Cost Summary

The Departmental Cost Summary gives a simple table output, showing the average cost, call type, and totals. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page, and the output is affected by the Parameter settings to the right of the screen.

TIGERPRISM				DEPARTMENTAL COST SUMMARY REPORT							
				Public Demo							
				Generated by: Morgan Stark							
				01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)							
	Average Cost	Mobile		Premium		International		All Other		Total	
		Calls	Cost	Calls	Cost	Calls	Cost	Calls	Cost	Calls	Cost
Total	0.38	61	2.52	8	176.04	93	48.42	486	21.20	648	248.17

### Departmental Usage Summary

The Departmental Usage Summary gives a simple table output, showing data for Incoming Internal and External, Outgoing Internal and External calls, and Totals. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page, and the output is affected by the Parameter settings to the right of the screen.

TIGERPRISM				DEPARTMENTAL USAGE SUMMARY REPORT													
				Public Demo													
				Generated by: Morgan Stark													
				01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)													
	Incoming Internal			Incoming External			Outgoing Internal			Outgoing External				Total			
	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Calls	Duration	Avg Drtn	Cost	Avg Cost	Calls	Duration	Avg Drtn
Total	246	05:44:55	00:01:24	442	15:04:12	00:02:02	223	06:00:27	00:01:36	648	28:45:30	00:02:39	248.17	0.38	1,559	55:35:04	00:02:08

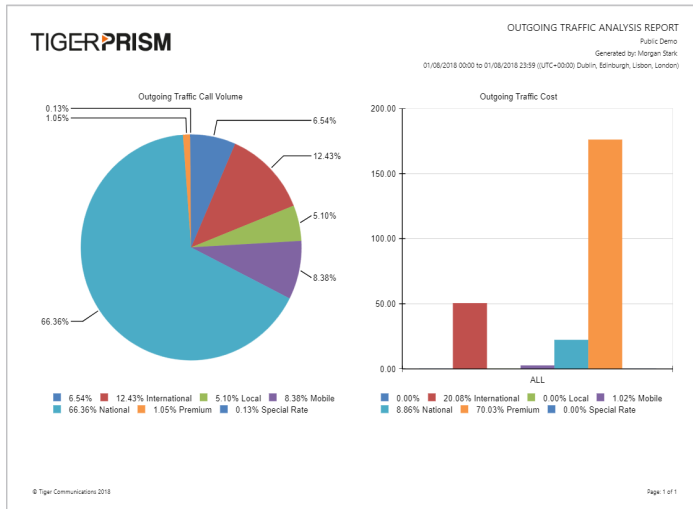
### Departmental Mobile Summary

The Departmental Mobile Summary gives a simple table output, showing data for mobile calls broken down to Non-Roaming and Roaming, and based on the usage type. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page. The output is affected by the Parameter settings to the right of the screen.

TIGERPRISM				DEPARTMENTAL MOBILE SUMMARY REPORT													
				Public Demo													
				Generated by: Morgan Stark													
				01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)													
	Non Roaming						Roaming						Total				
	Voice		Data		Messages		Voice		Data		Messages		Calls	Cost			
	Calls	Duration	Cost	Vol MB	Cost	Count	Cost	Calls	Duration	Cost	Vol MB	Cost			Count	Cost	
Total	21	01:43:40	0.00	1,215.40	0.00	34	0.04	0	00:00:00	0.00	0.00	0.00	0	0.00	21	0.04	

### Outgoing Traffic Analysis

The Outgoing Traffic Analysis displays data in two different graphs. A pie-chart shows Outgoing Traffic volumes broken down by call type. A bar-chart presents data for the Outgoing Traffic cost for each call category. The output is affected by the Parameter settings to the right of the screen.



### Unknown Phones

The Unknown Phones report lists phones, which are not currently configured in the directory tree chosen from the Parameters section to the right of the screen. Sort the data by number of Calls, Cost, or Duration. The output is affected by the Parameter settings to the right of the screen.

**TIGERPRISM** **UNKNOWN END POINTS REPORT**  
Public Demo  
Generated by: Morgan Stark  
01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
Top 10 end points sorted by Calls descending.

