TIGER communications plc

Tiger Prism User Guide

Security Module - Release 2018.R2

TIGERPRISM

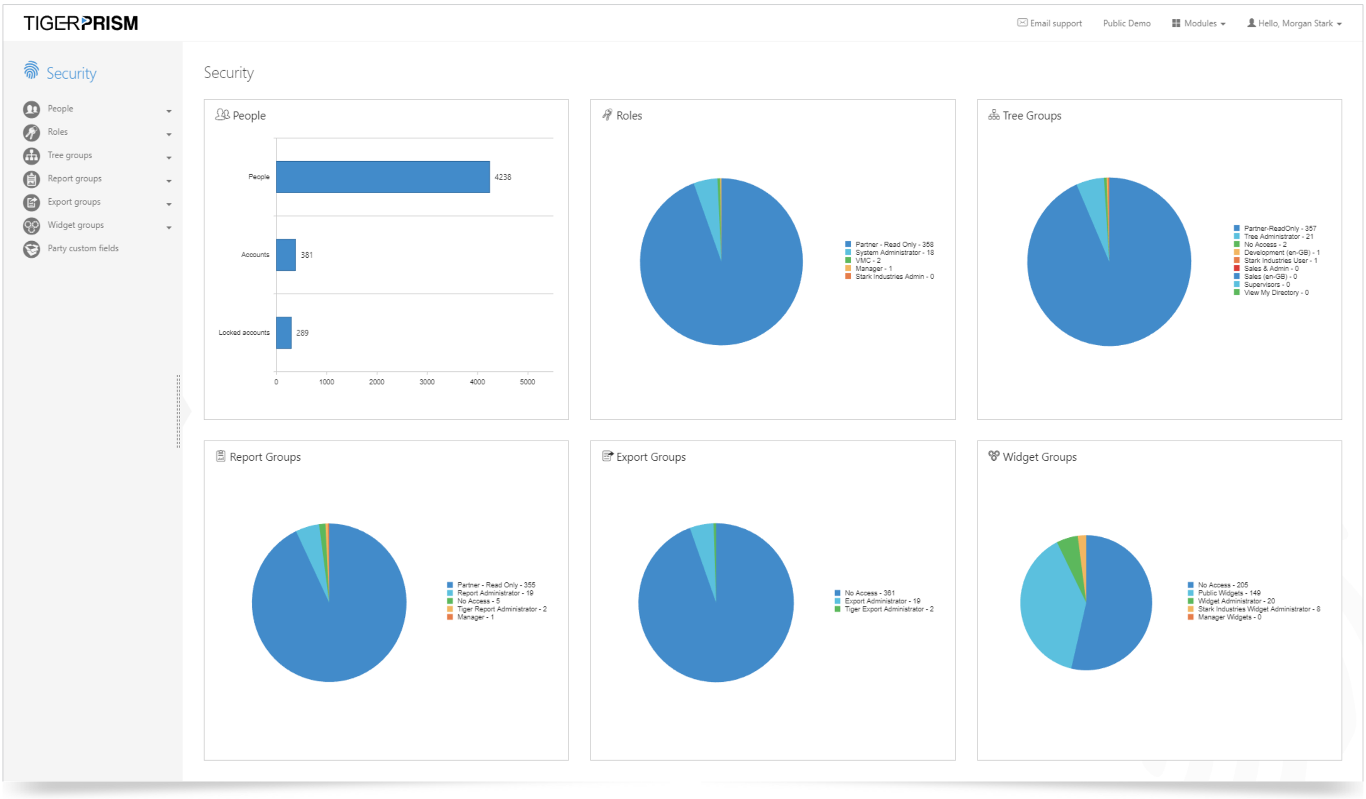
Table of Contents

Security

Overview

To access the Security Module, either click the Security tile on the home page, or click the Modules drop down and select Security.

The Security Module allows you to view, create, and modify People, Roles, Tree Groups, Report Groups, Widget Groups, and Party Custom Fields.



Training Tutorial

video
training
available

There is an Security video tutorial associated with this module. This tutorial will give you an overview of the Security module in Tiger Prism. In this video, you will learn how to assign and specify what modules a user has access to, as well as their permissions and access to specific Trees.

