

Analyse \ Telephony

Dashboards

Overview

To access the Dashboards module either click the Dashboards tile on the home page or click the Modules drop down and select Dashboards.

Once in the Dashboard Interface, depending on your access rights, you will be able to view and interact with a range of options. Click Dashboards to open the menu and select the one you want to use. Each of the predefined Dashboards is described briefly in the sections below.

Common features and Controls

In addition to the grid controls for searching and filtering in the Common Features manual section, dashboards share several controls. More specific controls are detailed in each Dashboard's section.

Profiles

Profiles can be configured to allow quick selections of predefined views. For example, different organization selections can be saved for easy selection again. Profiles also allow date ranges (both relative and specific) to be saved. A profile could be set for last week, another for last month, and a third for current year.



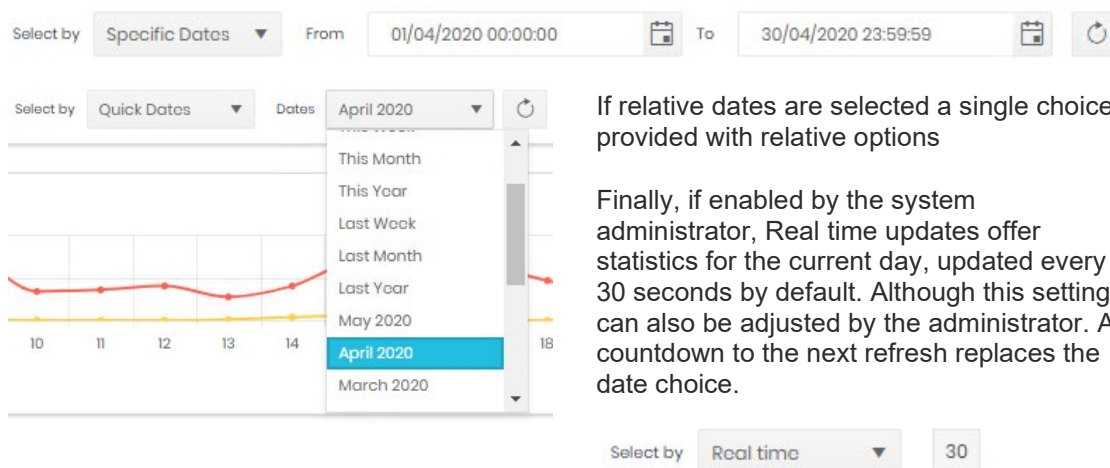
When you have configured a Dashboard, press save to retain that profile. Click the '+' button to create and name a new profile.

When you have multiple profiles configured use the dropdown to select the profile to use, then the refresh button to update the detail shown.

To delete a profile when it is no longer required click delete.

Date Selection

Prism Dashboard offers up to three choices for date range selection. If specific dates are selected, then two date and time pickers are provided for 'From' and 'To' definition.

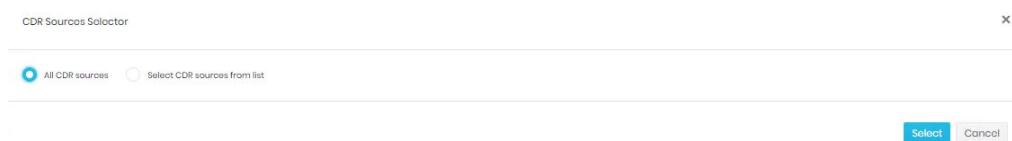


If relative dates are selected a single choice is provided with relative options

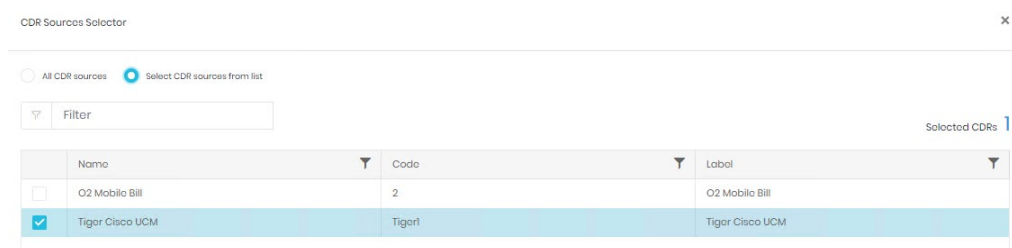
Finally, if enabled by the system administrator, Real time updates offer statistics for the current day, updated every 30 seconds by default. Although this setting can also be adjusted by the administrator. A countdown to the next refresh replaces the date choice.

CDR Source Selection

Most dashboards allow a level of filtering by CDR Source or Cluster. By default they will show All CDR Sources.



If the second option is selected a Source selection dialogue is displayed

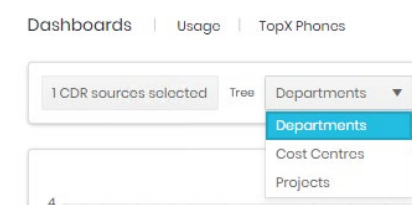


The display can be sorted and filtered without losing any current selections and the current selection count is displayed above the grid.

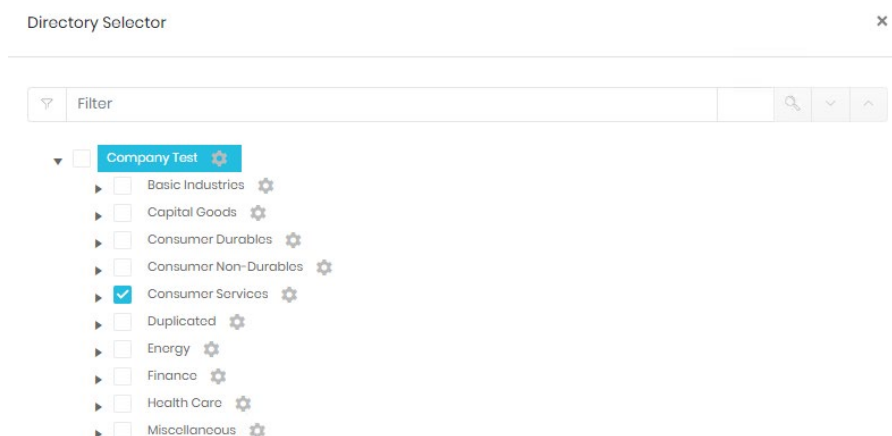
Tree and Organization Selection

Where relevant directory selections can be made in two stages.

Initially the directory tree can be selected.



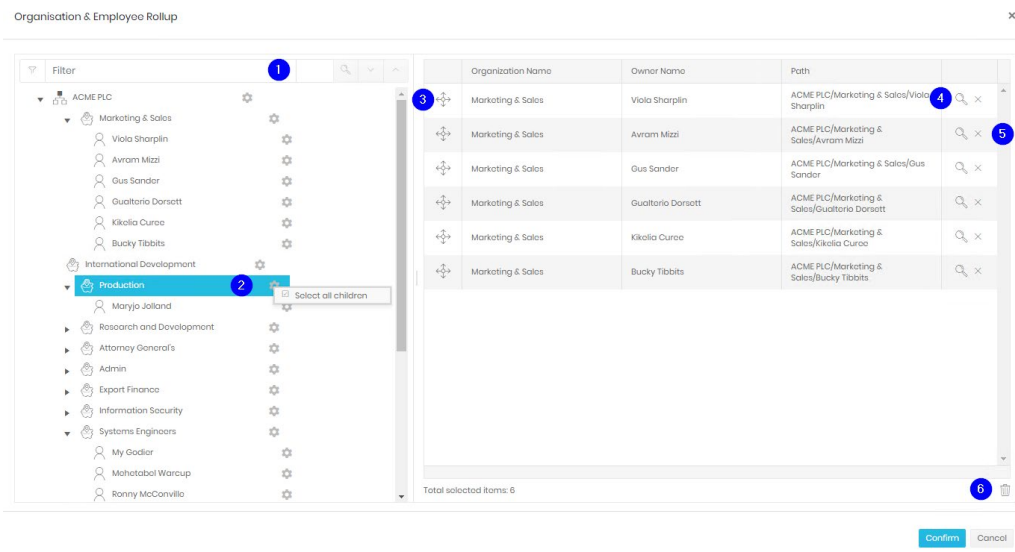
If the whole tree is not required a second option opens the directory selector. Organizations from the selected tree can be searched for in the filter box and selected individually.



The cog icon against a organization offers 'Select all children' and 'Unselect all children' controls.

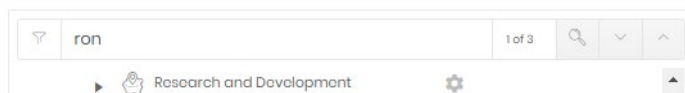
Organization & Employee Rollup

Similar to the Directory selector but this control offers an additional level of detail by allowing individual employees to be selected as well as whole organizations.



To add to the selections on the right hand side, drag an organization or employee from the tree on the left and drop it into the box on the right. Details will show as items are added.

The filter (1) will show how many times the search string is found in the tree and allows navigation through each item to find the correct result.



The cog icon (2) allows all children of the selected item, both organizations and employees, to be added at once.

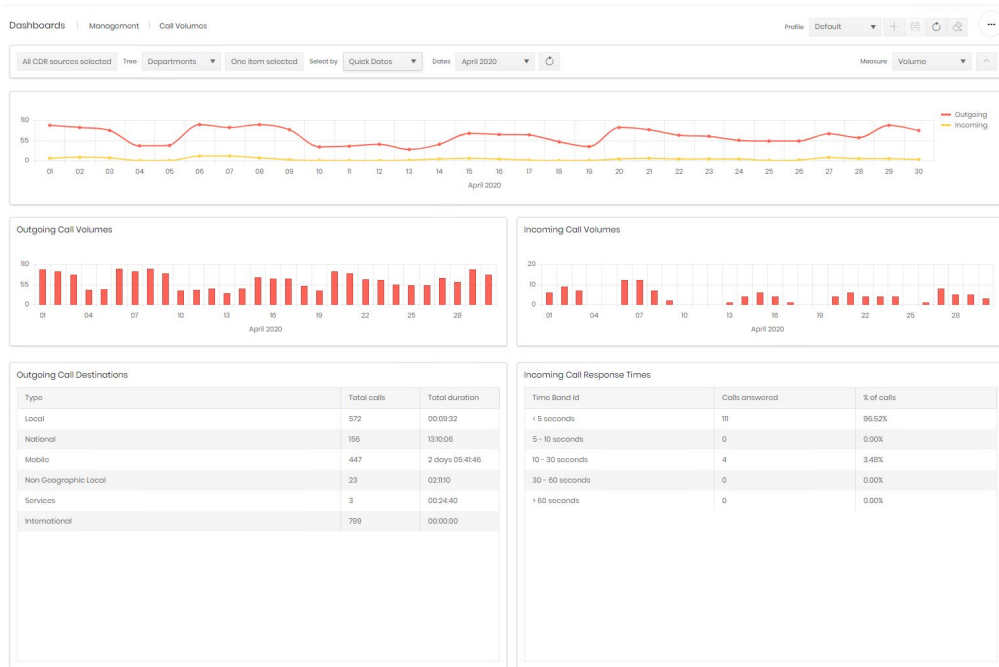
When items have been added, they can be reordered by dragging their handles (3).

To find a previous selection click the magnifying glass (4) which will highlight the entry in the tree on the left. To remove a selection click the cross (5). Finally, to clear all selections and start again, click the bin at the bottom (6).

Management

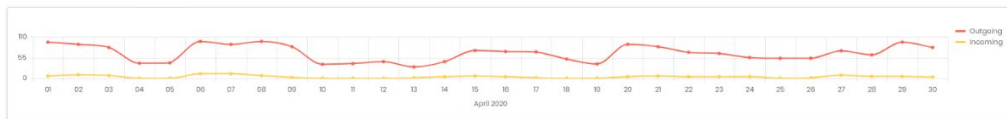
Call Volumes

The Call Volume Dashboard consists of five individual displays (four if Real time is selected). The data in each area is based on the selections made in the controls at the top of the screen.



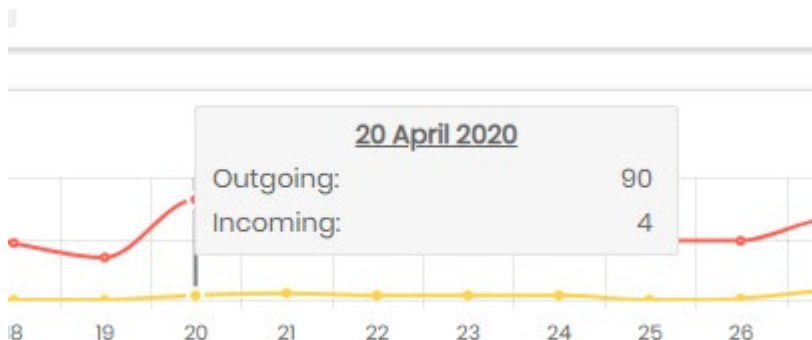
Most of the controls are covered in the common controls section above, on the right are two options which relate to the timeline graphs. One adjusts what the timeline plots against time. The choices are Call Volume, Duration or one of the three charges (cost, wholesale, or retail). The control on the far right hides or shows the timeline chart. Once the selection is complete click the refresh button to update all displays.

Timeline



The timeline graph breaks down call data by direction, and can show Volume, Duration or Charge. The legend on the right also acts as a direction selection. Clicking on a call direction will select/deselect that direction on the graph. Deselected directions are shown in grey.

Hovering over a point on the graph will show a numerical value for each enabled direction for that point.

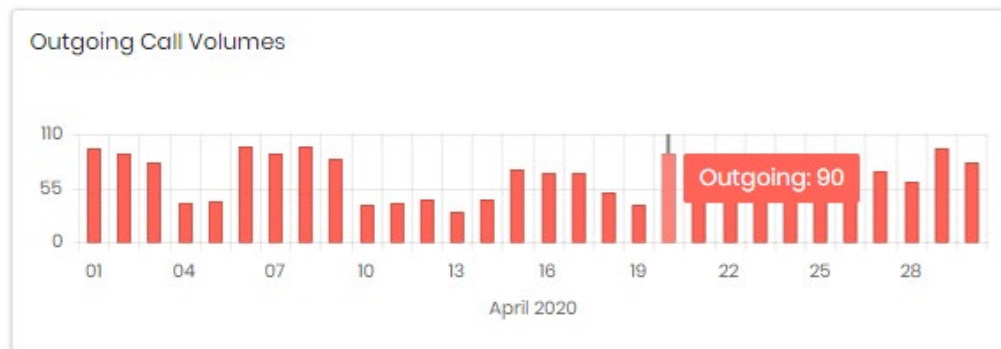


Outgoing/Incoming Call Volume

The bar charts show outgoing and incoming call volumes broken down by appropriate period depending on the date range applied.



Hovering over a bar will display the value.



Call Destinations

The first table shows an analysis of outgoing calls, broken down by cost category. The table can be sorted by any column and the columns can be reordered by dragging them.

Type	Total calls ↓	Total duration
International	799	00:00:00
Local	572	00:09:32
Mobile	447	2 days 05:41:46
National	156	13:10:06
Non Geographic Local	23	02:11:10
Services	3	00:24:40

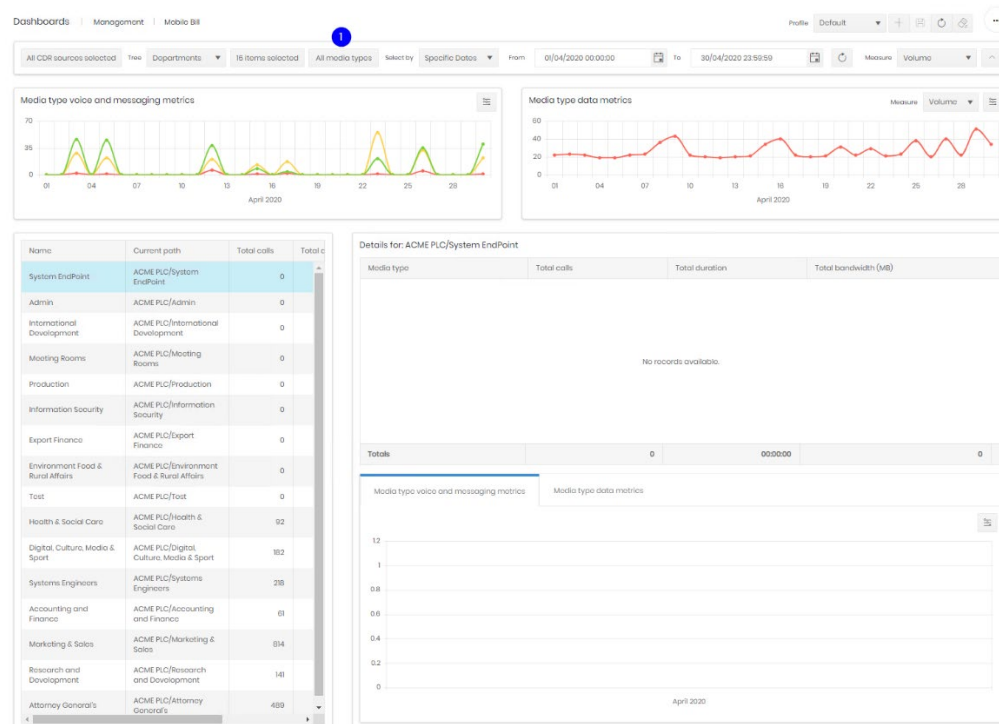
Call Response Time

The second table on the Dashboard shows response statistics for incoming calls. The table can be sorted by any column and the columns can be reordered by dragging them.

Time Band Id	Calls answered	% of calls
< 5 seconds	111	96.52%
5 - 10 seconds	0	0.00%
10 - 30 seconds	4	3.48%
30 - 60 seconds	0	0.00%
> 60 seconds	0	0.00%

Mobile Bill

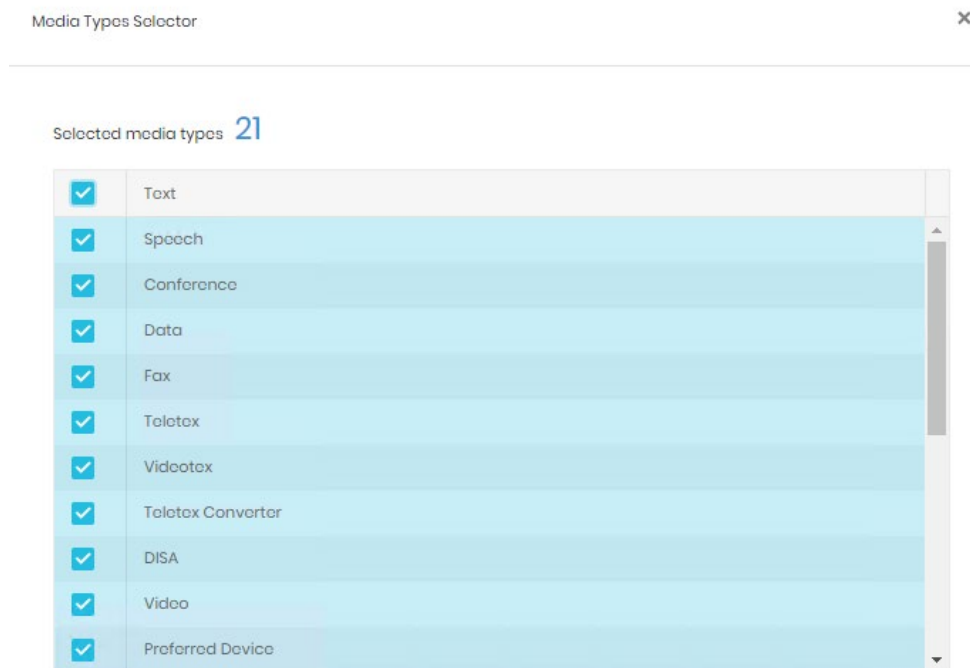
The Mobile Bill dashboard gives an overview of all mobile traffic.




The Mobile Bill Dashboard consists of five individual displays. The data in each area is based on the selections made in the controls at the top of the screen, the table and graphs in the lower section are further controlled by selection from the table of included organizations.

Most of the controls are covered in the common controls section above, on the right are two options which relate to the timeline graphs. One adjusts what the timeline plots against time. The choices are Call Volume, Duration or one of the three charges (cost, wholesale, or retail). Two additional controls are used for this dashboard:

Media Types (1). This will open a selection dialogue allowing data to be filtered on specific media types.



The control on the far right hides or shows the timeline charts. Once the filtering selections are made the  refresh button will update all displays.

Media Type Metrics

The top two graphs show timelines for voice and messaging media types on the left, and Data media types on the right.



Both have additional controls.

1. Displays a legend of the media types actually shown in the chart.



2. Media types selected in the top filter, but not actually detected in the filtered data are not shown. Each can be clicked to disable/enable display in the graph.

3. Measure selection. Data metrics can be displayed either by volume or by bandwidth



Organization Selection

The organizations selected in the filter bar are displayed here, with some summary statistics. Selection within this table adjusts what the detail table and graphs display.

