

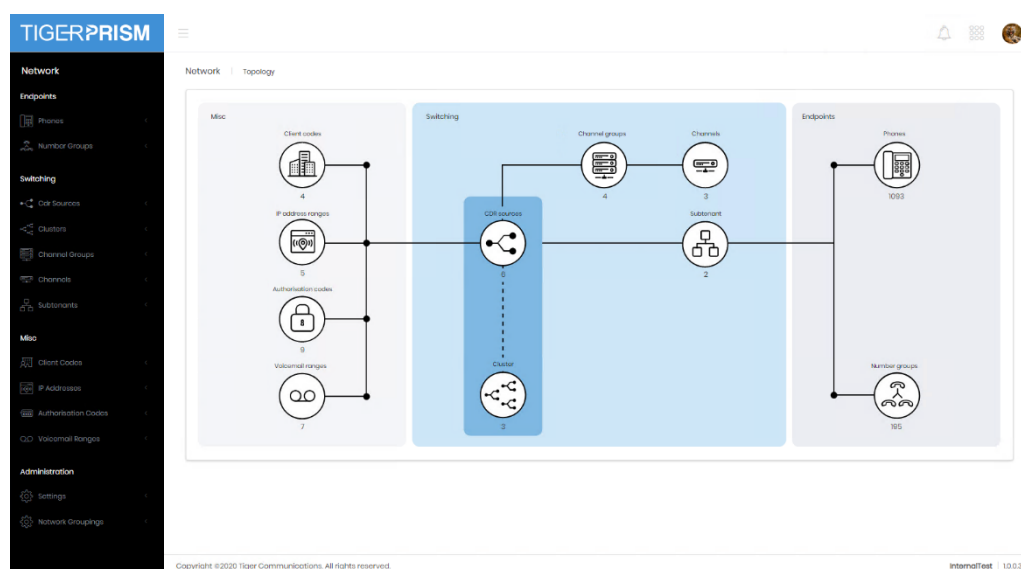
## Telephony \ Network

### Overview

The network module shows all elements of the telephony network. From the CDR sources themselves through defined channels and groups, the phones and the IP ranges that support them all.

### Topology

The network landing page is a topology map of the Prism system. It shows the number of defined objects in each of the available sections and provides an easy link to each section from the diagram.



### Search and Recycle Bin

All sections in Network have a similar layout. Each has a search grid that allows all the standard grid controls described in common features, including direct access to the detail page of an item.

The recycle bin shows a similar grid for deleted items, with a restore control shown on the far right of each record.

Each following section will show the creation and detail pages.

# Endpoints

## Phones

All phone numbers based on any CDR Source should be configured here. If it is in use Directory Integration will populate the majority of the records in phones. Prism’s collection service will automatically add any endpoints it does not know to the phones list.

### Create

Phone creation follows a five step wizard.

### Details

Phones | Create

1

2

3

4

✓

Details

Assignments

Notes

Custom Fields

Completed

Details

1

Name\*

2

Source\*

None selected

3

Subtenant

4

Type\*

----- Please select one option -----

5

Label

6

Operator position

7

Is ex-directory

on

off

> Next

1. The name may be an extension number, email address, mobile number or some other identifier. It needs to be added here exactly as it will be seen in CDR.
2. Select which CDR Source or Cluster the phone is on. Click the eraser to clear any current selection and the ellipsis to choose a source:

Select Source ×

▼ Filter

Name ▼	Label ▼	Source type ▼
Avaya Cluster	Avaya Cluster	Cluster
Avaya01	Avaya01	CDR Source
CiscoCluster	CiscoCluster	Cluster
Matts Mitel Network	Matts Mitel Network	Cluster
Mitel02	Mitel 2	CDR Source
TestPABX	TestPABX	CDR Source
VodafoneBills	Vodafone Bills	CDR Source

3. Choose a subtenant if appropriate. Subtenants are handled in more detail in the CDR Source section.

- Pick the type of phone this record relates to

Type\*

--- Please select one option ---
 

- Please select one option ---
- Extension
- Mobile
- URI
- User

- The label is free text and can be anything descriptive.
- If the phone is used as an operator position the console number can be defined here.
- If the phone should be ex-directory then set it here.

## Assignments

Phones | Create

1

2

3

4

✓

Details

Assignments

Notes

Custom Fields

Completed

Assignments

Location  
Select a location

Employee  
Select an owner employee

Owner Department  
Select an owner organisation

Owner Cost Centres  
Select an owner organisation

Owner Projects  
Select an owner organisation

< Previous

Next >

The options here are not required but can be useful to complete at this stage.

Location – If no location is selected the phone will inherit the location of the CDR Source.

Employee – The employee to whom the phone is initially assigned.

Owner Department\Cost Centre\Project – The organization to which the phone is initially assigned on creation.

The 'From' date of any assignments will be the creation time of the phone. If a phone is not assigned it will be added to the pool of phones available to use when "Assign endpoint" is selected in the Enterprise directory.

## Notes

The third step allows notes to be added for the phone.

Phones | Create

The screenshot shows a five-step progress bar at the top. Step 1 is 'Details', Step 2 is 'Assignments', Step 3 is 'Notes' (highlighted with a blue circle), Step 4 is 'Custom Fields', and Step 5 is 'Completed'. Below the progress bar, the 'Notes' section contains a rich text editor with a 'Format' dropdown and various formatting icons (bold, italic, underline, bulleted list, numbered list, link, unlink, image, table, etc.). The editor area is currently empty. At the bottom, there are two buttons: '< Previous' and '> Next'.

## Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

Phones | Create

The screenshot shows the same five-step progress bar as the previous image, but now Step 4 'Custom Fields' is highlighted with a blue circle. Below the progress bar, the 'Custom Fields' section displays two form fields. The first is labeled 'Hunt Group Member?' and has a dropdown menu with 'No' selected. The second is labeled 'Hunt Group Pilot' and is an empty text input field. At the bottom, there are two buttons: '< Previous' and '> Next'.

Custom fields are defined and enabled by a system administrator. They may also be populated by directory integration.

Completed

The final step shows a summary of entered information before the record is created.