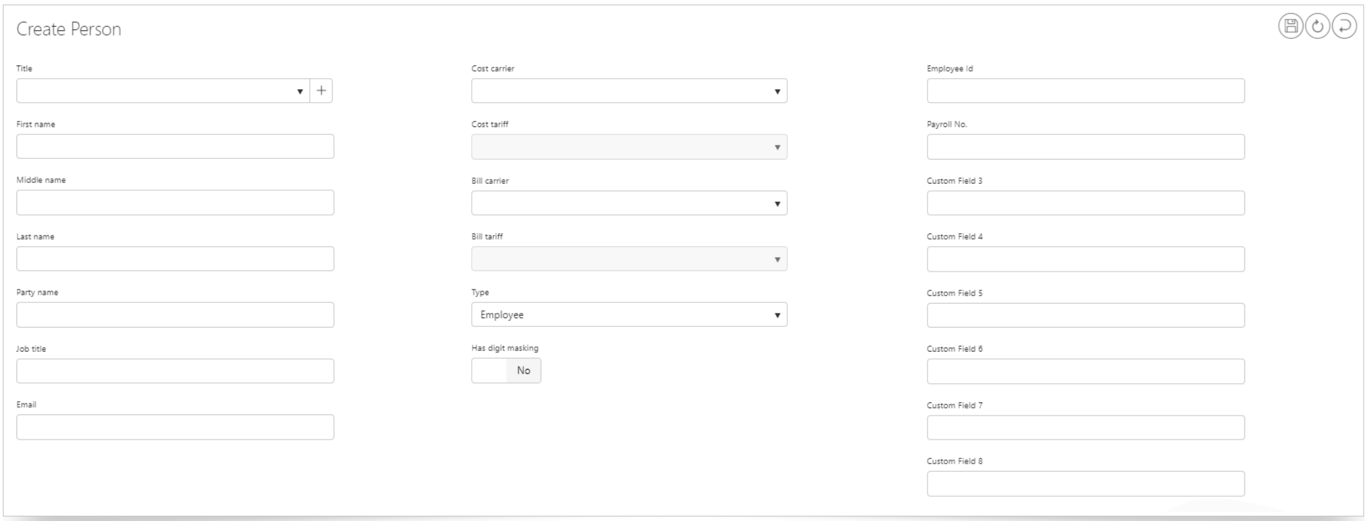
People

The People section of the Security module allows users to look up, or add to the list of People already configured on the system. Administrators can populate this, either manually through the interface, or automatically from internal / external sources, e.g. from a flat file, or Active Directory (AD).

Create People

To create an entry, click the 'Create' button ⊕ at the top-right of the page, or click the Create option from the menu on the left of the screen.

The Create Person page is opened for completion.



Create Person

Title

First name

Middle name

Last name

Party name

Job title

Email

Cost carrier

Cost tariff

Bill carrier

Bill tariff

Type: Employee

Has digit masking: No

Employee Id

Payroll No.

Custom Field 3

Custom Field 4

Custom Field 5

Custom Field 6

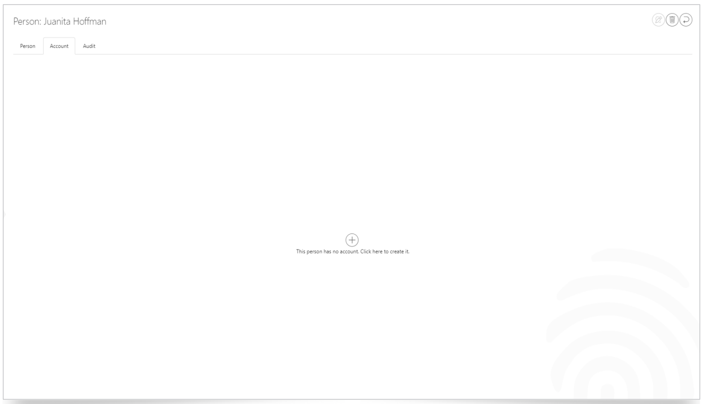
Custom Field 7

Custom Field 8

- ▶ **Title:** Select from the available options, as defined in the 'Titles' section.
- ▶ **Complete:** The first name, middle name, and last name of the person.
- ▶ **Party Name:** Party name is automatically populated using first name / last name, as entered in the fields above.
- ▶ **Job Title:** Add a job title.
- ▶ **Email:** Add an email address.
- ▶ **Cost Carrier:** If you apply a specific cost carrier to a person, this will supersede any other tariffs set on the system, but you will also need to apply a cost tariff.
- ▶ **Cost Tariff:** Select the cost tariff you wish to apply.
- ▶ **Bill Carrier:** If you apply a specific bill carrier to a person, this will supersede any other tariffs set on the system, but you will also need to apply a bill tariff.
- ▶ **Bill Tariff:** Select the bill tariff you wish to apply.
- ▶ **Type:** Define the record type as Employee or Contact.
- ▶ **Has Digit masking:** No by default. Yes will change the last four digits displayed on any called digits that this person has dialled.

There are up to eight customisable fields where you can enter information, but they need first to be configured. If you wish to add a description against the field, this can be done in the Party 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.

To view the properties, delete, or look at the audit trail of a Person, click on the ‘Details’ button ☰ in the Search section. The person’s details will now be presented along with a tab for Account, Audit and Activity.


