

# Tiger Prism User Guide

View My Activity Module - Release 2018.R2



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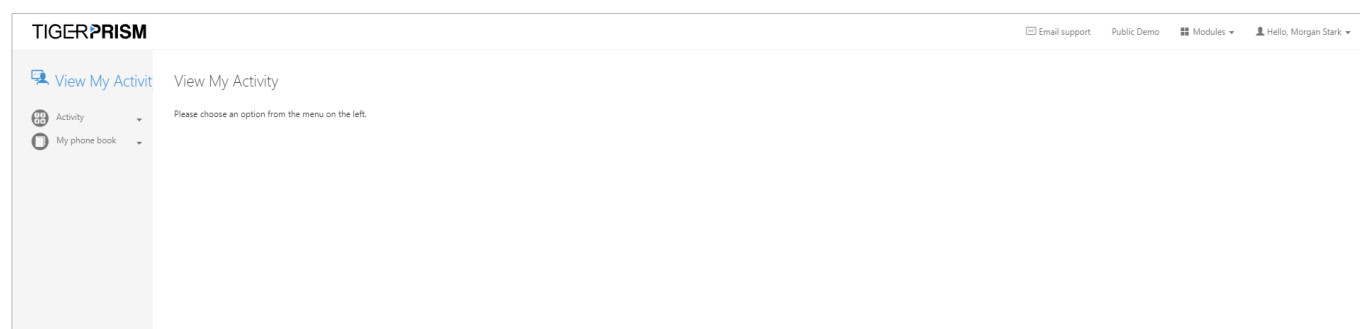
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# View My Activity

## Overview

To access the View My Activity Module, either click the View My Activity tile on the home page, or click the Modules drop-down, and select View My Activity.

**Note:** Digit-masking settings do not affect number visibility within View My Activity.



This module consists of two parts:

- ▶ Activity
- ▶ Phone Book

Activities are broken down into several sections, dictated by the licenses on the system, including:

- ▶ My Calls
- ▶ Office 365
- ▶ Skype for Business
- ▶ WebEx Meetings

## Training Tutorial



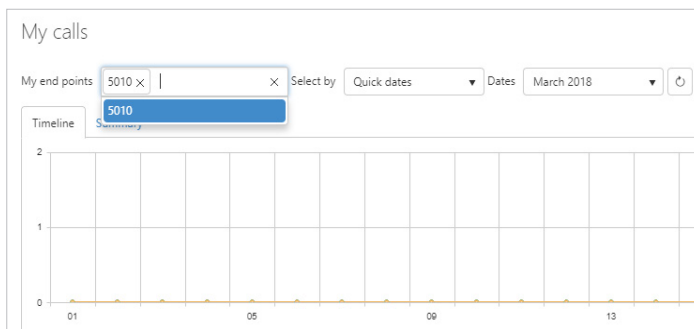
There is a [View My Activity video tutorial](#) (titled as View My Calls) associated with this module. The tutorial introduces you to Legs, and how they are used within Tiger Prism. In this video, you will learn how to select columns, filter data through the use of boolean options and parentheses, drill into calls, and how to use Measures to create widgets.

## My Calls

This page allows employees to access their personal telephony information.



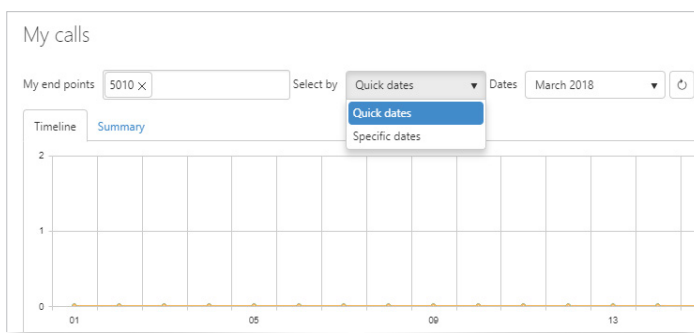
The module defaults to showing all End Points assigned to the user who is logged in. If there is more than one item in the list, choose to report on all of them or remove unwanted End Points, by clicking the 'X' beside each one.