Note that it is useful to add descendant organizations as well as their parents if more detail is needed on the dashboard. If a parent organization is selected, its statistics will include all descendants. For example, if the root entry of the tree is selected, the figures will cover all organizations in that tree, subject to CDR and media type filtering.

Name	Current path	Total calls	Total duration	Total band..
ACME PLC	ACME PLC	1997	2 days 21:33:33	19736
Research and Development	ACME PLC/Research and Development	141	02:04:05	754
Attorney General's	ACME PLC/Attorney General's	489	1 day 05:31:29	5456
Information Security	ACME PLC/Information Security	0	00:00:00	0

Detail table and graphs

These display information directly related to the item chosen in the Organization Selection table. The organization name and path are displayed above the table.

The table gives a summary of call volume and duration, plus bandwidth use.

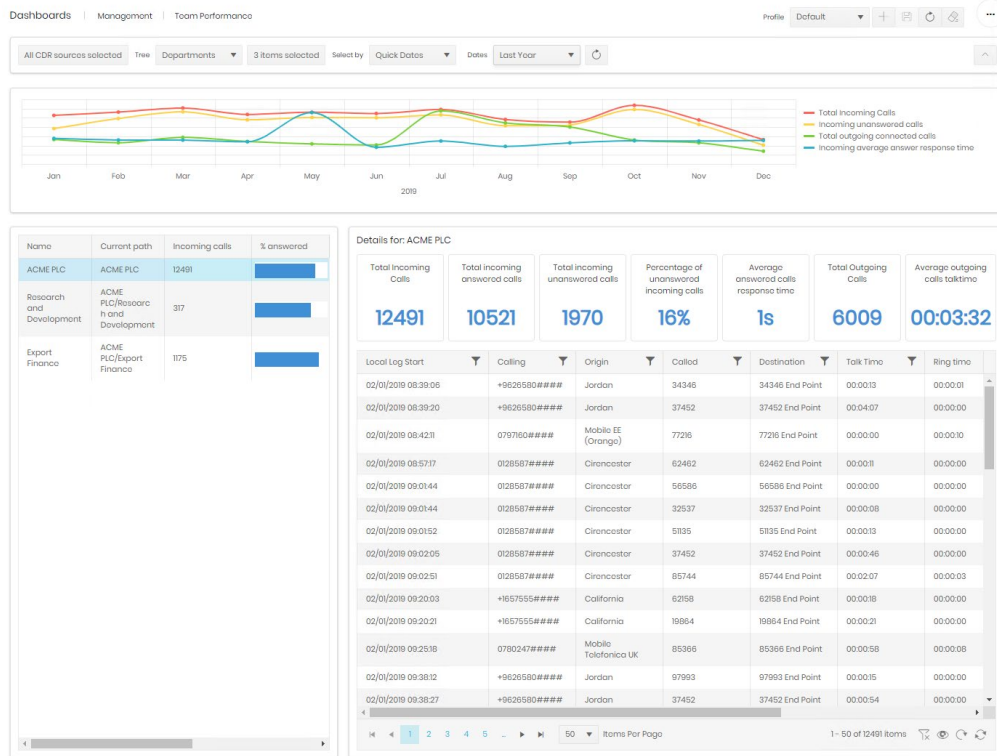
Details for: ACME PLC/Research and Development

Media type	Total calls	Total duration	Total bandwidth (MB)
GPRS	55	00:00:00	747
SMS	54	00:00:54	0
Speech	32	02:03:11	7
Totals	141	02:04:05	754

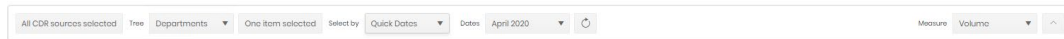
The graphs are the same as the timelines displayed at the top of the dashboard, but show only the selected organization's information.

Team Performance

The Team Performance dashboard displays inbound and outbound call traffic.



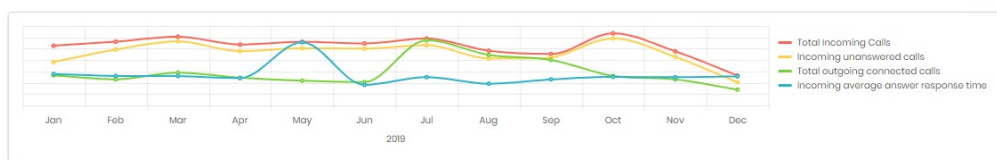
The Team Performance Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen, the tiles and table in the lower section are further controlled by selection from the table of included organizations.



Most of the controls are covered in the common controls section above, on the right are two options which relate to the timeline graphs. One adjusts what the timeline plots against time. The choices are Call Volume, Duration or one of the three charges (cost, wholesale, or retail). The control on the far right hides or shows the timeline charts. Once the filtering selections are made the refresh button will update all displays.

Timeline

The timeline graph shows volumes of different call types. Each line on the graph can be disabled/enabled by clicking its entry in the legend.



Organization Selection

The organizations selected in the filter bar are displayed here, with some summary statistics. Selection within this table adjusts what the detail tiles and table display.

Note that it is useful to add descendant organizations as well as their parents if more detail is needed on the dashboard. If a parent organization is selected, its statistics will include all descendants. For example, if the root entry of the tree is selected, the figures will cover all organizations in that tree, subject to CDR filtering.

Name	Current path	Incoming calls	% answered	Outgoing calls	Total outgoing talk time
ACME PLC	ACME PLC	12491	<div><div></div></div> 84.23 %	6009	14:17:48:13
Research and Development	ACME PLC/Research and Development	317	<div><div></div></div> 78.23 %	311	22:33:34
Export Finance	ACME PLC/Export Finance	1175	<div><div></div></div> 88.60 %	740	2:11:16:37

Detail Tiles and Table

These display information directly related to the item chosen in the Organization Selection table. The organization name and path are displayed above the tiles.

Details for: ACME PLC/Research and Development

Total Incoming Calls 317	Total incoming answered calls 248	Total incoming unanswered calls 69	Percentage of unanswered incoming calls 22%	Average answered calls response time 3s	Total Outgoing Calls 311	Average outgoing calls talktime 00:04:21
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Local Log Start	Calling	Origin	Called	Destination	Talk Time
02/01/2019 08:42:11	0797160#####	Mobile EE (Orange)	77216	77216 End Point	00:00:00
28/01/2019 14:21:15	0118900#####	Reading	77216	77216 End Point	00:00:00
05/02/2019 07:59:15	0797160#####	Mobile EE (Orange)	77216	77216 End Point	00:00:00
26/02/2019 16:35:19	0142547#####	Ringwood	77216	77216 End Point	00:03:24
06/03/2019 15:18:12	0118900#####	Reading	77216	77216 End Point	00:00:00
13/03/2019 14:54:11	0118900#####	Reading	77216	77216 End Point	00:01:06
17/04/2019 15:32:31	0142547#####	Ringwood	77216	77216 End Point	00:09:16
21/05/2019 11:50:06	0161868#####	Manchester	77216	77216 End Point	00:00:00
21/05/2019 11:50:10	0190869#####	Milton Keynes	77216	77216 End Point	00:00:00
20/06/2019 08:57:03	0799998#####	Mobile Telefonica UK	77216	77216 End Point	00:00:00
20/06/2019 09:15:18	0799998#####	Mobile Telefonica UK	77216	77216 End Point	00:00:19
09/10/2019 08:37:42	0142547#####	Ringwood	77216	77216 End Point	00:01:19

1 - 14 of 14 items

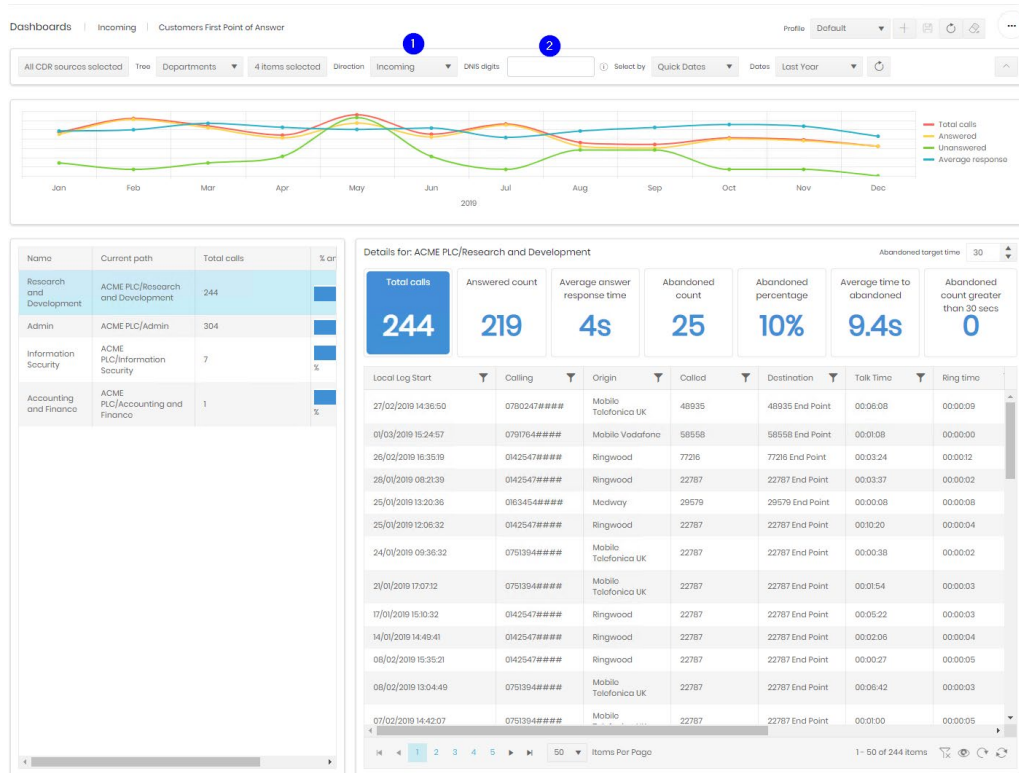
The individual tiles provide rapid access to term performance stats relating to incoming calls and their answer rates, as well as outgoing calls and the time spent on them.

The table provides a full call listing of the call legs that make up the statistics. The table has most of the standard controls detailed in Common Features to make it easier to isolate specific areas to investigate without needing full reporting or analytics access.

Incoming

Customers First Point of Answer

Customers First Point of Answer only shows calls against groups and parties which are the initial answering point for a call, subsequent transfers, conferences etc are disregarded. This gives a good representation of how long external callers have to wait before they get through. The target response analysis shows calls against a configured target answer time and allows exclusion of calls which were abandoned before users had a chance to answer.

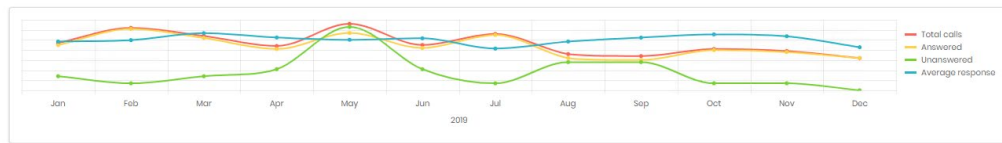


The Customers First Point of Answer Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen, the tiles and table in the lower section are further controlled by selection from the table of included organizations.

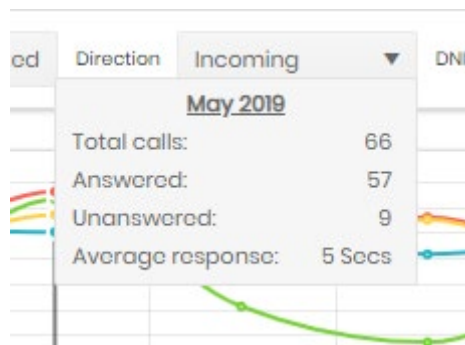
Most of the controls are covered in the common controls section above, there are two additional controls are used for this dashboard:

1. Direction. This allows a choice between displaying incoming calls, internal calls, or both.
2. DNIS digits. A number can be entered here for DNIS information. Wildcards are allowed to give access to a range of numbers. Available wildcards are:
 - % Matches any string of zero or more characters. For example, %787% finds all texts containing 787.
 - _ Matches any single character. For example, 1_3 finds 123, 193, 1A3...
 - [] Matches any single character within the specified range ([a-f]) or set ([abcdef]). For example, 0[1-4]% finds all entries beginning with 01, 02, 03 and 04.
 - [^] Matches any single character not within the specified range ([^a-f]) or set ([^abcdef]). For example, 0[^1-4]% finds all entries not beginning with 01, 02, 03 and 04

Timeline



The timeline graph shows trends for total calls, answered calls, unanswered calls, and the average call response time. Hovering over a point will give detailed information.



Each measure can be clicked in the legend to disable/enable its display.

Organization Selection

The organizations selected in the filter bar are displayed here, with some summary statistics. Selection within this table adjusts what the detail tiles and table display.

Note that it is useful to add descendant organizations as well as their parents if more detail is needed on the dashboard. If a parent organization is selected, its statistics will include all descendants. For example, if the root entry of the tree is selected, the figures will cover all organizations in that tree, subject to CDR filtering.

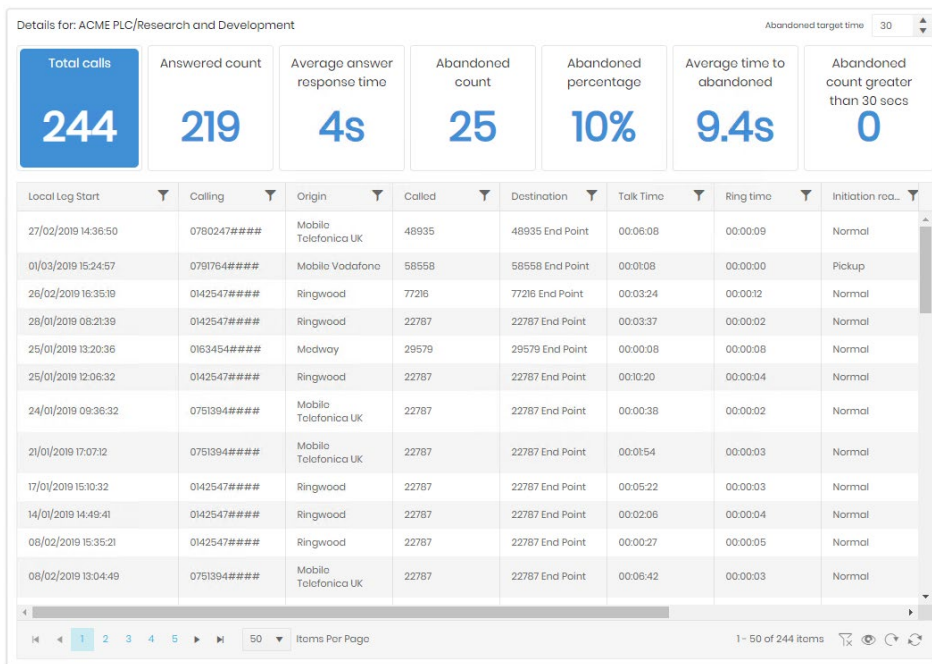
Name	Current path	Total calls	% answered
Research and Development	ACME PLC/Research and Development	244	89.75 %
Admin	ACME PLC/Admin	304	98.03 %
Information Security	ACME PLC/Information Security	7	100.00 %
Accounting and Finance	ACME PLC/Accounting and Finance	1	100.00 %

Detail Tiles and Table

These display information directly related to the item chosen in the Organization Selection table. The organization name and path are displayed above the tiles.

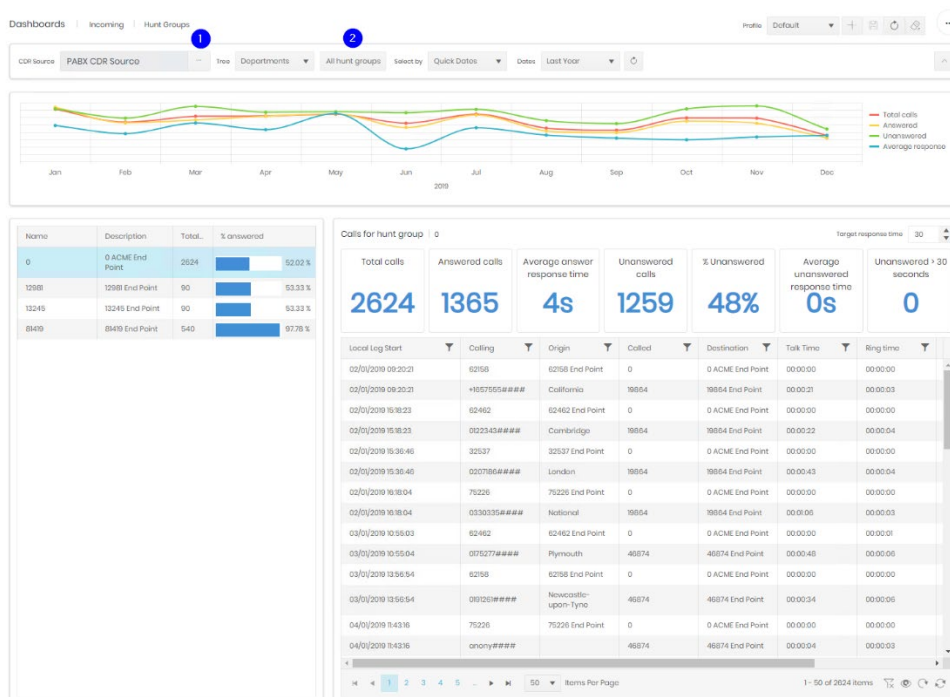
The individual tiles provide rapid access to call and answer statistics.

The table provides a full call listing of the call legs that make up the statistics. The table has most of the standard controls detailed in Common Features to make it easier to isolate specific areas to investigate without needing full reporting or analytics access.



Hunt Groups

The Hunt Group dashboard presents four interactive displays of data giving a summary of traffic, based on selected hunt group(s) using the controls at the top of the display.



Date and organization selection are handled with the controls defined above in Common Controls. However, the CDR selection is different. For this dashboard only one CDR Source can be selected for display. Clicking the ellipsis (1) opens a selector.

Select CDR Source ×

Filter

Name	Code	Label	Source Type
Mobile CDR Source	2	Mobile CDR Source	Mobile Provider
PABX CDR Source	1	PABX CDR Source	PBX / VoIP
Test switch	01	Test 01	PBX / VoIP

An additional control (2) allows the selection of which hunt groups on the current CDR Source are displayed.

By default, the dashboard will show all Hunt Groups.

Select Hunt Groups ×

☒ All, including new ones
 ☐ Selected items...

Select
Cancel

If the second option is selected a Group selection dialogue is displayed

☐ All, including new ones ☒ Selected items...

Filter
Total items selected: 0

<input type="checkbox"/>	Name	Source Name	Source label	Subtenant Name	Subtenant Label	Organization
<input type="checkbox"/>	0	PABX CDR Source	PABX CDR Source			
<input type="checkbox"/>	12961	PABX CDR Source	PABX CDR Source			
<input type="checkbox"/>	13245	PABX CDR Source	PABX CDR Source			
<input type="checkbox"/>	81419	PABX CDR Source	PABX CDR Source			

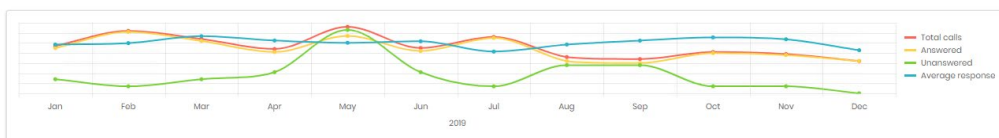
1
10
Items Per Page

1 - 4 of 4 items

Select
Cancel

The display can be sorted and filtered without losing any current selections and the current selection count is displayed above the grid.

Timeline



The timeline graph shows trends for total calls, answered calls, unanswered calls, and the average call response time. Hovering over appoint will give detailed information.



Each measure can be clicked in the legend to disable/enable its display.

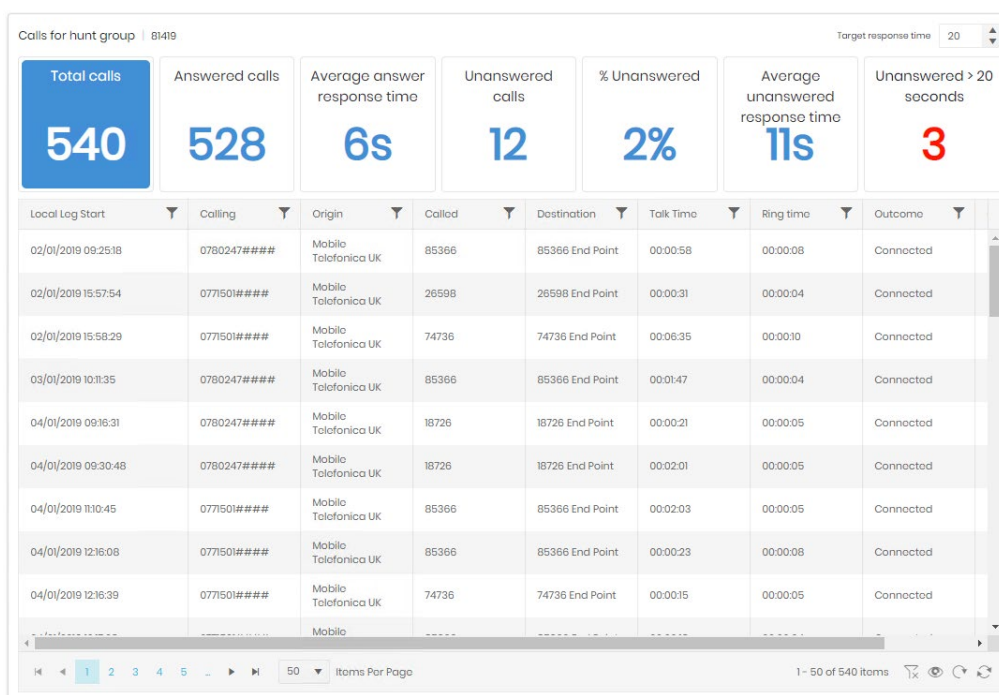
Hunt Group Selection

The Groups selected in the filter bar are displayed here, with some summary statistics. Selection within this table adjusts what the detail tiles and table display.

