

Administrate \ Settings

Overview

The Administrate Settings module has some system specific settings but also collects settings available in other modules into one place.

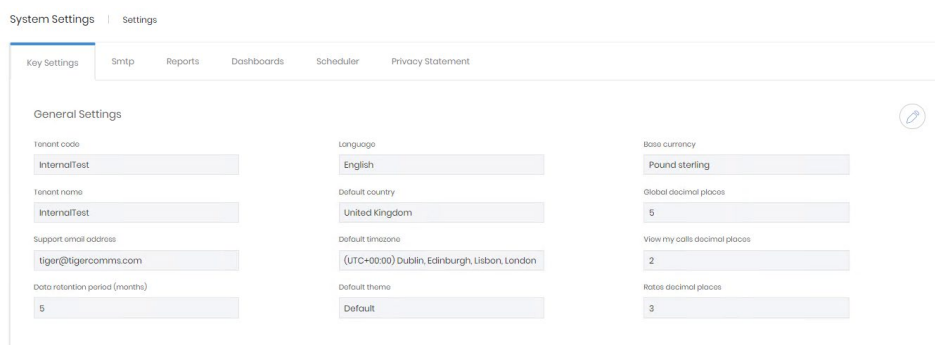
System Settings

General

General settings affect the whole system, or multiple modules. They are presented as a series of tabs on one page.

Key settings

Key settings affect the whole Prism system, and most will not be changed after installation is complete. Great care should be taken before editing these settings.




Tenant code and tenant name	These are set at the time of installation and should never be adjusted without specific instructions from a Tiger engineer.
Support email address	The address to send messages for assistance.
Data retention period	This setting is used by the Scheduled Database job type 'Data Retention Truncate' to determine how much data to remove from the database when executed.
Language	The default language that Prism displays in for new users. This can be changed on the user's 'My settings' page.
Default country	the default country for new users. This can be changed on the user's 'My settings' page.
Default time zone	the default time zone for new users. This can be changed on the user's 'My settings' page.
Default theme	the default Prism UI theme for new users. This can be changed on the user's 'My settings' page.
Base currency	the currency used for the system. Other currencies are supported with conversion rates.
Global decimal places	number of decimal places used in all number and currency fields unless otherwise specified.
View my calls decimal places	number of decimal places used in View My Activity – My Calls
Rates decimal places	number of decimal places used when displaying rates.

SMTP

This section contains the configuration for Prism to send emails. This is used for report deliveries, alerts, notifications, account activation and password resets.

System Settings | Settings

Key Settings | **Smtp** | Reports | Dashboards | Scheduler | Privacy Statement

Smtp Settings 

Address:

Port:

Encryption enabled: OFF

Username:

Password:

Fallback email address:

Fallback display name:

Overriding email address:

Overriding display name:

Address	SMTP server
Port	Port to use for the connection
Encryption Enabled	Enable if encrypted email is required and supported
Username and password	Credentials for connection to the SMTP server
Fallback email address	Used as the sender address if no address has been provided for an email sent from Prism
Fallback display name	Display name sent with fallback emails
Overriding email address	If configured, this address will be used as the sender address for all emails sent from Prism, in place of the address of the user who configured the job
Overriding display name	Display name sent with overridden emails

If changes are made to these settings a test option is shown. A specific address can be entered, and the test can be sent with or without an attachment.

Test SMTP Configurations

Email:

Include attachment: ON

If the test fails a message will display with any details from the SMTP server.

Reports

System Settings | Settings

Tenant name override	Reports will display this in place of the actual tenant name
Copyright	Displayed on all reports.
Logo override	A company logo is displayed on reports. The correct logo for the tenant can be uploaded here. The image must be a GIF, JPG or PNG file.
Use default logo	When in edit mode this control can be set on. When saved the custom logo is removed.