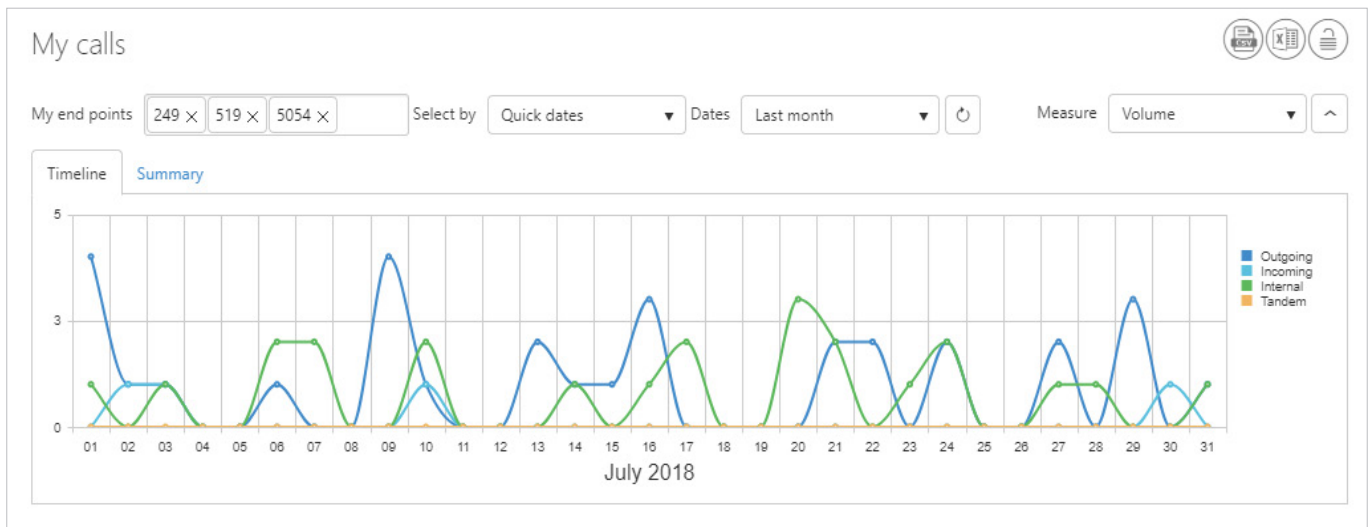
Having removed an End Point from those displayed in the 'My Phones' field, click into the field to see all available End Points. Add additional End Points by clicking on the relevant entry.

Select the dates to view, and then click the 'Refresh' button .

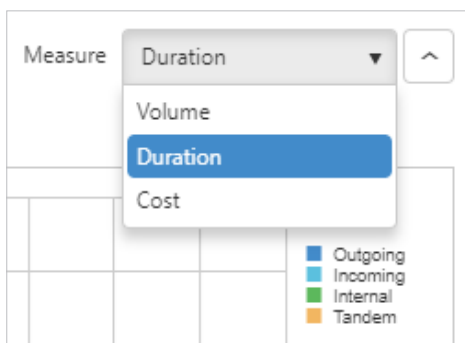
To select the dates that you wish to see call records for, choose either 'Quick dates' and select from the list of predefined date options, or choose 'Specific dates', which will allow you to select dates from a calendar.



Call detail is presented within a simple graph, enabling a quick overview of activity.



Call information is colour-coded within the graph to show the direction, and you can view calls by volume, duration or cost, by selecting the relevant measure.



The second tab on the graph switches the display to show a summary table of the values for call totals, durations, and costs for each end point selected.

End point	Calls										Overall	Non-Personal	Personal	No		
	Totals			Voice		Data		Messages		Totals						
	Overall	Non-Personal	Personal	Non-Personal	Personal	Non-Personal	Personal	Non-Personal	Personal	Overall					Non-Personal	Personal
249	56	56	0	56	0	0	0	0	0	0	08:38:13	08:38:13	00:00:00			
519	2	2	0	2	0	0	0	0	0	0	00:07:59	00:07:59	00:00:00			
<b>Totals</b>	<b>58</b>	<b>58</b>	<b>0</b>	<b>58</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>08:46:12</b>	<b>08:46:12</b>	<b>00:00:00</b>			

Below the graph, each call is itemised within a table.

