Tiger Prism 2020.R1
User Guide

Contents

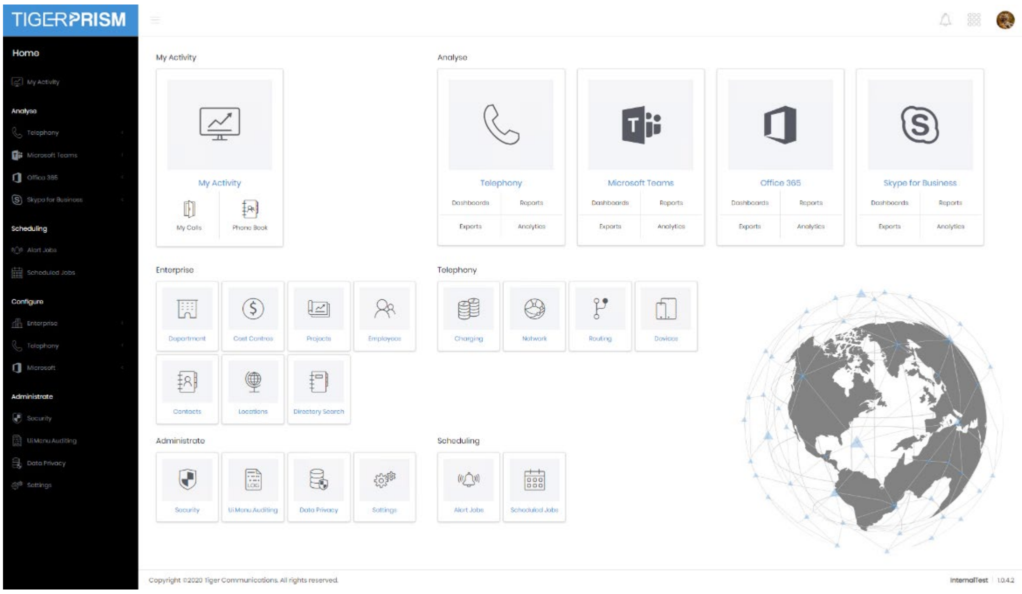
Prism Home Page

Overview

Prism's home page displays links to the sections that the user's role gives them access to. Each of the smaller tiles gives direct access to an element of system configuration, while the larger tiles are for analysis plug ins (e.g. Telephony) and show links to the different analysis tools available in each module.

Where it is used the My Activity tile shows on the home page as well, giving direct links to the user's phone book and call activity.

The Prism Home Page can always be reached by clicking on the logo in the top left corner of the screen.



Common Features

Throughout Prism there are areas where the same controls will show. These controls have been streamlined and made consistent throughout the product.

Navigation

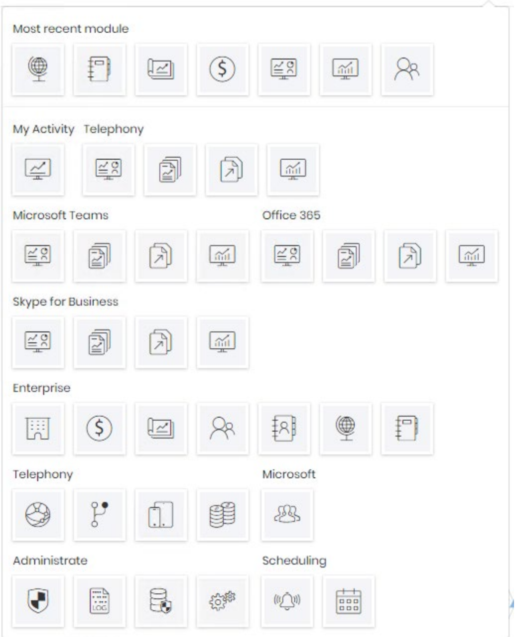
Navigation around Prism is done simply by clicking the object or module that you want to see. As this is a browser-based product you can have multiple pages open and using "open in new tab" or "open in new window" options can save considerable time.

Clicking on the Logo in the top left-hand corner will take you back to the Prism Home Page menu.

Clicking on items in the left-hand menu will either open/close a submenu or take you to a module.

Clicking on your avatar picture in the top right corner will display your settings menu.

Clicking on the menu icon shows direct access links to the areas the user has available. It also shows recently accessed modules.

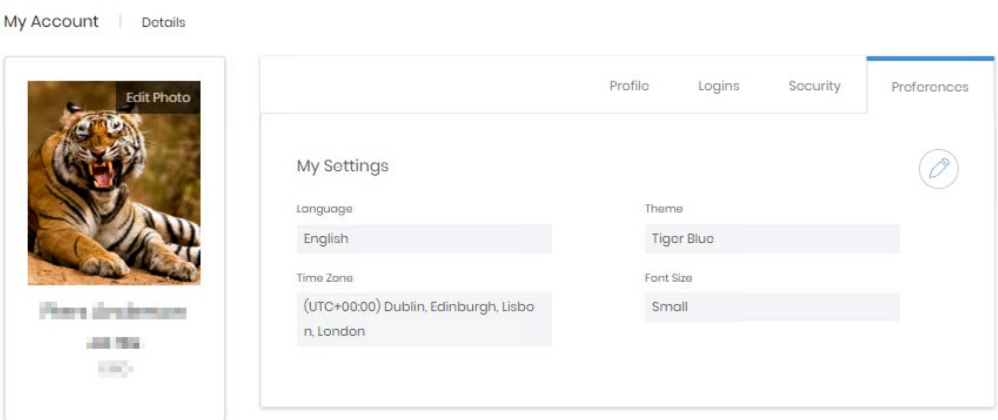


If an expected link is not navigating as expected an object or setting may be in edit mode on the main screen. Just save or cancel as appropriate and continue.