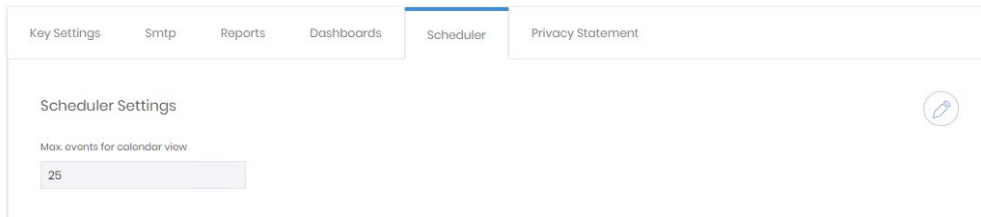
Dashboards

System Settings | Settings

Hide real time option	Determines whether users see the option to view dashboard statistics updating regularly instead of displaying a specific or relative date range
Real time refresh rate	If the above option is 'On' this determines the refresh rate for dashboards displaying in real time.

Scheduler

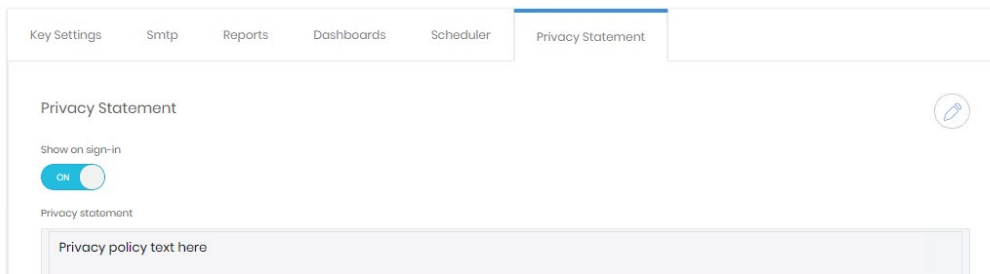
System Settings | Settings



Calendar views can rapidly become obscured, especially if jobs are set to run frequently. This setting adjusts how many jobs will show before the system blocks the job's row with 'Too many scheduled events to show' message.

Privacy statement

System Settings | Settings



If policy dictates that Prism should have a privacy policy, it can be entered here. The control determines whether the message is shown to all users as they log in.

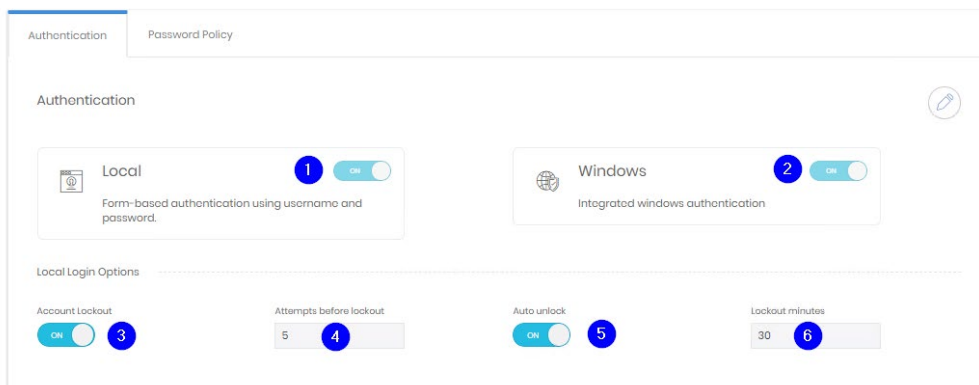
Security

Security settings cover account logon settings and Prism's local account password policy.

Authentication

The authentication tab covers settings relating to local and windows authentication.

Security | Settings



The controls govern whether local or windows authentication is allowed for Prism (1 & 2). If accounts are locked after incorrect attempts (3), how many attempts cause a lockout (4), whether account unlock with or without intervention (5), and after how long if automatic unlocking is permitted.

Password Policy

Prism's password policy governs the passwords for local accounts. There are three basic areas within the policy section.