Phones | Create

1

2

3

4

✓

Details

Assignments

Notes

Custom Fields

Completed

Summary

Expand All

1. Details

Name

20558976

Label

20558976

Source

Avaya01 - CDR Source

Operator position

Subtenant

Is e-directory

Off

Type

Extension

2. Assignments

3. Notes

4. Custom Fields

< Previous

✓ Submit

Detail Page

The detail page allows review and editing for all the properties defined in the creation phase, or by directory integration. If directory integration is active, any changes made manually here may be reversed when the next refresh is run.

There are three main sections to the Phone details page.

Details

The top section shows the specific properties of the phone, the number, label, CDR Source, custom fields etc. across a series of tabs. Each tab can be edited to adjust the information displayed. The audit tab shows the creation and last update information.

Phones | 20558976

20558976

Details

Custom Values

Notes

Audit

Name

20558976

Source code

Avaya01

Source name

Avaya01

Source label

Avaya01

Subtenant name

Subtenant label

Label

20558976

Type

Extension

Operator position

Is e-directory

Off

## Assignments

The middle section of the page shows assignment information. Phones can be assigned to one or more of the directory trees, to an employee, and to a location. The display here shows all historical, current, and planned assignments.

Assignments

Department					
Cost Centres Projects Shared Employee Locations					
From	To	Organisation	Created By	Created	
02/03/2020 00:00:00	Ongoing	Company Test/Finance	John Doe	20/07/2020 15:36:32	
01/01/2020 00:00:00	02/03/2020 00:00:00	Company Test/Energy	John Doe	20/07/2020 15:55:46	

1 - 2 of 2 items

Each tab shows a potential assignment area. Department, Cost Centre, Project, Employee and Location are all as detailed in Assignments and Overlaps in Common Features. In the example above the phone has been assigned to the Finance department from 2<sup>nd</sup> March 2020 onwards, moving on from the previous assignment to the Energy department.

The Shared assignment tab is unique to phones, as the only record that can be shared. A phone's Employee, department, cost centre and project assignments are considered their primary assignments, and these are the owners of the phone in each case. One or more shared assignments can be created however, as phones are often shared between employees and departments.

A phone can be shared to an employee, or an organization, or both on a single assignment. In the example below a phone is being shared out on the department tree with an employee (row 1), a department (row 2), and a different employee in a different department (row 3).

Assignments

Department


Cost Centres

Projects

Shared

Employee

Locations



Phones can be shared by multiple employees and organisations at the same time.



+







Assign shared endpoint

Department

Cost Centres

Projects



Row validation			From	To	Employee	Organisation	
Row	Status	Overlap					
1	<div>Active</div>		08/06/2020 00:00	Ongoing	Abbie Caltun 		X
2	<div>Active</div>		01/06/2020 00:00	Ongoing		Company Test/Consumer Services/Support 	X
3	<div>Active</div>		01/06/2020 00:00	Ongoing	John Doo 	Company Test/Consumer Services/Research and Development 	X

None of these shared assignments will affect reporting. They are only displayed in the directory. The owning employee and organization always show in reports, analytics, exports and dashboards.

## Charges

The third section of the page is for charges.

The first two tabs relate to call charges. Prism supports three rates for each call: Cost, Wholesale, and Retail. This allows reporting to display different charges for differently targeted reports. Phones will inherit the tariffs assigned to the CDR Source that they are attached to, or the ones configured against the channel group that calls are made on unless assignments are made against them here. Phones cannot have a cost rate assignment, only wholesale and retail can be set at this level.

Charges

Wholesale Retail Fixed

Filter

From	To	Tariff	Description	Created
01/05/2020 00:00:00	Ongoing	Stripe Retail Uplift	Uplifted rates for recharging	21/07/2020 10:05:33

1 - 1 of 1 items

The third tab allows assignment of predefined fixed charges. Fixed charges are configured in Telephony\Charging\Fixed Charges to cover various non call related charges that might need to be applied to elements. As such, there is no overlap enforced, multiple fixed charges can be assigned to a single phone at the same time.

Charges

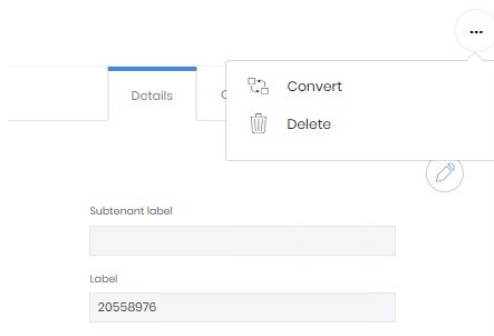
Wholesale Retail Fixed

Filter

From	To	Type	Name	Description
01/05/2020 00:00:00	Ongoing	Feature	FCC433	Daily FCC433 charge
02/03/2020 00:00:00	Ongoing	Rental	E1 a day	E1 a day

1 - 2 of 2 items

One more option is available on the detail page, in the ellipsis menu is a Convert command.



This switches the phone into a Number Group in case the endpoint number is reprovisioned. There is a corresponding control on the Number Group detail page.

### Number Groups

There are several types of number group, each supported by different CDR Sources. If Prism's collection service detects a group number or by CDR context it will be added as a number group rather than a phone.

The types of group that Prism supports are

Undefined Group – This is what a group added by collection will show as. Before it can be used in reporting the group should be classified properly.

- Hunt Group
- Operator Group
- Pickup Group
- Queue Group
- Voicemail Group

### Create

Number Group creation follows a five step wizard.

### Details

Number Groups | Create

1 Details 2 Assignments 3 Notes 4 Custom Fields 5 Completed

**Details**

Name\* 20000

Source\* Avaya Cluster - Cluster

Subtenant

Type\* Hunt Group

Label Support Hunt

Is ex-directory OFF

> Next



1. The name should be added here exactly as it will be seen in CDR.
2. Select which CDR Source or Cluster the Group is on. Click the eraser to clear any current selection and the ellipsis to choose a source:

Select Source x

▼ Filter

Name	Label	Source type
Avaya Cluster	Avaya Cluster	Cluster
Avaya01	Avaya01	CDR Source
CiscoCluster	CiscoCluster	Cluster
Matts Mitel Network	Matts Mitel Network	Cluster
Mitel02	Mitel 2	CDR Source
TestPABX	TestPABX	CDR Source
VodafoneBills	Vodafone Bills	CDR Source

⏪ 1 ⏩
 50 Items Per Page
1 - 7 of 7 items

3. Choose a subtenant if appropriate. Subtenants are handled in more detail in the CDR Source section.
4. Pick the type of Number Group this record relates to.
5. The label is free text and can be anything descriptive.
6. If the Group should be ex-directory then set it here.