End Point	Cdr Source	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration
7977000043	Fixed Voice 2	25	00:14:57	0.00	4.68%	00:00:42	95.09%	00:14:13	0.22%	00:00:02	0.00%	00:00:00
79770002358	Fixed Voice 2	23	00:15:12	0.00	0.00%	00:00:00	80.70%	00:12:16	19.30%	00:02:56	0.00%	00:00:00
7977000360	Fixed Voice 2	19	00:08:29	0.00	34.38%	00:02:55	65.62%	00:05:34	0.00%	00:00:00	0.00%	00:00:00
79770002345	Fixed Voice 2	15	00:10:07	0.00	25.70%	00:02:36	0.00%	00:00:00	74.30%	00:07:31	0.00%	00:00:00
7977000041	Fixed Voice 2	15	00:28:57	0.00	59.87%	00:17:20	0.00%	00:00:00	40.13%	00:11:37	0.00%	00:00:00
7977000052	Fixed Voice 2	15	00:03:38	0.00	49.08%	00:01:47	0.00%	00:00:00	49.08%	00:01:47	1.83%	00:00:04
79770001510	Fixed Voice 2	15	00:09:58	0.00	67.06%	00:06:41	0.00%	00:00:00	30.60%	00:03:03	2.34%	00:00:14

### Zero Usage Phones


The Zero Usage report lists phones, which are configured in the selected tree, but which have been unused for the reporting period. The output is affected by the Parameter settings to the right of the screen.

**TIGERPRISM** **ZERO USAGE END POINTS REPORT**  
Public Demo  
Generated by: Morgan Stark  
01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Cdr Source Name	Equipment Name	Party Name	Tree Parent Party Name
Fixed Voice	10010	Mary Howell	Support
Fixed Voice	1208	Max Archibold	Sales
Fixed Voice	1223	Phillip Grant	Test
Fixed Voice	1224	Roderick Withers	Development
Fixed Voice	1225	Happy Hogan	Infrastructure
Fixed Voice	1227	James Rupert Rhodes	Development
Fixed Voice	1238	Ed Deal	Development
Fixed Voice	1239	Archie Merchant	Production


### Unassigned Client Codes

This report displays any client codes that have been output within Call records, but which have not been assigned to a client in Prism's Telephony module.

 <span style="float: right;">UNASSIGNED CLIENT CODES REPORT</span>			
Public Demo			
Generated by: Morgan Stark			
01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)			
Client Code	Description	From (Local)	To (Local)
CC1232150	CC1232150	01/01/2017	31/12/9999
MANEX	Manual Example Client code	30/04/2018	31/12/9999

### Client Code Summary


The Client Code summary displays a summary for each End Point used by a client, along with a total for the client across all used End Points.

 <span style="float: right;">CLIENT CODES SUMMARY REPORT</span>			
Public Demo			
Generated by: Morgan Stark			
01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)			
	Calls	Cost	Duration
<b>Totals for Report</b>			

## Traffic Reports

### Channel Group Utilisation

The Channel Group Utilisation report lists information about the Channel Groups requested within the report criteria, including the number of available channels within the group, maximum number of concurrent calls, time spent at maximum capacity, and bandwidth. The output is affected by the Parameter settings to the right of the screen.

 <span style="float: right;">CHANNEL GROUP UTILIZATION REPORT</span>											
Public Demo											
Generated by: Morgan Stark											
01/08/2018 00:00 to 01/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)											
Max Capacity State	Channel Group Name	Channel Group Description	Cdr Source Name	Channel Group Line Type	Available Channels	Maximum Concurrent Calls	Time at Max Concurrency	Max Concurrency %	Model Kbps Bandwidth	Total Calls	Total Occupancy
	0003	Asia - Riyadh - SIP_000069	Fixed Voice 2	Unknown	10	2	00:00:00	0.00%	128	46	02:30:18
	0004	Asia - Dammam - SIP_000067	Fixed Voice 2	Unknown	8	2	00:00:00	0.00%	128	25	01:31:42
	0005	Asia - Jeddah - SIP_000068	Fixed Voice 2	Unknown	8	4	00:00:00	0.00%	256	122	04:58:55
	0006	Asia - Ashdod - SIP_000049	Fixed Voice 2	Unknown	10	5	00:00:00	0.00%	320	341	10:23:06
	0007	Asia - Tel Aviv - SIP_000051	Fixed Voice 2	Unknown	5	4	00:00:00	0.00%	256	128	05:35:24
	0008	Europe - Paris - SIP_000002	Fixed Voice 2	Unknown	15	2	00:00:00	0.00%	128	121	00:23:08