Person: Juanita Hoffman

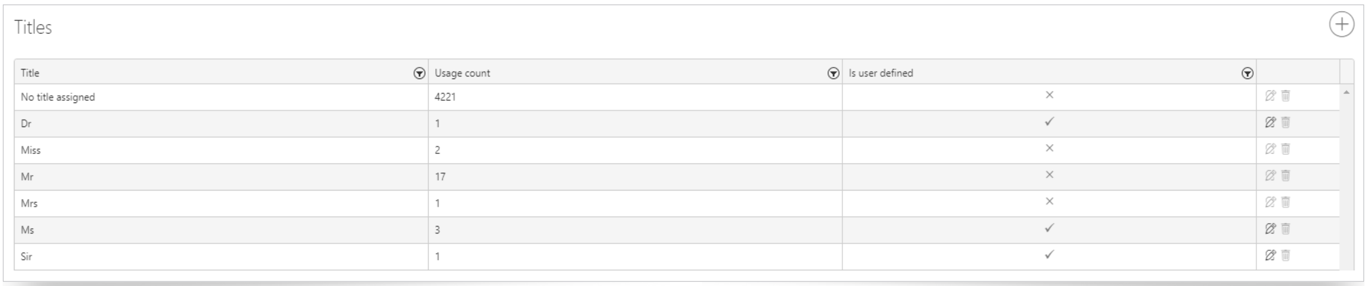
⊕ This person has no account. Click here to create it.

- **Account:** Use this area to create a username for the person to be able to log into the Prism portal. If there is no Username configured, you will be presented with a blank screen showing the ‘Create’ button ⊕. Click here to Add, and you will be presented with a new set of fields for completion.
- **Sign-In Type:** Select from the following options:
- **Local:** A user / password combination within the Prism system, where authentication is verified against the Prism database.
- **Windows:** Where Active Directory is integrated with Prism, the user details stored in the system are those held in AD as domain / SAM account name.
- **Shibboleth:** Similar to Active Directory, but the website is authenticated by an external source. The external source authenticates the user, and these details are then passed on to the Prism system to verify the user. With Active Directory / Shibboleth, no password details are stored within the Prism system. The web servers do not redirect the client to the Prism portal pages if the client has not been authenticated.
- **Username:** Free text to create a username for the user to use each time they log in. Where local authentication is not being used, the username must be accurate.
- **Password:** Create a password for the user. The password must contain at least a lowercase, an uppercase, and a digit. The password will not be visible once created. Once the user has been created, there will be an “overwrite password” button, so the password can be changed by an administrator if the password is forgotten.
- **Has API access:** Yes or No selection as to whether this user has API access – for later releases of Prism.
- **Role:** Select from a drop-down list of Roles created later in this section.
- **Tree Group:** Select from a drop-down list of Tree Groups created later in this section.
- **Report Group:** Select from a drop-down list of Report Groups created later in this section.
- **Language:** Select from a drop-down list of available languages.
- **Time Zone:** Select from a drop-down list of available time zones. All Time Zones should be available in this drop-down list. Contact Tiger Support in case of any omissions
- **Audit:** This tab shows an audit of the creation / modification of the user, etc.
- **Activity:** This tab shows the user’s activity within Prism.

From the options at the top right of this menu, the ‘Unlock’ button 🔓 will allow you to either Edit, or unlock the Person if they have locked themselves out by entering wrong credentials too many times, or if you wish to lock their account.

Titles

This section allows Administrators to configure Titles, which can then be used to assign to People from the drop-down menu when creating or updating them.



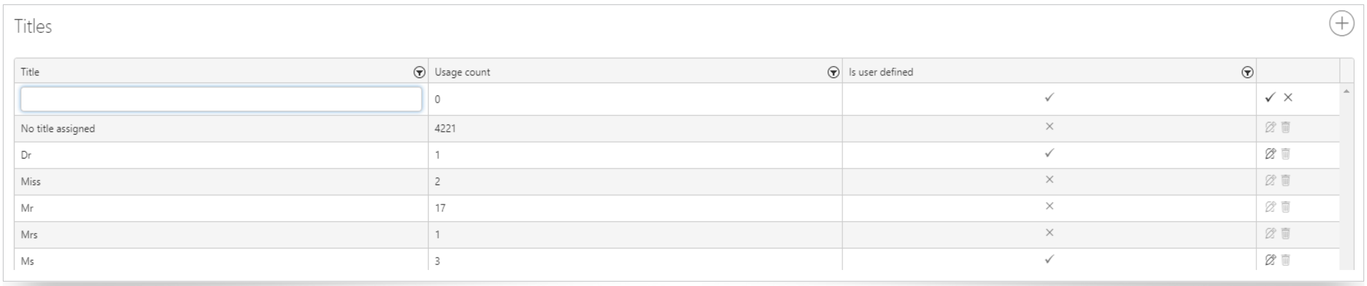
Titles

Title	Usage count	Is user defined
No title assigned	4221	×
Dr	1	✓
Miss	2	×
Mr	17	×
Mrs	1	×
Ms	3	✓
Sir	1	✓

Create Title

Click the ‘Create’ button ⊕ to add a new Title to the list.

A new row will appear at the top of the list, where you will be asked to enter in the Title Name and will mark the title User defined.