### Assignments, Notes, Custom Fields, and Completed

The remaining steps are identical to those for [Phones](#).


### Detail Page

The detail page allows review and editing for all the properties defined in the creation phase. If directory integration is active, any changes made manually here may be reversed when the next refresh is run.

The top section shows the specific properties of the number group, the name, label, CDR Source, custom fields etc. across a series of tabs. Each tab can be edited to adjust the information displayed. The audit tab shows the creation and last update information. In all regards the functions on the page (properties, assignments and charges) are identical to those for [Phones](#).

☰
🔔
👤

Number Groups | 20000
⋮



20000

Details

Custom Values

Notes

Audit

**Details**

Name  
20000

Source code

Source name  
Avaya Cluster

Source label  
Avaya Cluster

Subtenant name

Subtenant label

Label  
Support Hunt

Type  
Hunt Group

Is ex-directory  
☐ OFF

## Switching

### CDR Sources

A CDR Source refers to a source of call data for Prism. Traditional PABXs, IP based systems like Cisco's or Avaya's Communications managers, and imports of flat files for mobile billing all count as CDR Sources.

### Create

CDR Source creation is via a wizard.

### Details

The first step contains a lot of fields. Required fields are marked with a '\*' and others are given default values. These defaults should be confirmed before further network configuration related to the CDR Source takes place.

CDR Sources | Create

CDR Source Details

Field Number	Field Name	Field Type	Field Value
1	Type*	Dropdown	--- Please select one option ---
2	Code*	Text	
3	Name*	Text	
4	Label*	Text	
5	Cluster	Dropdown	
6	Country dialling code*	Dropdown	--- Please select one option ---
7	Cost method*	Dropdown	--- Please select one option ---
8	Duration type*	Dropdown	--- Please select one option ---
9	Channel length	Text	3
10	Channel group length	Text	3
11	Maximum phone length	Text	13
12	Maximum valid call duration (days:Hours:Minutes:Seconds)	Text	0 : 00 : 00
13	Maximum valid call cost	Text	0.00
14	Algorithm digit dial time (ms)	Text	0
15	Algorithm ring time (seconds)	Text	0

1. Select the type of source (Mobile Provider or PBX/VoIP). This is a choice between a switch or an import. Required.
2. If your estate used codes for switches then use this field. Otherwise Tiger recommend a simple numbering system. Required and must be unique.
3. Enter a name for the source. Required and must be unique.
4. Enter a label for the source. Required and must be unique.
7. Note – Code, Name, and Label are all available fields for filtering or display in analytics.
5. If the source is part of a **cluster** add it here. This cannot be adjusted later, if the CDR Source is to be part of a cluster, then the cluster must be created first, and the CDR Source must be added at creation.
6. Country dialling code sets the default dialling code for all telephony based on this source. The country or number can be entered to narrow the selection. Required.

Country dialling code\*

--- Please select one option ---

uni

--- Please select one option ---

- 216 - Tunisia
- 44 - United Kingdom
- 971 - United Arab Emirates

7. Cost Method refers to whether charges for calls are calculated, provided within the source data, or not required. Required.

Cost method \*

--- Please select one option ---

--- Please select one option ---

Calculated

None

Provided

8. Duration Type. Prism supports both true connection time and off hook to on hook duration. If the latter is selected then items 14 and 15 should be completed.
9. Channel length refers to the number of digits in the member section of the channel number.
10. Channel group length refers to the number of digits in the group section of the channel number. Some switches do not have channel groups, this field can be set to 0.
11. Maximum phone length is the longest number that is allowed as an endpoint phone number. Anything longer than this will not be recognised by collection as an endpoint and cannot be entered in [Phone creation](#).
12. Maximum valid call duration allows a value to be set for Prism to artificially terminate a call which has not been marked as terminated in CDR. The default value or all zeros indicates no maximum applied.
13. Maximum valid call cost limits the cost applied to any single call leg. The default value of 0.00 indicates no maximum.
14. Algorithm digit dial time is a value in milliseconds subtracted from the off hook to on hook duration per digit dialled to estimate the correct connection time.
15. Algorithm ring time is a value in seconds subtracted from the off hook to on hook duration for each call to estimate the correct connection time.

## Assignments

The second step handles the initial assignments for the new source, both a location and a tariff to use.

CDR Sources | Create

1

2

3

✓

Details

Assignments

Notes

Completed

Assignments

Location

Location\*

Southampton

Charges

Carrier

Example Carrier

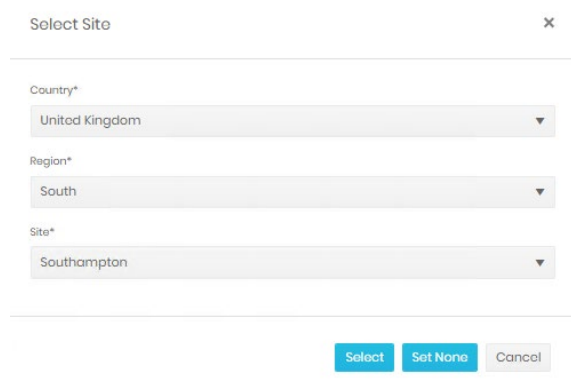
Tariff\*

Stripo Prime

< Previous

Next >

The location's choices are narrowed by country, then region before picking a site from those defined in the Enterprise Locations module.



Select Site ✕

Country\*  
United Kingdom ▼

Region\*  
South ▼

Site\*  
Southampton ▼

Select Set None Cancel

The choices here will act as the default for telephony elements connected to this CDR Source as location and tariffs are inherited all the way down to endpoint level.