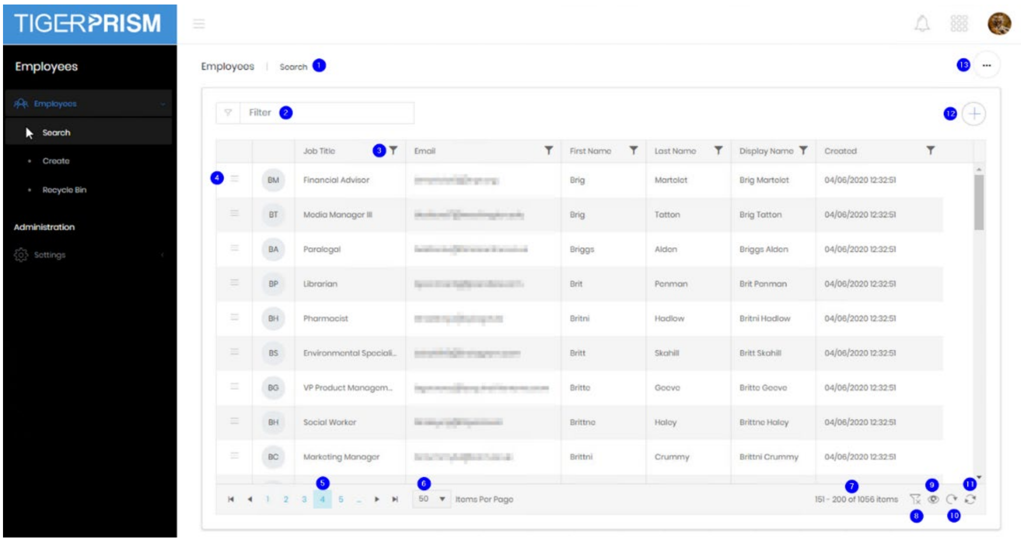
My Settings

The avatar picture in the top right of the screen will always show you your own personal settings. It has quick options to change the font size of the display and to log out but can also take you into your profile screen.

Choosing My Profile takes you into your Account details page. This has four tabs of information, although there is relatively little that can be edited at User level, and Directory Integration may reset certain things (eg names and titles). It does however let you see your settings and on the fourth tab (Preferences) you can adjust the font size, colour theme, time zone and language.



Grid columns and controls

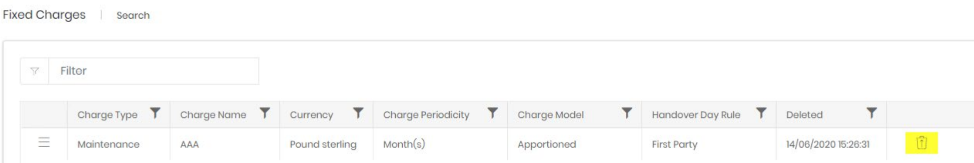


There is a filter at the top of the page (2) which will return any records containing the entered string in any field. Each column also has an individual filter (3) which can be used to display selected sets of records. At the left of each line the detail icon (4) will display the full record.

Along the bottom of the grid are the page controls (5), and the number of records per page control (6). Toward the right are the total records filtered (7), reset filters (8), choose display columns (9), reset columns (10), refresh display (11) controls. At the top of the page are buttons to add a new record (12) and to export the current grid (13). The grid can be exported into Excel (XLSX) or text (CSV) formats.

Recycle Bin

Most objects in Prism are never destroyed but are deleted into a recycle bin specific to that object. The recycle bin looks very similar to the search grid and has the same controls for display and filtering. There is also an extra control on the right of every row which allows the record to be restored.



Filtering

At the top of most grids is a filter box. This is a generic filter which will narrow down all rows in the table to include only those with exact matches (in any displayed field) to the string typed into the box.

Further to this option, each column has a filter icon at the top. This allows a more targeted level of filtering as the options are more varied and contextually sensitive to the type of data in the column.

Text fields might offer “Begins with …” or “Contains …”,

number fields offer options including “Greater than …” or “Less than …”,

date fields offer “Is Before …” and “Between …”

some fields will simply offer picklists

You can filter on as many columns as you like to narrow down exactly the record set you need. That can then be used or exported for use elsewhere.

Edit Screen Controls

Many edit screens have custom controls, and these will be detailed in their specific sections. There are three common controls seen on many edit screens.

Save changes (1) – submit changes and return to the original page

Reset changes (2) – discard any changes but stay in edit mode

Cancel (3) – discard any changes and return to the original page

Assignments and Overlaps

Overview

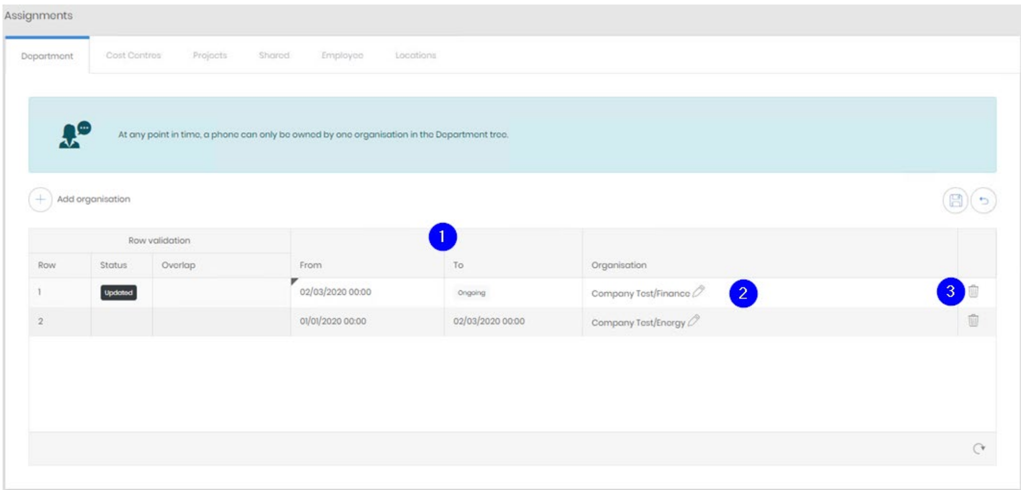
There are several areas within Prism which have one object or property assigned to another for a specific time period using ‘from’ and ‘to’ dates.

Often, but not always, these are set at item creation time but generally these assignments can be edited afterwards. Assignments can be adjusted to correct the historical track to reflect the actual times of change (directory changes are often advised after the fact), additional assignments can be made as changes take place (a new fixed charge is applied when a service is ordered by a department) and assignments can be planned for the future (a tariff with new rates comes into force on the first of the next month).

Controls and Editing Assignments

These assignment screens all have the same controls. The existing assignment history is viewed until the edit button is clicked. At that point several fields and controls become available and rules specific to the records are highlighted above the table.

In the example below, the top line has been edited to close a gap in assignment dates. The status and corner flash indicate which rows have been altered and how.