Titles

Title	Usage count	Is user defined	
	0	✓	✓ ×
No title assigned	4221	×	
Dr	1	✓	
Miss	2	×	
Mr	17	×	
Mrs	1	×	
Ms	3	✓	

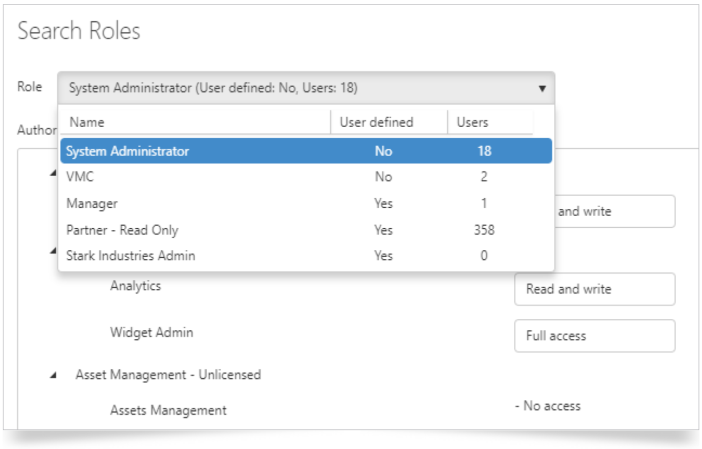
Once you have entered the name of the Title, you can choose to save it by pressing ‘Enter’.

The ‘Edit’ ✎ and ‘Delete’ 🗑 buttons will be highlighted and available to use if the Title is user-defined. If you choose to delete Titles, you will be presented with a confirmation window before removing it, but the deletion will not be allowed if the Title is assigned to any People.

Roles

The Roles section allows Administrators to use and create different Roles, depending on what they want people to have access to once they log in. This gives Administrators the ability to provide different levels of restricted access for different type of users.

Default configured Roles can be found by going into the Search area and using the drop-down menu. These will show as (User defined: No, Users: X). The X will be the number of users allocated to that role. These roles cannot be edited, or deleted. Any user-configured roles will show as (User Defined: Yes, Users: X).



Search Roles

Role: System Administrator (User defined: No, Users: 18) ▾

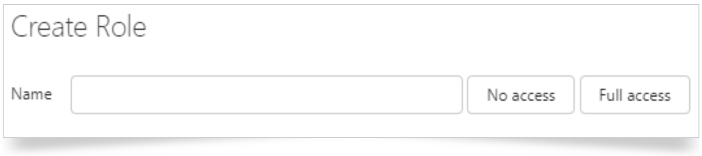
Author

Name	User defined	Users
System Administrator	No	18
VMC	No	2
Manager	Yes	1
Partner - Read Only	Yes	358
Stark Industries Admin	Yes	0

	and write
Analytics	Read and write
Widget Admin	Full access
Asset Management - Unlicensed	
Assets Management	- No access

Create Roles

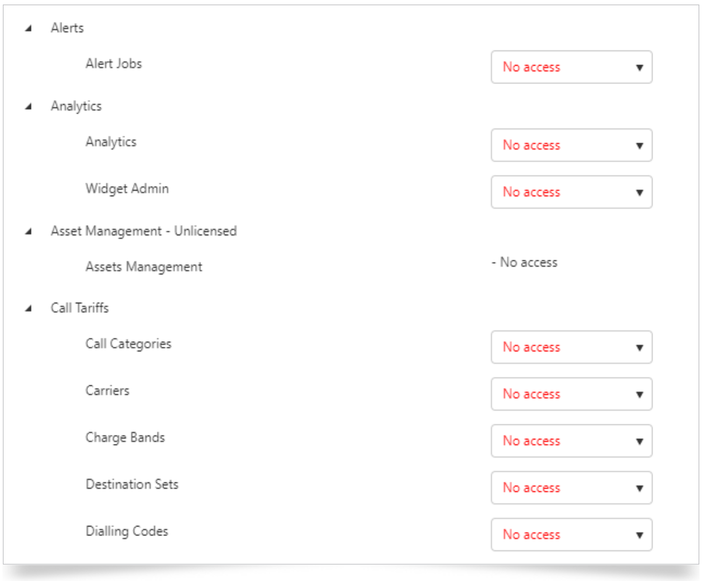
Create a new Role, by clicking the ‘Create’ button ⊕ in the top right corner of the screen. When creating a new Role, the Administrator must enter the Role name, and then choose the access levels for each Prism Module and sub-section. Having added the Role name, you can set all access to ‘none’ or ‘full’, by using the options:



Create Role

Name

Authorisation levels range from some sections having only No Access or Full Access, and other sections having No Access, Read Only, and Read and Write Access where it applies.