## Detail Reports

### Call Information

The Call Information report provides detailed listing of calls, based on the selected criteria. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, specify call outcomes, initiating, and terminating reasons.

TIGERPRISM														CALL INFORMATION REPORT	
														Public Demo	
														Generated by: Morgan Stark	
														02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
														Top 250 calls sorted by Date & Time descending.	
Date	Time	Call Direction	Calling	Calling Party	Called	Called Party	Ring Time	Talk Time	Cost	Init Reason	Term Reason	Outcome	Transfer From	Transfer To	
02/08/2018	23:31:08	Outgoing	07779000018	Adriana Ayala	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected			
02/08/2018	23:31:08	Outgoing	07779123021	Bambi Arbogast	idatao2couk	idatao2couk	00:00:00	00:00:00	0.00	Normal	Normal	Connected			
02/08/2018	23:06:43	Outgoing	07779000034	Daphne Cortez	mobileo*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected			
02/08/2018	23:02:49	Outgoing	77790001386	Alisha Erickson	096296*****	Serv. De Aviso y Despertador	00:00:14	00:03:33	0.00	Normal	Normal	Connected			
02/08/2018	22:35:29	Outgoing	07779000007	Forrest Raymond	idatao*****		00:00:00	00:00:00	0.00	Normal	Normal	Connected			
02/08/2018	22:35:29	Outgoing	07779123044	James Rupert Rhodes	idatao2couk	idatao2couk	00:00:00	00:00:00	0.00	Normal	Normal	Connected			

## Incoming Reports

### Departmental Responses

The Departmental Responses report provides Call detail for each selected Department, showing response time levels for answered calls, as well as those that are unanswered or busy. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, and options for sorting the output, by Department, Total Calls, Answered Calls, Busy, or Unanswered calls.

TIGERPRISM																	DEPARTMENTAL RESPONSES REPORT	
																	Public Demo	
																	Generated by: Morgan Stark	
																	02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
																	Top 250 departments sorted by Department descending.	
Department	Total Calls	Answered Calls		Busy Calls		Unanswered Calls		< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds		
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	
Telecoms	3	3	100.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Telecoms	1,228	743	60.50%	30	2.44%	455	37.05%	322	43.34%	209	28.13%	138	18.57%	72	9.69%	2	0.27%	
Telecoms	77	42	54.55%	0	0.00%	35	45.45%	14	33.33%	22	52.38%	5	11.90%	1	2.36%	0	0.00%	
Telecoms	114	74	64.91%	0	0.00%	40	35.09%	18	24.32%	35	47.30%	21	28.38%	0	0.00%	0	0.00%	
Telecoms	157	109	69.43%	7	4.46%	41	26.11%	38	34.86%	44	40.37%	23	21.10%	4	3.67%	0	0.00%	
Support	10	7	70.00%	0	0.00%	3	30.00%	2	28.57%	4	57.14%	1	14.29%	0	0.00%	0	0.00%	

### Departmental Response Summary

The Departmental response summary give users a way to display the overall response levels across the whole system, or any part of it, down to individual users or End Points if necessary.