Name	Description	Total calls	% answered
0	0 ACME End Point	2624	52.02 %
12981	12981 End Point	90	53.33 %
13245	13245 End Point	90	53.33 %
81419	81419 End Point	540	97.78 %

Detail Tiles and Table

These display information directly related to the item chosen in the Hunt Group Selection table. The selected group is displayed above the tiles.

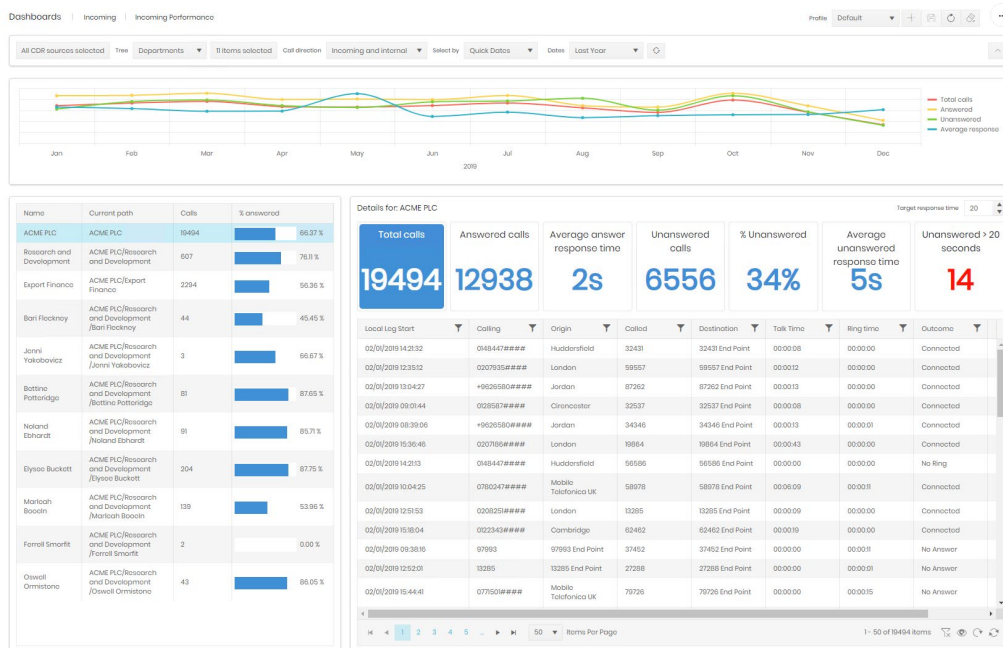


The individual tiles provide rapid access to call and answer statistics, and the target response time (1) defines the threshold for the last tile.


The table provides a full call listing of the call legs that make up the statistics. The table has most of the standard controls detailed in Common Features to make it easier to isolate specific areas to investigate without needing full reporting or analytics access.

Incoming Performance

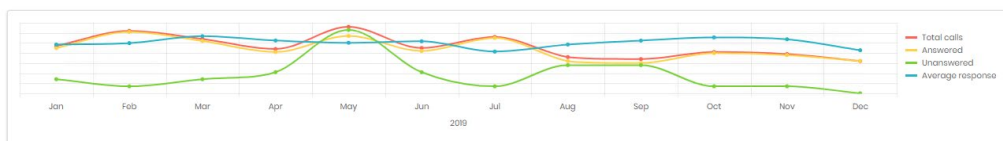
The Incoming Performance Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen, the table and graphs in the lower section are further controlled by selection from the table of included organizations and employees.



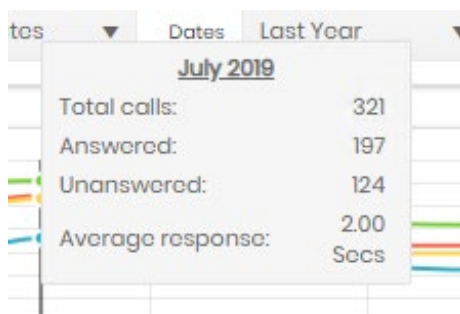
Most of the controls are covered in the common controls section above, Direction allows a choice between displaying incoming calls, internal calls, or both and the control on the far right hides or

shows the timeline chart. Once the selection is complete click the  refresh button to update all displays.

Timeline



The timeline graph shows trends for total calls, answered calls, unanswered calls, and the average call response time. Hovering over a point will give detailed information.



Each measure can be clicked in the legend to disable/enable its display.

Organization and Employee Selection

The items selected in the Organization and Employee rollup on the filter bar are displayed here, with some summary statistics. Selection of an item in this table adjusts what the detail tiles and table display.

Name	Current path	Calls	% answered
ACME PLC	ACME PLC	19494	66.37 %
Research and Development	ACME PLC/Research and Development	607	76.11 %
Export Finance	ACME PLC/Export Finance	2294	56.36 %
Bari Flockney	ACME PLC/Research and Development /Bari Flockney	44	45.45 %
Janni Yakobovicz	ACME PLC/Research and Development /Janni Yakobovicz	3	66.67 %
Bettine Potteridge	ACME PLC/Research and Development /Bettine Potteridge	81	87.65 %
Noland Ebhardt	ACME PLC/Research and Development /Noland Ebhardt	91	85.71 %
Elysee Buckott	ACME PLC/Research and Development /Elysee Buckott	204	87.75 %
Marloah Boolin	ACME PLC/Research and Development /Marloah Boolin	139	53.96 %
Ferrell Smarfit	ACME PLC/Research and Development	2	0.00 %

Detail Tiles and Table

These display information directly related to the item chosen in the Hunt Group Selection table. The selected group is displayed above the tiles.

Details for: ACME PLC

1

Target response time

20

Total calls

19494

Answered calls

12938

Average answer response time

2s

Unanswered calls

6556

% Unanswered

34%

Average unanswered response time

5s

Unanswered > 20 seconds

14

Local Log Start	Calling	Origin	Called	Destination	Talk Time	Ring time	Outcome
02/01/2019 14:21:32	0148447####	Huddersfield	32431	32431 End Point	00:00:08	00:00:00	Connected
02/01/2019 12:35:32	0207935####	London	59557	59557 End Point	00:00:12	00:00:00	Connected
02/01/2019 13:04:27	+9626580####	Jordan	87262	87262 End Point	00:00:13	00:00:00	Connected
02/01/2019 09:01:44	0128587####	Cirencester	32537	32537 End Point	00:00:08	00:00:00	Connected
02/01/2019 08:39:06	+9626580####	Jordan	34346	34346 End Point	00:00:13	00:00:01	Connected
02/01/2019 15:36:46	0207186####	London	19864	19864 End Point	00:00:43	00:00:00	Connected
02/01/2019 14:21:13	0148447####	Huddersfield	56586	56586 End Point	00:00:00	00:00:00	No Ring
02/01/2019 10:04:25	0780247####	Mobilo Telefonica UK	58978	58978 End Point	00:06:09	00:00:11	Connected
02/01/2019 12:51:53	0208251####	London	13285	13285 End Point	00:00:09	00:00:00	Connected
02/01/2019 15:18:04	0122343####	Cambridge	62462	62462 End Point	00:00:19	00:00:00	Connected
02/01/2019 09:38:16	97993	97993 End Point	37452	37452 End Point	00:00:00	00:00:11	No Answer
02/01/2019 12:52:01	13285	13285 End Point	27288	27288 End Point	00:00:00	00:00:01	No Answer
02/01/2019 15:44:41	0771501####	Mobilo Telefonica UK	79726	79726 End Point	00:00:00	00:00:15	No Answer

1

2

3

4

5

...

Items Per Page

1 - 50 of 19494 items

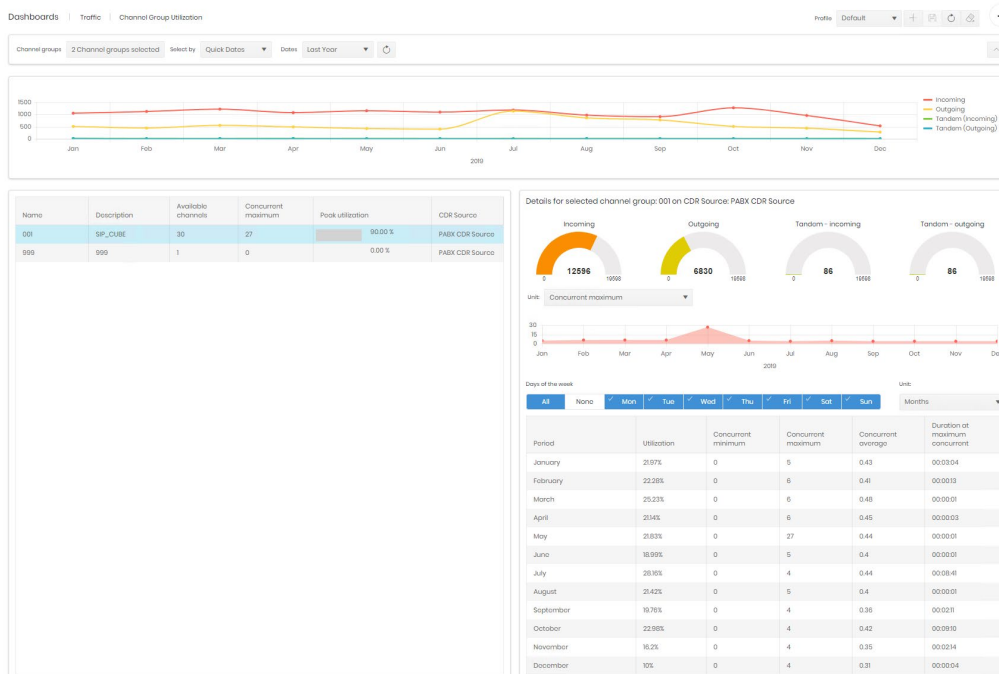
The individual tiles provide rapid access to call and answer statistics, and the target response time (1) defines the threshold for the last tile.

The table provides a full call listing of the call legs that make up the statistics. The table has most of the standard controls detailed in Common Features to make it easier to isolate specific areas to investigate without needing full reporting or analytics access.

Traffic

Channel Group Utilisation

The Channel Group Utilisation dashboard presents five interactive displays, giving a summary per Channel Group and showing concurrent calls during the selected period, along with modelled bandwidth and the count of the calls.



Most of the controls are covered in the common controls section above, Channel Group Selection replaces CDR Source Selection.

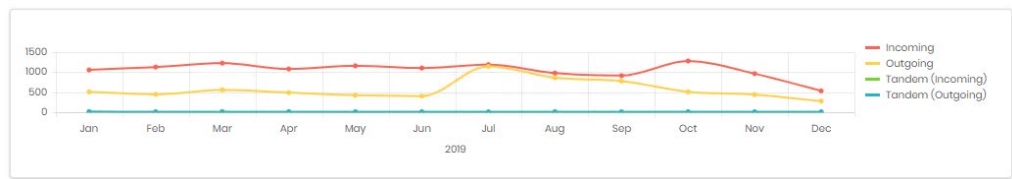
The **Select Channel Groups** dialog box includes a search bar and a list of channel groups with checkboxes for selection:

- ☐ Mobile CDR Source (Mobile CDR Source)
- ☒ PABX CDR Source (PABX CDR Source)
 - ☒ 001 (SIP_CUBE)
 - ☒ 999 (999)
- ☐ Test switch (Test 01)

Whole CDR Sources can be selected, but individual groups can be selected as well, if the whole Source is not required for the dashboard profile. The search box allows both name and group number to be searched.

The control on the far right hides or shows the timeline chart. Once the selection is complete click the refresh button to update all displays.

Timeline



The timeline graph breaks down call data by direction and Volume. The legend on the right also acts as a direction selection. Clicking on a call direction will select/deselect that direction on the graph. Deselected directions are show in grey.

Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



Channel Group Selection

The Groups selected in the filter bar are displayed here, with some summary statistics. Selection within this table adjusts what the detail graphs and table display.

Name	Description	Available channels	Concurrent maximum	Peak utilization	CDR Source
001	SIP_CUBE	30	27	<div></div> 90.00 %	PABX CDR Source
999	999	1	0	0.00 %	PABX CDR Source

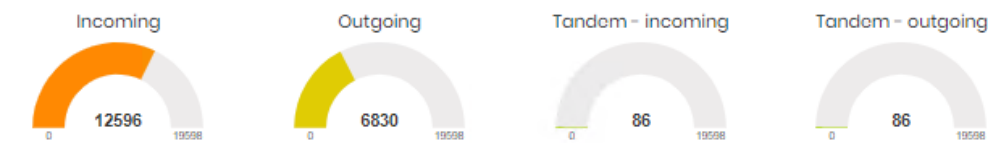
Detail Graphs and Table

These display information directly related to the item chosen in the Channel Group Selection table. The selected group is displayed above the graphs.

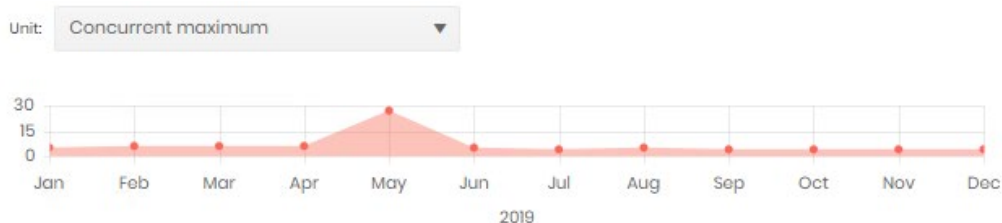
The details are split into three displays.

At the top are four donut graphs displaying what proportion of the total traffic for the group that each call direction contributes.

Details for selected channel group: 001 on CDR Source: PABX CDR Source



The second section shows a graph plotting time against one of six measures: Seizure seconds, Utilization, Concurrent minimum, Concurrent maximum, Concurrent average, or Duration at maximum concurrent.



The final display is a table showing utilization and concurrency statistics. Individual days of the week can be selected or deselected to focus on busy or light periods, and the unit they are measured against can be set from 15 minute intervals up to months.

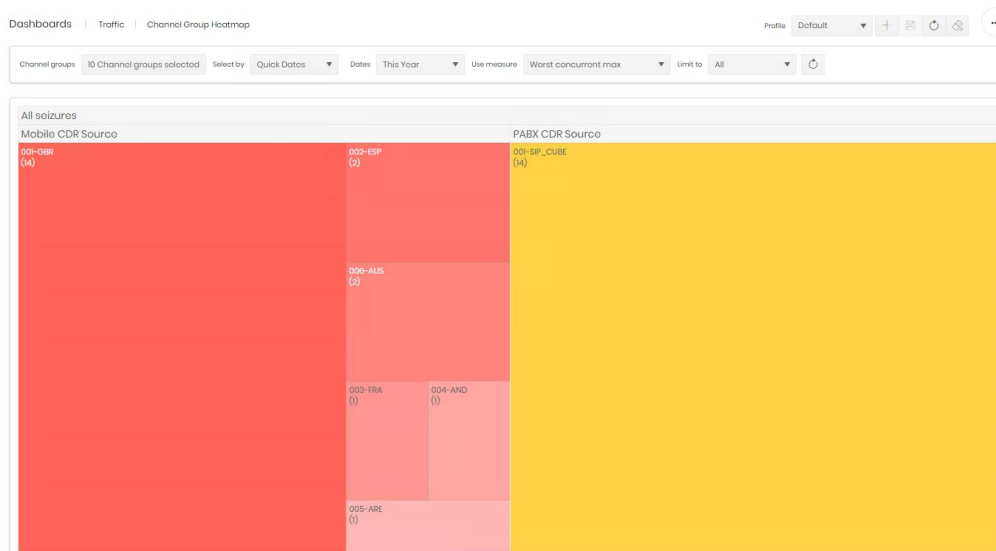
Days of the week: All None ✓ Mon ✓ Tue ✓ Wed ✓ Thu ✓ Fri ✓ Sat ✓ Sun Unit: Months ▼

Period	Utilization	Concurrent minimum	Concurrent maximum	Concurrent average	Duration at maximum concurrent
January	21.97%	0	5	0.43	00:03:04
February	22.28%	0	6	0.41	00:00:13
March	25.23%	0	6	0.48	00:00:01
April	21.14%	0	6	0.45	00:00:03
May	21.83%	0	27	0.44	00:00:01
June	18.99%	0	5	0.4	00:00:01
July	28.16%	0	4	0.44	00:08:41
August	21.42%	0	5	0.4	00:00:01
September	19.76%	0	4	0.36	00:02:11
October	22.98%	0	4	0.42	00:09:10
November	16.2%	0	4	0.35	00:02:14
December	10%	0	4	0.31	00:00:04

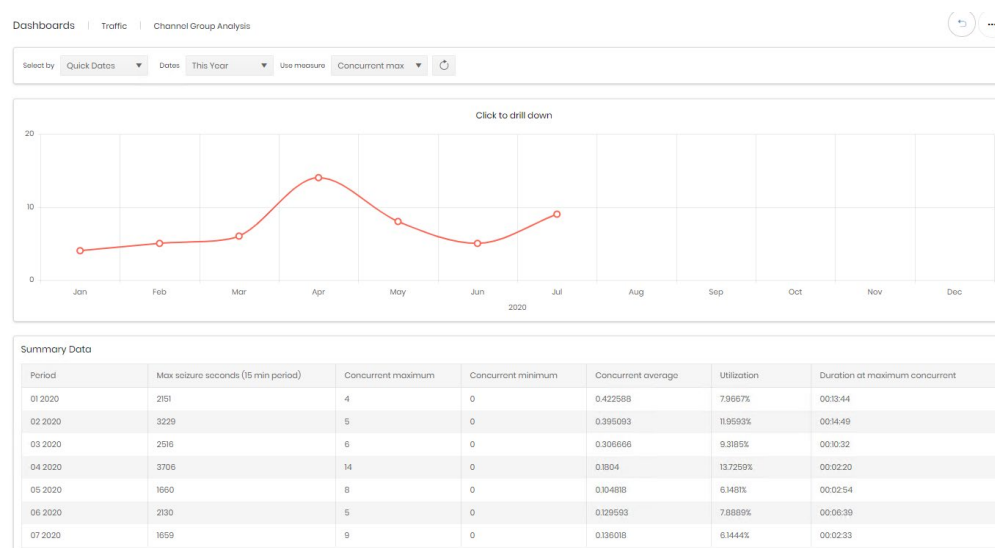
Channel Group Heatmap

The Channel Group Heatmap presents call information based on the controls selected at the top, allowing for detailed examination of the data.

The grid of data seizures shows one block for each selected channel group, the size the block is proportional to the represented channel group's contribution to the total traffic.



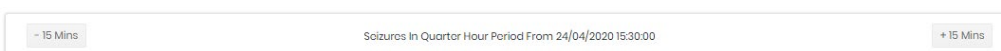
Clicking on any data block will trigger a new display, showing a more detailed analysis of that Channel Group across the time period selected by a graph and table.



The timeline can be set against one of several measures (utilisation, concurrent max, concurrent, max duration, concurrent min, concurrent average, and peg count). The Table shows summary data for each point on the graph.

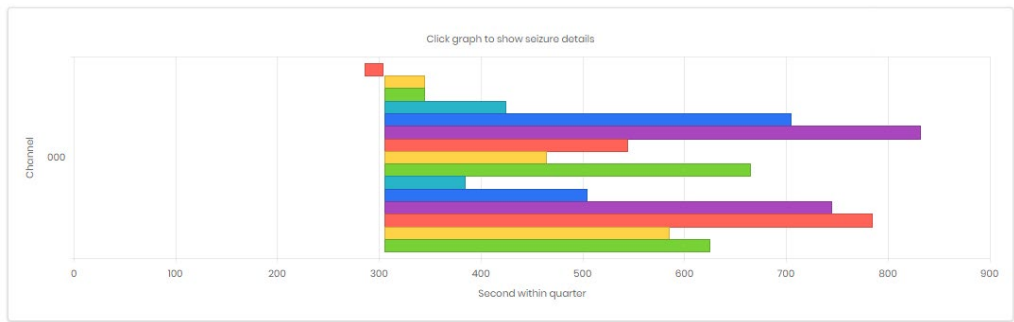
Clicking on a point on the graph drills down a level on the timeline. A graph that shows months will drill to the specific month selected, a day in the month will show 24 hours, an hour in the day will show quarter hour bins.

