

Tiger Prism User Guide

System Settings Module - Release 2018.R2

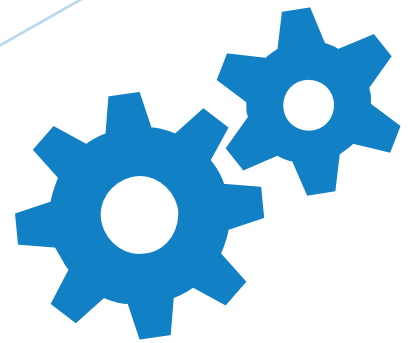


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System Settings

Overview

System Settings are where you can make global changes to the Prism configuration, rather than personal configuration changes, such as Time Zone and Theme.

Settings

General

The screenshot shows the 'System Settings' interface for Tiger Prism. The 'General' tab is selected, displaying various configuration fields. The interface includes a top navigation bar with 'Email support', 'Public Demo', 'Modules', and a user profile 'Hello, Morgan Stark'. A left sidebar contains 'System' and 'Settings' (selected), along with 'Announcements' and 'Licence'. The main content area is divided into three columns of settings:

- Customer name:** Tiger Communications PLC
- Customer code:** Tiger
- Partition name:** Public Demo
- Partition code:** PublicDemo
- Default sign-in type:** Local
- Default theme:** Tiger Blue
- Prism version:** 2018.2.001.7560
- Support email address:** support@tigercomms.com
- Default country:** United Kingdom
- Default time zone:** (UTC+00:00) Dublin, Edinburgh, Lisbon, London
- Default language:** English
- Default currency:** Pound Sterling
- Global decimal places:** 2
- View my calls decimal places:** 2
- Rates decimal places:** 4
- Data retention (months):** 120
- Maximum number of trees:** 10
- Charge tree:** 1 - Organizations
- Ownership tree:** 1 - Organizations
- Only show accessible modules:** Yes
- Hide disabled menu items:** Yes
- Number of digits masked:** 5
- Digit mask character:** *

- ▶ **Customer name:** The default customer name is automatically inserted by the licence.
- ▶ **Customer code:** Customer code generated by your licence.
- ▶ **Partition name:** Licence name generated by Tiger, and used in the MSSQL database.
- ▶ **Partition code:** Licence code generated by Tiger, and used in the MSSQL database.
- ▶ **Default sign-in type:**
 - Local:** Tiger will store username and password locally Windows – Windows pass-through authentication
 - Shibboleth:** Third party authentication
 - SAML2:** Third party authentication
- ▶ **Default theme:** This will set the colour scheme that all users will have as default, and can be changed on a user-by-user basis.
- ▶ **Prism version:** Version number of your software (this may be requested by Tiger Support if you have any application issues).
- ▶ **Default country:** This will be the default country all users will have, and can be changed on a user-by-user basis.
- ▶ **Default time zone:** This will be the default time zone, and can be changed on a user-by-user basis
- ▶ **Default language:** Choose from the list of available languages, and can be changed on a user-by-user basis.

- ▶ **Default currency:** The default currency that will be displayed throughout the portal and on reports. Local currency can be displayed in Analytics and Reports. This cannot be changed, so please contact Tiger Support if the company's default currency changes.
- ▶ **Global Decimal Places:** The number of decimal places displayed across the Prism system.
- ▶ **View My Calls Decimal Places:** The number of decimal places displayed within the VMC module.
- ▶ **Rates Decimal Places:** The number of decimal places shown in Fixed charges.
- ▶ **Data retention (months):** The relative number of months to be kept when data retention housekeeping jobs are configured and run.
- ▶ **Support Email Address:** Add an email address here to allow direct messages to the designated helpdesk mailbox within your Organisation.
- ▶ **Maximum number of trees:** Specifies the maximum number of Trees that can be created in the Directory module (Tiger recommends a maximum of 10 trees).
- ▶ **Charge tree:** The Default Tree that the business would like to use as the charging structure for all billing reports.
- ▶ **Ownership tree:** The Tree that Security will use for specifying ownership and access levels. This can be the same as the Charge Tree.
- ▶ **Only show accessible modules:** Use the slider to enable display of modules, to which you do not have access, based on your system privileges.
- ▶ **Hide disabled menu items:** Use the slider to enable display of modules, for which you are not licensed.
- ▶ **Number of digits masked:** Where digit masking is in use, this setting defines the number of digits to be hidden.
- ▶ **Digit mask character:** Where digit masking is in use, this setting defines the character to use in place of the aforementioned number of digits.