TIGERPRISM																	DEPARTMENTAL RESPONSE SUMMARY	
																	Public Demo	
																	Generated by: Morgan Stark	
																	02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
Department	Total Calls	Answered Calls		Busy Calls		Unanswered Calls		< 5 seconds		5 - 10 seconds		10 - 30 seconds		30 - 60 seconds		> 60 seconds		
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	
<b>Total</b>	<b>10,790</b>	<b>10,790</b>	<b>60.20%</b>	<b>352</b>	<b>3.26%</b>	<b>3,942</b>	<b>36.53%</b>	<b>2,576</b>	<b>39.66%</b>	<b>2,554</b>	<b>39.32%</b>	<b>1,164</b>	<b>17.92%</b>	<b>182.00</b>	<b>2.80%</b>	<b>20</b>	<b>0.31%</b>	



### End Point Responses

The Phone Responses report provides Call detail within all selected departments, showing response time levels for answered calls, and unanswered calls. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Phone, Party, Department, Unanswered Calls, Answered Calls, or Average Response Time.

TIGERPRISM						END POINT RESPONSE REPORT									
						Public Demo									
						Generated by: Morgan Stark									
						02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)									
						Top 250 end points sorted by End Point descending.									
End Point	Party	Department	Unanswered Calls	Answered Calls	Average Response Time	< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds	
						Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
7779004169	Ross Shaw	Telecoms	2	3	00:00:23	1	33.33%	1	33.33%	1	33.33%	0	0.00%	0	0.00%
7779004168	Raul Malone	Telecoms	0	9	00:00:18	0	0.00%	2	22.22%	6	66.67%	1	11.11%	0	0.00%
7779004166	Marshall Armstrong	Telecoms	1	11	00:00:08	3	27.27%	6	54.55%	2	18.18%	0	0.00%	0	0.00%
7779004162	Janette Mayo	Telecoms	1	13	00:00:07	2	15.38%	9	69.23%	2	15.38%	0	0.00%	0	0.00%
7779004161	Jamison Garza	Telecoms	0	3	00:00:11	0	0.00%	1	33.33%	2	66.67%	0	0.00%	0	0.00%
7779004156	Chasity Benjamin	Telecoms	0	6	00:00:11	2	33.33%	2	33.33%	2	33.33%	0	0.00%	0	0.00%

### First Point of Answer Target Response Analysis

First Point of Answer reports only show calls against groups and parties, which are the initial answering point for a call, as subsequent transfers, conferences, etc, are disregarded. This gives a good representation of how long external callers have to wait before they get through. The target response analysis shows calls against a configured target answer time, and allows exclusion of calls that were abandoned before users had a chance to answer.

Date	Not Included	Total Calls	Target Calls	Target %	Over Target Calls	Over Target %	Avg Answer Time	Unanswered Calls	Unanswered %	Avg Ring Time	Busy Calls	Busy %
02 August 2018	115	7,773	20	0.26%	6,704	86.25%	00:00:11	1,017	13.08%	00:00:21	32	0.41%
<b>Total:</b>	<b>115</b>	<b>7,773</b>	<b>20</b>	<b>0.26%</b>	<b>6,704</b>	<b>86.25%</b>		<b>1,017</b>	<b>13.08%</b>		<b>32</b>	<b>0.41%</b>

### End Point Answer Performance Report

This report displays call answer information, identifying the internal number dialled and the End Point, which answered (or missed) the call eventually. This could be due to pickup, hunt group action, redirection, or similar.

TIGERPRISM				END POINT ANSWER PERFORMANCE REPORT															
				Public Demo															
				Generated by: Morgan Stark															
				02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)															
Department - User	Called Number	Answer Point	Total Calls	Ans'd <= 25		Busy		Unanswered		Answered in (seconds)						VoiceMail			
				Ans'd <= 5		Ans'd <= 10		Ans'd > 10		Calls		Messages							
				Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	In	%	Left	%		
Support - [Sandra Wong]		77790002261	11	11	100.0	0	0.0	1	9.1	4	36.4	3	27.3	4	36.4	0	0.0	0	0.0
Sales - [Sandra Hubbard]		7779003403	14	14	100.0	0	0.0	5	35.7	9	64.3	4	28.6	1	7.1	0	0.0	0	0.0
Production - [Sandra Gregory]		7779001520	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Production - [Sandra Gregory]		7779001520	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Production - [Sandra Gregory]		7779001520	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0

## Usage Reports

### End Point Usage Analysis

The End Point usage analysis report displays a one-line summary of every selected End Point, including an answered / unanswered analysis, and a breakdown of outgoing Traffic Call Category.