### Custom Fields

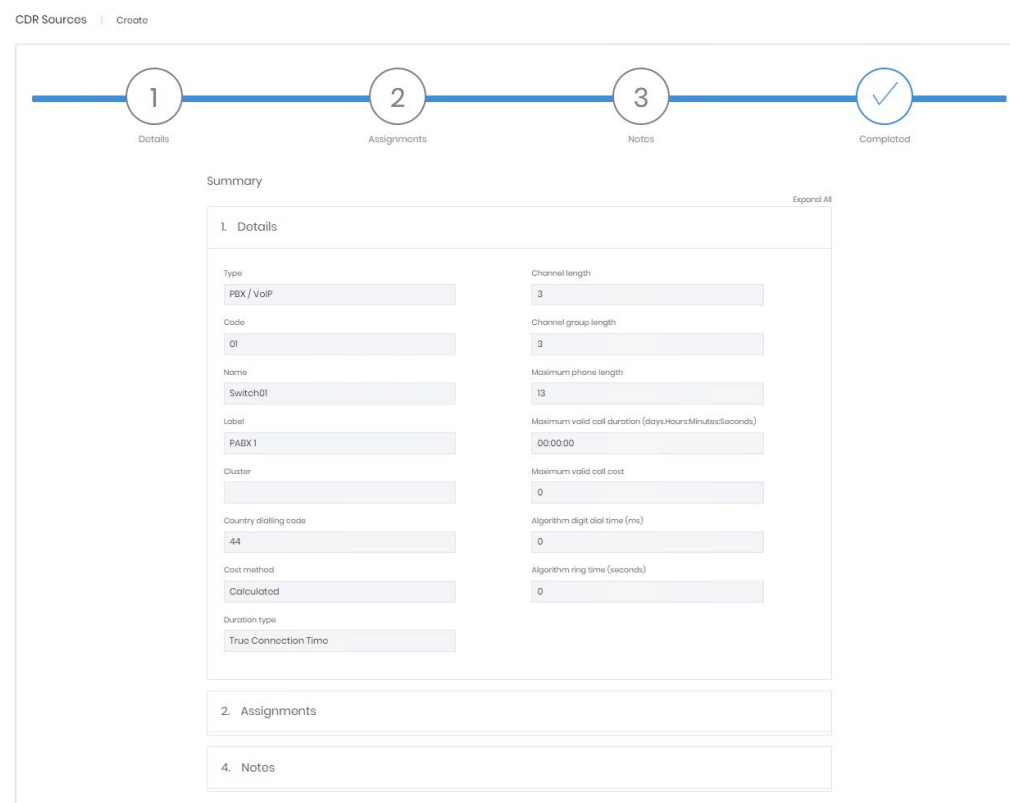
This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

### Notes

A field is available for detailed notes about the CDR Source.

### Completed

A summary of all entered information is shown before the source is created.



CDR Sources | Create

Progress: 1 Details, 2 Assignments, 3 Notes, 4 Completed (checked)

Summary Expand All

1. Details

Type	Channel length
PEX / VoIP	3
Code	Channel group length
01	3
Name	Maximum phone length
Switch01	13
Label	Maximum valid call duration (days:Hours:Minutes:Seconds)
PABX 1	00:00:00
Cluster	Maximum valid call cost
	0
Country dialing code	Algorithm digit dial time (ms)
44	0
Cost method	Algorithm ring time (seconds)
Calculated	0
Duration type	
True Connection Time	

2. Assignments

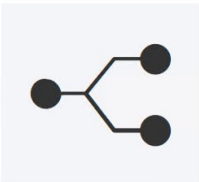
4. Notes

## Details Page

The details page has three sections. The first has a series of tabs, Details, Custom Values, Notes, and Audit.

### Details

CDR Sources | Switch01



Switch01

Details | Notes | Audit

CDR Source Details

Type	PBX / VoIP	Channel length	3
Code	01	Channel group length	3
Name	Switch01	Maximum phone length	13
Label	PABX1	Maximum valid call duration (days:Hours:Minutes:Seconds)	00:00:00
Cluster		Maximum valid call cost	0.00
Default channel group		Algorithm digit did time (ms)	0
Cost method	Calculated	Algorithm ring time (seconds)	0
Duration type	True Connection Time	Country dialling code	44

The details custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the Code, Name and Cluster entries are fixed at the time of creation.

One additional field is displayed on the detail tab, Default Channel Group. If the Source is a switch that does not use channel groups in CDR, this can be used to select the Channel group that new channels detected by collection are added to.

The Audit tab shows creation and last updated details.

## Assignments

The second section covers location assignment. This has the normal assignment controls and rules detailed in Common Features.

Assignments

Locations

Filter

From	To	Site	Country group	Country	Region	Created By	Created
01/01/2000 00:00:00	Ongoing	Southampton	Europe	United Kingdom	South	Piers Anderson	21/07/2020 13:28:35

1 - 1 of 1 items

## Charges

Prism can charge each call made with up to three rates. These are labelled cost, wholesale and retail within the system. Only a Cost rate is required on source creation, but the two additional tariffs can be assigned at any stage after creation to provide additional charging options. These different charge rates are available in reporting.

Charges

Cost Wholesale Retail

Filter

From	To	Tariff	Description	Created By	Created
01/01/2000 00:00:00	Ongoing	Stripe Primo	Example tariff for manual	Piers Anderson	21/07/2020 13:28:35

1 - 1 of 1 items

## Clusters

Clusters are a means to handle multiple switches that have been deployed in a network. Commonly these switches have extension mobility between them, and this can lead to problems identifying the organization and employee involved in the call. A cluster is a grouping level which allows multiple CDR Sources to be presented to the Enterprise modules as a single source.

CDR Sources are created as normal and assigned locations and tariffs, but they are also allocated (at creation) to an existing Cluster. Endpoints and Authorisation codes are added to this cluster when created, rather than to the individual CDR Source as normal.

For example, a Mitel network might have 50 or more controllers for different branches and offices. Setting all 50 nodes into a single cluster handles changes to the numbering plan if extensions are moved between controllers. Alternatively, nodes set for resilience can be clustered together with their partner node. Prism will see the output from either as from the same set of extensions.

## Create

Cluster creation is a simple process compared to some but needs to be completed before any CDR Sources for the cluster are created.