Leg start	Direction	Calling	Origin	Called	Destination	Personal call	Talk time	Cost
01/07/2018 12:17:34	Outgoing	249	Eddie March	01283504450#	Burton-on-Trent	×	0:00:26	£0.00
01/07/2018 12:18:25	Outgoing	249	Eddie March	01283504450#	Burton-on-Trent	×	0:00:35	£0.00
01/07/2018 12:19:35	Outgoing	249	Eddie March	01283504450#	Burton-on-Trent	×	0:00:25	£0.00
01/07/2018 13:14:19	Internal	253	Pepper Potts	249	Eddie March	×	0:26:41	£0.00
01/07/2018 14:59:40	Outgoing	249	Eddie March	02071022666#	London	×	0:06:20	£0.00

Navigation: 1 2 | 50 items per page | 1 - 50 of 58 items

Displayed columns can be shown or hidden, using the buttons at the bottom.

My called label

Filter

- Contains
- Does not contain
- Equals
- Does not equal
- Begins with
- Ends with

Columns can be dragged and dropped to reorder, and the data within each column can be sorted by clicking the column heading, or filtered using the 'Filter' button within each column heading (See the [Analytics](#) section for detailed filtering information).

The Filter options are then displayed.

The bottom of the screen confirms the total number of pages of output, and provides navigation through the pages. You can set the number of items displayed per page.