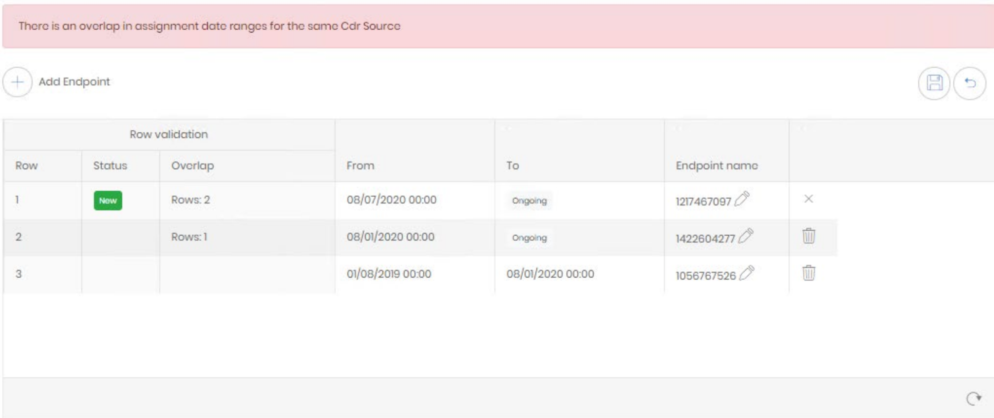
The ‘From’ and ‘To’ dates (1) for all rows, as well as the selections (2) can be changed. An entire row can be removed (3) as well, if the record is no longer required, or was incorrect. Once all details are correct the assignments can be saved.

It is important to ensure that there is no overlap in the dates. To help with this, Prism will flag up any overlapping date ranges and will not allow the edit to be saved until they are resolved.

New Assignments

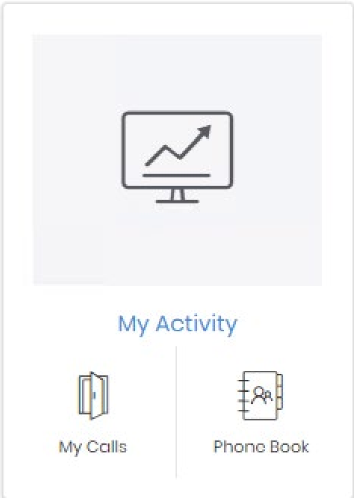
A new assignment can be added by clicking the Add button. The ‘From’ date will need to be supplied, as well as any selections (endpoint, tariff, employee) required by the context. The ‘To’ date of a new assignment will always default to Ongoing and should be adjusted as well if that is not correct.

In the example below a new endpoint has been assigned, however the ‘To’ date for the old assignment has been left as Ongoing. Prism shows which row in the table conflicts with each one to assist in finding where a correction needs to be made. These are referred to as Overlaps and all must be resolved before the changes can be saved.



My Activity
Overview

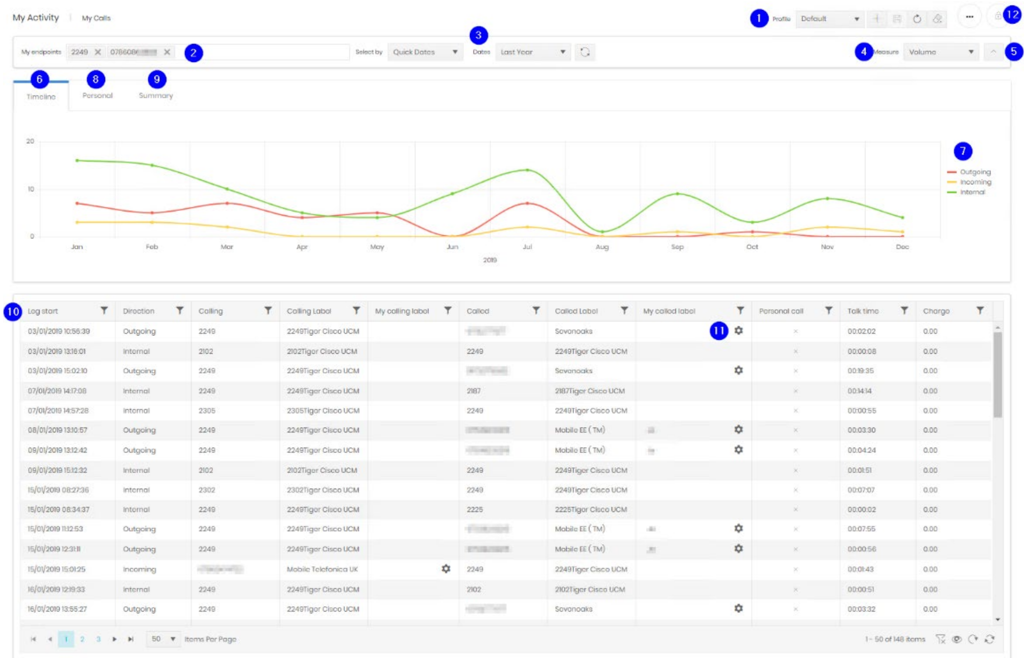
My Activity shows each user detailed information about calls on phone numbers assigned to them. It allows calling or called numbers to be added to the user's personal phone book, so that calls can be marked as personal. The phone book labels will also be used in My Calls displays.



Activity
My Calls

The My Calls page displays a dashboard populated with data from phone numbers assigned to the current user.

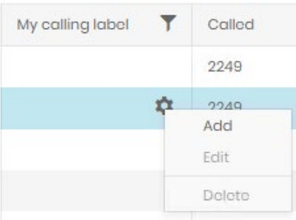
There are a number of controls and areas on the page.



1. Profiles can be configured to allow quick selections of particular views. If a user has more than one endpoint assigned to them then profiles might allow different endpoints to show on different pages or extensions might be separated from mobiles. Profiles also allow date ranges (both relative and specific) to be saved. So a profile could be set for last week,

another for last month, and a third for current year. Profiles can be selected, created, updated, reloaded and deleted from the controls in the top row.

2. All of a user's endpoints are selected by default and can be removed to view sets or individual numbers as needed. To reset the removal reload the profile, or the page.
3. Dates can be selected either relatively (last week, this year) or specifically.
4. The focus of the usage graph in the timeline section can be selected between Volume, Duration or Charges.
5. The whole timeline section can be collapsed to make more room for the call grid.
6. The timeline chart shows call volume, duration, or cost against the date range selected.
7. Each line plotted on the timeline can be switch on or off by clicking its legend.
8. The Personal tab shows a breakdown of Personal calls and non-Personal calls for each endpoint selected.
9. The Summary tab shows a breakdown of calls by direction for each selected endpoint.
10. The calls grid shows every call made or received from the selected endpoints.
11. The cog icon shows against the party which does not belong to the user. It allows a user Phonebook entry to be made, edited or deleted



12. The padlock icon unlocks the call grid, allowing calls to be marked or unmarked as personal one by one.

Called	Called Label	My called label	Personal call	Talk time
2249	2249Tiger Cisco UCM		☐	00:00:16
2249	2249Tiger Cisco UCM		☐	00:00:02
2249	2249Tiger Cisco UCM		☐	00:01:20
2249	2249Tiger Cisco UCM		☐	00:00:15
0753[redacted]	Mobile EE (TM)	Renee Halley	☑	00:01:26
2303	2303Tiger Cisco UCM		☐	00:00:36