## Details

Clusters | Create

1 Details 2 Notes 3 Completed

Cluster Details

Name\*

Label\*

The first step is to provide a name and label for the cluster.

## Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

## Notes

A field is available for detailed notes about the CDR Source.

## Completed

Finally, a summary of all entered information is shown before the source is created.

Clusters | Create

Summary

Expand All

1. Details

Name: Sample Cluster

Label: Sample Cluster

2. Notes

## Detail Page

The page for a specific Cluster shows the details, custom values, and notes entered during creation and allows most to be edited. The name is fixed at creation.

Clusters | Mitel Branch Controllers

Mitel Branch Controllers

Details | CDR Sources | Notes | Audit

Cluster Details

Name: Mitel Branch Controllers

Label: Mitel Branch Controllers

The CDR Sources tab shows details of any CDR Sources which have been created and added to this cluster. If there are any active CDR Sources in the Cluster it cannot be deleted.

Details | CDR Sources | Notes | Audit

CDR Sources

	CDR source type ▼	CDR source code ▼	CDR source na... ▼	CDR source label ▼	Is active ▼
☰	PBX / VoIP	72	Mitel 72	Branch controller 72	✓
☰	PBX / VoIP	74	Mitel 74	Branch Controller 74	✓

The CDR Source detail page can be accessed directly from this grid.

The Audit tab shows creation and last updated details.

## Channel Groups

Channel groups are configured in Prism to match the groups defined on CDR Sources. They can inherit many settings from the CDR Source, but can also override those settings (e.g. Country Dialling Code, assigned tariffs).

### Create

Channel Groups are created with a wizard.

### CDR Source

The CDR Source that the channel group is attached to. Use the selection control to choose a source from the configured list. The preview fields assist confirmation that the correct source has been chosen.

Channel Groups | Create

1 CDR Source

2 Details

3 Assignments

4 Notes

5 Custom Fields

Completed

CDR Source

CDR source\*

HPath101

Preview

CDR source type

Mobile Provider

CDR source code

101

CDR source label

HPath1010000

Site

City Branch

Region

North

Country

United Kingdom

Next

### Details

The Channel group's details include several required fields, and many potentially inheritable ones.

Channel Groups | Create

1 CDR Source

2 Details

3 Assignments

4 Notes

5 Custom Fields

Completed

Channel Group Details

1 Name\*

001

2 Device\*

001

3 Label\*

001

4 Network grouping

5 Country dialling code

6 Cost method

7 Line type\*

8 Duration type

9 Signal type\*

10 Available channels

11 Bandwidth (Mbps)

Previous

Next



1. Name should be an exact match for the group as it is output in CDR. The maximum number of digits is set against the selected [CDR Source](#) details. For CDR Sources that have no channel groups, use up to three digits to allow grouping within Prism. Required and must be unique to the CDR Source.
2. Device is free text. Required and must be unique to the CDR Source.
3. Label is free text. Required.

Note –Name, Device and Label are all available fields for filtering or display in analytics.

4. Network Grouping allows multiple trunk groups to be added to a collection. This collection is entirely within Prism and does not relate to any external configuration. Trunk groups can be added to Network Groupings based on carrier, or type or anything else that makes sense for the telephony network. Network groupings can be configured in Settings, or created within this wizard by clicking the '+'.

5. Country dialling code sets the default dialling code for all telephony based on this source. The country or number can be entered to narrow the selection. Inherited from CDR Source if blank.

Country dialling code\*

--- Please select one option ---

uni

--- Please select one option ---

216 - Tunisia

44 - United Kingdom

971 - United Arab Emirates

6. Cost Method refers to whether charges for calls are calculated, provided within the source data, or not required. Inherited from CDR Source if blank.

Cost method \*

--- Please select one option ---

--- Please select one option ---

Calculated

None

Provided

7. Line type choice. Required.
8. Duration Type. Prism supports both true connection time and off hook to on hook duration. If the latter is selected the algorithm timing settings against the CDR Source are used. Inherited from CDR Source if blank.
9. Signal type. Whether the group is analogue or digital.
10. Available channels. Sets the number of members this group has available. This allows reporting to show additional occupancy statistics.
11. Bandwidth (Mbps). Sets the bandwidth available to this group.

## Assignments

The Location and a tariff for cost charges can be assigned here. If nothing is assigned then the CDR Source settings are inherited.

## Notes

A field is available for detailed notes about the Channel Group.

## Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

## Completed

A summary of all entered information is shown before the channel group is created.

## Detail Page

The detail page has three sections. The first has up to four tabs, Details, Custom Values, Notes, and Audit.

### Details

Channel Groups | 001

Channel Group Details

CDR source Switch01	Cost method
Name 001	Duration type
Device 001	Signal type Digital
Label 001	Available channels 30
Network grouping	Bandwidth (Mbps) 0
Line type Both Way	Country dialing code

The details, custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the CDR Source and Name entries are fixed at the time of creation.

The Audit tab shows creation and last updated details.

## Assignments

The second section covers location assignment. This has the normal assignment controls and rules detailed in Common Features. If nothing is assigned the CDR Source location is inherited.

### Assignments

Locations							
Filter							
From	To	Site	Country group	Country	Region	Created By	Created
01/01/2000 00:00:00	Ongoing	Southampton	Europe	United Kingdom	South	Piers Anderson	21/07/2020 13:28:35
1 - 1 of 1 items							

## Charges

Prism can charge each call made with up to three rates. These are labelled cost, wholesale and retail within the system. Any of the three tariffs can be assigned at any stage after creation to provide additional charging options, overriding what is configured on the CDR Source. These different charge rates are available in reporting. If nothing is assigned the CDR Source charges are inherited.

### Charges

Cost Wholesale Retail						
Filter						
From	To	Tariff	Description	Created By	Created	
01/01/2000 00:00:00	Ongoing	Stripo Primo	Example tariff for manual	Piers Anderson	21/07/2020 13:28:35	
1 - 1 of 1 items						

## Channels

Individual members of channel groups can be configured if necessary, if member numbers are supplied in CDR it may be necessary to match properly. Channels can be automatically added by Prism's collection service.

### Create

Channels are created with a very similar wizard to Channel groups.