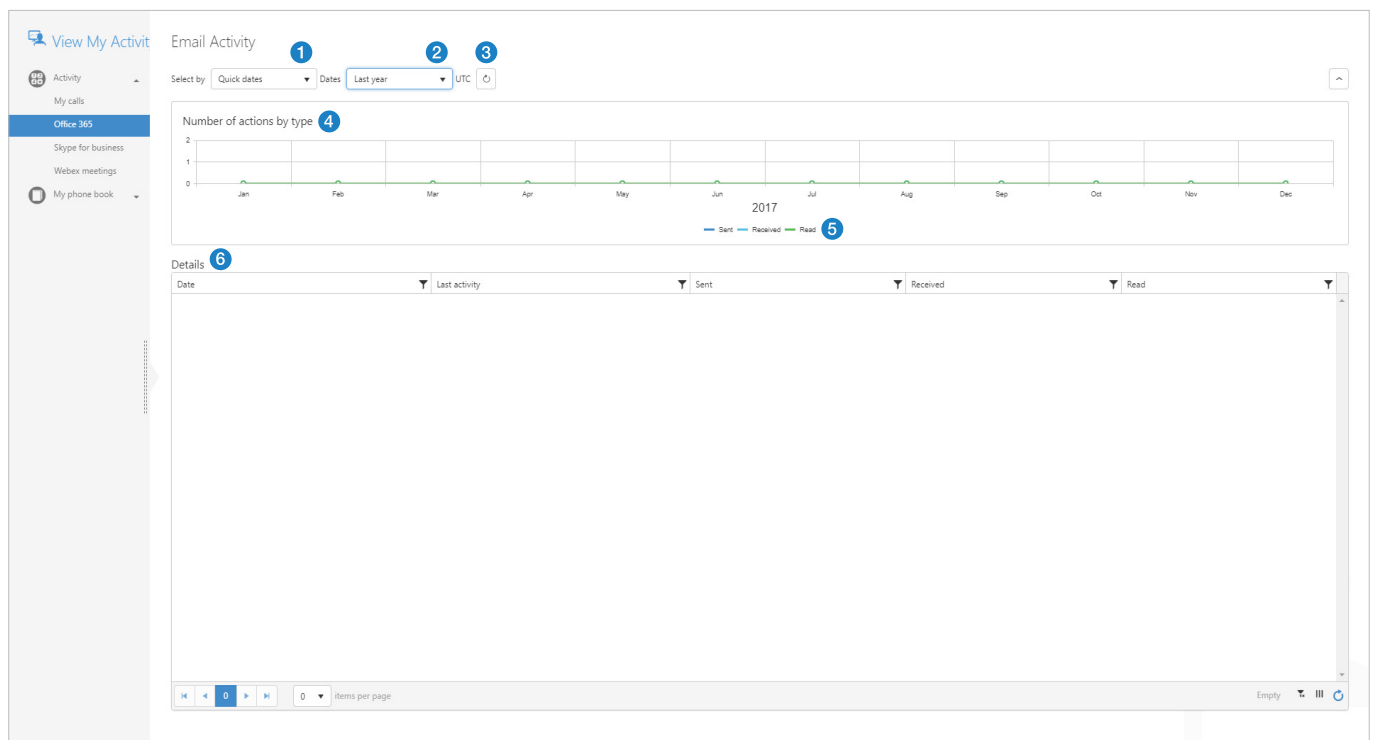
Navigation: 0 | 50 items per page

The bottom right of the screen contains a 'Clear Filters' button, along with the column settings and refresh buttons.

Empty | Column settings | Refresh

## Office 365

The O365 section displays the user's email activity.

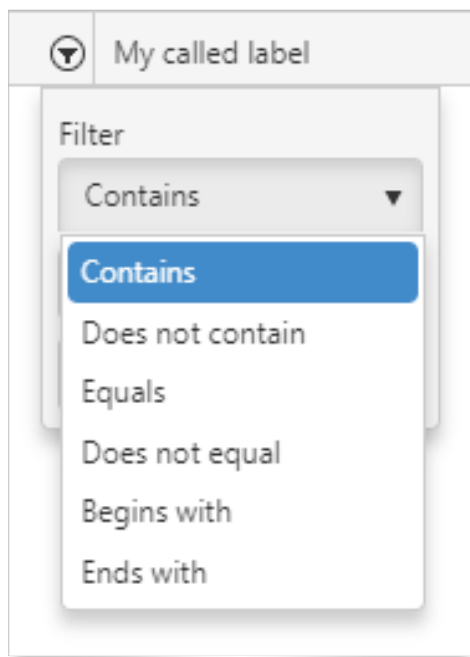


You can switch between quick date selection and custom date range selection with the drop down (1). The range is then selected to the right (2). To update the page after selecting new dates, click the 'Refresh' button (3).

The graph (4) displays the emails sent, received, and read on the O365 account for the user, each category can be switched on or off with the legend controls (5).

The details pane (6) shows daily breakdowns for each category.

Displayed columns can be shown or hidden using the buttons at the bottom of the screen.



Columns can be dragged and dropped to reorder, and the data within each column can be sorted, by clicking the column heading, or filtered using the 'Filter' icon ▼ within each column heading (See the [Analytics](#) section for detailed filtering information).

Filter options are then displayed.

The bottom of the screen confirms the total number of pages of output, and provides navigation through the pages. You can set the number of items displayed per page.