TIGERPRISM			END POINT USAGE ANALYSIS REPORT															
			Public Demo Generated by: Morgan Stark 02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London) Top 250 end points sorted by End Point descending.															
End Point	Party	Department	Answered Calls			UnAnswered Calls			Outgoing Calls		Mobile		Premium		International		All Other	
			Calls	Av Dm	Av Rng	Calls	% Missed	Av Rng	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm
7779004169	Ross Shaw	Telecoms	5	00:05:40	00:00:08	3	37.50%	00:00:22	2	00:09:28	0	00:00:00	0	00:00:00	1	00:15:15	2	00:02:51
7779004168	Raul Malone	Telecoms	9	00:01:49	00:00:18	0	0.00%	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
7779004166	Marshall Armstrong	Telecoms	12	00:02:35	00:00:08	4	25.00%	00:00:16	1	00:03:42	0	00:00:00	0	00:00:00	0	00:00:00	4	00:01:40
7779004162	Janette Mayo	Telecoms	17	00:01:25	00:00:08	3	15.00%	00:00:15	4	00:01:16	0	00:00:00	0	00:00:00	1	00:00:00	5	00:01:01
7779004161	Jamison Garza	Telecoms	3	00:01:56	00:00:12	0	0.00%	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00

### High / Low Dialed Numbers

The High / Low Dialed Numbers report shows information on calls to individual dialled numbers. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Call Volume, Cost or Duration.

TIGERPRISM			HIGH / LOW USAGE BY DIALLED NUMBER REPORT				
			Public Demo Generated by: Morgan Stark 02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London) Top 10 dialled numbers sorted by Call Volume descending.				
Dialled Number	Destination Name	Call Category	Call Volume	Currency	Total Cost	Total Duration	
083933*****	National	National	115	GBP	0.00	00:24:27	
09020343*****	Premium	Premium	35	GBP	306.15	11:03:53	
07779123012	O2 UK Mobiles	Mobile	27	GBP	5.77	00:21:47	
09080823*****	Premium Rate	Premium	23	GBP	1,797.08	09:18:48	
09075407*****	Premium Rate	Premium	20	GBP	21.28	00:15:32	
idatao*****			17	GBP	0.00	00:00:00	
09075407*****	Premium Rate	Premium	16	GBP	17.02	00:25:57	
idatao2couk	idatao2couk		15	GBP	0.00	00:00:00	
090862*****	Hasharon	National	14	GBP	0.56	00:16:44	
09014058*****	C & W Premium Rate	Premium	12	GBP	16.86	00:15:27	
<b>Totals</b>			<b>294</b>		<b>2,164.73</b>	<b>22:22:35</b>	

### High / Low CLI's

The High / Low CLI report shows caller information by dialling number, where provided. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, and options for sorting the output by Call volume, Answered Calls, Unanswered Calls, or Duration.

TIGERPRISM										HIGH / LOW USAGE BY CLI REPORT	
										Public Demo	
										Generated by: Morgan Stark	
										02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
										Top 10 CLI numbers sorted by Call Volume descending.	
CLI Number	Origin	Call Category Name	Call Volume	Answered Calls	Average Response	Average Duration	Unanswered Calls	Unanswered Ring Time	Total Duration		
Not Presented			509	315	00:00:11	00:01:31	194	00:00:11	07:58:16		
09636*****	Premium	Premium	65	15	00:00:07	00:01:37	50	00:00:04	00:24:15		
anon*****			53	32	00:00:09	00:02:18	21	00:00:19	01:13:36		
0	National	National	47	24	00:00:07	00:03:01	23	00:00:12	01:12:39		
09636*****	Premium	Premium	32	8	00:00:12	00:00:53	24	00:00:09	00:07:07		
09617*****	Premium	Premium	29	3	00:00:07	00:00:32	26	00:00:05	00:01:37		
005445*****	International 005	International	26	2	00:00:04	00:12:11	24	00:00:10	00:24:22		
001*****	International 001	International	24	3	00:00:03	00:00:44	21	00:00:10	00:02:12		
0004420352*****	International	International	24	22	00:00:02	00:13:19	2	00:00:00	04:53:07		

### High / Low End Points

The High / Low Phones report shows levels of usage on individual phones. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, and options for sorting the output by Calls, Cost, or Duration.