### Details

Channels | Create

Channel Details

CDR source\*  
Switch01

Channel group\*  
001

Number\*  
123

Label\*  
123

Country dialling code  
Leave unselected to inherit from parent nodes

Cost method  
Leave unselected to inherit from parent nodes

Line type  
Leave unselected to inherit from Channel Group

Duration type  
Leave unselected to inherit from parent nodes

1. CDR Source and Channel group between them specify the group that the new channel belongs to.
2. Number should be an exact match for the member as it is output in CDR. The maximum number of digits is set against the selected [CDR Source](#) details. Required and must be unique to the CDR Source/Channel Group.
3. Label is free text. Required.  
Note –Number, and Label are available fields for filtering or display in analytics.
4. Country dialling code sets the default dialling code for all telephony based on this source. The country or number can be entered to narrow the selection. Inherited from Channel Group or CDR Source if blank.

Country dialling code\*

--- Please select one option ---

uni

--- Please select one option ---

216 - Tunisia

44 - United Kingdom

971 - United Arab Emirates

5. Cost Method refers to whether charges for calls are calculated, provided within the source data, or not required. Inherited from Channel Group or CDR Source if blank.

Cost method \*

--- Please select one option ---

--- Please select one option ---

Calculated

None

Provided

6. Line type. Inherited from Channel Group if blank.
7. Duration Type. Prism supports both true connection time and off hook to on hook duration. If the latter is selected the algorithm timing settings against the CDR Source are used. Inherited from Channel Group or CDR Source if blank.

### Assignments

The Location and a tariff for cost charges can be assigned here. If nothing is assigned then the Channel Group or CDR Source settings are inherited.

### Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

### Notes

A field is available for detailed notes about the Channel Group.

### Completed

A summary of all entered information is shown before the channel is created.

### Detail Page

The detail page has three sections. The first has tabs, Details, Custom Values, Notes, and Audit.

### Details

Channels | 123

Channel Details

CDR source	Country dialling code
Switch01	
Channel group	Cost method
001	
Number	Line type
123	
Label	Duration type
123	

Details Notes Audit

The details, custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the CDR Source, Channel Group and Number entries are fixed at the time of creation.

The Audit tab shows creation and last updated details.

## Assignments

The second section covers location assignment. This has the normal assignment controls and rules detailed in Common Features. If nothing is assigned the Channel Group or CDR Source location is inherited.

Assignments

Locations

Filter

From	To	Site	Country group	Country	Region	Created By	Created
01/01/2000 00:00:00	Ongoing	Southampton	Europe	United Kingdom	South	Piers Anderson	21/07/2020 13:28:35

1 - 1 of 1 items

## Charges

Prism can charge each call made with up to three rates. These are labelled cost, wholesale and retail within the system. Any of the three tariffs can be assigned at any stage after creation to provide additional charging options, overriding what is configured on the CDR Source. These different charge rates are available in reporting. If nothing is assigned the Channel Group or CDR Source charges are inherited.

Charges

Cost Wholesale Retail

Filter

From	To	Tariff	Description	Created By	Created
01/01/2000 00:00:00	Ongoing	Stripe Primo	Example tariff for manual	Piers Anderson	21/07/2020 13:28:35

1 - 1 of 1 items

## Subtenants

Subtenants allow a set of endpoints on a Source to be grouped together, regardless of where in the directory trees they may be, even if they are not assigned in the trees at all.

This allows access to be granted specifically to a subtenant, through a Network Group in Security, and it allows reporting to filter on a subtenant.

### Create

Subtenants can be created on CDR Sources or Clusters.

Subtenants | Create

Subtenant Details

Source\*

Switch01 - CDR Source

Name\*

ST01

Label\*

Subtenant example

A source must be selected, then a subtenant requires a name (unique to the source) and a label, both of which can be used in reporting.

### Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

### Notes

A field is available for detailed notes about the Subtenant.

### Completed

A summary of all entered information is shown before the subtenant is created.

### Detail Page

The Subtenant detail page shows the information provided during creation across a set of tabs, Details, Custom Values, Notes, and Audit.

Subtenants | ST01

Subtenant Details

Name

ST01

Label

Subtenant example

Source name

Switch01

Source label

PABX 1

Source type

CDR Source

The details, custom values, and notes tabs contain the information entered in the creation process. The subtenant's name and label can be edited, but the source is fixed at creation.

The Audit tab shows creation and last updated details.

## Misc –Client Codes

Client codes allow identification of calls to, or on behalf of, clients from codes in the CDR. The Client Code section of Prism allows those codes to be defined, cost multipliers to be applied when running Client reports, and a means to manage the clients names and track how many codes are currently assigned to them.

### Search

In addition to the normal search grid features, the Client Code search has the option to display all client codes, or just those with active assignments.

Client Codes | Search

☒ Show only current assignments

	Client code	Client	From	To	Cost multiplier
	12345	Microsoft	01/05/2020 01:00	Ongoing	1.00
	23456	Mr Smith	01/06/2020 00:00	Ongoing	1.00
	74567467	Microsoft	29/05/2020 00:00	Ongoing	1.00

### Create

Creation of client codes is just a case of entering the code, exactly as it will appear in CDR and saving.

Client Codes | Create

Create Client Code

Client code\*

Client codes are not assigned at creation but from their detail page.




## Detail Page

Before a code has been assigned for the first time the detail page is empty, barring the code itself and any notes written. Once the client code has been assigned there is some more information available.

The client code below has been assigned to three different clients since creation and is currently assigned on one of those three again. The Details box shows the client and cost multiplier that are active.

Client Codes | 10000



10000

Details Audit

Client Code Details

Client code: 10000

Cost multiplier: 5.00

Current client: FES

Assignments

Clients

Filter

From	To	Client	Cost multiplier	CDR count
15/06/2020 00:00	Ongoing	FES	5.00	1
04/05/2020 00:00	27/05/2020 00:00	HGW	2.00	All CDRs
03/02/2020 00:00	17/03/2020 00:00	SYG	2.50	All CDRs
01/01/2020 00:00	22/01/2020 00:00	FES	2.00	All CDRs

The assignments work as described in Common Features but one field needs further explanation. CDR count allows CDR Sources to be included or not from this code. Not all CDR Sources can output codes, and those that can may not always be able to output the same code. It may be necessary to set up several Client codes for an active client and assign them to different switches to handle the variation in CDR output across the network.