Reports

Reports can be configured with a partition name and a footer message, allowing for Company and copyright or confidentiality markings. This configuration is global, so will affect all users and reports. Click the edit button (1) to adjust the displayed details.

Settings

General Reports Products SMTP Spark Webex Microsoft365 Domain Voicemail Audit

Partition display
Public Demo

Copyright display
© Tiger Communications (year)

Products

CDR Source, Channel Group, Channel and End Point product defaults are held here, based on what those items defined within the Network module.

Settings

General Reports Products SMTP Spark Webex Microsoft365 Domain Voicemail Audit

Default cdr source product name
Default Cdr Source

Default channel group product name
Default Channel Group

SMTP

The SMTP tab defines the settings used by Prism when handling email. This applies to all traffic from the application, including scheduled jobs and alerts.

The screenshot shows the 'Settings' page with the 'SMTP' tab selected. The left sidebar contains 'System', 'Settings', 'Announcements', and 'Licence'. The main content area has tabs for 'General', 'Products', 'SMTP', 'Spark', 'Webex', 'Office 365', 'Voicemail', and 'Audit'. The SMTP settings include:

- Address:**
- Port:**
- Encryption enabled:**
- Username:**
- Password:**
- Fallback email address:**
- Fallback display name:**
- Override email address:**
- Override display name:**

- **Address:** The mail server address.
- **Port:** SMTP port number.
- **Encryption enabled:** Required if the mailing server has SSL encryption.
- **Username:** SMTP username if authentication is required from the SMTP server.
- **Password:** SMTP password if authentication is required from the SMTP server.
- **Fallback email address:** Define an address for use, where one is not available for the user.
- **Fallback display name:** The default display name associated with the fallback email address.
- **Override email address:** All emails will come from the address set here, overriding any other settings. Where no override email address is specified here, emailed documents will come from the address of the user account which creates the job / report.
- **Override display name:** The default display name that you would like all emails to come from, when a name is not specified on a scheduled email job.

WebEx

WebEx settings are required for use with the WebEx module and define the URI for which you wish to capture data.

The screenshot shows the 'Settings' page with the 'Webex' tab selected. The left sidebar is the same as in the SMTP screenshot. The main content area has tabs for 'General', 'Products', 'SMTP', 'Spark', 'Webex', 'Office 365', 'Voicemail', and 'Audit'. The WebEx settings include:

- Uri:**
- Partner id:**
- Site name:**
- Webex id:**
- Password:**

A Cisco WebEx logo is displayed on the right side of the form.

Enter the URI, your partner ID, Site name, WebEx ID, and password here before using the module.

Microsoft 365

Microsoft 365 settings are required for use with the O365 module.

Enter the Client ID, Client Secret, and Domain before using the module.

Domain

When collecting data this is used as a reference as to whether a user party is internal or external to the system. Only internal users can be mapped as Prism parties. Currently, this only applies to the WebEx module.

Voicemail

It is possible to flag voicemail calls as missed calls within Prism. Use the slider to set the call treatment.

Audit

Audit information relating to the creation and modification of the settings within this area.

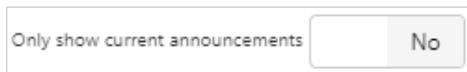
Announcements

Let Prism users know about scheduled maintenance or news, by using system Announcements.



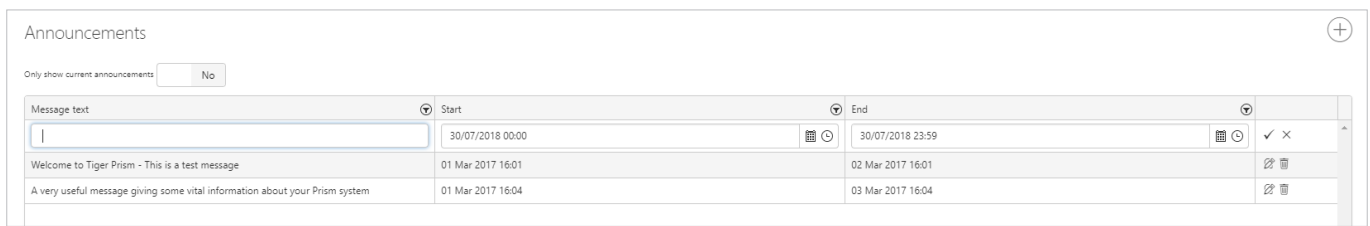
Navigate to System / Announcements to see the complete list of Announcements.

Use the slider to select visibility of current, or all Announcements.