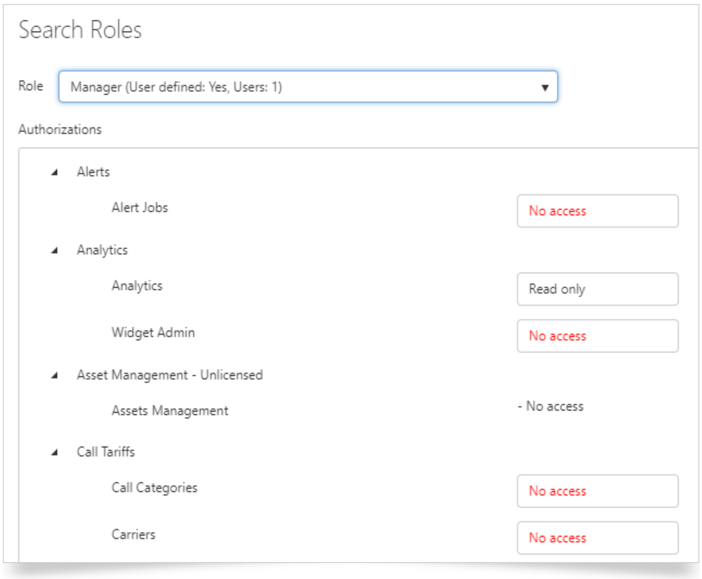


Alerts	
Alert Jobs	No access ▾
Analytics	
Analytics	No access ▾
Widget Admin	No access ▾
Asset Management - Unlicensed	
Assets Management	- No access
Call Tariffs	
Call Categories	No access ▾
Carriers	No access ▾
Charge Bands	No access ▾
Destination Sets	No access ▾
Dialling Codes	No access ▾

You will need to go into each drop down box, and select the appropriate level for the role you are creating. All boxes will default to “No access” when creating a new role.

Delete Roles

The ‘Delete’ button 🗑 will only appear in the top right-hand corner if the role is user-defined.



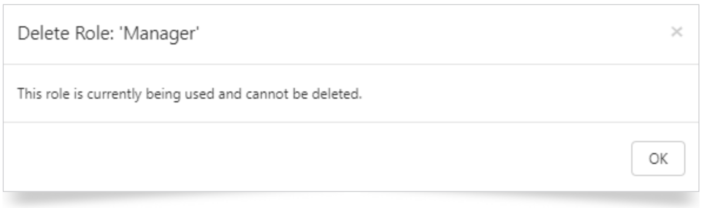
Search Roles

Role: Manager (User defined: Yes, Users: 1) ▾

Authorizations

- Alerts
  - Alert Jobs: No access
- Analytics
  - Analytics: Read only
  - Widget Admin: No access
- Asset Management - Unlicensed
  - Assets Management: - No access
- Call Tariffs
  - Call Categories: No access
  - Carriers: No access

Clicking on the ‘Delete’ button 🗑 will open a confirmation window before completing the deletion process. Please note, you can only delete roles when their number of users is zero. If a role is assigned to any users, you will not be able to delete it. You will need to assign a different role to the users if you wish to remove it from the system, as it will display an error message.



Delete Role: ‘Manager’

This role is currently being used and cannot be deleted.

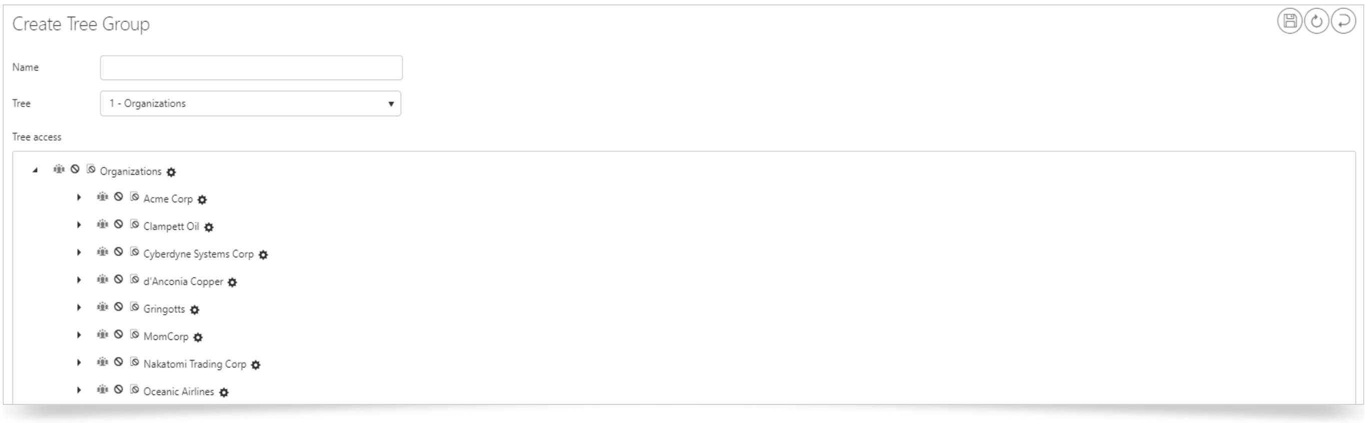
Tree Groups

The Tree Group section allows Administrators to view the currently configured Tree Groups from the drop-down list, and to create new Tree Groups, based on configured Tree Structures in the system. These can then be applied to Accounts.

By default, there is a Tree Administrator with full access, which is "User Defined = No". This cannot be amended or deleted from the system. If you have any custom Tree Groups, they will also appear, but as "User Defined = Yes". You can amend and delete from this section.