The top part covers expiration. Controls are given to enable expiration and to set the expiration period

Password Policy

Password expiration enabled

Expiration Period (days)

The second section relates to passwords' required complexity.

Complexity

Minimum Length

Require Digit

Require Non Alphanumeric

Require Uppercase

Require Lowercase

The last section has some more specific requirements. Passwords can be forced to not include the company or user's names. Reuse of previous passwords can be prevented, either just the last one, or several.

Finally, there is a space to input blocked passwords. These may be blocked by the organization or may simply be a list of common passwords sourced from elsewhere. Passwords to be blocked should be entered, comma-separated into the box. The drop-down menu above the box contains some template lists to start with.

Other Requirements

Do not include personal data OFF

Do not include organisation name OFF

Prevent reuse ON

Reuse previous count

Passwords to Block

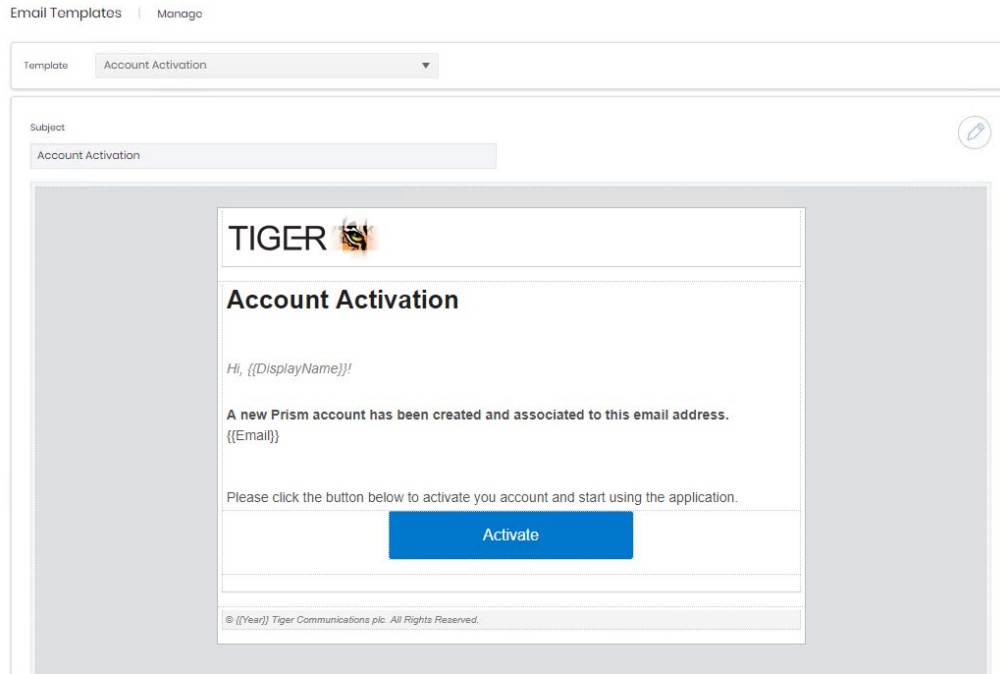
123456, password, 12345678, qwerty, 12345, 123456789, letmein, 1234567, football, iloveyou, admin, welcome, monkey, login, abc123, starwars, 123123, dragon, password, master, hello, freedom, whatever, qazwsx, trustno1

Define here all the passwords to be blocked by the system (pre-defined templates are provided using the select box above)