Create a new Announcement, by clicking the 'Create' button (+) on the right of the screen.

Add the message text into the box, and set the start and end date and time. Click the Tick ✓ to save the record or click the cross to discard it.



When a user logs in within the validity dates of the message, a pop-up Announcements box will be shown containing the message text. Acknowledging the Announcement will ensure the message does not pop up on subsequent logins for that user. The Announcements pop-up will contain all valid messages, until they are acknowledged by the user.

Licence

This tab shows details of how your Prism system is licensed. For each module, you can see the number of licences used against the number purchased. This area will also display where licence limits have been exceeded. This area cannot be modified and is simply for information purposes.

- ▶ **Customer Name:** The name associated with the Prism account.
- ▶ **Partition Code:** The name of the partition.
- ▶ **CDR Source Count:** The number of CDR sources from, which Tiger Prism is populated.
- ▶ **End Point Count:** The number of End Points that utilise the CDR sources licensed to use Prism.
- ▶ **Is API Licensed:** A slider to define whether or not an API is available.
- ▶ **Is Directory Integration Licensed:** A slider to define whether or not Tiger DI is available.

The Module licences confirm the areas, to which you have access and the number of licences available, versus those already in use.

The screenshot displays the 'Licence' configuration page in the Tiger Prism system. It includes a sidebar with navigation options like 'System', 'Settings', 'Announcements', and 'Licence'. The main content area is divided into configuration fields and a table of modules.

Configuration Fields:

- Customer name: Tiger Communications PLC
- Partition code: Public/Demo
- CDR source count: 4 / 100
- End point count: 9368 / 100000
- Is API licensed?: Yes (checked)
- Is directory integration licensed?: Yes (checked)

Modules Table:

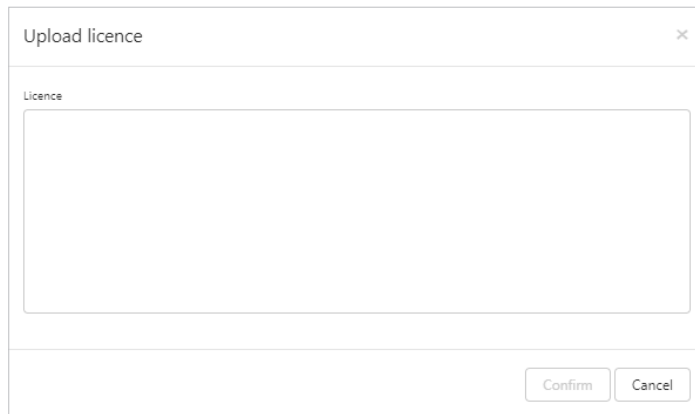
Module	Usage	Start Date
Alerts	377 / 1000 users	from 19/04/2016
Analytics	378 / 1000 users	from 19/04/2016
Assets		
Call tariffs	377 / 1000 users	from 19/04/2016
Cisco spark	19 / 1000 users	from 19/04/2016
Cisco WebEx	19 / 1000 users	from 19/04/2016
Dashboards	378 / 1000 users	from 19/04/2016
Directory	378 / 1000 users	from 19/04/2016
Directory search	19 / 1000 users	from 19/04/2016
Exports	377 / 1000 users	from 19/04/2016
Network	377 / 1000 users	from 19/04/2016
Office 365	19 / 1000 users	from 19/04/2016
Product catalogue	19 / 1000 users	from 19/04/2016
Reports	378 / 1000 users	from 19/04/2016
Security	377 / 1000 users	from 19/04/2016
Supply chain		
Telephony	377 / 1000 users	from 19/04/2016
View my calls	380 / 1000 users	from 19/04/2016

Note: Where you exceed the limit of any of your licences, the Prism theme will be changed to red to alert administrators. The exceeding of licences does not prevent use of the system, but will need to be addressed before any additional items can be added to the system, relative to the licence in question. For example, exceeding your CDR source licence limit will prevent further sources from being added. Upon discovering that you have hit or exceeded your licence limit in any area, please contact Tiger Support or your Tiger Account Manager.

Update Licence

The application of licences is a simple upload, following provision of the licence key from your Account Manager, or Tiger Support.

- ▶ Open the licence.txt file using Notepad / Notepad++
- ▶ Copy and paste the licence key to your local clipboard. Navigate to System / Licence in the Prism portal.
- ▶ Click the Export button in the top right corner of the screen to Update Licence, to open the 'Upload Licence' page.



- ▶ Paste the licence key into this area and click confirm. Your licence will be updated immediately, and the refreshed display will confirm this.

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