Phone Book

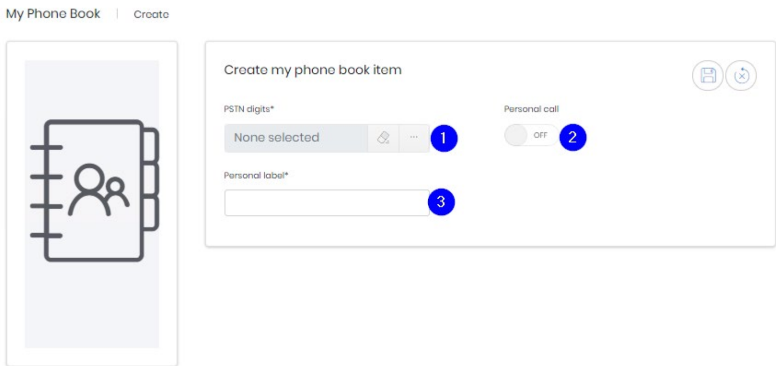
A user's phone book is private and specific to that user. It can be used to give labels to specific numbers, allowing the "My Label" fields to show the user exactly who a call is from or to. Entries in the phone book are not automatically personal calls. Business numbers can also be entered to let the My Calls display provide an easy overview of calls to known and unknown numbers.

Search

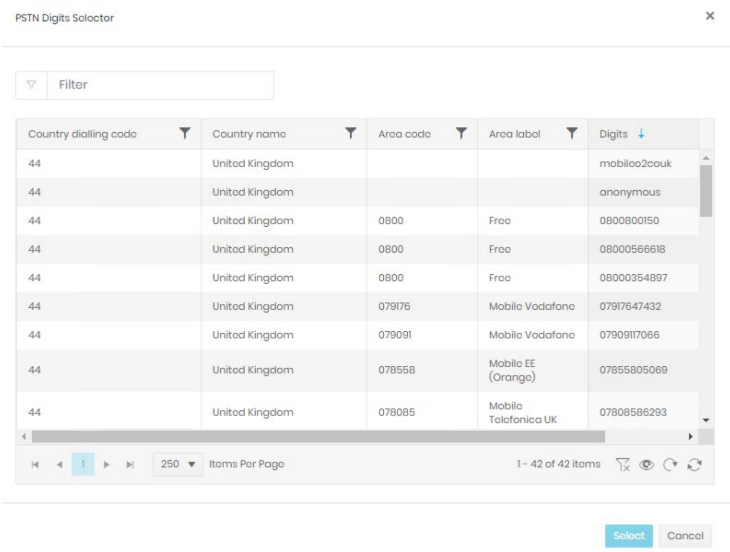
The search page is a standard Prism grid. For standard grid controls see Common Features.

Create

A new phonebook entry must be created from a number seen in CDR related to the user. In most cases numbers will be added to the phone book by selection through the grid control. But they can be created or edited through the detail page.



1. Use the ellipsis to browse all PSTN numbers involved in calls to the user's endpoint. Numbers which are already in the phonebook are not listed. Use the eraser to clear the current selection.



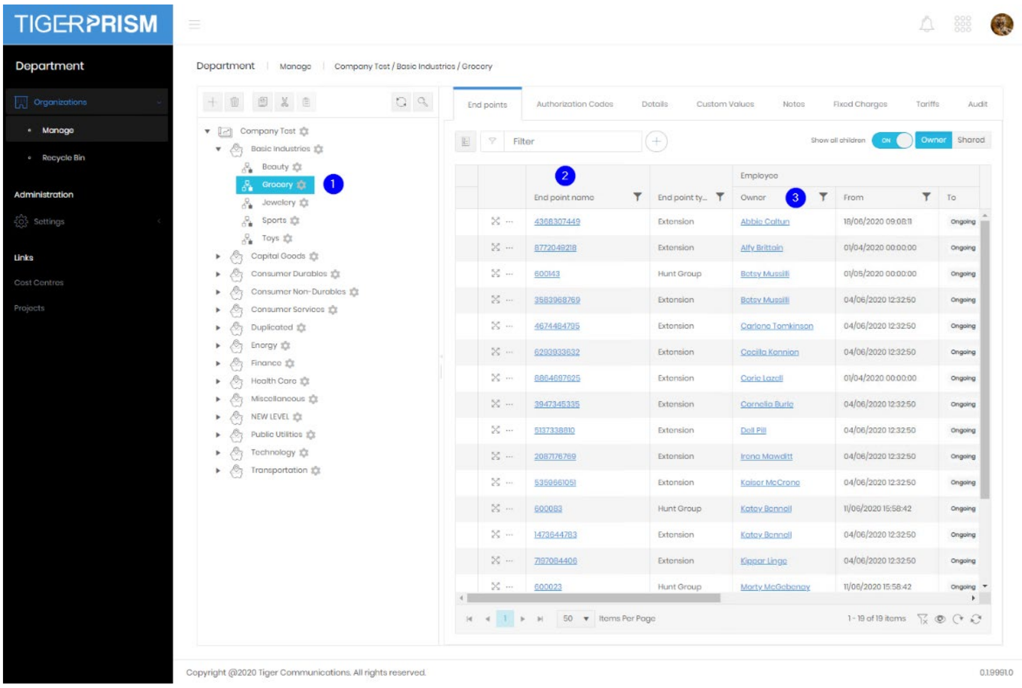
2. Use the slider to select whether future calls to this number are automatically marked as personal calls or not. This control has no effect on historical calls which are already marked, or which have not been marked.
3. Enter the label to be displayed in the My Calls grid's 'My Calling Label' and 'My Called Label' fields. These labels will not appear in other reporting. They will appear against historical calls in the grid.

Enterprise \ Directory

Overview

Prism's directory contains three independent trees. By default, these are set as Departments, Cost Centres, and Projects, although these labels can be changed. There is no functional difference between the three trees, they can be configured to represent whatever organisational views suit your business.

Each view consists of Organizations, built into a hierarchical tree. These Organizations can have endpoints assigned to them, and those endpoints can also be assigned to employees. This all contributes to the tree showing a view of organizations (1) with endpoints (2) and people (3) shown against each.



These directory assignments are reflected in analytics, reports and dashboards throughout the rest of Prism.

