

# Tiger Prism Microsoft Teams Module

## Analyse and optimise your Microsoft Teams environment

### **Understand Microsoft Teams engagement and adoption**

There's no denying the huge uptake of collaboration tools such as Microsoft Teams. With more of us working remotely and away from traditional office environments, Microsoft Teams has quickly become a digital workplace standard. Helping us all stay connected and productive via its calling, instant messaging (IM), sharing and video capabilities.

With all this activity generating huge amounts of data, how will you get meaningful insight and ensure your organisation is using the platform to its full potential?

That's where Tiger Prism's Microsoft Teams Module comes in, supporting organisations to measure and monitor activities, utilisation and adoption.

With several variations of licenses to choose from, Prism's Teams module identifies the functionality used by your organisation. This enables you to easily validate your licence count and only pay for what you need.

### **Collection of itemised call detail records (CDR)**

Gain visibility of employee call activity and understand performance stats including duration, interaction types, device usage and network utilisation.

This means you can drill down into how your employees are using the platform including speech, video, screenshare, file transfer and other collaboration apps. Allowing you to measure productivity, engagement, wellbeing and more, across your entire organisation.

The integration of Microsoft Graph collects all CDR records. The service receives and warehouses your call data as it happens, with the highest levels of security. This service can be delivered from the cloud by Tiger or in a private instance.

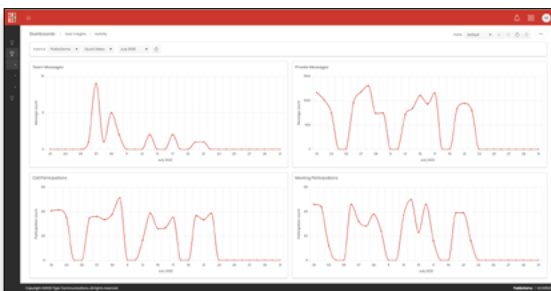
## Understand user behaviour

Get an overview of registered and active user accounts so you can see how often each account is used.

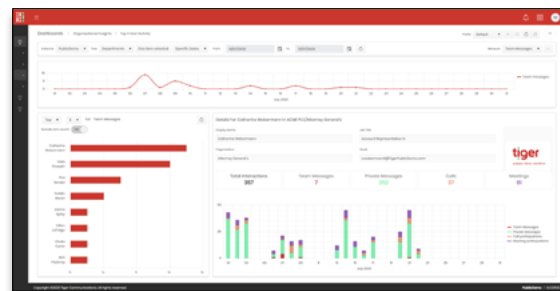
You can also capture individual records of interactions users have with each other. View who they engaged with and when, as well as the channel they used: speech, video or meeting.

## Dashboards that display the data you need

Access a range of dashboards using the data provided by CDR records and user interaction data. Quickly view your most important metrics including volumes of interactions, incoming call performance, team adoption, top users, interaction types and engagement with contacts outside of your organisation.



User Insights - Activity dashboard



Organizational Insights - Top X User Activity

## Features and benefits



Access to consolidated data across all Unified Communications and Collaboration tools



Management access to view how their staff are using Microsoft Teams



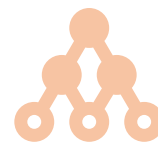
Role-based access so your employees can see their own data and metrics under the control and governance of Prism's administrator



Identify the devices and services your employees are using, to inform decisions on the license functionality you purchase



Store data beyond real-time for as long as you need it



Visualise and track who is active in team groups and identify redundant channels that are no longer in use

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