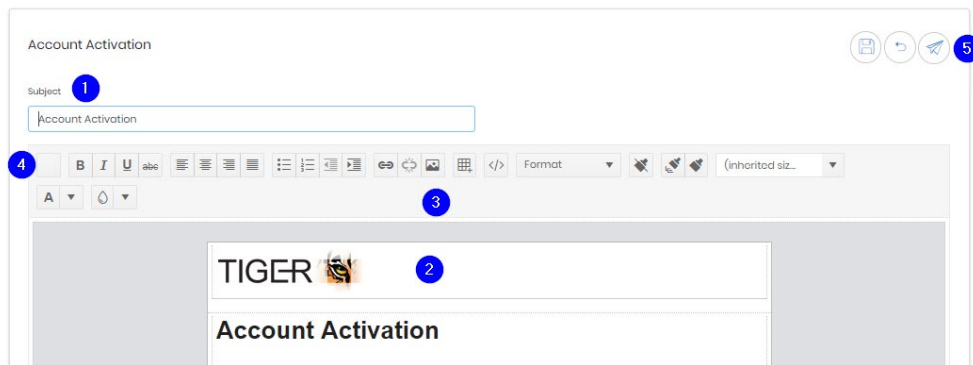
Email Templates

Prism uses templates to send out messages for new account activation, and for when users request a password reset.

These templates can be viewed here.



The templates can also be edited



The subject can be altered (1) and the body (2) edited with some formatting options (3). The top left button (4) allows selection and insertion of available merge fields. A test email can be sent during the editing stage (5).

Licensing

The licensing screen displays the detail of what is currently licenced on the system.

Licensing | Licence

1
↻

Customer name

Customer code

Imported on

Imported by

From

Licensed users

API licensed?

Alerts Licensed?

To

View My Activity users

Intogration licensed?

Telephony
Licensed

CDR sources count

Phones count

Personal Call Management users

Microsoft Teams
Unlicensed

There are no editable options on the page, but the cloud icon (1) allows entry of a new license.

Upload Licence
✕

Licence

Paste license from Tiger here

Confirm
Close

Core Modules

The core modules settings again collect settings together for easy access. These settings are all available in the modules Administer sections as well.

Enterprise













Titles

The same set of titles is used in the employees and contacts modules.

They allow you to configure the dropdown for an employee's salutation. The list comes preconfigured with common titles (Mr, Mrs etc) but others can be added if required. A title cannot be destroyed until no employees or contacts are using it.

Settings | Titles

Titles

Title name	Contacts count	Employees count	
Dr	0	3	 
Lord	0	1	 
Miss	0	0	 
Mr	3	2	 
Mrs	0	0	 
Sir	0	0	 

Locations

Site Types























The locations module allows a site to be given a type which allows another level of filtering or grouping in reporting.

Site types define what each site represents. Headquarters, offices, branches, data centres, anything can be configured to help represent a company's structure.

TIGERPRISM

Sites | Settings

Site Types

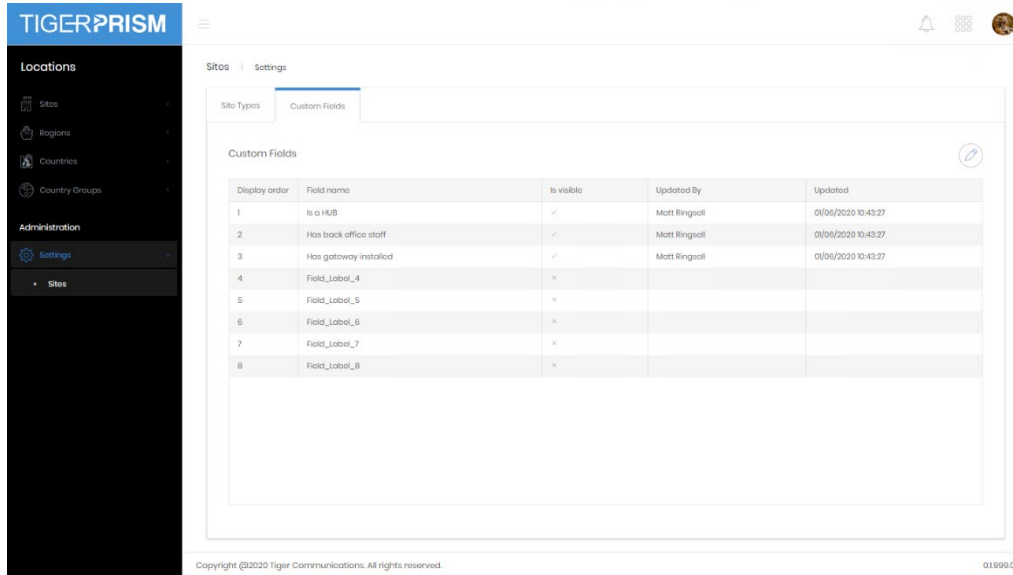
Site Type Name	Sites Count	
Branch	5	 
Building	3	 
Campus	3	 
Centre	0	 
Data Centre	0	 
Headquarters	0	 
Hospital	1	 
Location	0	 
Office	0	 
Outlet	0	 
Shop	1	 