When adding an assignment the CDR count shows an initial selection of 'All CDR including new ones' which means that the code will be matched to all CDR received, even if new CDR Sources are added to the network.

CDR Sources Selector

☒ All CDRs including new ones
 ☐ Select CDR sources from list

Select Cancel

The alternative choice provides a CDR Source picker. Any number of selections can be made on this grid.

CDR Sources Selector ✕

☐ All CDRs including new ones ☒ Select CDR sources from list

Filter

Selected CDRs 2

	Name	Code	Label
<input checked="" type="checkbox"/>	Avaya01	Avaya01	Avaya01
<input type="checkbox"/>	HiPath101	101	HiPath1010999
<input type="checkbox"/>	Mitel 567	567	Mitel 567
<input type="checkbox"/>	Mitel02	321	Mitel 2
<input checked="" type="checkbox"/>	Switch01	01	PABX 1
<input type="checkbox"/>	TestPABX	1	TestPABX
<input type="checkbox"/>	VodafoneBills	2	Vodafone Bills

1

10

Items Per Page

1 - 7 of 7 items

On return to the assignment edit, the number of selections is displayed (1) and the expansion option will show a list of included sources (2).

Assignments

Clients

Add client by clicking the "+" button.

+

Add

Row validation			From	To	Client	Cost multiplier	Assigned C...									
Row	Status	Overlap														
1	New		22/07/2020 00:00	Ongoing		100	2 <div>1</div>									
<div><div>2</div><table><thead><tr><th>Name</th><th>Code</th><th>Label</th></tr></thead><tbody><tr><td>Avaya01</td><td>Avaya01</td><td>Avaya01</td></tr><tr><td>Switch01</td><td>01</td><td>PABX 1</td></tr></tbody></table></div>								Name	Code	Label	Avaya01	Avaya01	Avaya01	Switch01	01	PABX 1
Name	Code	Label														
Avaya01	Avaya01	Avaya01														
Switch01	01	PABX 1														

Manage Clients

The manage page displays a list of all configured clients and the number of client codes assigned to them. Standard grid controls are used to filter and display the clients, but each row has two further controls to edit the client name or destroy the client row. Client's cannot be destroyed when there are any codes assigned to them, even if those assignments are in the past.

Clients | Manage ...

Filter

+

Client name	Assignment count	
TGR	3	<div></div> <div></div>
MS14	4	<div></div> <div></div>
MS34	2	<div></div> <div></div>
APT	1	<div></div> <div></div>
DLW	1	<div></div> <div></div>
HGW	1	<div></div> <div></div>
FES	2	<div></div> <div></div>
SYG	1	<div></div> <div></div>
DMH	0	<div></div> <div></div>

Copyright © Tiger

## IP Addresses

The IP Address section display IP ranges that have been defined for parts of the network, and those which have been in use.

### Search

The search grid displays the ranges that have been entered.

To add additional IP Addresses, or adjust existing ones, click the edit button which will open the Edit Ranges page.

### Edit Ranges

All ranges are presented on the edit page, to display potential overlaps. There should only be 1 Range (and therefore Site) at any point in time for an IP Address, IP Address Type, and CDR Source combination. Any rows violating this rule will be indicated in the Overlap column.

To add a range click the '+', to edit an existing range alter the fields in the table directly.

IP Address Ranges | Edit

Add, edit or delete Ranges and click Save. There should only be 1 Range (and therefore Site) at any point in time for an IP Address, IP Address Type, and CDR Source combination. Any rows violating this rule will be indicated in the Overlap column.

+ Add IP Address Range

Row validation			From	To	CDR source code	IP address type	From IP address	To IP address	Site	
Row	Status	Overlap								
1			01/05/2020 00:00	Ongoing	TestPABX	IPv4	192.168.11	192.168.1254	Southampton	
2			01/06/2020 00:00	Ongoing	HPATH101	IPv4	192.168.21	192.168.21	Southampton	
3			01/06/2020 00:00	Ongoing	HPATH101	IPv4	192.168.22	192.168.22	City Branch	
4			01/06/2020 00:00	Ongoing	Mitel 567	IPv4	192.168.45.1	192.168.45.255	City Branch	
5			01/06/2020 00:00	Ongoing	TestPABX	IPv6	fd0a:bbcc:addee:0752eb5351459:9all	fd0a:bbcc:addee:0752eb5351459:9all	City Branch	

10 Items Per Page

1 - 5 of 5 items

### Known IP Addresses

The second grid available in the IP Addresses section is Search Known IPs. When Prism detects an IP actually in use by a device it is added to the list of known IPs.

### Detail Page

Selecting an IP Address Range from the search grid opens the detail page for the range. On the top part of the page is shown the assignment 'From' and 'To' dates, the range itself and the details of the Source and Site the range is assigned to. No editing of these fields is available here, instead there is a link to the [Edit page](#) for ranges.

The Audit tab shows the creation and last updated details.

The lower part of the page shows any specific IP addresses within the range that have been used by a device, Known IP Addresses.

IP Address Ranges | [192.168.11 - 192.168.1254]

IP Address Range  
[192.168.11 - 192.168.1254]  
Range count  
254

Details

Audit

IP Address Range

IP Address ranges must be edited in block. Click here to navigate to the IP Address Ranges Edit page.

From  
30/04/2020 23:00:00

To

From IP address  
192.168.11

To IP address  
192.168.1254

Name  
TestIPABX

Site  
Southampton

IP address type  
IPv4

Known IP Addresses in Range

IP address IP address L CDR source CDR source CDR source CDR source Country Region Site Created By Created Utc

No records available.

Authorisation Codes

Authorisation codes are used to allow classes of calls to be placed. It may be that a code is required to make any outgoing call, or just for international traffic and so on. In this way they can be used to control who can make types of calls, but they can also show what calls have been made by individuals or teams who use them.

In Prism Authorisation Codes can be assigned to employees and organizations, although neither is required. The code is output in CDR and may be reported on in analytics.