The final level shows the specific seizures for the bin selected, and the focus can be shifted 15 minutes in either direction to see seizures before and after the focussed period.

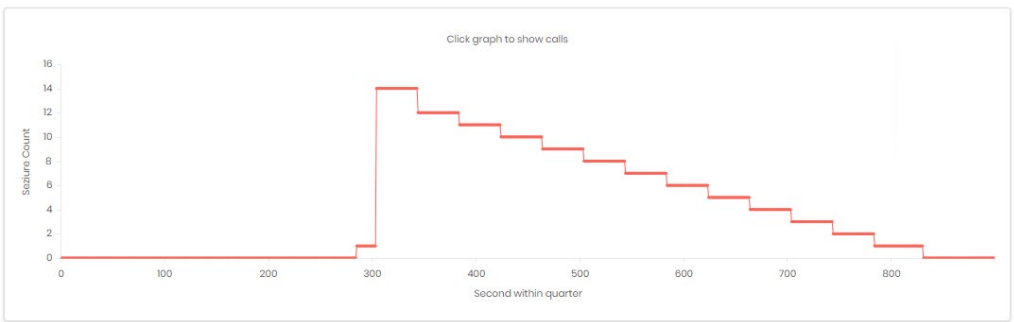


The details for the bin are shown in three ways:

A graphical representation of the seizure overlaps.



A second graph showing the seizure count over time.



At the bottom of the page two tables show the legs involved in the channel seizures,

Calls for period

Seizure details for 000

	Log Start	Direction	Channel number	Seizure Duration
⋮	24 Apr 2020 15:35:04	Calling	000	00:02:40
⋮	24 Apr 2020 15:35:04	Calling	000	00:06:00
⋮	24 Apr 2020 15:35:04	Calling	000	00:01:20
⋮	24 Apr 2020 15:35:04	Calling	000	00:03:20
⋮	24 Apr 2020 15:35:04	Calling	000	00:07:20
⋮	24 Apr 2020 15:35:04	Calling	000	00:08:00
⋮	24 Apr 2020 15:35:04	Calling	000	00:04:40
⋮	24 Apr 2020 15:35:04	Calling	000	00:05:20

and the details for a specific seizure, selected from the top graph.

Calls for period

Seizure details for 000

Item	Value
Log Start	24 Apr 2020 15:35:04
Seizure Start	24 Apr 2020 15:35:04
Seizure End	24 Apr 2020 15:43:03
Seizure Role	Calling
Seizure Duration	00:08:00

Show Log

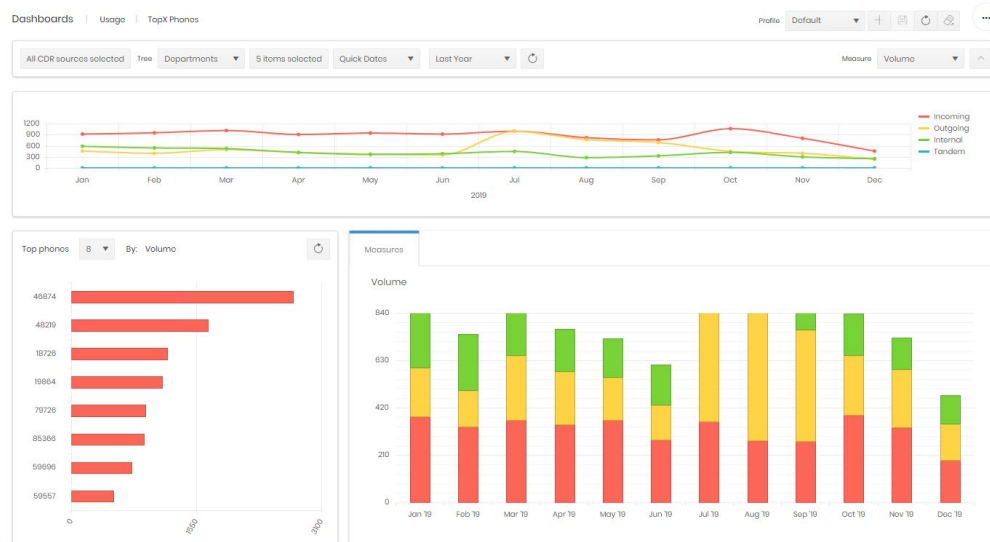
Both tables have the option to show the [full details](#) of the call a leg is involved in in a new tab.

At any point while drilling down the previous level can be reached by clicking the return icon 

Usage

Top X Phones

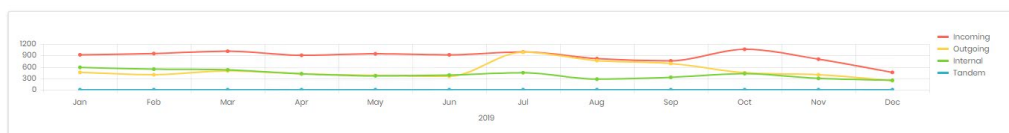
The Top X Phones Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen.



Most of the controls are covered in the common controls section above, on the right are two further options. One adjusts which measure the dashboard displays (Volume, Duration, or Charge (cost, wholesale or retail)). The control on the far right hides or shows the timeline chart.

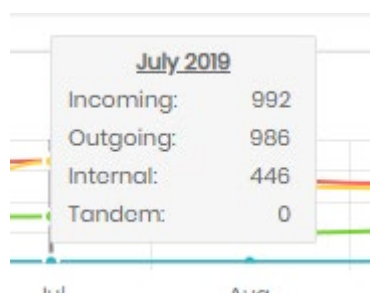
Once the selection is complete click the  refresh button to update all displays.

Timeline



The timeline graph breaks down call data by direction, and can show Volume, Duration or Charge. The legend on the right also acts as a direction selection. Clicking on a call direction will select/deselect that direction on the graph. Deselected directions are shown in grey.

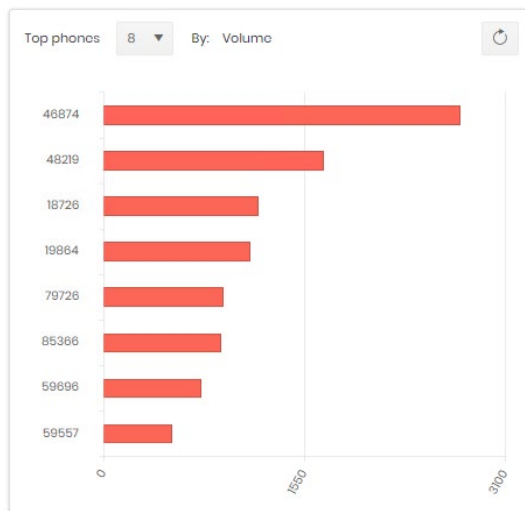
Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



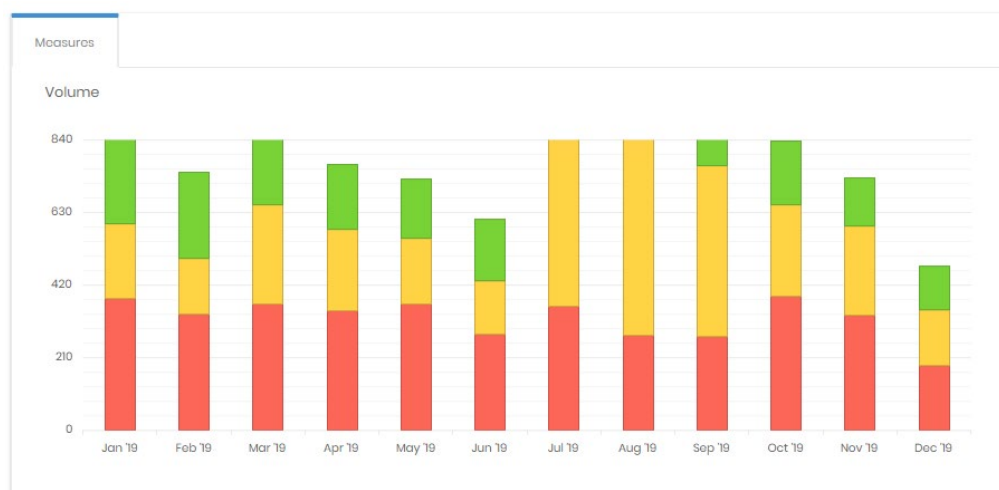
Top Phones

This section is split into two graphs both controlled by a menu on the first to determine how many phones are included (8, 12, 16, or 24).

The first graph shows a ranking of the top X phones based on the measure chosen above.



The second graph shows totals for those X phones across the time period of the dashboard.



Selecting a bar on the Top Phones graph sets the measures graph to show only the detail for that phone, and adds a Details tab which displays the calls individually.

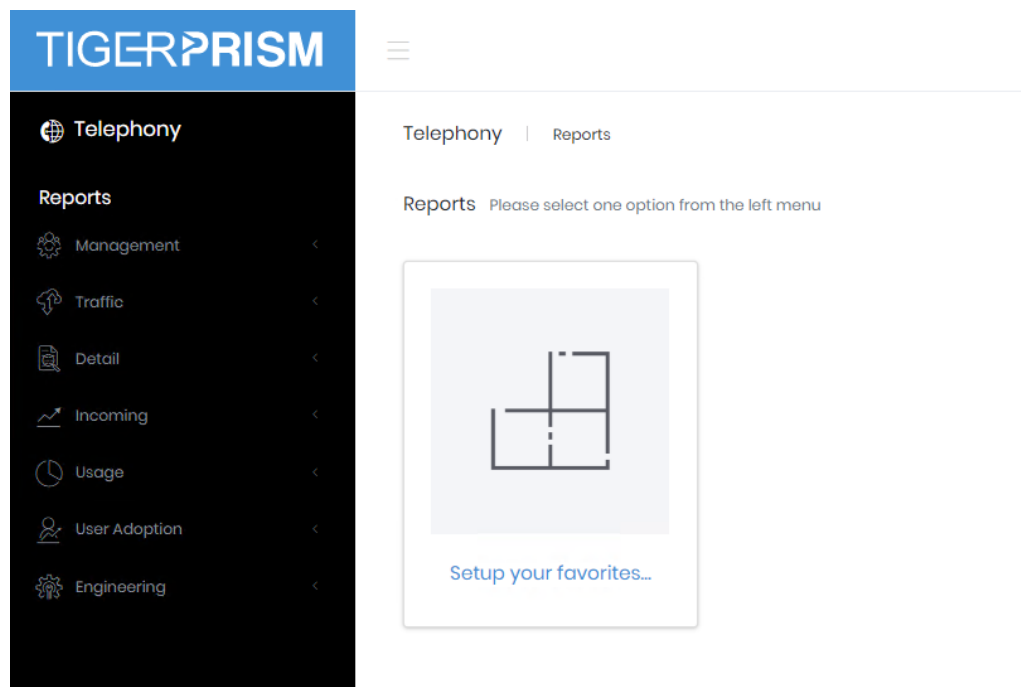
Measures		Details									
Volume		46874 - Nicko Schubert									
Local Log Start	Direction	Calling	Origin	Called	Destination	Talk Time	Outo				
03/01/2019 10:55:04	Incoming	0175277####	Plymouth	46874	46874 End Point	00:00:48	Conr				
03/01/2019 13:56:54	Incoming	0191261####	Newcastle-upon-Tyne	46874	46874 End Point	00:00:34	Conr				
04/01/2019 09:26:47	Internal	46874	46874 End Point	58558	58558 End Point	00:00:09	Conr				
04/01/2019 11:43:16	Incoming	anony####		46874	46874 End Point	00:00:04	Conr				
04/01/2019 12:29:02	Internal	28583	28583 End Point	46874	46874 End Point	00:00:14	Conr				
04/01/2019 14:29:16	Internal	46874	46874 End Point	18726	18726 End Point	00:00:23	Conr				
04/01/2019 15:37:06	Incoming	0170978####	Rotherham	46874	46874 End Point	00:00:50	Conr				
07/01/2019 10:20:59	Incoming	+4179551####	Switzerland Mobile	46874	46874 End Point	00:00:29	Conr				
07/01/2019 10:56:27	Internal	46874	46874 End Point	58558	58558 End Point	00:00:30	Conr				
07/01/2019 11:28:14	Internal	46874	46874 End Point	13285	13285 End Point	00:00:03	Conr				
07/01/2019 11:54:56	Incoming	+1657555####	California	46874	46874 End Point	00:00:14	Conr				
07/01/2019 13:38:30	Incoming	0791764####	Mobile Vodafone	46874	46874 End Point	00:00:30	Conr				

Reports

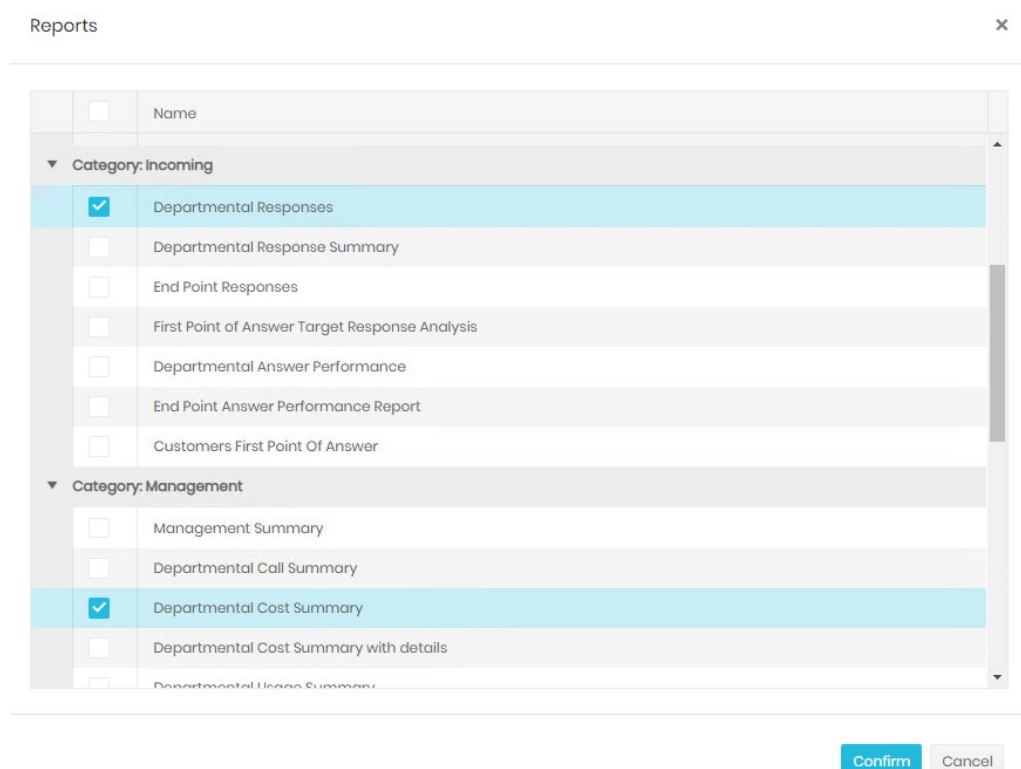
Overview

The Reports Module allows Prism users to manually generate their own reports on demand and export them to their desired format.

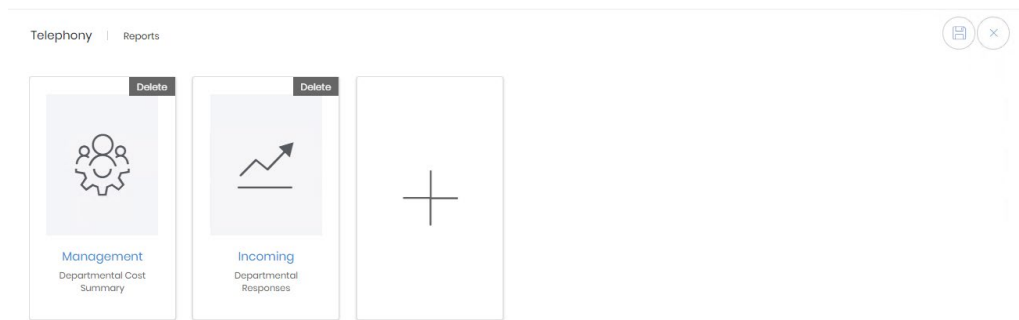
The Reports landing page shows any configured favourite reports. Until a user sets up favourites there will be a setup tile.



Clicking this tile will open a selection dialogue to pick several frequently used reports to add to the landing page for quick access.



Once the selection is confirmed the user is sent to the edit page and can delete selections, add new ones or reorder the favourites on screen.



Once selections are complete, clicking Save returns to the landing page.

Report Parameters

For each of the available reports, Parameters are set using the options on the right of the screen. Select the required settings and then generate the report. Which Report Parameters are displayed varies depending on the chosen report, but the options include:

- Date/time from
- Date/time to
- Week Days
- Time Zone
- Time from
- Time to
- CDR Sources
- Channel Groups
- Media Types
- Client Code digits
- Use Charge Party
- Directory Items
- Device Categories
- Equipment Locations
- Device Types
- Top 'x'
- Call Outcomes
- Call Directions
- Sort Direction
- Show Endpoints
- Include Call Details

Note: All Prism reports can be set to run to a defined schedule (see scheduling) and both manual and scheduled reports can be exported to PDF, CSV, Excel, or Rich Text format.

Departmental Call Summary

The Departmental Call Summary gives a simple table output showing Calls, Cost and Duration. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL CALL SUMMARY REPORT

PublicDemo
Generated by: Rhonda Bastable
01/05/2020 00:00 to 31/05/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

	Calls	Cost Rate	Duration
ACME PLC	2,447	3.69	78:50:24
Accounting and Finance	90	0.00	00:33:57
Unspecified	17	0.00	00:00:00
Derrek Loughlan	73	0.00	00:33:57
Admin	4	0.00	00:00:00
Madlen Baraclough	1	0.00	00:00:00
Nicko Schubert	3	0.00	00:00:00
Attorney General's	232	0.21	21:40:37
Catherine Webermann	232	0.21	21:40:37
Digital, Culture, Media & Sport	223	0.00	03:16:29
Corry Biffot	162	0.00	03:10:59
Ddene Spiby	1	0.00	00:00:00
Lib Ettridge	60	0.00	00:05:30
Export Finance	15	0.00	00:00:00
Normand Powney	15	0.00	00:00:00
Health & Social Care	133	0.21	02:46:39
Rhonda Bastable	133	0.21	02:46:39
Information Security	1	0.00	00:00:00
Liam Van Rembrandt	1	0.00	00:00:00
Marketing & Sales	944	1.42	27:37:59
Avram Mizzi	89	0.00	06:54:34
Gualterio Dorsett	223	0.79	08:51:55
Gus Sander	326	0.63	01:16:00
Kikeila Curree	126	0.00	02:22:40

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Page: 1 of 2

Departmental Cost Summary

The Departmental Cost Summary gives a simple table output showing the average cost, call type and totals. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL COST SUMMARY REPORT

PublicDemo
Generated by: Rhonda Bastable
01/04/2020 00:00 to 30/04/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

	Average Cost Rate	Mobile		Premium		International		All Other		Total	
		Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate
Accounting and Finance	0.00	10	0.00	0	0.00	38	0.00	13	0.00	61	0.00
Attorney General's	0.00	78	0.00	0	0.00	39	0.00	35	0.21	152	0.21
Digital, Culture, Media & Sport	0.00	7	0.00	0	0.00	79	0.00	96	0.00	182	0.00
Health & Social Care	0.00	11	0.00	0	0.00	38	0.00	43	0.00	92	0.00
Marketing & Sales	0.00	189	0.00	0	0.00	282	0.00	343	3.78	814	3.78
Research and Development	0.00	21	0.00	0	0.00	55	0.00	68	0.12	144	0.12
Systems Engineers	0.00	62	0.00	0	0.00	96	0.00	60	0.00	218	0.00
Total	0.00	378	0.00	0	0.00	627	0.00	658	4.11	1,663	4.11

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Page: 1 of 1

Departmental Cost Summary with Details

The Departmental Cost Summary with details gives the same table output as the Departmental Cost Summary, but breaks out the individual calls made at each selected level. The data can be reported for any level within the Directory, giving the ability to drill-down. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL COST SUMMARY WITH DETAILS REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Meeting Rooms
83125

Average Cost Rate	Mobile		Premium		International		All Other		Total	
	Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate	Calls	Cost Rate
0.04	3	0.20	0	0.00	0	0.00	4	0.11	7	0.31

Itemised Calls

Day	Date & Time	Dialled number	Destination	Cost Rate	Duration	Category
Tue	04/02/2020 11:31:54	0800368####	Free	0.00	00:22:54	Free
Tue	04/02/2020 14:28:14	0151678####	Liverpool	0.04	00:04:12	National
Tue	18/02/2020 14:02:57	0203478####	London	0.03	00:00:28	National
Tue	18/02/2020 14:03:37	0203478####	London	0.04	01:10:06	National
Fri	28/02/2020 15:00:34	0779989####	Mobile Vodafone	0.07	00:00:06	Mobile
Fri	28/02/2020 15:08:43	0779989####	Mobile Vodafone	0.07	00:00:05	Mobile
Fri	28/02/2020 16:01:03	0779989####	Mobile Vodafone	0.07	00:00:04	Mobile