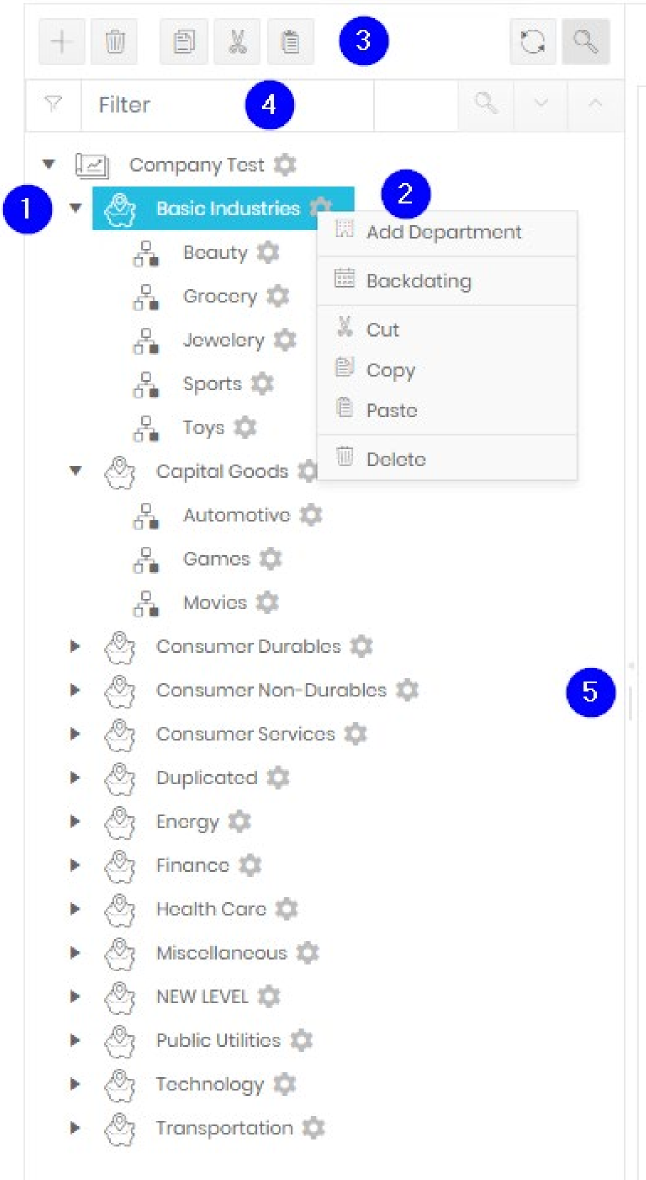
Related sections

Due to the nature and complexity of the directory there are many other sections of the manual which may need to be referred to while reading through this one. Creation and management of employees, endpoints, authorisation codes, number groups, fixed charges, and tariffs are all needed for the items assigned in the organization trees.

Elements of the Directory

Organization tree

The left-hand section of the directory screen consists of the selected tree. This serves as a visual guide to the hierarchy but is also the means of navigation around the tree.



The basic items on the tree represent the organizations (departments, cost centres or projects).

Branches can be expanded or collapsed by clicking the arrow on the left of the item (1).

Clicking the cog on the right of an organization opens the action menu (2).

The controls across the top (3) are, in order: Add an organization as a descendant of the selected item, Delete the selected organization, Copy the selected organization, Cut the selected organization, Paste the Organization copied or cut below the selected Organization, Refresh the current view, and show/hide the search (filter) bar (4).

On the right border are two controls, the arrow opens or closes the pane, the border itself allows resizing. Double clicking the border also open/closes the pane.

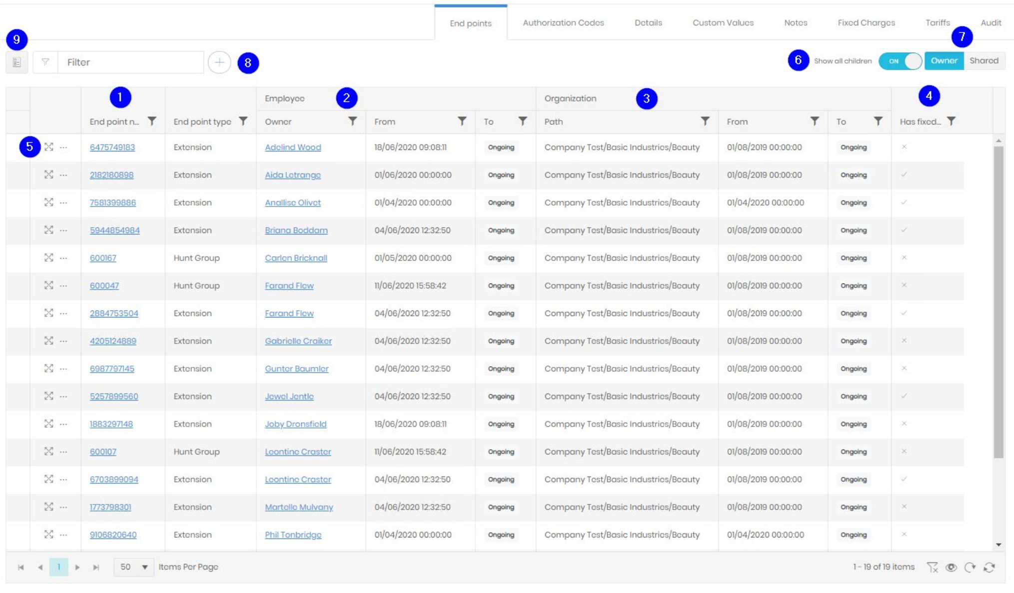
Finally, you can click and drag an organization to move it elsewhere in the directory.

Details display

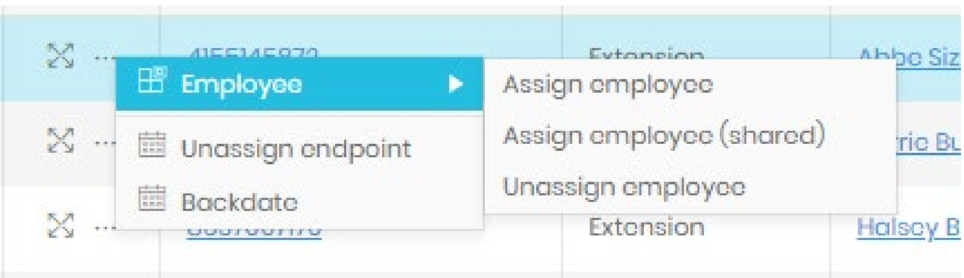
The right-hand side is used for showing the assignments and properties of the organization selected in the tree via a series of tabs.

