

# Tiger Prism User Guide

Telephony Module - Release 2018.R2



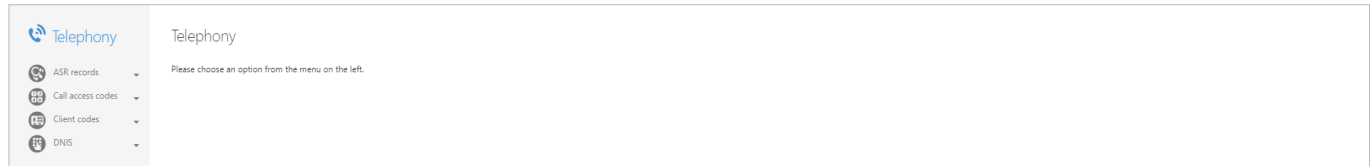
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# Telephony

## Overview

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



The Telephony module allows the user to remove routing codes from dialled strings if necessary, as well as assign specific carriers to specific access codes.

## ASR Records

Access, Search, and Replace (ASR) allows the user to configure the system to replace the access code, dialled digits, and trunk number of a call when the existing values match some combination of trunk number, dialled digits, and access code. In addition, the carrier used to cost calls can be forced, provided the carrier has not been previously specified.

**⚠ Warning:** Replacing fields with other values permanently changes the contents of the call record. Replacements made during data collection cannot be repeated during a re-cost.

To create a new ASR entry, click on the 'Create Menu' option down the left-hand side, and the right-hand screen will display boxes that need completing – as below:

- ▶ **CDR Source Equipment:** specifies the switch code. An exact match must be specified if there is no 'All CDR Sources' available.
- ▶ **Process Order:** specifies the order in which the records in this table are applied, going by the Lowest first.
- ▶ **Party Role Name:** specifies whether to look at the incoming or outgoing part of the call from the drop-down list. Calling and Called will check against both the Calling and Called parties. Calling, i.e. CLI on incoming calls. Called, i.e. STD on outgoing calls.
- ▶ **Access Code Match:** specifies the access code. A partial match is allowed. A 'NULL' matches anything.
- ▶ **Access Code Replace:** specifies what characters will be placed in the access code field when the rules are met. A NULL will not change the access code.
- ▶ **Digits Match:** specifies the dialled digits. A partial match is allowed. A 'NULL' matches anything. You need to use the wild card to match anything starting with a number or '?' as a wildcard for a specific character, i.e. '141\*' will match anything starting with 141, or '118???' will look for any 6-digit number starting with 118.
- ▶ **Digits Replace:** will add to the beginning of the existing dialled digits, after removing the digits specified in the 'No. Of Digits To Replace'. A NULL will not replace digits.
- ▶ **Carrier:** specifies which carrier to use, provided the carrier has not been previously specified.
- ▶ **Tariff:** specifies which Tariff to use, provided the carrier has not been previously specified.
- ▶ **Action:** specifies whether to continue the procedure after a match has been found.
  - Stop** - Once it matches the string, it will not attempt to match another ASR.
  - Continue** - It will continue through the Process order to see if it matches another ASR and apply any subsequent changes.
  - Start from the Beginning** - It will complete its current set of rules, then go back to the first ID and attempt to match again through the list (Please be careful when doing this on calls with 9, as if you have a call to 999, then it can remove all digits).
- ▶ **Used In Re-cost:** specifies whether to use this when running Re-cost. If set to 'No', it will not be used. 'Yes' will force it to be used in the re-costing engine.
- ▶ **Routing Digits:** specifies the Routing Digits. A partial match is allowed. A 'NULL' matches anything. (Routing digits will not be applicable on all CDR sources).

## Call Access Codes

The Call Access section allows users to look up, add, amend, and delete configured Call Access Codes in the system. A Call Access Code allows the re-assignment of the carrier and / or tariff, depending on the access code presented within the CDR record or the access code manipulation within ASR. This occurs at the start of the Costing Process.

To create a new Call Access Code entry, click on the 'Create Menu' option down the left-hand side, and the right-hand screen will display boxes that need completing – as below:

- **CDR Source:** specifies the switch code. An exact match must be specified, there is no 'All CDR Sources' available.
- **Call Access Code:** enter in the Access code, which appears within the CDR data.
- **Description:** free text, which can be used as an alternative STD name in reports.
- **Cost Carrier:** select the Cost Carrier (Optional).
- **Cost Tariff:** select the Cost Tariff you require to be used (Optional).
- **Bill Carrier:** select the Bill Carrier Group (Optional).
- **Bill Tariff:** select the Bill Tariff you require to be used. (Optional).
- **Display as STD:** Tick to enable the 'Description' to be used as the STD code in reports.

## Client Codes

This section allows the definition of Clients and Client codes, and the assignment of one to the other.

### Search

Search in this section shows all the defined client codes.

The screenshot displays the 'Search Client Codes' interface in the TIGERPRISM system. The interface includes a sidebar with navigation options: ASR records, Call access codes, Client codes, Search, Create, Restore, and DNIS. The main area shows a table of client codes with the following columns: Code, Description, and Default markup. The table lists various codes such as 1284, 1272, 1830, 1286, 1230, 1215, 1283, 1274, 1267, 1224, 1238, 1227, 1237, 1281, 1276, 1234, 1233, 1254, 1228, 1225, 1243, 1279, 1856, 1239, and 1282. At the bottom, there is a pagination control showing '50 items per page' and '1 - 50 of 2015 items'. There are also icons for filtering and exporting data.

This list can be filtered and exported (1) to xlsx or csv format. You can select an individual code (2) to view or edit the details, or to assign the code to a client. Finally, there is a button to add a new code (3).

### Create / Edit Client Code

Search in this section shows all the defined client codes.

- **Code:** This must match the code output in CDR, to allow Prism to correctly associate calls with their client codes.
- **Description:** Free text to identify the code.
- **Default markup:** factor to multiply the original cost of the call. This value will only be apparent on Client Code reports.

When editing an existing record, only the Code field cannot be changed.

### Assigning Codes to Clients

You can assign clients codes to clients, either on creation or during editing. A code can only be assigned to one client at a time, but you can build a history to track which client a code was assigned to at any specific date and time.

To create or select a Client, click the browse button (1). Enter the date range that the client is to be assigned for (2), both start and end dates are required. You can also add past or future Client assignments to the code (3). When complete, save the code (4).

## DNIS

Prism can track DNIS assignments to Organizations in the Directory trees. The actual assignment is done through the [Directory](#) module.

The screenshot displays the 'Manage Dnis' page within the Telephony module. The left-hand navigation pane includes options for ASR records, Call access codes, Client codes, Search, Create, Restore, and DNIS. The main content area features a table with the following data:

DNIS	Assignment count	Active
01425891000	0	✓

At the bottom of the table, there is a pagination control showing '1' of 1 items and a refresh button. The interface also includes a search bar and various action buttons like 'Manage' and 'Assignments'.

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