Departmental Usage Summary

The Departmental Usage Summary gives a simple table output showing data for Incoming Internal and External, Outgoing Internal and External calls and totals. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL USAGE SUMMARY REPORT

PublicDemo

Generated by: Rhonda Bastable

01/05/2020 00:00 to 31/05/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

	Incoming Internal			Incoming External			Outgoing Internal			Outgoing External					Total		
	Calls	TalkTime	Avg Drtn	Calls	TalkTime	Avg Drtn	Calls	TalkTime	Avg Drtn	Calls	TalkTime	Avg Drtn	Cost Rate	Avg Cost Rate	Calls	TalkTime	Avg Drtn
ACME PLC	4	00:02:17	00:00:34	114	05:05:31	00:02:40	4	00:02:17	00:00:34	2,163	73:40:19	00:02:02	3.89	0.00	2,285	78:50:24	00:02:04
Accounting and Finance	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	73	00:33:57	00:00:27	0.00	0.00	73	00:33:57	00:00:27
Attorney General's	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	232	21:40:37	00:05:36	0.21	0.00	232	21:40:37	00:05:36
Digital, Culture, Media & Sport	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	222	03:16:29	00:00:53	0.00	0.00	222	03:16:29	00:00:53
Health & Social Care	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	130	02:46:39	00:01:16	0.21	0.00	130	02:46:39	00:01:16
Information Security	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0.00	0.00	1	00:00:00	00:00:00
Marketing & Sales	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	944	27:37:59	00:01:45	1.42	0.00	944	27:37:59	00:01:45
Production	0	00:00:00	00:00:00	0	00:00:00	00:00:00	2	00:01:51	00:00:55	5	00:04:06	00:00:49	0.58	0.12	7	00:05:57	00:00:51
Research and Development	0	00:00:00	00:00:00	0	00:00:00	00:00:00	2	00:00:26	00:00:13	175	06:18:47	00:02:09	0.04	0.00	177	06:19:13	00:02:08
System EndPoint	4	00:02:17	00:00:34	114	05:05:31	00:02:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0.00	0.00	118	05:07:48	00:02:36
Systems Engineers	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	381	11:21:45	00:01:47	1.43	0.00	381	11:21:45	00:01:47
Total	4	00:02:17	00:00:34	114	05:05:31	00:02:40	4	00:02:17	00:00:34	2,163	73:40:19	00:02:02	3.89	0.00	2,285	78:50:24	00:02:04

Departmental Call Summary with Details

The Departmental Usage Summary gives the same table output as the Departmental Call Summary but breaks out the individual calls made at each selected level. The data can be reported for any level within the Directory, giving the ability to drill-down. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL CALL SUMMARY REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Day	Date & Time	Ring Time	Call Outcome	Dialled Digits / CLI	Destination	Cost Rate	Duration
Meeting Rooms							
83125				8 calls		0.31	01:37:55
Tue	04/02/2020 11:31:54	9s	Connected	0800368####	Free	0.00	00:22:54
Tue	04/02/2020 14:28:14	2s	Connected	0151678####	Liverpool	0.04	00:04:12
Tue	18/02/2020 14:02:57	2s	Connected	0203478####	London	0.03	00:00:28
Tue	18/02/2020 14:03:37	1s	Connected	0203478####	London	0.04	01:10:06
Fri	28/02/2020 15:00:34	33s	Connected	0779989####	Mobile Vodafone	0.07	00:00:06
Fri	28/02/2020 15:08:43	31s	Connected	0779989####	Mobile Vodafone	0.07	00:00:05
Fri	28/02/2020 16:01:03	30s	Connected	0779989####	Mobile Vodafone	0.07	00:00:04
Wed	19/02/2020 10:05:45	3s	No Answer	82967	82967 End Point		00:00:00
Meeting Rooms							
86742				4 calls		0.07	00:34:20
Tue	04/02/2020 09:00:36	1s	Connected	0203478####	London	0.03	00:00:17
Tue	04/02/2020 09:00:59	1s	Connected	0203478####	London	0.04	00:31:56
Thu	13/02/2020 12:25:40	27s	Connected	0800464####	Free	0.00	00:02:00
Wed	12/02/2020 12:53:19	3s	Connected	59696	59696 End Point		00:00:07

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Page: 1 of 1

Departmental Mobile Summary

The Departmental Mobile Summary gives a simple table output showing data for mobile calls broken down to Non- Roaming and Roaming and based on the usage type. The data can be reported for any level within the Directory, giving the ability to drill-down. Figures are totalled on the final page. The output is affected by the Parameter settings to the right of the screen.



DEPARTMENTAL MOBILE SUMMARY REPORT

PublicDemo

Generated by: Rhonda Bastable

01/05/2020 00:00 to 31/05/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

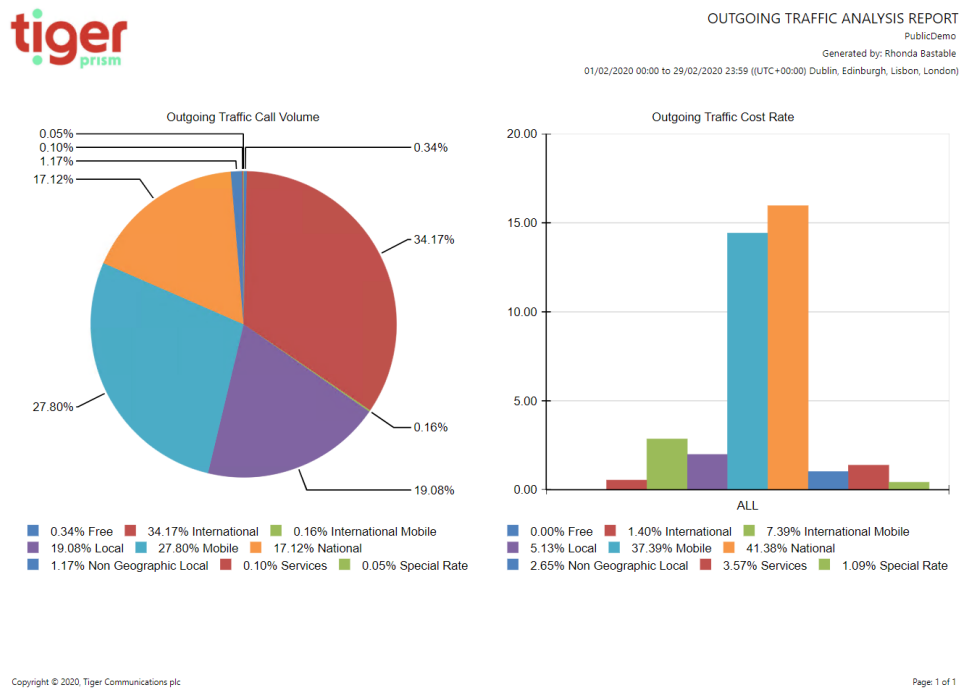
	Non Roaming							Roaming							Total	
	Voice			Data		Messages		Voice			Data		Messages			
	Calls	Duration	Cost Rate	Vol MB	Cost Rate	Count	Cost Rate	Calls	Duration	Cost Rate	Vol MB	Cost Rate	Count	Cost Rate	Calls	Cost Rate
Accounting and Finance	10	00:33:55	0.00	505.46	0.00	2	0.00	0	00:00:00	0.00	0.00	0.00	0	0.00	73	0.00
Digital, Culture, Media & Sport	33	03:15:28	0.00	1,015.53	0.00	61	0.00	0	00:00:00	0.00	0.00	0.00	0	0.00	222	0.00
Health & Social Care	45	02:46:15	0.00	225.79	0.00	24	0.21	0	00:00:00	0.00	0.00	0.00	0	0.00	130	0.21
Information Security	0	00:00:00	0.00	30.24	0.00	0	0.00	0	00:00:00	0.00	0.00	0.00	0	0.00	1	0.00
Research and Development	54	06:17:04	0.00	229.76	0.00	35	0.00	0	00:00:00	0.00	0.00	0.00	0	0.00	174	0.00
Systems Engineers	117	11:20:23	1.43	2,072.39	0.00	82	0.00	0	00:00:00	0.00	0.00	0.00	0	0.00	381	1.43
Total	259	24:13:05	1.43	4,079.16	0.00	204	0.21	0	00:00:00	0.00	0.00	0.00	0	0.00	981	1.64

Outgoing

Traffic Analysis

The Outgoing Traffic Analysis displays data in two different graphs.

A pie-chart shows Outgoing Traffic volumes broken down by call type. A bar-chart presents data for the Outgoing Traffic cost for each call category. The output is affected by the Parameter settings to the right of the screen.



Unknown Endpoints

The Unknown Phones report lists endpoints which are not currently configured in the directory tree chosen from the Parameters section to the right of the screen. Sort the data by number of Calls, Cost or Duration. The output is affected by the Parameter settings to the right of the screen.

tiger prism

UNKNOWN ENDPOINTS REPORT
PublicDemo
Generated by: Rhonda Bastable
01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Top 250 end points sorted by Calls descending.

End Point	Cdr Source	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Cost Rate	%	Duration	%	Duration	%	Duration	%	Duration
07808739852	Mobile CDR Source	272	06:10:13	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:10:13
07734558989	Mobile CDR Source	262	23:58:38	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	23:58:38
07714458195	Mobile CDR Source	236	06:55:54	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:55:54
07552167782	Mobile CDR Source	215	04:56:26	1.43	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	04:56:26
07902471419	Mobile CDR Source	205	02:40:46	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:40:46
07801764581	Mobile CDR Source	199	06:21:56	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:21:56
46874	PABX CDR Source	193	02:14:15	2.73	5.79%	00:07:46	67.66%	01:30:50	9.34%	00:12:32	17.22%	00:23:07
07753774868	Mobile CDR Source	190	14:06:48	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	14:06:48
07802479564	Mobile CDR Source	176	08:27:31	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	08:27:31
07801912273	Mobile CDR Source	168	06:09:39	0.42	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:09:39
18726	PABX CDR Source	151	06:20:57	1.14	0.41%	00:01:33	76.44%	04:51:13	0.37%	00:01:24	22.78%	01:26:47
07738469821	Mobile CDR Source	149	03:47:36	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:47:36
07788787225	Mobile CDR Source	144	04:59:46	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	04:59:46
85366	PABX CDR Source	137	05:32:36	2.24	0.04%	00:00:07	42.54%	02:21:30	0.01%	00:00:01	57.42%	03:10:58
07802472985	Mobile CDR Source	131	00:53:04	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	00:53:04
48219	PABX CDR Source	122	02:32:35	4.60	0.26%	00:00:24	17.32%	00:26:26	0.00%	00:00:00	82.41%	02:05:45
07801032987	Mobile CDR Source	115	00:52:18	0.42	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	00:52:18
07917644747	Mobile CDR Source	114	02:08:39	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:08:39
59696	PABX CDR Source	111	04:48:20	2.08	3.29%	00:09:30	47.60%	02:17:14	0.02%	00:00:04	49.09%	02:21:32
07802471419	Mobile CDR Source	109	09:42:14	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	09:42:14
12981	PABX CDR Source	107	00:17:08	0.00	0.00%	00:00:00	100.00%	00:17:08	0.00%	00:00:00	0.00%	00:00:00
07715759549	Mobile CDR Source	105	03:20:56	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:20:56
0	PABX CDR Source	91	00:00:00	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00

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Page: 1 of 5

Zero Usage Endpoints

The Zero Usage report lists endpoints which are configured in the selected tree, but which have been unused for the reporting period. The output is affected by the Parameter settings to the right of the screen.



ZERO USAGE ENDPOINTS REPORT

Public Demo

Generated by: Rhonda Bastable

20/10/2020 00:00 to 20/10/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Source Name	Endpoint Name	Organization Name (Person Display Name)	Tree Parent Organization Name
PABX CDR Source	28857	Accounting and Finance (Derrek Loughlan)	ACME PLC
PABX CDR Source	29188	System EndPoint	ACME PLC
PABX CDR Source	29579	Research and Development (Marleah Boeeln)	ACME PLC
PABX CDR Source	32431	System EndPoint	ACME PLC
PABX CDR Source	32537	System EndPoint	ACME PLC
PABX CDR Source	33663	System EndPoint	ACME PLC
PABX CDR Source	34346	System EndPoint	ACME PLC
PABX CDR Source	34835	System EndPoint	ACME PLC
PABX CDR Source	37452	Export Finance (Gunilla Garrould)	ACME PLC
PABX CDR Source	41194	System EndPoint	ACME PLC
PABX CDR Source	41483	System EndPoint	ACME PLC
PABX CDR Source	42433	Marketing & Sales	ACME PLC
PABX CDR Source	45182	Research and Development (Bettine Potteridge)	ACME PLC
PABX CDR Source	46874	Admin (Nicko Schubert)	ACME PLC
PABX CDR Source	47621	System EndPoint	ACME PLC
PABX CDR Source	47646	System EndPoint	ACME PLC
PABX CDR Source	48219	Marketing & Sales (Bucky Tibbits)	ACME PLC
PABX CDR Source	48892	System EndPoint	ACME PLC
PABX CDR Source	48935	Research and Development (Oswell Ormiston)	ACME PLC
PABX CDR Source	49612	System EndPoint	ACME PLC
PABX CDR Source	51135	System EndPoint	ACME PLC
PABX CDR Source	51795	System EndPoint	ACME PLC
PABX CDR Source	51952	Marketing & Sales (Kikella Curee)	ACME PLC
PABX CDR Source	52975	System EndPoint	ACME PLC
PABX CDR Source	53383	System EndPoint	ACME PLC

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Page: 2 of 5

Unassigned Client Codes

This report displays any client codes that have been output within call records, but which have not been assigned to a client in Prism's Telephony module.



UNASSIGNED CLIENT CODES REPORT

Public Demo

Generated by: Eddie March

01/01/2017 00:00 to 31/12/2017 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Client Code	Description	From (Local)	To (Local)
1224	1224	01/01/2017	31/12/9999
1225	This is 1225	01/01/0001	31/12/9999
1227	CC 1227 Description	31/01/2018	31/12/9999
1239	1239	01/01/2017	31/12/9999

Client Code Summary

The Client Code summary displays a summary for each end point used by a client, along with a total for the client across all used end points.



CLIENT CODES SUMMARY REPORT

Public Demo

Generated by: Eddie March

01/01/2017 00:00 to 31/12/2017 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Client: AG1

End Point Name	Calls	Cost	Duration
Extn 777900001601	112	51.09	02:37:28
Total	112	51.09	02:37:28

Traffic Reports

Channel Group Utilisation

The Channel Group Utilisation report lists information about the Channel Groups requested within the report criteria including the number of available channels within the group, maximum number of concurrent calls, time spent at maximum capacity and bandwidth. The output is affected by the Parameter settings to the right of the screen.



CHANNEL GROUP UTILIZATION REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Max Capacity State	Channel Group Name	Channel Group Description	Cdr Source Name	Channel Group Line Type	Available Channels	Maximum Concurrent Calls	Time at Max Concurrency	Max Concurrency %	Model KBps Bandwidth	Total Calls	Total Occupancy
	001	GBR - SIP	Mobile CDR Source	Unknown	15	4	00:00:00	0.00%	256	3,285	94:39:19
	001	SIP_CUBE	PABX CDR Source	Both Way	14	5	00:00:00	0.00%	320	1,361	54:53:41
	003	FRA - SIP	Mobile CDR Source	Roaming	4	1	00:00:00	0.00%	64	28	00:03:36
	004	AND - SIP	Mobile CDR Source	Roaming	4	1	00:00:00	0.00%	64	13	00:01:14
	005	ARE - SIP	Mobile CDR Source	Roaming	4	1	00:00:00	0.00%	64	6	00:00:03
	006	AUS - SIP	Mobile CDR Source	Roaming	4	2	00:00:00	0.00%	128	90	02:12:47

Detail Reports

Call Information

The Call Information report provides detailed listing of calls based on the selected criteria. The output, including additional columns, is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results, specify call outcomes, initiating and terminating reasons.



CALL INFORMATION REPORT

PublicDemo

Generated by: Rhonda Bastable

01/05/2020 00:00 to 31/05/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 calls sorted by Date & Time descending.

Date	Time	Call Direction	Calling Digits	Calling Label	Called Digits	Called Label	Ring Time	Talk Time	Cost Rate	Init Reason	Term Reason	Outcome
31/05/2020	22:02:06	Outgoing	07902471419	Corry Bilfoot	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:59:24	Outgoing	07860863411	Viola Sharplin	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:56:10	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:56:09	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:51:52	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:47:36	Outgoing	07753838288	Derrek Loughlan	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:47:00	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:44:53	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:44:52	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:42:17	Outgoing	07801032987	Rhonda Bastable	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:41:43	Outgoing	07734558989	Gualterio Dorsett	741186####	Local	00:00:00	00:00:01	0.00	Normal	Normal	Connected
31/05/2020	21:39:38	Outgoing	07801912273	Viola Sharplin	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:32:39	Outgoing	07802471419	Avram Mizzi	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:29:14	Outgoing	07734558989	Gualterio Dorsett	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:19:25	Outgoing	07917644747	Bettine Potteridge	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:55:38	Outgoing	07860864585	Kikelia Curee	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:44:18	Outgoing	07860866152	Gus Sander	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:43:37	Outgoing	07808739852	Gus Sander	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:36:22	Outgoing	07860863411	Viola Sharplin	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:29:55	Outgoing	07714458195	Toddie Maron	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:21:47	Outgoing	07902471419	Corry Bilfoot	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:03:50	Outgoing	07801764581	Marleah Boealn	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:02:46	Outgoing	07753774868	Catherine Webermann	idatoo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected

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Page: 1 of 12

Incoming Reports

Departmental Responses

The Departmental Responses report provides call detail for each selected Department, showing response time levels for answered calls, as well as those which are unanswered or busy. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Department, Total Calls, Answered Calls, Busy or Unanswered calls.



DEPARTMENTAL RESPONSES REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 departments sorted by Department descending.

Department	Total Calls	Answered Calls		Busy Calls		Unanswered Calls		< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
Test	4	3	75.00%	0	0.00%	1	25.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Systems Engineers	26	16	61.54%	0	0.00%	10	38.46%	12	75.00%	4	25.00%	0	0.00%	0	0.00%	0	0.00%
System EndPoint	631	365	57.84%	0	0.00%	266	42.16%	331	90.68%	34	9.32%	0	0.00%	0	0.00%	0	0.00%
Research and Development	44	35	79.55%	0	0.00%	9	20.45%	26	74.29%	8	22.86%	1	2.86%	0	0.00%	0	0.00%
Production	37	27	72.97%	0	0.00%	10	27.03%	16	59.26%	10	37.04%	1	3.70%	0	0.00%	0	0.00%
Marketing & Sales	14	8	57.14%	0	0.00%	6	42.86%	5	62.50%	2	25.00%	1	12.50%	0	0.00%	0	0.00%
Information Security	6	5	83.33%	0	0.00%	1	16.67%	4	80.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%
Health & Social Care	26	13	50.00%	0	0.00%	13	50.00%	2	15.38%	7	53.85%	4	30.77%	0	0.00%	0	0.00%
Export Finance	237	119	50.21%	0	0.00%	118	49.79%	99	83.19%	18	15.13%	1	0.84%	0	0.00%	0	0.00%
Digital, Culture, Media & Sport	292	140	47.95%	0	0.00%	152	52.05%	116	82.86%	21	15.00%	3	2.14%	0	0.00%	0	0.00%
Admin	134	125	93.28%	0	0.00%	9	6.72%	119	95.20%	6	4.80%	0	0.00%	0	0.00%	0	0.00%
Accounting and Finance	103	9	8.74%	0	0.00%	94	91.26%	8	88.89%	1	11.11%	0	0.00%	0	0.00%	0	0.00%
Total:	1,554	865	55.66%	0	0.00%	689	44.34%	741	85.66%	112	12.95%	11	1.27%	1	0.12%	0	0.00%

Departmental Response Summary

The Departmental response summary give users a way to display the overall response levels across the whole system, or any part of it, down to individual users or endpoints if necessary.