Endpoint list

For grid controls see common features

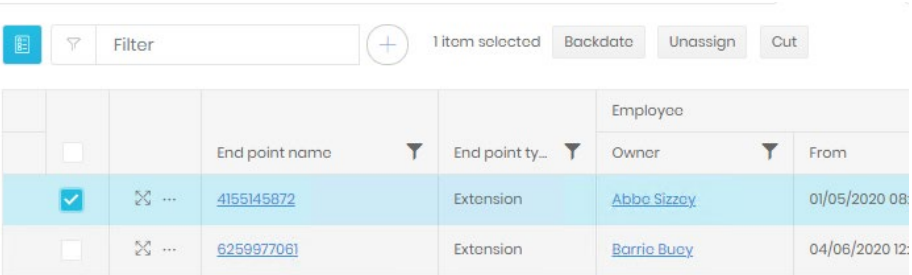


1. This tab shows all endpoints assigned to the selected organization and its descendants. The endpoint name (eg extension number or URI email) shown followed by three additional groups of fields.
2. The employee group shows the endpoint’s current assignment to an employee, along with the date and time that the assignment started and when the assignment is due to end (or ongoing if no end is set).
3. The organization group shows the same set of information for the endpoint’s organization assignment.
4. The last column displayed indicated whether the endpoint has fixed charges assigned to it.
5. Each row has a move handle, click and hold briefly before dragging the endpoint to another organization, and an endpoint menu which allows assignments and backdating.

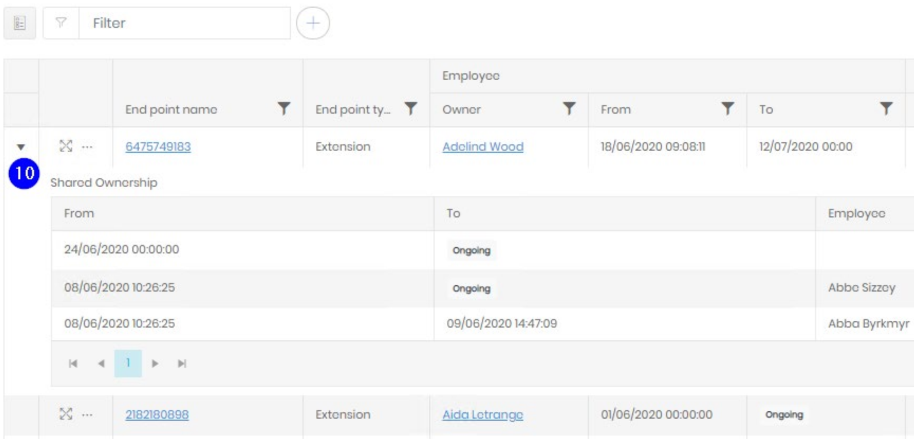


6. By default, Prism shows the endpoints of the selected organization and those assigned to all descendant organizations in the branch. The Show all children slider toggles this behaviour with just showing the endpoints directly assigned to the organization selected.
7. Endpoints can be shared by both organizations and employees. The Owned/Shared slider toggles whether the display shows endpoints which are owned by the selected organization or have a shared assignment where another organization is the owner.
8. Endpoints can be assigned (or created and assigned)

9. This control toggles row selection which allows granular moves, unassignments and backdating. Once at least one endpoint is selected additional controls are displayed.

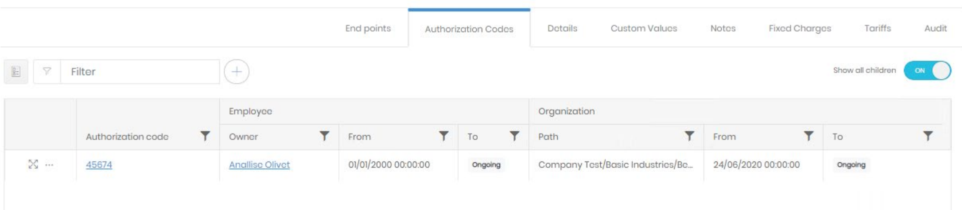


10. If the selected organization owns an endpoint, but shares it, an indicator will show on the left. Clicking the arrow will open/close the sharing detail.



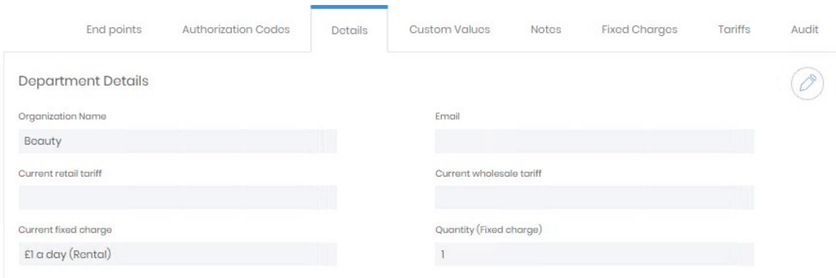
Authorization codes

Authorization codes are created and managed their own section (Network \ Misc) but can be assigned to employees and organizations. The Authorization Codes tab shows any assignments for the selected organization. The layout of the display is very similar to that for endpoints.



Details

The details tab allows configuration of several organization properties.



Organization name reflects what is shown in the tree and in reporting.

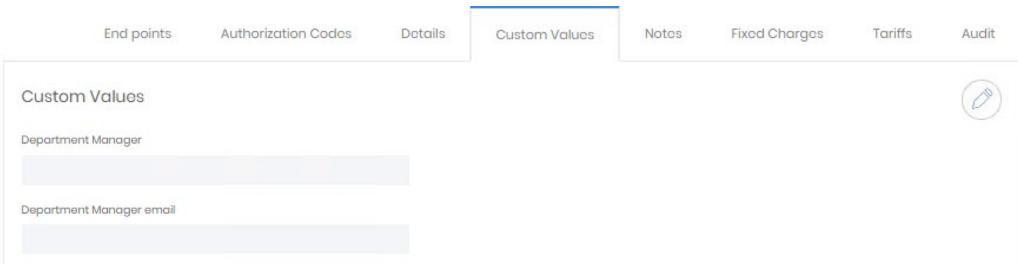
Email is a configured address for bulk reporting (see Scheduled Jobs).

Current and Wholesale tariffs can be assigned on their own tabs, but the currently applied tariffs are shown here.

Active fixed charges are displayed as well. These can be assigned or edited on their own tab.

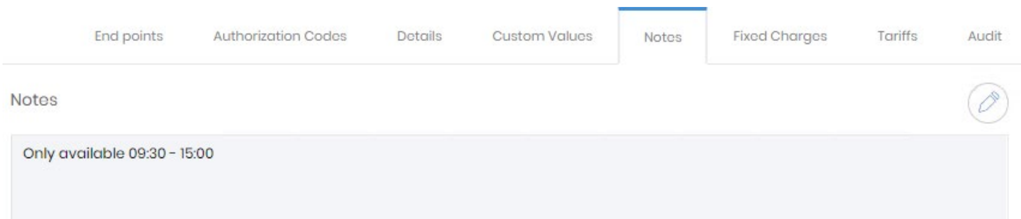
Custom Values

The custom values tab shows any custom fields that the system administrator has made available in Settings.