TIGERPRISM													HIGH / LOW USAGE BY END POINT REPORT	
													Public Demo	
													Generated by: Morgan Stark	
													02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
													Top 10 end points sorted by Calls descending.	
End Point	Party Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External			
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration		
77790002366	Mandy Mora	355	01:54:15	0.31	0.63%	00:00:43	92.74%	01:45:57	1.44%	00:01:39	5.19%	00:05:56		
77790002353	Josh Jordan	331	01:16:19	0.03	0.24%	00:00:11	98.93%	01:15:30	0.17%	00:00:08	0.66%	00:00:30		
77790003365	Rebecca Palmer	178	01:18:17	0.00	0.00%	00:00:00	71.09%	00:55:39	0.94%	00:00:44	27.98%	00:21:54		
77790003544	Cheryl Duffy	158	01:49:32	1.72	7.59%	00:08:19	43.93%	00:48:07	1.80%	00:01:58	46.68%	00:51:08		
77790003356	Dale Cochran	147	01:01:58	0.00	8.36%	00:05:11	26.71%	00:16:33	10.41%	00:06:27	54.52%	00:33:47		
77790002152	Luke Wallace	145	00:43:18	11.97	4.89%	00:02:07	39.72%	00:17:12	10.55%	00:04:34	44.84%	00:19:25		

### High / Low People

The High / Low Phones report shows phone usage by user. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, and options for sorting the output by Calls, Cost, or Duration.

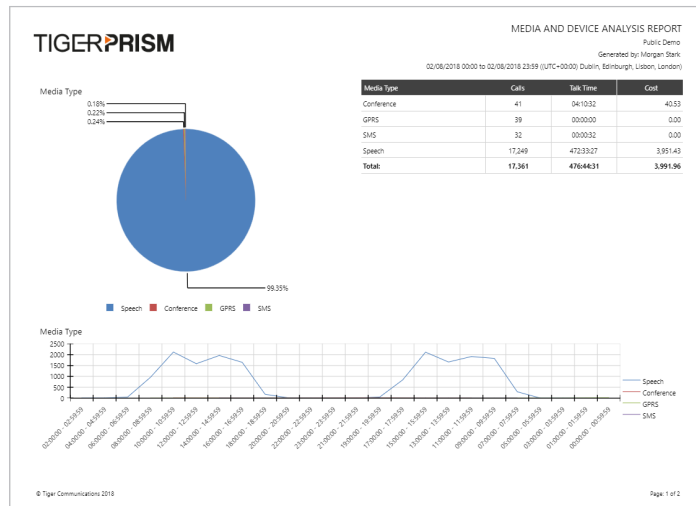
TIGERPRISM													HIGH / LOW USAGE BY PEOPLE REPORT	
													Public Demo	
													Generated by: Morgan Stark	
													02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)	
													Top 10 parties sorted by Calls descending.	
Party Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External				
	Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration			
Mandy Mora	355	01:54:15	0.31	0.63%	00:00:43	92.74%	01:45:57	1.44%	00:01:39	5.19%	00:05:56			
Josh Jordan	331	01:16:19	0.03	0.24%	00:00:11	98.93%	01:15:30	0.17%	00:00:08	0.66%	00:00:30			
Rebecca Palmer	178	01:18:17	0.00	0.00%	00:00:00	71.09%	00:55:39	0.94%	00:00:44	27.98%	00:21:54			
Cheryl Duffy	158	01:49:32	1.72	7.59%	00:08:19	43.93%	00:48:07	1.80%	00:01:58	46.68%	00:51:08			
Dale Cochran	147	01:01:58	0.00	8.36%	00:05:11	26.71%	00:16:33	10.41%	00:06:27	54.52%	00:33:47			
Luke Wallace	145	00:43:18	11.97	4.89%	00:02:07	39.72%	00:17:12	10.55%	00:04:34	44.84%	00:19:25			