Create Tree Groups

To create a new Tree Group, click on the 'Create' menu button.



Create Tree Group

Name

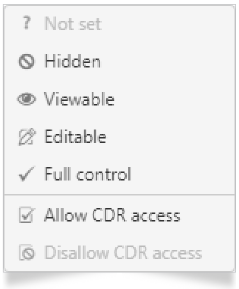
Tree: 1 - Organizations

Tree access

- Organizations
  - Acme Corp
  - Clampett Oil
  - Cyberdyne Systems Corp
  - d'Anconia Copper
  - Gringotts
  - MomCorp
  - Nakatomi Trading Corp
  - Oceanic Airlines

Enter the Tree Group Name, and choose which Tree the Group will be applicable to from the drop-down box. The available directory structure for the Tree you have selected is displayed. Tree Groups are used to define the areas within Directory trees, which users are allowed to view, modify, and / or delete. Access rights can be defined for organisations and people.

To select an area that will be available to this Tree Group, select the Cog ⚙, which then expands the options (as shown) to set for that branch, and any sub-branches.



A User with no CDR access will NOT be able to run reports against these items, so you need to enable these appropriately. The Disallow CDR is only applicable when you have Allowed CDR access to an item in this list, so it remains greyed-out if they do not have CDR access.

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

The 'Delete' button will only appear if you have a Tree Group that is User defined: Yes.

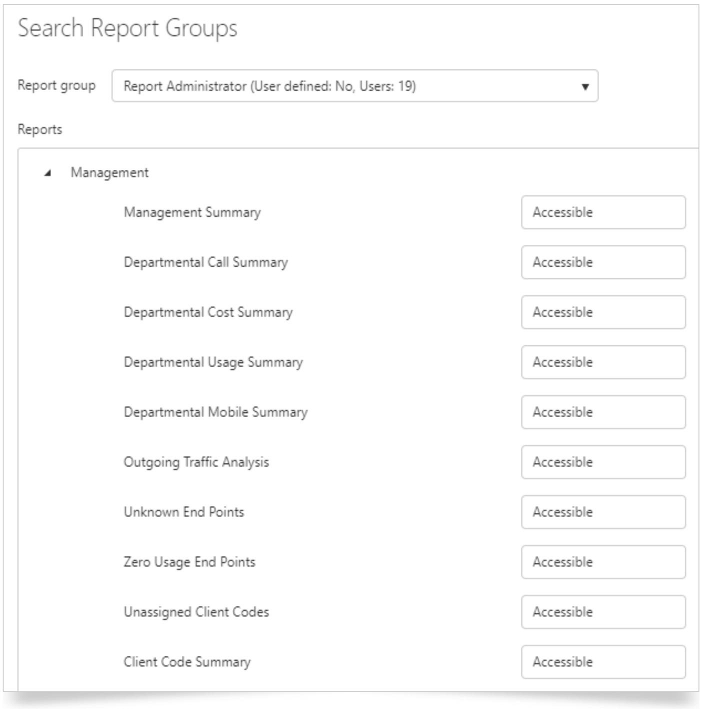
Note: If a Tree is synchronised, then users are unable to make changes regardless of access rights.

Note: Deleting a Tree Group will open a confirmation window before completing the deletion process. Tree Groups that have been assigned to users will not be able to be deleted, so you will need to assign a different Tree Group if you wish to remove it from the system, as it will display an error message.

Report Groups

The Report Group section allows Administrators to view the current configured Report Groups from the drop-down list, and create new Report Groups, based on the accessibility of particular reports types, which can then be applied to Accounts.

By default, there is a Report Administrator group with Full Access. This has the setting “User Defined = No”, which means it cannot be amended, or deleted from the system. If you have any custom Report Groups, they will be displayed as “User Defined = Yes”, and these can be amended and deleted within this section.



Search Report Groups

Report group: Report Administrator (User defined: No, Users: 19)