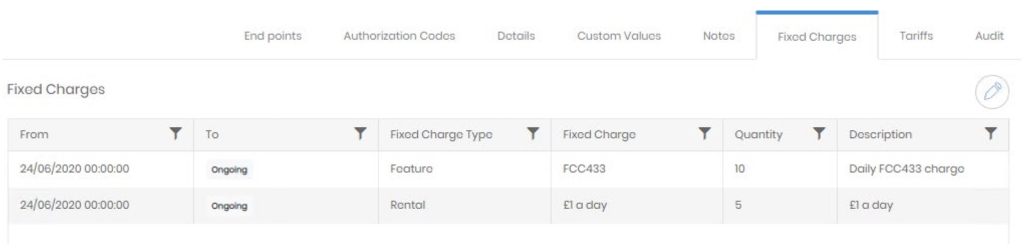
Notes

This tab allows for Notes to be added on the Organization. This is free, formatted text and can include links, tables, and pictures.

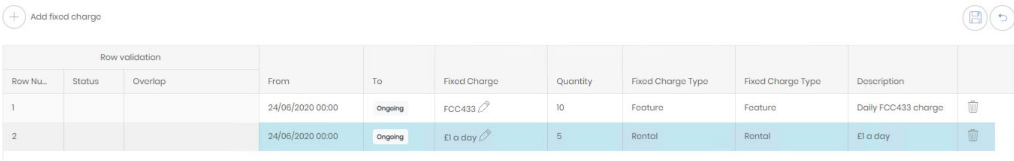


Fixed Charges

All current and past fixed charge assignments for the organization are detailed here.

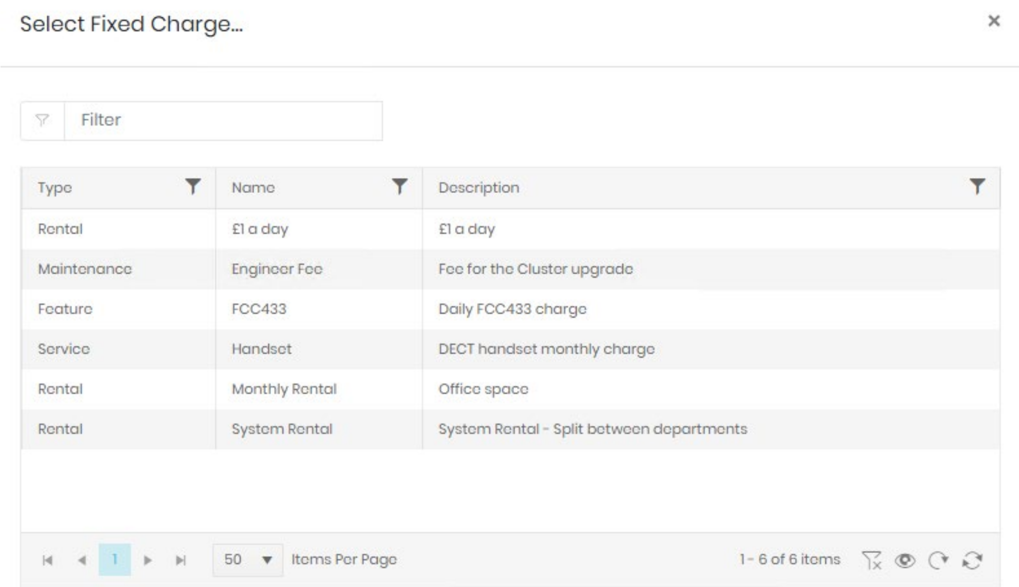


Existing charges can be edited to change the quantity applied, the start date or the end date of the charge application.



Row validation									
Row Nu...	Status	Overlap	From	To	Fixed Charge	Quantity	Fixed Charge Type	Fixed Charge Type	Description
1			24/06/2020 00:00	Ongoing	FCC433	10	Feature	Feature	Daily FCC433 charge
2			24/06/2020 00:00	Ongoing	£1 a day	5	Rental	Rental	£1 a day

New charges can be added here, but those charges must be defined first in the Fixed Charges section (Configuration \ Charging). When adding a charge here, the user is presented with a list of defined Rental, Maintenance, Feature and Service charges to choose from.

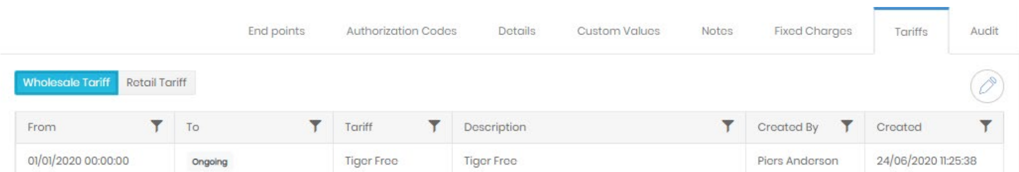


Type	Name	Description
Rental	£1 a day	£1 a day
Maintenance	Engineer Fee	Fee for the Cluster upgrade
Feature	FCC433	Daily FCC433 charge
Service	Handset	DECT handset monthly charge
Rental	Monthly Rental	Office space
Rental	System Rental	System Rental - Split between departments

Once the charge is selected the start/end dates can be edited but the quantity of charges (for example one charge per handset) must be entered.

Tariffs

Individual organizations can have wholesale or retail tariffs applied to them. These will apply to the organization and any descendants, though the setting may be overridden by tariff assignments on specific endpoints or descendant organizations.

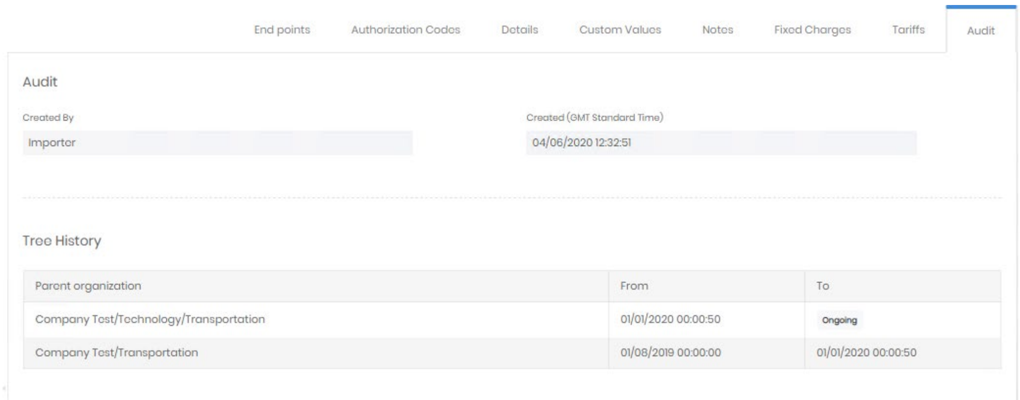


From	To	Tariff	Description	Created By	Created
01/01/2020 00:00:00	Ongoing	Tiger Free	Tiger Free	Piers Anderson	24/06/2020 11:25:38

For more detail on tariffs see the section (Configuration \ Charging \ Tariffs).