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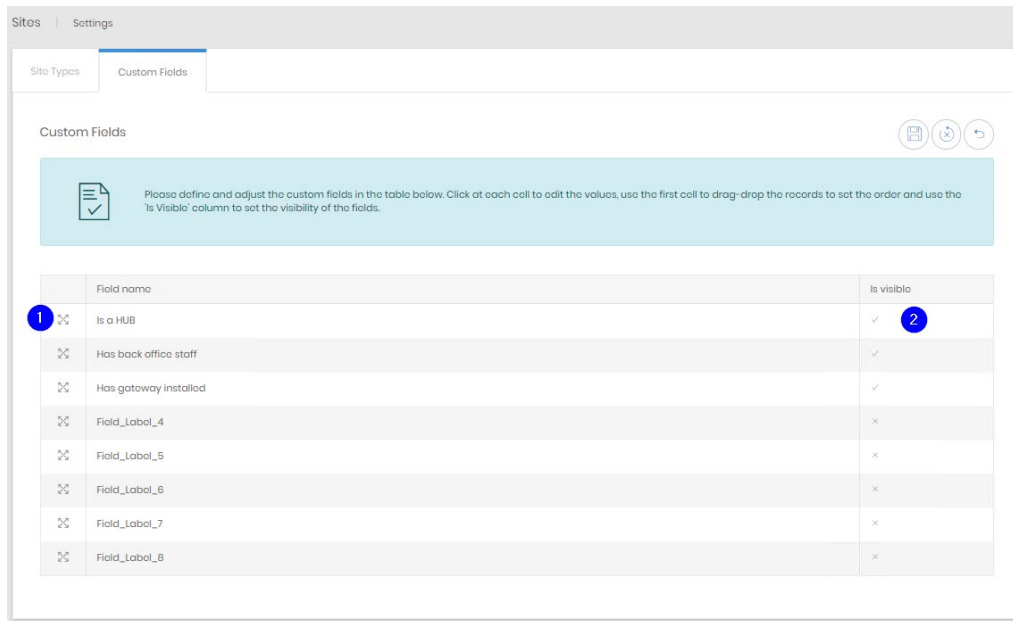
The Site Types pages shows a list of currently configured entries and how many sites currently use them. New entries can be added with the plus button and existing ones can be edited or deleted with the controls on each row. A Site Type cannot be destroyed if sites are currently using it.

Custom Fields

Enabled Custom fields appear in the details page for every site.



Here you can define which ones are available and visible to users, and what the label on those will be. Simply click the edit button to edit and define the fields.



Click on the current label to edit it. You can reorder the fields by clicking and dragging the handle icon (1). The visibility of the field can be changed by ticking or unticking the “is Visible” box (2).

Note

If no custom fields are marked ‘Is visible’ then a Custom Values tab will not appear in either the creation wizard or the detail page for employees. Integration will continue to populate values in those fields when they are not visible.


Employee

Custom fields

Enabled Custom fields appear in the details page for every employee.