DEPARTMENTAL RESPONSE SUMMARY

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Department	Total Calls	Answered Calls		Busy Calls		Unanswered Calls		< 5 seconds		5 - 10 seconds		10 - 30 seconds		30 - 60 seconds		> 60 seconds	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
Test	4	3	75.00%	0	0.00%	1	25.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Systems Engineers	26	16	61.54%	0	0.00%	10	38.46%	12	75.00%	4	25.00%	0	0.00%	0	0.00%	0	0.00%
System EndPoint	631	365	57.84%	0	0.00%	266	42.16%	331	90.68%	34	9.32%	0	0.00%	0	0.00%	0	0.00%
Research and Development	44	35	79.55%	0	0.00%	9	20.45%	26	74.29%	8	22.86%	1	2.86%	0	0.00%	0	0.00%
Production	37	27	72.97%	0	0.00%	10	27.03%	16	59.26%	10	37.04%	1	3.70%	0	0.00%	0	0.00%
Marketing & Sales	14	8	57.14%	0	0.00%	6	42.86%	5	62.50%	2	25.00%	1	12.50%	0	0.00%	0	0.00%
Information Security	6	5	83.33%	0	0.00%	1	16.67%	4	80.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%
Health & Social Care	26	13	50.00%	0	0.00%	13	50.00%	2	15.38%	7	53.85%	4	30.77%	0	0.00%	0	0.00%
Export Finance	237	119	50.21%	0	0.00%	118	49.79%	99	83.19%	18	15.13%	1	0.84%	0	0.00%	0	0.00%
Digital, Culture, Media & Sport	292	140	47.95%	0	0.00%	152	52.05%	116	82.86%	21	15.00%	3	2.14%	0	0.00%	0	0.00%
Admin	134	125	93.28%	0	0.00%	9	6.72%	119	95.20%	6	4.80%	0	0.00%	0	0.00%	0	0.00%
Accounting and Finance	103	9	8.74%	0	0.00%	94	91.26%	8	88.89%	1	11.11%	0	0.00%	0	0.00%	0	0.00%
Total	1,554	865	55.66%	0	0.00%	689	44.34%	741	85.66%	112	12.95%	11	1.27%	1.00	0.12%	0	0.00%

Endpoint Responses

The Endpoint Responses report provides call detail within all selected departments, showing response time levels for answered calls, and unanswered calls. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Phone, Party, Department, Unanswered Calls, Answered Calls or Average Response Time.



ENDPOINT RESPONSE REPORT

Public Demo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 end points sorted by End Point descending.

Endpoint	Party	Department	Unanswered Calls	Answered Calls	Average Response Time	< 5 Seconds		5 - 10 Seconds		10 - 30 Seconds		30 - 60 Seconds		> 60 Seconds	
						Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
85744	Niccolo Fields	Export Finance	9	9	00:00:10	7	77.78%	1	11.11%	0	0.00%	1	11.11%	0	0.00%
85366	Pet Trundler	Digital, Culture, Media & Sport	35	20	00:00:13	8	40.00%	12	60.00%	0	0.00%	0	0.00%	0	0.00%
84737	Kendal Caughtry	Export Finance	25	5	00:00:28	5	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
82967	Manjio Jolland	Production	9	20	00:00:09	9	45.00%	10	50.00%	1	5.00%	0	0.00%	0	0.00%
79726	Ddene Spiby	Digital, Culture, Media & Sport	21	12	00:00:26	8	66.67%	3	25.00%	1	8.33%	0	0.00%	0	0.00%
77216	Bari Fleckney	Research and Development	4	3	00:00:24	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
74859	Viola Sharpin	Marketing & Sales	1	2	00:00:11	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
74736	Corry Bilfoot	Digital, Culture, Media & Sport	46	9	00:01:13	5	55.56%	2	22.22%	2	22.22%	0	0.00%	0	0.00%
61822	Rhonda Bastable	Health & Social Care	13	13	00:00:22	2	15.38%	7	53.85%	4	30.77%	0	0.00%	0	0.00%
59696	Normand Powney	Export Finance	24	43	00:00:08	26	60.47%	16	37.21%	1	2.33%	0	0.00%	0	0.00%
58978	My Godier	Systems Engineers	7	9	00:00:16	5	55.56%	4	44.44%	0	0.00%	0	0.00%	0	0.00%
58558	Noland Ebhardt	Research and Development	0	2	00:00:03	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
56544	Arch Lawly	Export Finance	45	3	00:03:18	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
48935	Oswell Ormstone	Research and Development	0	2	00:00:03	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
48219	Bucky Tibbits	Marketing & Sales	0	4	00:00:06	1	25.00%	2	50.00%	1	25.00%	0	0.00%	0	0.00%
46874	Nicko Schubert	Admin	8	21	00:00:05	17	80.95%	4	19.05%	0	0.00%	0	0.00%	0	0.00%
45182	Bettine Potteridge	Research and Development	1	5	00:00:10	1	20.00%	3	60.00%	1	20.00%	0	0.00%	0	0.00%
37452	Gunilla Garrould	Export Finance	14	9	00:00:11	8	88.89%	1	11.11%	0	0.00%	0	0.00%	0	0.00%

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Page: 1 of 2

First Point of Answer Target Response Analysis

First Point of Answer reports only show calls against groups and parties which are the initial answering point for a call, subsequent transfers, conferences etc are disregarded. This gives a good representation of how long external callers have to wait before they get through. The target response analysis shows calls against a configured target answer time and allows exclusion of calls which were abandoned before users had a chance to answer.



FIRST POINT OF ANSWER TARGET RESPONSE ANALYSIS

Public Demo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Date	Not Included	Total Calls	Target Calls	Target %	Over Target Calls	Over Target %	Avg Answer Time	Unanswered Calls	Unanswered %	Avg Ring Time	Busy Calls	Busy %
03 February 2020	3	12	12	100.00%	0	0.00%	00:00:06	0	0.00%	00:00:00	0	0.00%
04 February 2020	5	18	18	100.00%	0	0.00%	00:00:04	0	0.00%	00:00:00	0	0.00%
05 February 2020	11	16	16	100.00%	0	0.00%	00:00:03	0	0.00%	00:00:00	0	0.00%
06 February 2020	5	7	7	100.00%	0	0.00%	00:00:09	0	0.00%	00:00:00	0	0.00%
07 February 2020	8	5	5	100.00%	0	0.00%	00:00:07	0	0.00%	00:00:00	0	0.00%
10 February 2020	9	7	7	100.00%	0	0.00%	00:00:08	0	0.00%	00:00:00	0	0.00%
11 February 2020	14	10	10	100.00%	0	0.00%	00:00:05	0	0.00%	00:00:00	0	0.00%
12 February 2020	5	18	18	100.00%	0	0.00%	00:00:05	0	0.00%	00:00:00	0	0.00%
13 February 2020	13	9	8	88.89%	1	11.11%	00:00:07	0	0.00%	00:00:00	0	0.00%
14 February 2020	7	10	10	100.00%	0	0.00%	00:00:04	0	0.00%	00:00:00	0	0.00%
17 February 2020	6	11	11	100.00%	0	0.00%	00:00:04	0	0.00%	00:00:00	0	0.00%
18 February 2020	7	12	12	100.00%	0	0.00%	00:00:04	0	0.00%	00:00:00	0	0.00%
19 February 2020	3	11	11	100.00%	0	0.00%	00:00:06	0	0.00%	00:00:00	0	0.00%
20 February 2020	3	14	14	100.00%	0	0.00%	00:00:06	0	0.00%	00:00:00	0	0.00%
21 February 2020	5	7	6	85.71%	1	14.29%	00:00:07	0	0.00%	00:00:00	0	0.00%
24 February 2020	11	12	11	91.67%	1	8.33%	00:00:08	0	0.00%	00:00:00	0	0.00%
25 February 2020	8	14	14	100.00%	0	0.00%	00:00:06	0	0.00%	00:00:00	0	0.00%
26 February 2020	5	14	13	92.86%	1	7.14%	00:00:06	0	0.00%	00:00:00	0	0.00%
27 February 2020	4	15	15	100.00%	0	0.00%	00:00:03	0	0.00%	00:00:00	0	0.00%
28 February 2020	7	12	12	100.00%	0	0.00%	00:00:04	0	0.00%	00:00:00	0	0.00%
Total:	139	234	230	98.29%	4	1.71%		0	0.00%		0	0.00%

Departmental Answer Performance

This report displays overall answer information by department. Missed calls can be due to pickup, hunt group action, redirection, or similar.



DEPARTMENTAL ANSWER PERFORMANCE REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

	Total	Ans'd < 25		Busy		Unanswered		Ans'd 25-5		Ans'd 5-10		Ans'd > 10		Calls In		Messages Left	
	Calls	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
Accounting and Finance	14	9	64.29%	0	0.00%	5	35.71%	8	57.14%	1	7.14%	0	0.00%	0	0.00%	0	0.00%
Admin	129	125	96.90%	0	0.00%	4	3.10%	121	93.80%	4	3.10%	0	0.00%	0	0.00%	0	0.00%
Digital, Culture, Media & Sport	231	139	60.17%	0	0.00%	91	39.83%	128	55.41%	9	3.90%	3	1.30%	0	0.00%	0	0.00%
Export Finance	148	118	79.73%	0	0.00%	29	19.59%	111	75.00%	6	4.05%	2	1.35%	0	0.00%	0	0.00%
Health & Social Care	13	13	100.00%	0	0.00%	0	0.00%	4	30.77%	5	38.46%	4	30.77%	0	0.00%	0	0.00%
Information Security	5	5	100.00%	0	0.00%	0	0.00%	5	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Marketing & Sales	8	8	100.00%	0	0.00%	0	0.00%	7	87.50%	0	0.00%	1	12.50%	0	0.00%	0	0.00%
Production	33	27	81.82%	0	0.00%	6	18.18%	19	57.58%	8	24.24%	0	0.00%	0	0.00%	0	0.00%
Research and Development	38	35	92.11%	0	0.00%	3	7.89%	30	78.95%	4	10.53%	1	2.63%	0	0.00%	0	0.00%
System EndPoint	412	311	75.49%	0	0.00%	101	24.51%	300	72.82%	11	2.67%	0	0.00%	0	0.00%	0	0.00%
Systems Engineers	19	16	84.21%	0	0.00%	3	15.79%	13	68.42%	3	15.79%	0	0.00%	0	0.00%	0	0.00%
Test	4	3	75.00%	0	0.00%	1	25.00%	3	75.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	1,854	809	76.76%	0	0.00%	245	25.96%	749	71.66%	51	4.84%	11	1.04%	0	0.00%	0	0.00%

Endpoint Answer Performance Report

This report displays call answer information identifying the internal number dialled and the endpoint which answered (or missed) the call eventually. This could be due to pickup, hunt group action, redirection, or similar.



END POINT ANSWER PERFORMANCE REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Department - User	Called Number	Answer Point	Total Calls	Ans'd <= 25		Busy		Unanswered		Answered in (seconds)						VoiceMail			
				Calls	%	Calls	%	Calls	%	Ans'd <= 5		Ans'd <= 10		Ans'd > 10					
										Calls	%	Calls	%		Calls	%	Calls	%	in
Marketing & Sales - [Viola Sharpin]	74859	74859	2	2	66.7	0	0.0	0	0.0	2	66.7	0	0.0	0	0.0	0	0.0	0	0.0
Systems Engineers - [Toddie Maron]	61822	28583	3	3	100.0	0	0.0	0	0.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Systems Engineers - [Toddie Maron]	28583	28583	4	3	50.0	0	0.0	1	16.7	3	50.0	0	0.0	0	0.0	0	0.0	0	0.0
Systems Engineers - [Toddie Maron]	58978	28583	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Test - [Thaddus Duckering]	28158	28158	4	3	75.0	0	0.0	1	25.0	3	75.0	0	0.0	0	0.0	0	0.0	0	0.0
Health & Social Care - [Rhonda Bastable]	61822	61822	13	13	50.0	0	0.0	0	0.0	4	15.4	5	19.2	4	15.4	0	0.0	0	0.0
Digital, Culture, Media & Sport - [Pet Trundler]	85366	85366	82	48	57.1	0	0.0	34	40.5	43	51.2	5	6.0	0	0.0	0	0.0	0	0.0
Research and Development - [Jowell Ormiston]	48935	48935	2	2	100.0	0	0.0	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Export Finance - [Normand Powney]	59696	59696	55	45	65.2	0	0.0	10	14.5	40	58.0	4	5.8	1	1.4	0	0.0	0	0.0
Research and Development - [Noland Ehardt]	58558	58558	2	2	100.0	0	0.0	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Admin - [Nicko Schubert]	46874	46874	98	95	92.2	0	0.0	3	2.9	93	90.3	2	1.9	0	0.0	0	0.0	0	0.0
Export Finance - [Niccolo Fields]	59696	85744	3	3	100.0	0	0.0	0	0.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Export Finance - [Niccolo Fields]	85744	85744	17	15	60.0	0	0.0	1	4.0	14	56.0	1	4.0	1	4.0	0	0.0	0	0.0
Systems Engineers - [My Godier]	58978	58978	11	9	56.2	0	0.0	2	12.5	6	37.5	3	18.8	0	0.0	0	0.0	0	0.0
Production - [Manryo Jolland]	26719	82967	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Production - [Manryo Jolland]	82967	82967	29	23	69.7	0	0.0	6	18.2	15	45.5	8	24.2	0	0.0	0	0.0	0	0.0
Research and Development - [Marleah Boolein]	29579	29579	3	3	75.0	0	0.0	0	0.0	1	25.0	2	50.0	0	0.0	0	0.0	0	0.0
Admin - [Madlen Baradough]	62462	19864	1	1	100.0	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Admin - [Madlen Baradough]	19864	19864	23	22	95.7	0	0.0	1	4.3	20	87.0	2	8.7	0	0.0	0	0.0	0	0.0
Admin - [Madlen Baradough]	33663	19864	2	2	100.0	0	0.0	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0

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Page: 1 of 7

Customer's First Point of Answer

The Customer's First Point of Answer report shows incoming calls against the first answer point they encountered



CUSTOMERS FIRST POINT OF ANSWER REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

	Total Calls	Answered Calls			Abandoned Calls			
		Count	%	Average Response	Count	%	Average Ring	Ring > 30 secs
Unspecified	395	291	73.67%	00:00:03	104	26.33%	00:00:17	0
Alameda Haskur	59	18	30.51%	00:00:04	41	69.49%	00:00:05	0
Arch Lawly	5	1	20.00%	00:00:12	4	80.00%	00:00:06	0
Bari Fieckney	4	2	50.00%	00:00:03	2	50.00%	00:00:16	0
Bettine Potteridge	5	5	100.00%	00:00:07	0	0.00%	00:00:00	0
Bucky Tibbits	3	3	100.00%	00:00:07	0	0.00%	00:00:00	0
Corry Bilfoot	15	5	33.33%	00:00:12	10	66.67%	00:00:06	0
Ddene Spiby	16	10	62.50%	00:00:06	6	37.50%	00:00:09	0
Derrek Loughlan	4	4	100.00%	00:00:04	0	0.00%	00:00:00	0
Elysee Buckett	19	18	94.74%	00:00:03	1	5.26%	00:00:18	0
Gunilla Garrould	13	4	30.77%	00:00:11	9	69.23%	00:00:03	0
Jenni Yakobovicz	1	1	100.00%	00:00:09	0	0.00%	00:00:00	0
Kendal Caughtry	12	7	58.33%	00:00:12	5	41.67%	00:00:05	0
Liam Van Rembrandt	3	3	100.00%	00:00:04	0	0.00%	00:00:00	0
Madlen Baracloough	9	8	88.89%	00:00:06	1	11.11%	00:00:05	0
Marleah Boeoin	3	3	100.00%	00:00:07	0	0.00%	00:00:00	0
Maryjo Jolland	25	19	76.00%	00:00:06	6	24.00%	00:00:05	0
My Godier	11	9	81.82%	00:00:05	2	18.18%	00:00:14	0
Niccolo Fields	11	10	90.91%	00:00:09	1	9.09%	00:00:02	0
Nicko Schubert	23	20	86.96%	00:00:04	3	13.04%	00:00:01	0
Noland Ebhardt	2	2	100.00%	00:00:03	0	0.00%	00:00:00	0
Normand Powney	50	40	80.00%	00:00:04	10	20.00%	00:00:03	0
Oswell Ormestone	2	2	100.00%	00:00:04	0	0.00%	00:00:00	0
Pet Trundler	49	16	32.65%	00:00:05	33	67.35%	00:00:04	0
Rhonda Bastable	13	13	100.00%	00:00:08	0	0.00%	00:00:00	0
Thaddus Duckering	1	0	0.00%	00:00:00	1	100.00%	00:00:03	0
Toddle Maron	5	4	80.00%	00:00:14	1	20.00%	00:00:02	0
Viola Sharpin	2	2	100.00%	00:00:04	0	0.00%	00:00:00	0
Total	760	520	68.42%	00:00:04	240	31.58%	00:00:10	0

Usage Reports

Endpoint Usage Analysis

The endpoint usage analysis report displays a one-line summary of every selected endpoint including an answered/unanswered analysis and a breakdown of outgoing traffic call category.



ENDPOINT USAGE ANALYSIS REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 endpoints sorted by Endpoint descending.

Endpoint	Party	Department	Answered Calls			UnAnswered Calls			Outgoing Calls		Mobile		Premium		International		All Other	
			Calls	Av Dm	Av Rng	Calls	% Missed	Av Rng	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm	Calls	Av Dm
95997		Marketing & Sales	15	00:02:53	00:00:25	3	16.67%	00:01:41	14	00:02:52	13	00:01:28	0	00:00:00	3	00:02:21	1	00:00:00
74859	Viola Sharplin	Marketing & Sales	24	00:03:35	00:00:12	5	17.24%	00:00:10	11	00:04:05	7	00:02:01	0	00:00:00	0	00:00:00	5	00:06:10
56428	Gualterio Dorsett	Marketing & Sales	3	00:02:24	00:00:23	0	0.00%	00:00:00	3	00:02:24	1	00:02:20	0	00:00:00	0	00:00:00	2	00:02:26
48219	Bucky Tibbits	Marketing & Sales	103	00:01:29	00:00:13	17	14.17%	00:01:48	97	00:01:18	2	00:01:39	0	00:00:00	3	00:01:18	108	00:01:07
07860864585	Kikella Curee	Marketing & Sales	54	00:00:00	00:00:00	0	0.00%	00:00:00	54	00:00:00	0	00:00:00	0	00:00:00	54	00:00:00	0	00:00:00
07860863411	Viola Sharplin	Marketing & Sales	34	00:00:00	00:00:00	0	0.00%	00:00:00	34	00:00:00	0	00:00:00	0	00:00:00	34	00:00:00	0	00:00:00
07808739852	Gus Sander	Marketing & Sales	272	00:01:22	00:00:00	0	0.00%	00:00:00	272	00:01:22	50	00:05:54	0	00:00:00	57	00:00:00	165	00:01:45
07808107133	Kikella Curee	Marketing & Sales	87	00:02:09	00:00:00	0	0.00%	00:00:00	87	00:02:09	35	00:03:39	0	00:00:00	20	00:00:00	32	00:03:58
07802471419	Avram Mizzi	Marketing & Sales	109	00:05:20	00:00:00	0	0.00%	00:00:00	109	00:05:20	30	00:13:04	0	00:00:00	45	00:00:00	34	00:06:36
07801912273	Viola Sharplin	Marketing & Sales	168	00:02:12	00:00:00	0	0.00%	00:00:00	168	00:02:12	61	00:05:24	0	00:00:00	56	00:00:00	51	00:01:47
07734558989	Gualterio Dorsett	Marketing & Sales	262	00:05:29	00:00:00	0	0.00%	00:00:00	262	00:05:29	125	00:08:16	0	00:00:00	62	00:00:00	75	00:05:24
Report Totals:			1,131	00:02:50	00:00:14	25	2.16%	00:00:40	1,111	00:02:50	324	00:06:34	0	00:00:00	334	00:00:02	473	00:02:08

Note - Calls with the following conditions have been excluded from this report

Outcomes: Busy,Unobtainable,Do Not Disturb,No Ring,No Privilege,Not Connected,No Resources,Invalid Authorization Code,Invalid Client Code,Invalid Pin
Initiating Reasons: Pickup,Group Pickup,Recall,Intrude,Route Optimization
Terminating Reasons: Redirect

High/Low Dialed Numbers

The High / Low Dialed Numbers report shows information on calls to individual dialled numbers. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Call volume, Cost or Duration.



HIGH / LOW USAGE BY DIALLED NUMBER REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 dialled numbers sorted by Call Volume descending.

Dialled Number	Destination Name	Call Category	Call Volume	Currency	Total Cost Rate	Total Duration
0775377####	Mobile Telefonica UK	Mobile	19	GBP	0.17	01:45:30
0771261####	Mobile Telefonica UK	Mobile	18	GBP	0.00	06:46:51
0747755####	Mobile Hutchison 3G	Mobile	16	GBP	0.00	00:29:23
0771575####	Mobile Telefonica UK	Mobile	15	GBP	0.33	01:13:38
0142589####	Ringwood	National	15	GBP	0.00	00:31:22
739220####	Local	Local	14	GBP	0.00	00:00:14
0790193####	Mobile Vodafone	Mobile	14	GBP	0.00	00:35:22
0780247####	Mobile Telefonica UK	Mobile	14	GBP	0.16	02:07:37
modemo2####		International	13	GBP	0.00	00:00:00
0177262####	Preston	National	13	GBP	0.00	00:48:06
780247####	Local	Local	13	GBP	0.21	00:00:13
0754009####	Mobile Telefonica UK	Mobile	13	GBP	0.00	00:08:45
0142589####	Ringwood	National	13	GBP	0.00	00:50:46
0142565####	Ringwood	National	12	GBP	0.00	01:24:34
780191####	Local	Local	12	GBP	0.00	00:00:12
0142589####	Ringwood	National	12	GBP	0.00	01:02:37
0773455####	Mobile Telefonica UK	Mobile	12	GBP	0.95	00:18:49
791955####	Local	Local	12	GBP	0.00	00:00:12
0792381####	Mobile Telefonica UK	Mobile	11	GBP	0.00	00:17:29
787764####	Local	Local	11	GBP	0.00	00:00:11
779911####	Local	Local	11	GBP	0.00	00:00:11
782503####	Local	Local	10	GBP	0.00	00:00:10
778943####	Local	Local	10	GBP	0.00	00:00:10
741186####	Local	Local	10	GBP	0.00	00:00:10

High/Low CLI's

The High / Low CLI report shows caller information by dialling number, where provided. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Call volume, Answered Calls, Unanswered Calls or Duration.