## User Adoption Reports

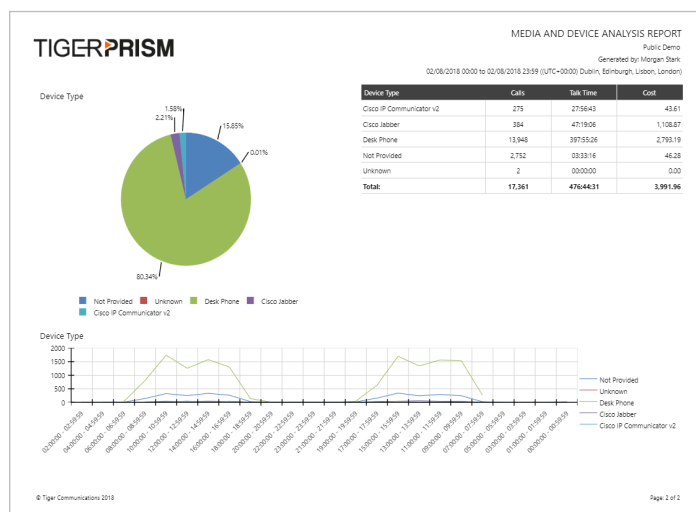
### Media and Device Analysis

The Media and Device Analysis report presents one page for each media type or device defined. A pie-chart shows percentage usage for each type. A table presents the data, and a line chart plots the usage statistics. The output is affected by the Parameter settings to the right of the screen.

### Media Analysis



### Device Analysis



## Fixed Charges

### Departmental Call Fixed Charge Summary

The Departmental Call Fixed Charge Summary shows the selected departments, and a total Fixed Charge and call cost for each. The report can generate a single line top level output, or can show all people and End Points in the Organization.

TIGERPRISM		DEPARTMENTAL CALL/FIXED CHARGE SUMMARY REPORT				
		Public Demo Generated by: Morgan Stark 02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)				
	Duration	Calls	Cost	Fixed Charge	Total	
Total	476:44:57	10,895	3,991.96	0.00	3,991.96	

### Departmental Cost Fixed Charge Summary

The Departmental Cost Fixed Charge Summary shows the selected departments, and a breakdown of outgoing Traffic categories, as well as a total Fixed Charge for each party. The report can generate a single line top level output, or can show all people and End Points in the Organization.

TIGERPRISM		DEPARTMENTAL COST/FIXED CHARGE SUMMARY REPORT										
		Public Demo Generated by: Morgan Stark 02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)										
	Average Cost	Mobile		Premium		International		All Other		Fixed Charges	Total	
		Calls	Cost	Calls	Cost	Calls	Cost	Calls	Cost		Calls	Cost
Total	1.27	81	11.46	473	2,895.94	1,218	966.82	1,380	117.73	0.00	3,152	3,991.96

## Engineering

### Active End Points

The Active End Points report shows a count of all end points that have made, or received calls over the period, regardless of whether or not they are assigned to a user or tree.

TIGERPRISM		ACTIVE END POINTS REPORT											
		Public Demo Generated by: Morgan Stark 02/08/2018 00:00 to 02/08/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London) Top 10 cdr sources sorted by Calls descending.											
End Point Count	Cdr Source	Total			Incoming Internal			Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration	
2441	Fixed Voice 2	24,757	572:12:04	4,002.22	12.64%	72:19:53	41.15%	235:27:24	12.64%	72:19:53	33.57%	192:04:54	
18	Mobile Voice	45	00:08:16	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	00:08:16	
18	Mobile Voice 2	45	00:08:16	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	00:08:16	
5	Fixed Voice	39	00:28:06	5.77	0.00%	00:00:00	22.48%	00:06:19	0.00%	00:00:00	77.52%	00:21:47	

▶ To find out more about the Tiger Solution go to [www.tigercomms.com](http://www.tigercomms.com)