Employees | Settings

Titles | Custom Fields

Custom Fields 




Display order	Field name	Is visible	Updated By	Updated
1	Building Reference	✓	Piers Anderson	22/06/2020 11:06:02
2	Contact Preference	✓	Piers Anderson	22/06/2020 11:06:02
3	Line Manager	✓	Piers Anderson	22/06/2020 11:06:02
4	custom_field_4	×	Piers Anderson	22/06/2020 11:29:50
5	custom_field_5	×	Piers Anderson	22/06/2020 11:29:50
6	custom_field_6	×	Piers Anderson	22/06/2020 11:29:50
7	custom_field_7	×	Piers Anderson	22/06/2020 11:29:50
8	custom_field_8	×	Piers Anderson	22/06/2020 11:29:50


Editing Custom Fields










These fields can have any label the administrator adds, and these fields can be populated manually or by Integration.

Three of the maximum 8 fields have been enabled for users to see, and those two have been labelled appropriately for a specific purpose.

Titles | Custom Fields

Custom Fields   

 Please define and adjust the custom fields in the table below. Click at each cell to edit the values, use the first cell to drag-drop the records to set the order and use the 'Is Visible' column to set the visibility of the fields.

	Field name	Is visible
	Building Reference	✓
	Contact Preference	✓
 3	Line Manager	✓
	New field label  1	×
	custom_field_5	×
	custom_field_6	×
	custom_field_7	×
	custom_field_8	×

1. Click on the label to edit the line directly.
2. Click on the tick or cross once to enter in line editing, then tick or untick the box to enable or disable the field for users.
3. Click and drag on the handle to reorder the fields.

Save when changes are complete.

Note

If no custom fields are marked 'Is visible' then a Custom Values tab will not appear in either the creation wizard or the detail page for employees. Integration will continue to populate values in those fields when they are not visible.


Contacts

Custom Fields

Enabled Custom fields appear in the details page for every contact.

Contacts | Settings

Titles | Custom Fields

Custom Fields 

Display order	Field name	Is visible	Updated By	Updated
1	Is Escalation	✓	[redacted]	01/06/2020 10:30:02
2	Escalation Email	✓	[redacted]	01/06/2020 10:30:02
3	Group Name	✓	[redacted]	01/06/2020 10:30:02
4	Field_Label_4	×		
5	Field_Label_5	×		
6	Field_Label_6	×		
7	Field_Label_7	×		
8	Field_Label_8	×		




Editing Custom Fields


These fields can have any label the administrator adds, and these fields can be populated manually or by Integration.









Three of the maximum 8 fields have been enabled for users to see, and those two have been labelled appropriately for a specific purpose.

Settings | Contacts

Custom Fields

Custom Fields   

 Please define and adjust the custom fields in the table below. Click at each cell to edit the values, use the first cell to drag-drop the records to set the order and use the 'Is Visible' column to set the visibility of the fields.

	Field name	Is visible
	Is Escalation	✓
	Escalation Email	✓
	Group Name	✓
	Field_Label_4 1	× 2
3 	Field_Label_5	×
	Field_Label_6	×
	Field_Label_7	×
	Field_Label_8	×

1. Click on the label to edit the line directly.
2. Click on the tick or cross once to enter in line editing, then tick or untick the box to enable or disable the field for users.
3. Click and drag on the handle to reorder the fields.

Save when changes are complete.