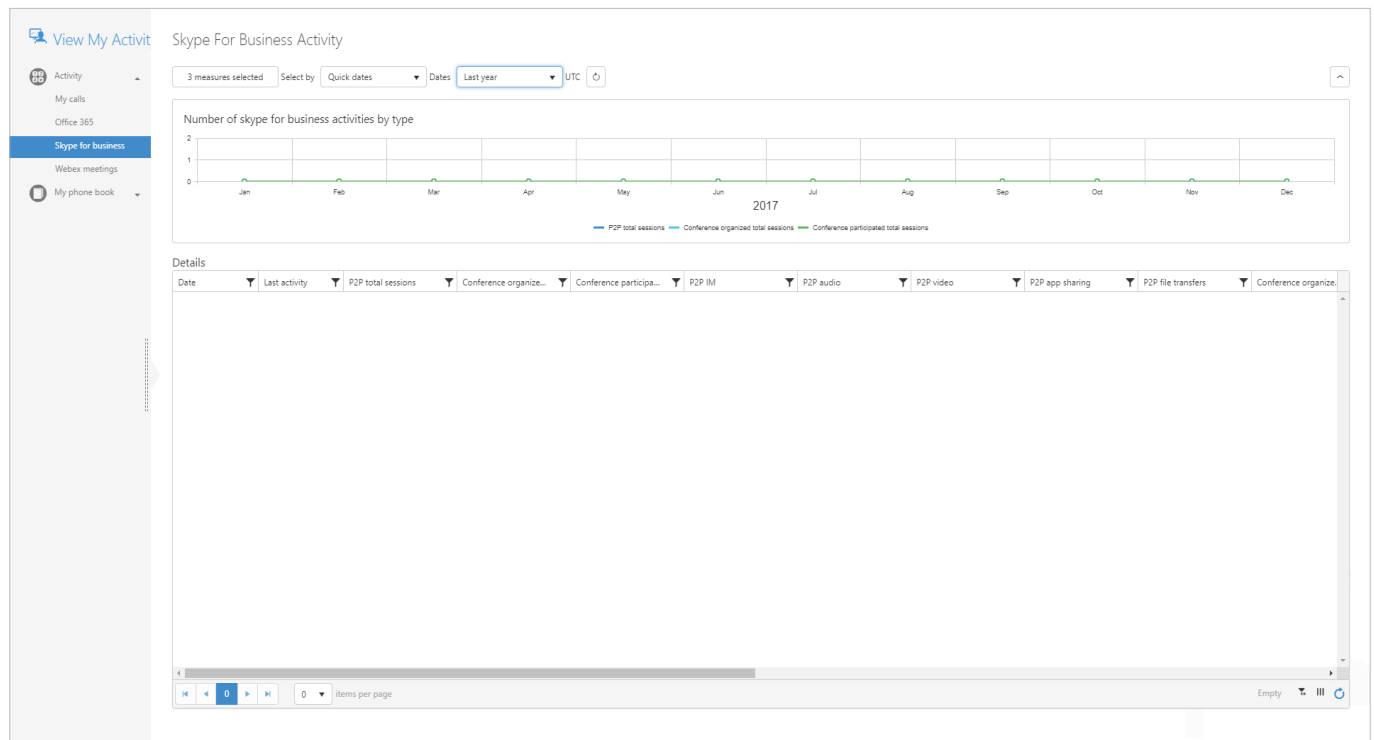
The bottom right of the screen contains a 'Clear Filters' button ▼✖, along with the column settings and refresh buttons.





## Skype for Business

The Skype section displays the user's Skype activity.

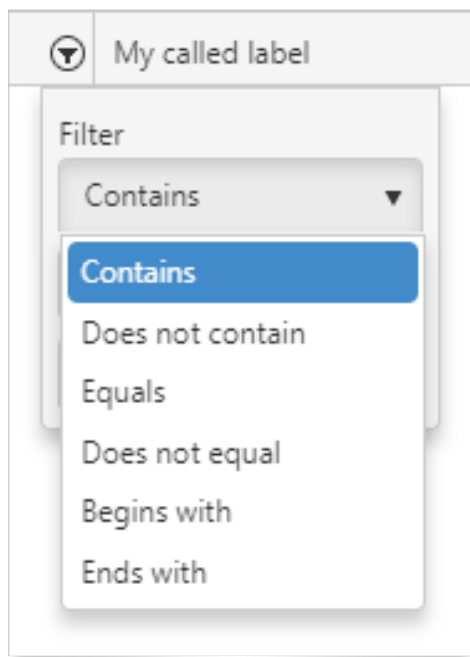


The first control (1) allows you to define which measures to display on the graph below.

You can switch between quick date selection and custom date range selection with the drop down (2). The range is then selected to the right (3). To update the page after selecting new dates, click the 'Refresh' button (4). The graph (5) shows the details of the measures selected and each measure can be switched on or off with the legend controls (6).

The details pane (7) shows daily breakdowns for each available measure.

Displayed columns can be shown or hidden using the buttons at the bottom of the screen.



Columns can be dragged and dropped to reorder, and the data within each column can be sorted, by clicking the column heading, or filtered using the 'Filter' icon ▼ within each column heading (See the [Analytics](#) section for detailed filtering information).

Filter options are then displayed.

The bottom of the screen confirms the total number of pages of output, and provides navigation through the pages. You can set the number of items displayed per page.