HIGH / LOW USAGE BY CLI REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 20 CLI numbers sorted by Call Volume descending.

CLI Number	Origin	Country Name	Call Volume	Answered Calls	Average Response	Average Duration	Unanswered Calls	Unanswered Ring Time	Total Duration
anony####		United Kingdom	101	79	00:00:00	00:02:18	22	00:00:00	03:01:42
0780247####	Mobile Telefonica UK	United Kingdom	39	28	00:00:04	00:02:36	11	00:00:14	01:13:05
0790849####	Mobile EE (TM)	United Kingdom	29	22	00:00:00	00:01:51	7	00:00:00	00:40:54
0771445####	Mobile Telefonica UK	United Kingdom	29	26	00:00:03	00:01:02	3	00:00:12	00:27:01
+91206707####	India	India	21	21	00:00:00	00:02:51	0	00:00:00	01:00:11
0750089####	Mobile Vodafone	United Kingdom	17	16	00:00:00	00:01:53	1	00:00:00	00:30:21
0773455####	Mobile Telefonica UK	United Kingdom	17	16	00:00:05	00:03:19	1	00:00:12	00:53:16
0203675####	London	United Kingdom	16	12	00:00:00	00:02:56	4	00:00:00	00:35:20
0238120####	Southampton	United Kingdom	16	12	00:00:00	00:01:01	4	00:00:00	00:12:13
0780873####	Mobile Telefonica UK	United Kingdom	16	14	00:00:01	00:03:32	2	00:00:08	00:49:38
0142547####	Ringwood	United Kingdom	14	11	00:00:04	00:03:18	3	00:00:16	00:36:20
0203816####	London	United Kingdom	14	10	00:00:00	00:21:16	4	00:00:00	03:32:40
0196282####	Winchester	United Kingdom	13	10	00:00:00	00:01:26	3	00:00:05	00:14:28
0179353####	Swindon	United Kingdom	13	11	00:00:00	00:00:21	2	00:00:10	00:03:57
0238235####	Southampton	United Kingdom	13	10	00:00:00	00:00:50	3	00:00:00	00:08:28
0771575####	Mobile Telefonica UK	United Kingdom	12	12	00:00:07	00:03:32	0	00:00:00	00:42:34
0122343####	Cambridge	United Kingdom	10	10	00:00:00	00:00:32	0	00:00:00	00:05:29
0796668####	Mobile EE (Orange)	United Kingdom	10	8	00:00:00	00:02:47	2	00:00:00	00:22:22
0190881####	Milton Keynes	United Kingdom	9	7	00:00:00	00:01:49	2	00:00:00	00:12:46
0203841####	London	United Kingdom	8	6	00:00:00	00:00:58	2	00:00:00	00:05:49
Totals			417						15:28:34

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Page: 1 of 1

High/Low Endpoints

The High/Low Endpoints report shows levels of usage on individual phones. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Calls, Cost or Duration.



HIGH / LOW USAGE BY ENDPOINT REPORT

PublicDemo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 20 end points sorted by Calls descending.

End Point	Employee Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Cost Rate	%	Duration	%	Duration	%	Duration	%	Duration
07808739652	Gus Sander	272	06:10:13	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:10:13
07734558999	Gualterio Dorsett	262	23:58:38	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	23:58:38
07714458195	Toddie Maron	236	06:55:54	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:55:54
07552167782	Frazzle McDazzle	215	04:56:26	1.43	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	04:56:26
07902471419	Corry Bilfoot	205	02:40:46	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:40:46
07801764581	Marleah Boelen	199	06:21:56	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:21:56
46874	Nicko Schubert	193	02:14:15	2.73	5.79%	00:07:46	67.66%	01:30:50	9.34%	00:12:32	17.22%	00:23:07
07753774868	Catherine Webermann	190	14:06:48	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	14:06:48
07802479564	Ronny McConville	176	08:27:31	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	08:27:31
07801912273	Viola Sharplin	168	06:09:39	0.42	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:09:39
18726	Alameda Haskur	151	06:20:57	1.14	0.41%	00:01:33	76.44%	04:51:13	0.37%	00:01:24	22.78%	01:26:47
85366	Pet Trundler	137	05:32:36	2.24	0.04%	00:00:07	42.54%	02:21:30	0.01%	00:00:01	57.42%	03:10:58
48219	Bucky Tibbits	122	02:32:35	4.60	0.26%	00:00:24	17.32%	00:26:26	0.00%	00:00:00	82.41%	02:05:45
07801032987	Rhonda Bastable	115	00:52:18	0.42	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	00:52:18
07917644747	Bettine Potteridge	114	02:08:39	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:08:39
59696	Normand Powney	111	04:48:20	2.08	3.29%	00:09:30	47.60%	02:17:14	0.02%	00:00:04	49.09%	02:21:32
07802471419	Avram Mizzi	109	09:42:14	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	09:42:14
07715759549	My Godier	105	03:20:56	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:20:56
07711115522	Erek Hallgath	90	02:50:46	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:50:46
07808107133	Kikella Curree	87	03:07:42	0.37	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:07:42

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Page: 1 of 1

High/Low People

The High/Low People report shows usage by user. The output is affected by the Parameter settings to the right of the screen. These include the ability to report the Top 'x' results and options for sorting the output by Calls, Cost or Duration.



HIGH / LOW USAGE BY PEOPLE REPORT

Public Demo

Generated by: Rhonda Bastable

01/02/2020 00:00 to 29/02/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Top 250 parties sorted by Calls descending.

Party Name	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
	Calls	Talk Time	Cost Rate	%	Duration	%	Duration	%	Duration	%	Duration
Corry Bilfoot	278	08:53:26	0.34	1.28%	00:06:50	52.80%	04:41:39	0.46%	00:02:26	45.46%	04:02:31
Gus Sander	272	06:10:13	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	06:10:13
Gualterio Dorsett	268	24:05:49	0.24	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	24:05:49
Toddle Maron	260	08:47:12	0.28	0.01%	00:00:04	9.96%	00:52:29	0.53%	00:02:47	89.50%	07:51:52
Viola Sharplin	231	07:11:40	1.33	0.31%	00:01:20	0.00%	00:00:00	3.63%	00:15:41	96.06%	06:54:39
Frazzle McDazzle	215	04:56:26	1.43	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	04:56:26
Marleah Boeeln	209	06:32:34	0.23	0.57%	00:02:14	0.00%	00:00:00	0.00%	00:00:00	99.43%	06:30:20
Nicko Schubert	193	02:14:15	2.73	5.79%	00:07:46	67.66%	01:30:50	9.34%	00:12:32	17.22%	00:23:07
Catherine Webermann	190	14:06:48	0.21	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	14:06:48
Ronny McConville	176	08:27:31	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	08:27:31
Rhonda Bastable	155	02:31:02	1.01	1.07%	00:01:37	18.62%	00:28:07	1.25%	00:01:53	79.07%	01:59:25
Alameda Haskur	151	06:20:57	1.14	0.41%	00:01:33	76.44%	04:51:13	0.37%	00:01:24	22.78%	01:26:47
Kikellia Curee	141	03:07:42	0.37	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:07:42
Pet Trundler	137	05:32:36	2.24	0.04%	00:00:07	42.54%	02:21:30	0.01%	00:00:01	57.42%	03:10:58
Bettine Potteridge	125	03:12:19	0.71	0.30%	00:00:35	19.18%	00:36:53	0.00%	00:00:00	80.52%	02:34:51
My Godier	125	08:13:44	0.25	0.00%	00:00:00	54.16%	04:27:24	0.63%	00:03:08	45.21%	03:43:12
Bucky Tibbits	122	02:32:35	4.60	0.26%	00:00:24	17.32%	00:26:26	0.00%	00:00:00	82.41%	02:05:45
Normand Powney	111	04:48:20	2.08	3.29%	00:09:30	47.60%	02:17:14	0.02%	00:00:04	49.09%	02:21:32
Avram Mizzi	109	09:42:14	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	09:42:14
Erek Halligath	90	02:50:46	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	02:50:46
Kendal Caughtry	82	01:44:14	2.52	0.00%	00:00:00	71.25%	01:14:16	0.00%	00:00:00	28.75%	00:29:58
Mehetabel Warcup	80	03:20:21	0.00	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	03:20:21
Madlen Baraclough	76	01:31:58	1.61	4.02%	00:03:42	43.71%	00:40:12	2.68%	00:02:28	49.58%	00:45:36

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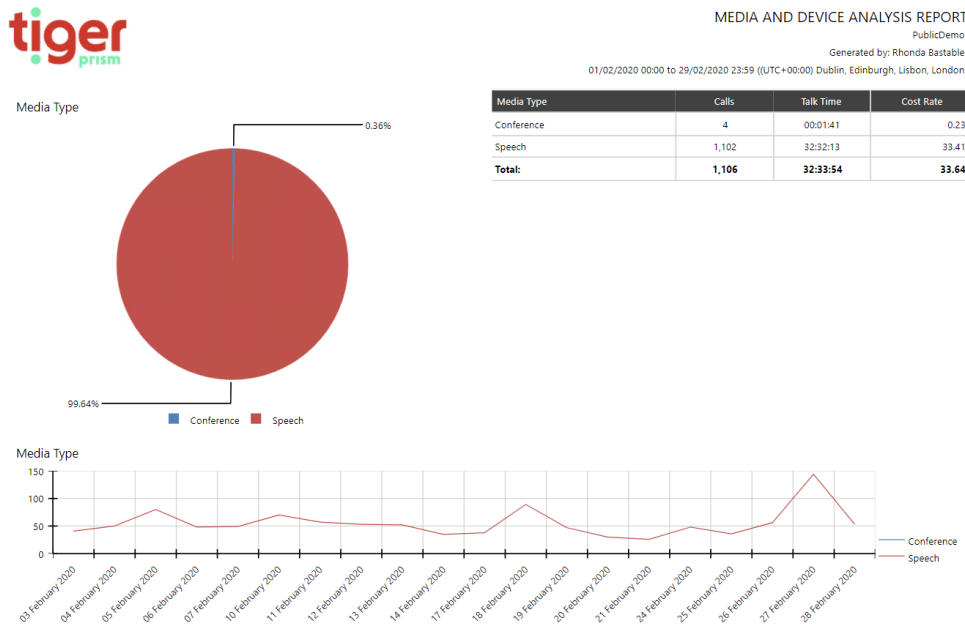
Page: 1 of 2

User Adoption Reports

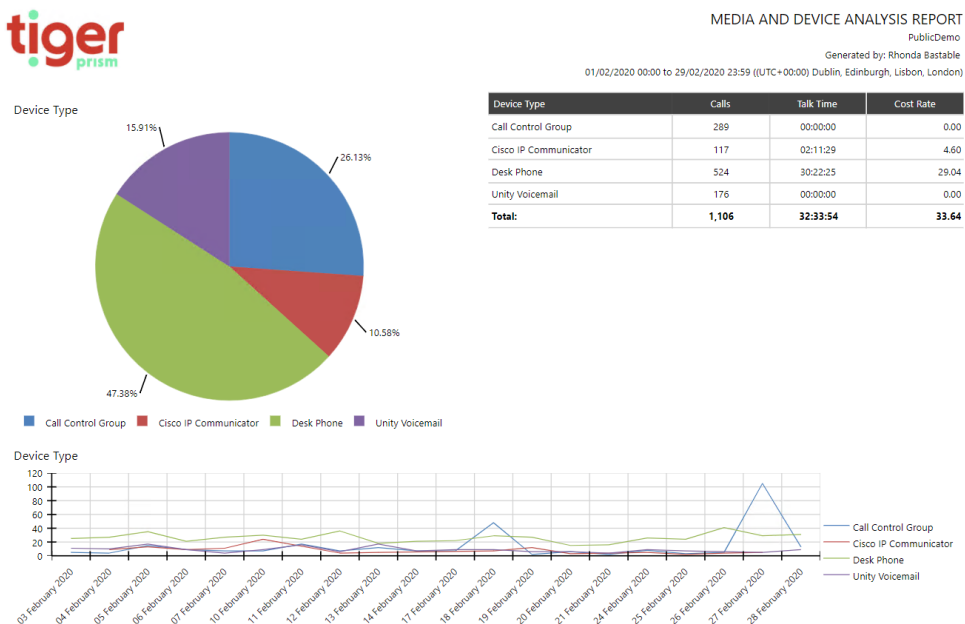
Media and Device Analysis

The Media and Device Analysis report presents one page for each media type or device defined. A pie-chart shows percentage usage for each type. A table presents the data and a line chart plots the usage statistics. The output is affected by the Parameter settings to the right of the screen.

Media Analysis



Device Analysis


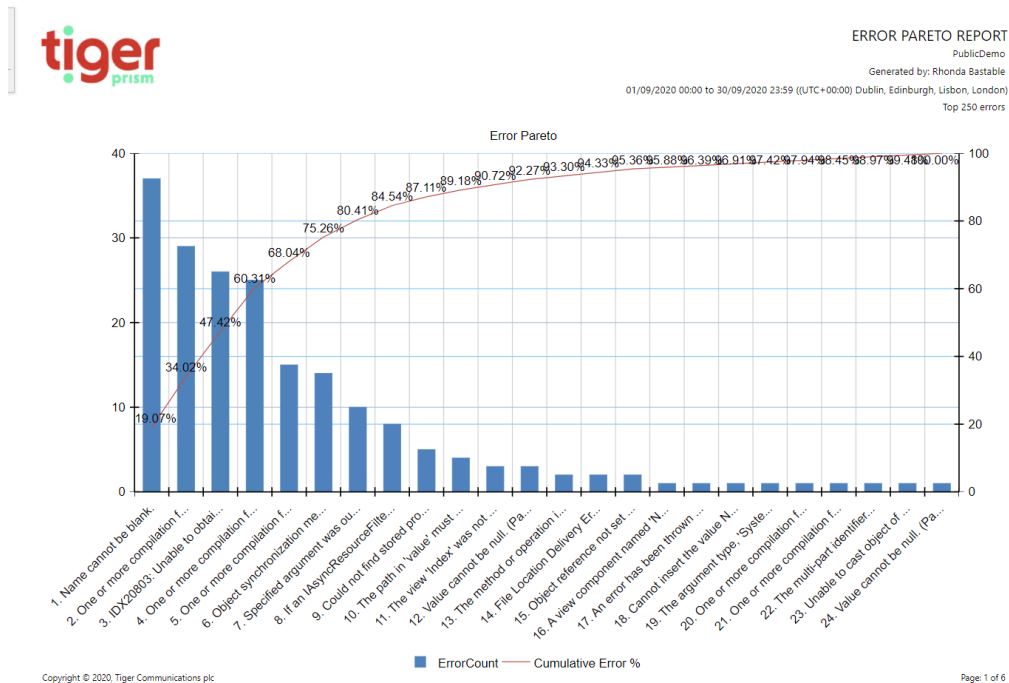


Engineering

The engineering reports are useful tools for system and network admins and Tiger Support

Error Pareto

The Error Pareto report shows a summary of errors encountered by users and system processes over the date range. This can be used by admins to determine areas with common or recurring issues.



ERROR PARETO REPORT
PublicDemo
Generated by: Rhonda Bastable
01/09/2020 00:00 to 30/09/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Top 250 errors

Row No	Error Type	Error Message	Error Count	Cum. Count	Error Percentage	Cum. Error %	Top 80%
1	InvalidOperationException	Name cannot be blank.	37	37	19.07%	19.07%	True
2	CompilationFailedException	One or more compilation failures occurred: C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(48,25): error CS0103: The name 'UserContext' does not exist in the current context	29	66	14.95%	34.02%	True
3	InvalidOperationException	IDX20803: Unable to obtain configuration from: '[PII] is hidden. For more details, see https://aka.ms/IdentityModel/PII.].'	26	92	13.40%	47.42%	True
4	CompilationFailedException	One or more compilation failures occurred: C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(42,47): error CS0103: The name 'GeneralSettingsEditViewModel' does not exist in the current context C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(63,62): error CS0103: The name 'ConfigurationController' does not exist in the current context C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(64,50): error CS0246: The type or namespace name 'ConfigurationController' could not be found (are you missing a using directive or an assembly reference?) C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(11,133): error CS1963: An expression tree may not contain a dynamic operation C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(12,133): error CS1963: An expression tree may not contain a dynamic operation C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(13,133): error CS1963: An expression tree may not contain a dynamic operation C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(14,133): error CS1963: An expression tree may not contain a dynamic operation C:\Data\TFS\Tiger.Prism2 \Main\Src\Tenant\Web\Features\Infrastructure\Setup\Views\Index.cshtml(20,49):	25	117	12.89%	60.31%	True

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Page: 2 of 6

Database Sizing Report

The database sizing report shows admins a detailed breakdown of SQL Server table size and disk usage.



DATABASE SIZING REPORT
PublicDemo
Generated by: Rhonda Bastable

Summary

Database	Table Count	Data Space Used In Mbs	Index Space Used In Mbs	Total No of Rows
Prism_Tenant_PublicDemo_Warehouse	472	522.038	394.138	12164738
Prism_Tenant_PublicDemo_Warehouse	472	522.038	394.138	12164738

Warehouse Details

Database	Table Name	Data Space Used In Mbs	Index Space Used In Mbs	Total No of Rows
Prism_Tenant_PublicDemo_Warehouse	bridge_LegChannelSeizure	2.148	0.484	56283
Prism_Tenant_PublicDemo_Warehouse	bridge_LegCharge	1.398	0.484	30145
Prism_Tenant_PublicDemo_Warehouse	bridge_LegNode	8.063	0.484	260266
Prism_Tenant_PublicDemo_Warehouse	bridge_LegQuality	3.758	0.484	108464
Prism_Tenant_PublicDemo_Warehouse	bridge_LegTag	0.000	0.484	0
Prism_Tenant_PublicDemo_Warehouse	cube_ChannelGroupSeizure	1.023	0.484	15254
Prism_Tenant_PublicDemo_Warehouse	dim_CdrSourceLogin	0.023	0.008	43
Prism_Tenant_PublicDemo_Warehouse	dim_Condition	0.023	0.008	6
Prism_Tenant_PublicDemo_Warehouse	dim_ConditionTranslation	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_Date	0.234	0.055	854
Prism_Tenant_PublicDemo_Warehouse	dim_Direction	0.023	0.008	5
Prism_Tenant_PublicDemo_Warehouse	dim_DirectionTranslation	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_EmailClient	0.023	0.008	9
Prism_Tenant_PublicDemo_Warehouse	dim_EmailClientVersion	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_LegRole	0.008	0.008	11
Prism_Tenant_PublicDemo_Warehouse	dim_LegRoleTranslation	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_MediaType	0.023	0.008	22
Prism_Tenant_PublicDemo_Warehouse	dim_MediaTypeTranslation	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_OriginalAccessCode	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_OriginalDigits	0.531	0.523	8447
Prism_Tenant_PublicDemo_Warehouse	dim_Outcome	0.023	0.008	14
Prism_Tenant_PublicDemo_Warehouse	dim_OutcomeTranslation	0.000	0.000	0
Prism_Tenant_PublicDemo_Warehouse	dim_PersonalPhoneBook	0.008	0.008	6

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Page: 1 of 31

Active Endpoints

The Active End Points report shows a count of all end points that have made or received calls over the period, regardless of whether they are assigned to a user or tree.



ACTIVE ENDPOINTS REPORT
PublicDemo
Generated by: Rhonda Bastable
01/01/2020 00:00 to 31/12/2020 23:59 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Top 10 cdr sources sorted by Calls descending.