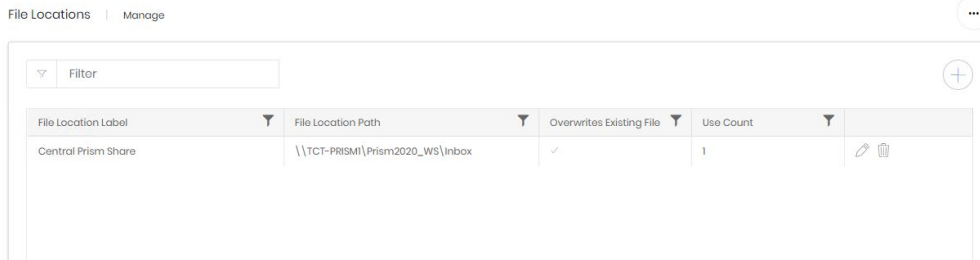
Note

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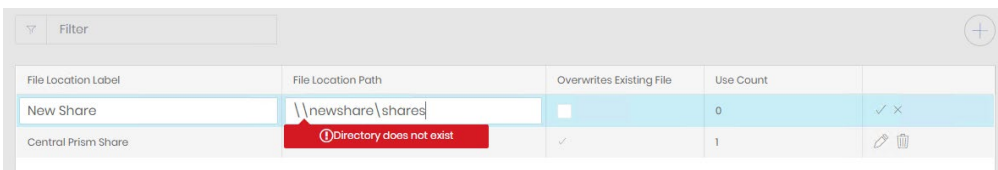
Scheduler

File Locations

File share locations available for scheduled jobs to deliver to are defined here.



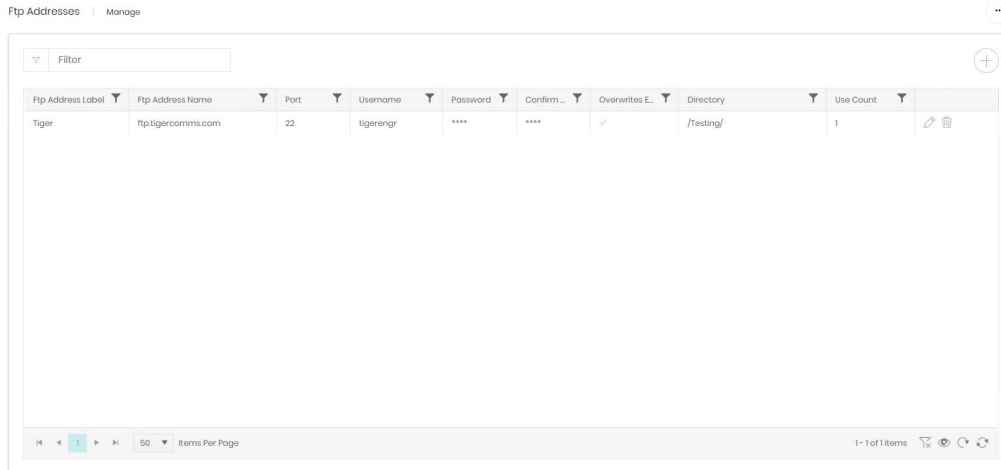
When a share is added or edited and saved Prism will attempt a connection to the directory. If it cannot reach the location a message will be displayed, and the page will remain in edit mode.



Shares may only be destroyed if their use count is 0.

FTP Locations

FTP locations available for scheduled jobs to deliver to are defined here.



When an FTP location is added or edited and saved Prism will attempt a connection. If it cannot reach the server a message will be displayed, and the page will remain in edit mode.



FTP Addresses may only be destroyed if their use count is 0.


Plugin Modules

Telephony

General Settings

Telephony | Settings

General Settings | Etl

Telephony Settings 

Display digit columns (Team Performance)

ON

Display data usage (VMC)

ON

Display digit columns – controls whether the called and calling digits are displayed on the Team Performance dashboard.


Display data usage – controls whether the data usage columns are shows in the My Calls dashboard.

ETL

The ETL settings should not be adjusted without instruction from a Tiger engineer as this can have a significant impact on call logging.

Telephony | Settings

General Settings | Etl

Etl Settings 

Batch size	Digits masked	Etl attempts
<input type="text" value="10000"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
Cube seizure batch size	Digit mask	
<input type="text" value="1000"/>	<input type="text" value="#"/>	

Phones, Number Groups, CDR Sources, Clusters, Channel Groups, Channels, Subtenants, and Authorisation Codes

Each of these settings contains the Custom Fields settings for the object.

See the Employee Custom fields settings [above](#) for details on use.