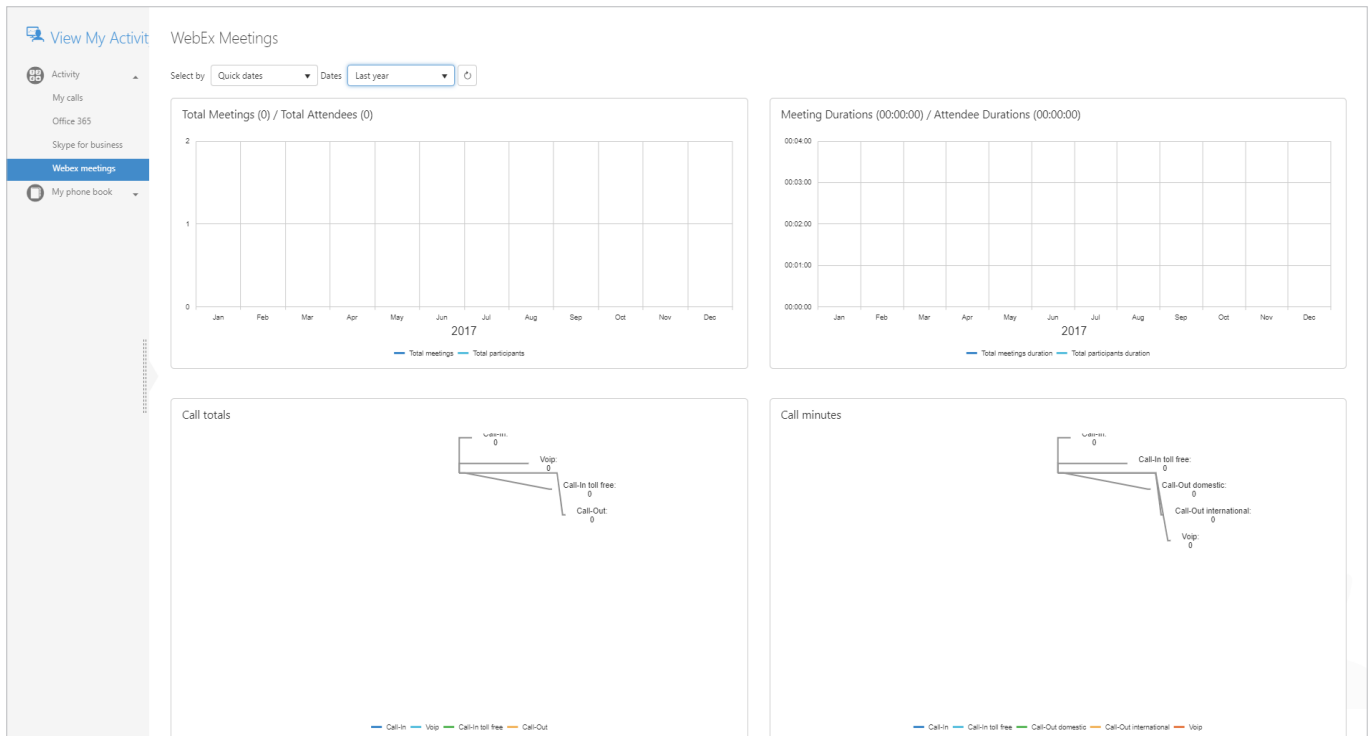


The bottom right of the screen contains a 'Clear Filters' button ▼✕, along with the column settings and refresh buttons.



## WebEx Meetings

The WebEx section displays summary information on meetings that the user has attended or hosted including meeting numbers, durations, call numbers, call durations, and host activity.



## My Phone Book

The 'Create My Call Digits Label' form includes the following fields and options:

- Call digits:** A text input field containing '2' (marked with a blue circle 1).
- My digits label:** An empty text input field.
- Flag all future calls as 'is personal':** A radio button set with 'No' selected (marked with a blue circle 3).
- Call direction flagged when 'is personal' is set:** A dropdown menu set to 'Incoming and outgoing' (marked with a blue circle 4).

The phone book allows users to set up both commonly used and personal numbers (1), for easy distinction in the My Calls section. Each of these numbers can be labelled (2), which will then show on the My Calls page, and can be marked as a personal number (3) either for incoming, outgoing or both directions (4). This allows for the recharging of personal calls.

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