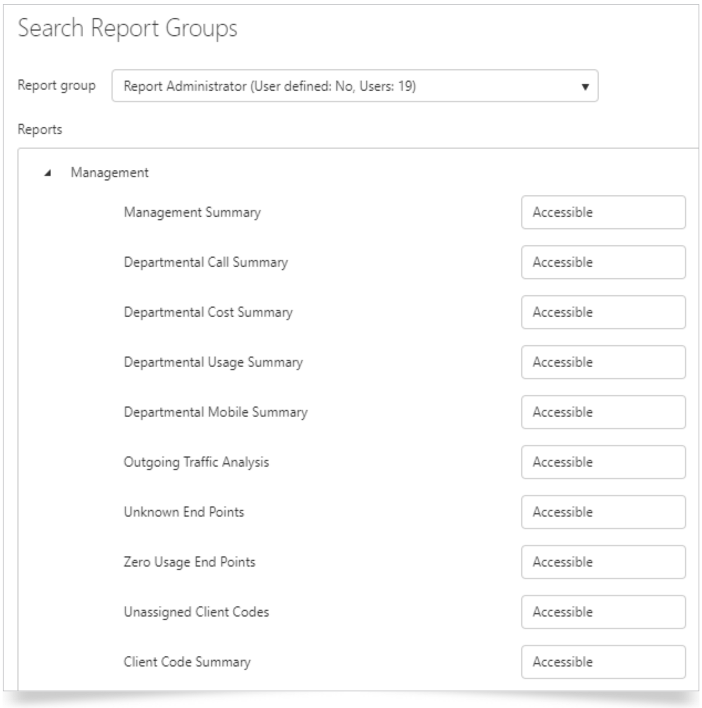
Reports

◢ Management

Management Summary	Accessible
Departmental Call Summary	Accessible
Departmental Cost Summary	Accessible
Departmental Usage Summary	Accessible
Departmental Mobile Summary	Accessible
Outgoing Traffic Analysis	Accessible
Unknown End Points	Accessible
Zero Usage End Points	Accessible
Unassigned Client Codes	Accessible
Client Code Summary	Accessible

Create Report Groups

To create a new Report Group, click on the ‘Create’ menu button, and enter the Report Group Name.



Search Report Groups

Report group: Report Administrator (User defined: No, Users: 19)

Reports

◢ Management

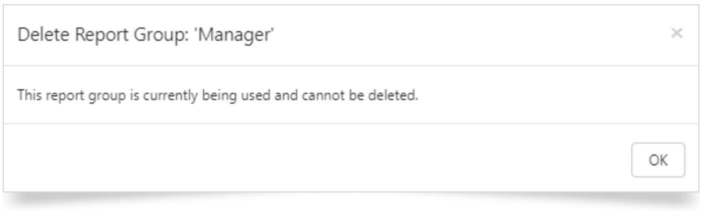
Management Summary	Accessible
Departmental Call Summary	Accessible
Departmental Cost Summary	Accessible
Departmental Usage Summary	Accessible
Departmental Mobile Summary	Accessible
Outgoing Traffic Analysis	Accessible
Unknown End Points	Accessible
Zero Usage End Points	Accessible
Unassigned Client Codes	Accessible
Client Code Summary	Accessible

All Reports will default to ‘Not Accessible’. The only other option is Accessible, which means the users assigned to this Report Group will see that Report in their menu choices within the Reporting module.

Click on the ‘Clear’ button ⌫ to clear all fields.

The ‘Delete’ button 🗑 will only appear if you have a Report Group, which is User defined: Yes. The ‘Edit’ button ✎ will only appear if you have a Report Group, which is User defined: Yes

ℹ **Note:** Deleting a Report Group will open a confirmation window, before completing the deletion process. Report Groups that have been assigned to users will not be able to be deleted, so you will need to assign a different Report Group if you wish to remove it from the system, as it will display an error message.



Delete Report Group: 'Manager'

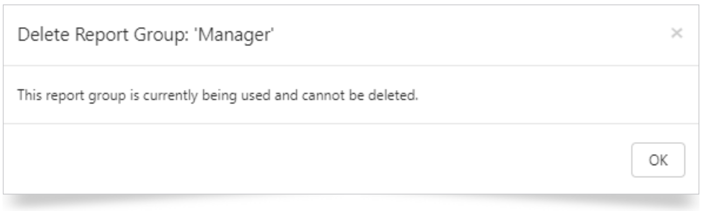
This report group is currently being used and cannot be deleted.

Export Groups

Export Groups are used to make Export outputs available to certain users. Each export currently available on the system (the in Exports section) can be made individually available, or not, to Export Groups. User defined groups can be created to tailor users’ access to the data with their requirements.

Widget Groups

Widget Groups can be created to restrict users to certain widgets. This coupled with the access levels granted within their Role definition ensure the user will be able to view and edit only those widgets, to which you require them to have access. Read Only, Read and Write, and Full Access options within the Role definition facilitate the following when used with a Widget Group:



Delete Report Group: 'Manager'

This report group is currently being used and cannot be deleted.

Read Only Access
A role containing 'Read Only' access to Widget Groups will be able to:

- View the widgets contained within the group
- Execute the widgets contained within the group
- Export data returned by the widgets within the group

Read and Write Access
A role containing 'Read and Write' access to Widget Groups will be able to:

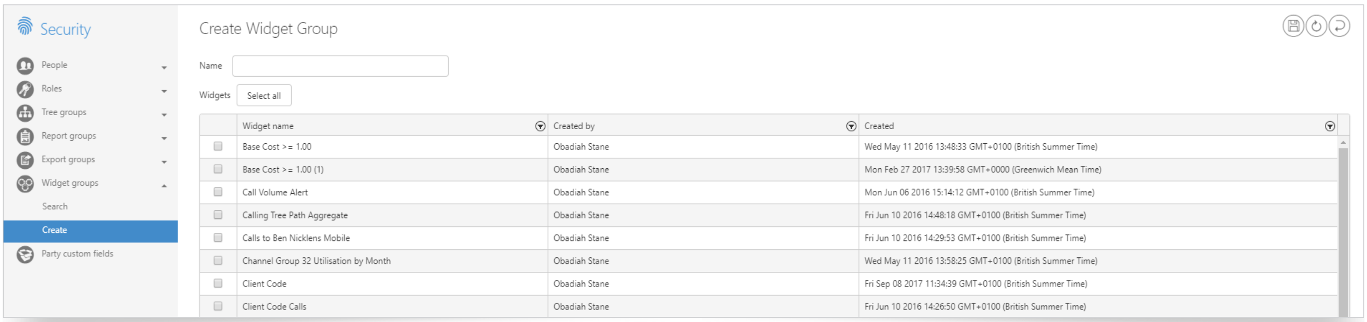
- View the widgets contained within the group
- Execute the widgets contained within the group
- Export data returned by the widgets within the group
- Create widgets and save as My Widgets

Full Access
A role containing 'Full Access' to Widget Groups will be able to:

- View all widgets
- Execute all widgets
- Export data returned by any widget
- Create widgets and save to My Widgets, the Widget Group to which the user belongs, or any of the available Widget Groups

Create Widget Group

Create a new Widget Group by clicking Create from the menu options.



Create Widget Group

Name

Widgets Select all

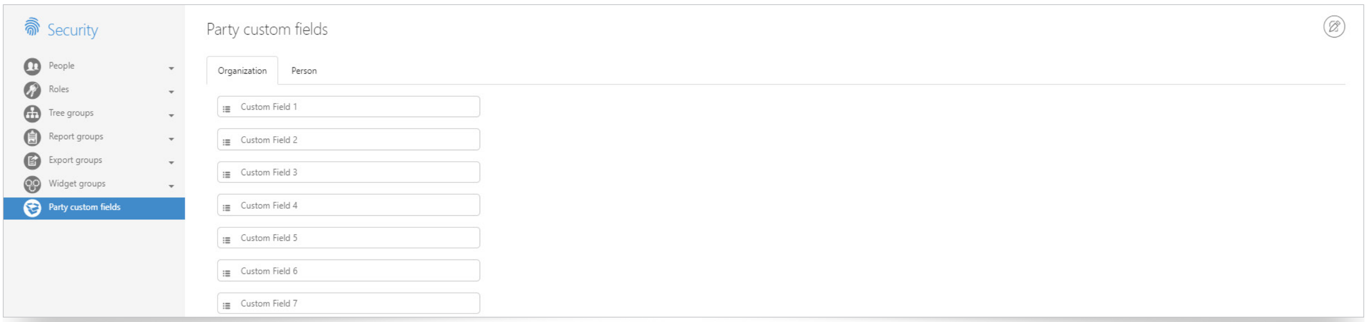
	Widget name	Created by	Created
□	Base Cost >= 1.00	Obadiah Stane	Wed May 11 2016 13:48:33 GMT+0100 (British Summer Time)
□	Base Cost >= 1.00 (1)	Obadiah Stane	Mon Feb 27 2017 13:39:58 GMT+0000 (Greenwich Mean Time)
□	Call Volume Alert	Obadiah Stane	Mon Jun 06 2016 15:14:12 GMT+0100 (British Summer Time)
□	Calling Tree Path Aggregate	Obadiah Stane	Fri Jun 10 2016 14:48:18 GMT+0100 (British Summer Time)
□	Calls to Ben Nicklens Mobile	Obadiah Stane	Fri Jun 10 2016 14:29:53 GMT+0100 (British Summer Time)
□	Channel Group 32 Utilisation by Month	Obadiah Stane	Wed May 11 2016 13:58:25 GMT+0100 (British Summer Time)
□	Client Code	Obadiah Stane	Fri Sep 08 2017 11:34:39 GMT+0100 (British Summer Time)
□	Client Code Calls	Obadiah Stane	Fri Jun 10 2016 14:26:50 GMT+0100 (British Summer Time)

Enter a name for your Widget Group, and select the widgets you wish to include within the group.

Remember to save the new Widget Group by clicking the ‘Save’ button 💾.

Party Custom Fields

The Party Custom Fields give you the ability to configure Party Custom Fields, which can be used to enter additional information against an Organization or Person, with each section having up to eight Configurable fields to display.



Party custom fields

Organization Person

Custom Field 1

Custom Field 2

Custom Field 3

Custom Field 4

Custom Field 5

Custom Field 6

Custom Field 7

To give the configurable field a new name, first click on the ‘Edit’ button ✎.

Type into the boxes the name you want to give to the configurable field. This is free text.

The visibility setting 👁 allows you to define whether the configurable field is visible in the appropriate areas. Click on the ‘Drag and Drop’ button ✥ to change the order of the items in the list.

Once you have filled in the details, you must click on the ‘Save’ button 💾.

Click on the ‘Clear’ button ⌫ to clear your changes.

Click on the ‘Back’ button ↩ to cancel your changes, and take you back to the front screen.

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