Endpoint Count	Cdr Source	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Cost Rate	%	Duration	%	Duration	%	Duration	%	Duration
31	Mobile CDR Source	17,313	632:55:28	54.11	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	632:55:28
84	PABX CDR Source	8,659	190:19:01	105.79	5.03%	09:34:07	47.19%	89:49:10	5.03%	09:34:07	42.75%	81:21:37

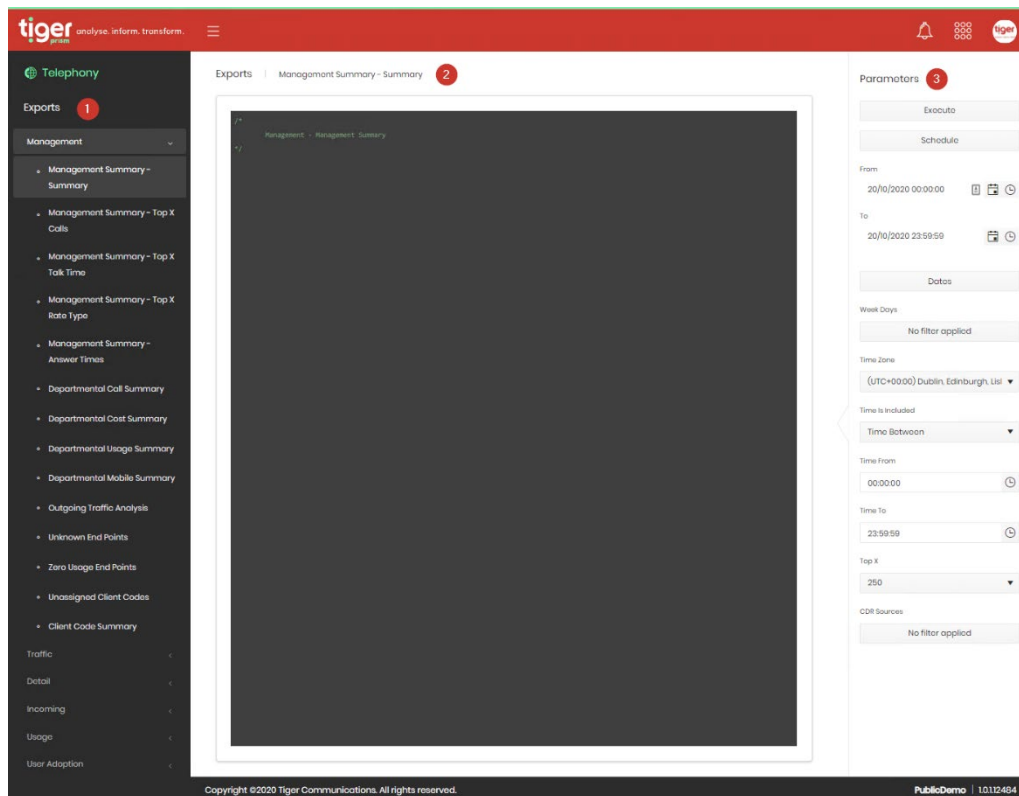
Exports

Overview

All reports available in the Prism Reports module are also available as exports. These exports are designed to include additional fields supporting the use of pivot tables and are not formatted reports.

Configuring exports

Exports are set up very much like reports.



The list of available exports is shown on the left (1). The details of the script (before execution) or the results are shown in the middle (2), and the parameters specific to the export are on the right (3). All details found above in the [Reports](#) section regarding parameters and report purposes apply to the corresponding Exports as well.

Custom exports can be designed to meet specific requirements. Contact your own system administrator, or your Tiger account manager for more details.

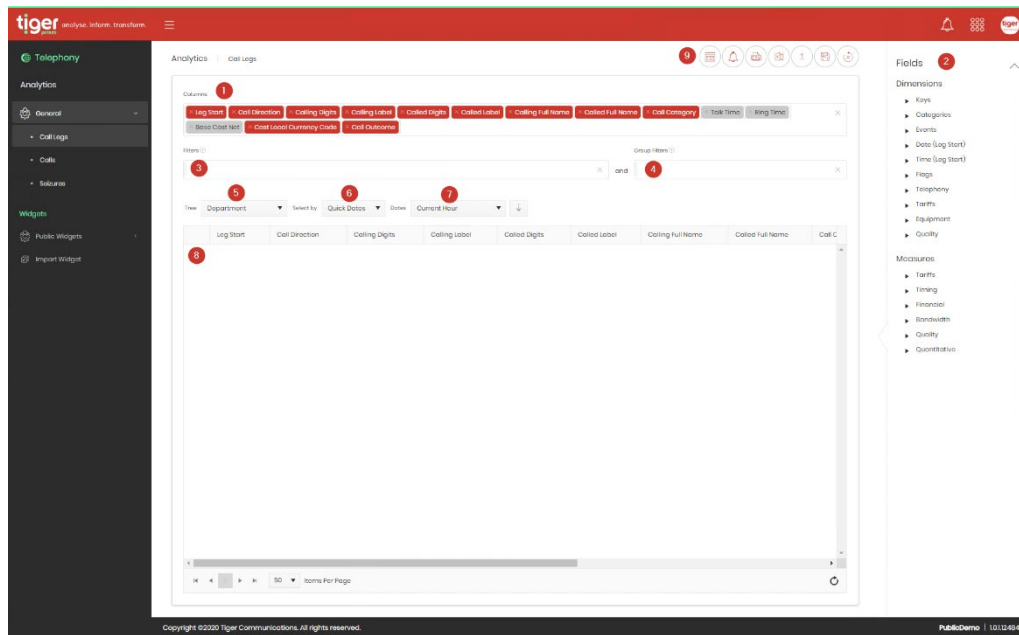
Analytics

Overview

The Analytics module gives users a powerful, flexible reporting tool for call information interrogation within all recorded CDR.

Common Analytics functions

Although there are several types of analytics, they all function in the same way.



1. The columns area determines which fields are shown in the results.
2. Fields master list. Choose from here for columns, filters and group filters.
3. Filter area. Fields are added here to filter results.
4. Group filter area. Measures are added here to filter aggregate results.
5. Selection of the directory tree to use in results.
6. Choice between specific and relative date ranges.
7. Reporting date range. This will either show a date and time for 'from' and 'to', or a selector for relative date (For example, yesterday, last calendar year, May 2020).
8. Results grid.
9. Actions menu.

Columns and Fields

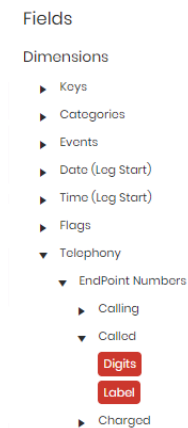
The main screen is populated with a set of default fields in the Columns section. Items placed in this area will appear as columns in the results.

There are two types of information fields, the actual available fields will vary depending on which analytics screen is used.

Dimensions – data facets - anything which cannot be measured in units, e.g. dates, keys, groups, etc. Within the list, each dimension group can be expanded to reveal the individual options.

Measures – quantification and calculation - numeric data attributes which can be used in mathematical calculations, for example costs, duration, ring-time.

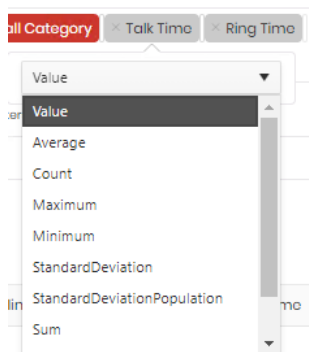
On the right-hand side of the screen is a list of all available data fields which can be used to show additional results columns or refine the query by filtering.



Select from the options for dimensions and measures.

- To add a field, click on the required item and drag it into Columns, Filters, or Groups Filters.
- Dimensions and measures are differentiated by colour.
- To remove a field, click the 'X' to the left of the field name.
- To remove all fields from the Columns section, click the 'X' on the far right.

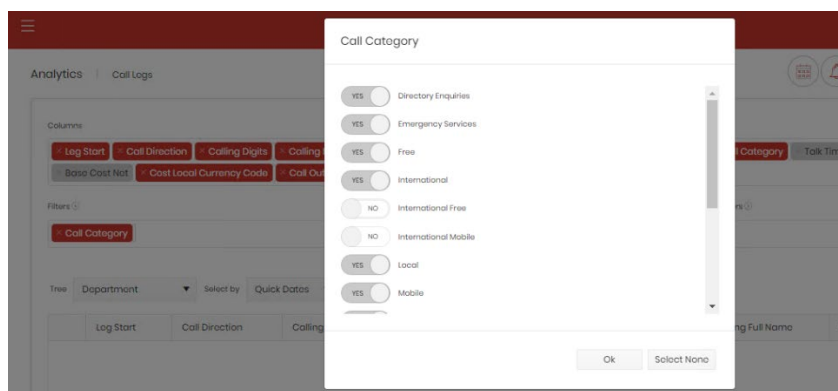
Measures can have calculations applied within the Columns area. Click on an included measure to see the available options.



Filtering

Drag fields from the Columns area to the Filters section to apply filtering to the results.

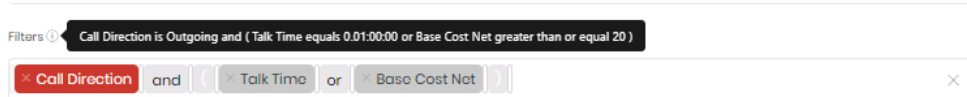
Click on the field to access the filtering options relevant to it. These options will vary depending on the dimension.



The inclusion of more than one filter will insert a Boolean function defaulting to 'and' but allowing use of 'or' depending on the requirements of the filter. Click on the function to toggle between the two. Parentheses can be used for more complex filter requirements



Hover over the information symbol to see applied filter details.

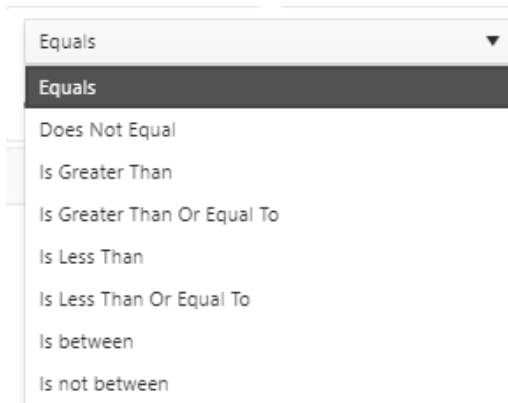


Apply Group Filters to aggregate the results and filter your results. Drag measures from the Columns area to the Group Filters section to apply filtering to the results. In this way you can, for instance, group the results to show the Base Cost sum, where the value is greater than £50.00

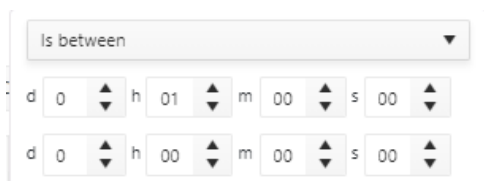
Filter Types

For filtering fields there are several context sensitive options

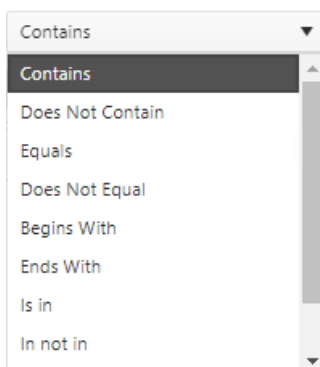
- For numerical measures calculations are shown



- For date or time fields the options are the same, but the value to filter against is entered through a picker



- Base fields, names, labels etc have standard string filters



- Digit fields allow a list of included or excluded digit strings. These strings can use wildcards.

- Some fields have specific choices, for example Call Direction

Call Direction

☐ NO Incoming
☒ YES Outgoing
☐ NO Internal
☐ NO Tandem

Ok Select None

- There are some which feature an on or off selection, for example Operator Assisted

☐ Is Operator Assisted

☒ Is Operator Assisted

- Many of the filters support wildcard entries in their strings. These will show a tooltip for assistance

Wild cards

% Matches any string of zero or more characters. For example, %787% finds all texts containing 787.

_ Matches any single character. For example, 1_3 finds 123, 193, 1a3...

[] Matches any single character within the specified range ([a-f]) or set ([abcdef]). For example, 0[1-4]% finds all entries beginning with 01, 02, 03 and 04.

[^] Matches any single character not within the specified range ([^a-f]) or set ([^abcdef]). For example, 0[^1-4]% finds all entries not beginning with 01, 02, 03 and 04.

Results Grid

Having confirmed the contents of the Columns, select the Tree and either Quick or Specific Dates. Generate the results by clicking the 'Retrieve' button and check that the filters return the expected results.

	Leg start	Call direction	Calling digits	Calling label	Called digits	Called label	Call category	Talk time	Ring time	Base cost	Cost base currency code
	13/07/2018 23:56:25	Outgoing	07779000034	Daphne Cortez	mobileo*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:56:25	Outgoing	07779123006	07703190742	mobileo2couk	mobileo2couk		00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:36:19	Outgoing	07779000016	Abel Savage	idatao*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:36:19	Outgoing	07779123018	Joeph Kilman	idatao2couk	idatao2couk		00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:36:16	Outgoing	07779000005	Claude Mac Do...	idatao*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:36:16	Outgoing	07779123020	Obadiah Stane	idatao2couk	idatao2couk		00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:33:05	Outgoing	07779000028	Adrian Bauer	idatao*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:33:05	Outgoing	07779123024	07801036588	idatao2couk	idatao2couk		00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:32:02	Outgoing	07779000040	Jessica Yoder	idatao*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:32:02	Outgoing	07779123010	Abe Klein	idatao2couk	idatao2couk		00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:21:18	Outgoing	07779000004	Chasity Cannon	mobileo*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:21:18	Outgoing	07779123013	Jack Rutledge	mobileo2couk	mobileo2couk		00:00:00	00:00:00	0.00	GBP

At the bottom left of the results table you can toggle through the pages and set the quantity of items per page to display. The bottom right of the screen confirms the total number of items in the current view and provides a refresh button.

The details icon on the left of each row shows an individual record in full detail. This option is not available in aggregated analytics.

Record Detail

For call legs or calls analytics there is a detail action on the left of each row. This will open a new browser tab to show all linked legs of the call across the top.

Call Summary - 23/02/2020 At 15:03:44

Call Started at 15:03:44 and Ended at 15:22:53. The Total Talk Time for 4 Participants Was 02:08:42. The Total Cost Was £0.00.

01 London 0207575#### 8008Tiger Cisco UCM 8008 15:03:44

02 London 0207575#### 800Tiger Cisco UCM 800 15:03:57

03 London 0207575#### 2304Tiger Cisco UCM 2304 15:04:04

Categories:

- Equipment
- Telephony
- Timing
- Flags
- Quality
- Bandwidth
- Date & Time
- Keys
- Events
- Quantitative

Call category: 33326

Call condition: Valid

Call direction: Incoming

Originator type:

Initiation reason: Normal

Web termination: 33326

Web termination: 0

Destination type:

Media type: Speech

Call outcome: Connected

Queue time: < 5 seconds

Response time: < 5 seconds

Ring time: < 5 seconds

Termination reason: Transfer

Clicking on each leg (1) will alter the information displayed below to that specific part of the call. Each leg's detail section (2) has various categories down the left hand side (3) which will alter the displayed information.

Categories:

- Equipment
- Telephony
- Timing
- Flags
- Quality
- Bandwidth
- Date & Time
- Keys
- Events
- Quantitative

Is calling first channel use: on

Is called first channel use: off

Is first point of answer: on

Is missed call: off

Is message left: off

Is personal call: off

Is personal charge: off

Is DSA call: off

Is conference call: off

Is malicious call: off

Is operator assisted: off

Actions

When the results match requirements, there are several actions available via icons at the top of the screen



1. Create a Widget Job from this widget definition. Schedule the widget to run to specific settings. After confirmation the Widget Job scheduling wizard will run, with the widget definition set from this page.
2. Create an Alert Job from this widget definition. Schedule the widget to be used as an alert. After confirmation the Alert Job scheduling wizard will run, with the widget definition set from this page. Alerting functionality is available as a licensed module.
3. Export to CSV. Triggers a save dialogue for a comma separated file.
4. Export to Excel. Triggers a save dialogue for an Excel XLSX file.
5. Export Widget definition. This displays the code that represents the widget definition. This can be copied and then saved or emailed. The ability to export widget code and reimport it within Prism gives users the ability to share widgets or to duplicate widgets to create similar ones.

Export

Copy the text below and paste it into import form

```
{
  "ViewGuid": "cc89de57-31c8-489f-8ba7-4834fea57414",
  "Definition": {
    "ColumnAggregates": [
      {
        "Alias": "CallStart_b2d0b221f4ed4416",
        "Label": "Call Start",
        "ColumnId": "CallStart",
        "AggregateType": "Value",
        "IsAggregate": false,
        "Type": "-2"
      },
      {
        "Alias": "InitialDirectionName_07d779a80dd470a2",
        "Label": "Initial Direction",
        "ColumnId": "InitialDirectionName",
        "AggregateType": "Value",
        "IsAggregate": false,
        "Type": "-2"
      },
      {
        "Alias": "FpaMissedDirectionName_0f151224a61367e2",
        "Label": "Fpa Missed Direction",
        "ColumnId": "FpaMissedDirectionName",
        "AggregateType": "Value",
        "IsAggregate": false,
        "Type": "-2"
      },
      {
        "Alias": "IsAnswered_a4dd9737727e886a",
        "Label": "Is Answered",
        "ColumnId": "IsAnswered",
        "AggregateType": "Value",
        "IsAggregate": false,
        "Type": "-2"
      }
    ]
  }
}
```

Close

6. **Save as Widget.** Allows the widget to be saved either for the user alone, or to one or more widget groups which the user has write access to.

Save As...

Widget name*

☐ Save widget just for me

☒ Save widget to the following widget groups:

☐ OFF Sales Widgets

☒ ON Public Widgets

Select All

Save Cancel

7. **Reset.** Sets all columns back to default and removes all filtering.

Aggregated Queries

Analytics can go beyond a simple filtered list of call legs, allowing for analysis of the data in a number of ways.

Most dimensions can be used to group records while measures can have a variety of functions performed on them within those groups.

It is recommended that all columns are cleared before beginning an aggregated report and to build the query up slowly until reaching the required results. All dimensions included will act to group the call legs, so the key is to keep it simple and use as few objects as possible.

To generate aggregated data, add one or more dimensions and one or more measures to the columns section. Click the measure and you will be presented with a selection of mathematical functions: Value, Average, Count, Maximum, Minimum, Standard Deviation, Standard Deviation Population, Sum, Variance and Variance Population.

In the example below, the dimension "Call Direction" is used, along with the sum of the measure "Talk Time" to display a total talk time for each direction.

Columns

Call Direction Sum(Talk Time)

Filters

Group Filters

Tree Department Select by Quick Dates Dates This Month

Call Direction Sum(Talk Time)

More dimensions can be included to increase the granularity of the report, more measures can give extra information and filtering can be applied to the results as normal. The example below is limited by filtering on calling digits, and grouped by both the calling party and call direction. Note that nearly any measure can be used for a count value.

Columns

Calling Digits Call Direction Sum(Talk Time) Sum(Base Cost Net) Count(Base Cost Net)

Filters

Calling Digits

Group Filters

Tree Department Select by Quick Dates Dates This Month

Calling Digits Call Direction Sum(Talk Time) Sum(Base Cost Net) Count(Base Cost Net)

Analytics Modes

Call Legs

The Call Legs option allows you to build up a picture of anything from individual call legs to trend analysis over any period. This module has the widest range of available fields and results are returned as a single row per leg of a call. This means that transfers, diverts, enquiry calls will all have their own call leg record. This means that several legs may need to be reviewed to see the whole picture of a single call which has had several parties.

Calls

Unlike Call Legs the Calls analytics module shows whole calls, although with a smaller selection of fields available.

Seizures

The Cube Seizures option allows you to analyse a fixed period, 'bin' of data and is therefore useful for repeat, snapshot analysis and to monitor call concurrency. The Seizures set of fields is also smaller than the Call Legs set. And the results grid does not show a detail option, the results are aggregate by nature.

Analytics Seizures

Columns

Date Quarter Hour Bin CDR Source Channel Group Name Channel Group Available Channels Seizure Seconds Concurrent Max Concurrent Max Duration Concurrent Min Concurrent Avg

Filters

Group Filters

Sort by Quick Dates Dates February 2020

Date	Quarter Hour Bin	CDR Source	Channel Group Name	Channel Group Available Channels	Seizure Seconds	Concurrent Max	Concurrent Max Duration	Concurrent Min	Concurrent Avg
16/02/2020	20:30:00 - 20:44:59	Mobile CDR Source	008	4	3	1	3	0	0.00
16/02/2020	20:15:00 - 20:29:59	Mobile CDR Source	008	4	64	1	64	0	0.07
12/02/2020	15:15:00 - 15:29:59	Mobile CDR Source	008	4	5	1	5	0	0.06
11/02/2020	06:00:00 - 06:14:59	Mobile CDR Source	008	4	28	1	28	0	0.03
10/02/2020	08:45:00 - 08:59:59	Mobile CDR Source	008	4	240	1	240	0	0.27
09/02/2020	15:30:00 - 15:44:59	Mobile CDR Source	008	4	31	2	10	0	0.02
08/02/2020	10:30:00 - 10:44:59	Mobile CDR Source	008	4	285	1	285	0	0.32
08/02/2020	10:15:00 - 10:29:59	Mobile CDR Source	008	4	106	1	106	0	0.10
08/02/2020	15:30:00 - 15:44:59	Mobile CDR Source	008	4	30	1	30	0	0.03
08/02/2020	20:15:00 - 20:29:59	Mobile CDR Source	008	4	282	1	282	0	0.31
02/02/2020	22:45:00 - 22:59:59	Mobile CDR Source	008	4	1	1	1	0	0.00
02/02/2020	17:30:00 - 17:44:59	Mobile CDR Source	008	4	6	1	6	0	0.06

1 - 50 of 100 Items