Create

Authorisation Codes are created with a wizard.

Details

The first stage requires the Authorisation Code as it is output in CDR, a label and the Source that it is output from.

Authorization Codes | Create

1

2

3

✓

Details

Assignments

Notes

Completed

Details

Authorization code\*  
20000

Label\*  
20000

Source\*  
Switch01 - CDR Source

> Next

## Assignments

The second step allows the initial assignments to be made to an employee and/or organization in each directory tree.

Authorization Codes | Create

1 Details 2 Assignments 3 Notes 4 Completed

**Assignments**

Please note that all assignments will be set to 01/01/200 00:00 (UTC) if you require the assignment to be on a different date then, please edit these manually with the relevant Assignments section within in the item edit screen.

Employee  
James Halley

Owner Department  
Company Test/Energy

Owner Cost Centres  
Select an owner organisation

Owner Projects  
Select an owner organisation

< Previous Next >

If a call is made on a code that is assigned then it can be included in reporting for the employee or organization, regardless of the endpoint used to make the call.

## Custom Fields

This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

## Notes

A field is available for detailed notes about the Authorisation Code.


## Completed

A summary of all entered information is shown before the Code is created.

Detail Page

The detail page is in two parts. The top shows three tabs for Details, Custom Values, Notes and Audit.

Authorization Codes | 20000



AUTH CODE:  
XXXX

20000

DetailsNotesAudit

Details

Authorization code

20000

Source code

01

Source name

Switch01

Label

20000

Source label

PABX 1

Details, custom values, and notes allow review and editing of the information entered at creation.

The Audit tab displays creation and last updated information.

The lower part of the screen shows the Authorisation Code's assignment history.

Assignments

EmployeeDepartmentCost CentresProjects

Filter

From	To	Display name	Job title	Email	Created By	Created
01/01/2000 00:00:00	Ongoing	James Halley		james.halley@notrea...	James Halley	22/07/2020 15:20:49

1

10Items Per Page

1 - 1 of 1 items

There are tabs for each potential assignment type. The code can only be assigned to one employee at a time, and to only one organization on each department tree at one time. Otherwise assignment works as described in Common Features.

## Voicemail Ranges

Voicemail ranges have only one section – Manage. The search grid is used to show detail, and edit details and active dates in line.

Voicemail ranges are destroyed rather than deleted, there is no Recycle Bin option.

### Manage

Voicemail Ranges | Manage

Filter

From	To	From endpoint no.	To endpoint name	Source type	Source name	Subtenant name	Description	Threshold
01/06/2020 00:00:00	Ongoing	72270	72272	CDR Source	Switch01	ST01	Main Pilot Voicemail	0
01/06/2020 00:00:00	Ongoing	722700	722710	CDR Source	Switch01		Main Pilot Voicemail	0
01/06/2020 00:00:00	Ongoing	678500	678520	CDR Source	Avaya01		Main Pilot Voicemail	0

1 - 3 of 3 items

The manage grid displays the active dates for voicemail ranges, so previous ranges can be left available for reference. Editing the grid switches to an assignment screen. Each endpoint contained in a range can only exist on a single Source/subtenant combination.

Voicemail Ranges | Manage

Add, edit or delete Voicemail Ranges and click Save. Only one Voicemail Range (and thus description and threshold) can match an endpoint at any point in time for a CDR Source/Cluster and Sub-tenant. Any rows violating this rule will be indicated in the Overlap column.

Create Voicemail Range

Row validation			From	To	From endpoint name	To endpoint name	Source type	Source	Subtenant name	Description	Threshold	
Row	Status	Overlap										
1			01/06/2020 00:00	Ongoing	72270	72272	CDR Source	Switch01	ST01	Main Pilot Voicemail	0	
2			01/06/2020 00:00	Ongoing	722700	722710	CDR Source	Switch01		Main Pilot Voicemail	0	
3			01/06/2020 00:00	Ongoing	678500	678520	CDR Source	Avaya01		Main Pilot Voicemail	0	

### Administration

The Administration section allows configuration of settings specific to the Network module. Some of these settings are also available in the Administrative module.

## Settings

Most of the Network objects detailed above have Custom Fields which can be enabled here. These fields can have any label the administrator adds, and these fields can be populated manually or by Integration.

All custom field setup screens are similar, the example below is from Phones. Two of the maximum 8 fields have been enabled for users to see, and those two have been labelled appropriately for a specific purpose.

Settings | Phones

Custom Fields

Custom Fields

Display order	Field name	Is visible	Updated By	Updated
1	Hunt Group Member?	✓	<a href="#">View configuration</a>	20/07/2020 13:33:25
2	Hunt Group Pilot	✓	<a href="#">View configuration</a>	20/07/2020 13:33:25
3	Field_Label_3	×	<a href="#">View configuration</a>	20/07/2020 13:27:34
4	Field_Label_4	×	<a href="#">View configuration</a>	20/07/2020 13:27:34
5	Field_Label_5	×	<a href="#">View configuration</a>	20/07/2020 13:27:34
6	Field_Label_6	×	<a href="#">View configuration</a>	20/07/2020 13:27:34
7	Field_Label_7	×	<a href="#">View configuration</a>	20/07/2020 13:27:34
8	Field_Label_8	×	<a href="#">View configuration</a>	20/07/2020 13:27:34

## Editing Custom Fields

Settings | Phones

Custom Fields

Custom Fields

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

	Field name	Is visible
	Hunt Group Member?	✓
	Hunt Group Pilot	✓
3	New label 1	×
	Field_Label_4	×
	Field_Label_5	×
	Field_Label_6	×
	Field_Label_7	×
	Field_Label_8	×

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

Save when changes are complete.

### Note

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
















## Network Groupings

Channel Groups can be added to network groupings to aid in management and reporting. The network groups available when creating or editing channel groups can be configured here first.

### Manage

Settings | Network groupings | Manage

Network grouping name	Channel group count	
BT Telecom	2	 
Verizon	0	 
Orange	0	 
Telefonica	0	 
Private On Net	0	 

1- 5 of 5 items   

The management grid shows all current Network Groupings. The name on each can be edited, and groupings which are used by no channel groups can be destroyed.