Audit

The final tab shows the creation details for the organization, and the history of the record's directory positions as moves and changes occur.



Assignment

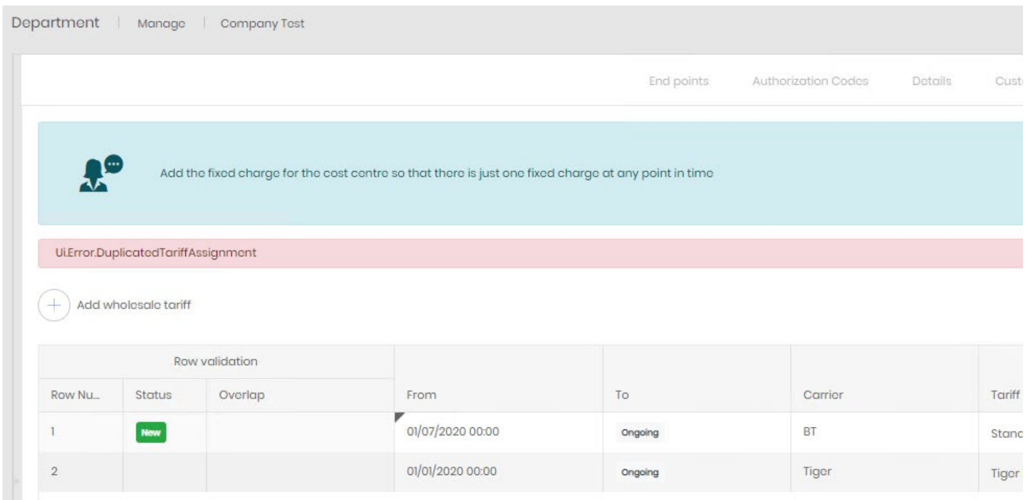
There are two terms that have been used several times so far, assignment and backdate.

Assignment

Endpoints, tariffs, authorisation codes and fixed charges are all assigned to one record or another.

When one record is assigned to another it will always have a start date and time. This is how Prism creates historically accurate reporting. When you assign a record or property to something you will usually have the option to override the default start time (which will always default to the current date and time). For example if you add a fixed charge to a department on the 4th of the month, you can change the start date to show as midnight on the 1st, this ensures that costs will line up with the required dates for billing.

You can also use this to prepare for future changes. For example, if a new tariff comes into effect at the beginning of the next month, you can set that as the start date. The existing tariff assignment will continue up to that point, then Prism will switch over at the specified time.



Most records will have somewhere to show a history of their assignments, or what has been assigned to them. This allows you to check how things were configured at any point in time. Assignments are covered in more depth in Common Features

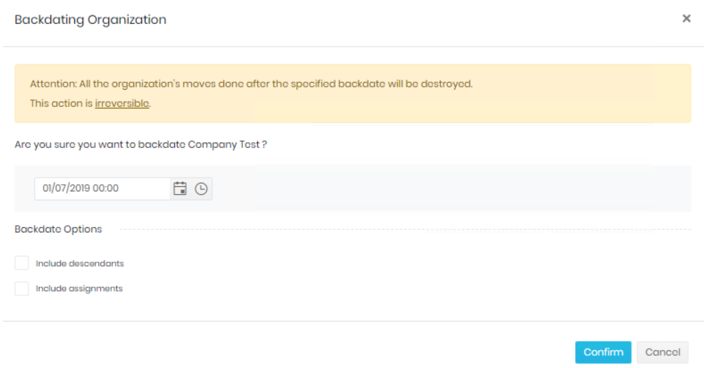
Backdating

Changing the assignment of a fixed charge applied to an endpoint is one thing, but you may need to roll back considerably more comprehensive changes to the directory from time to time. For example, one department merges with another and wants to set a specific start date for the call history to follow the new structure, or several employee moves occurred but the Prism team was not notified until later.

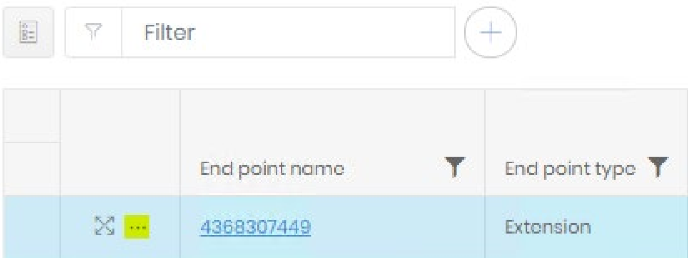
Backdating is a way of selecting a set of records and adjusting all their start dates at one time. This process will destroy any other moves and changes to the affected records between the new and original start dates.

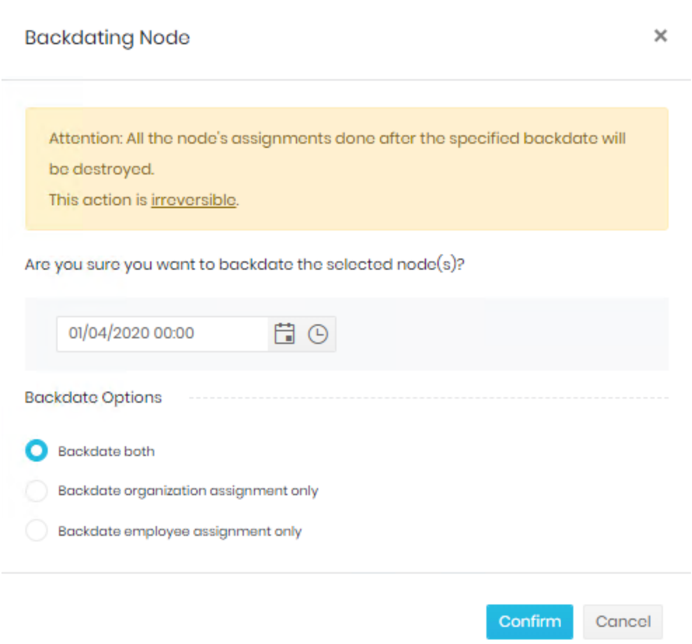
There are several ways of stating the backdating process.

1. Click the cog icon next to an organization in the tree view. This will ask you to select the new start date, and if you want to apply the same change to descendants and assignments.



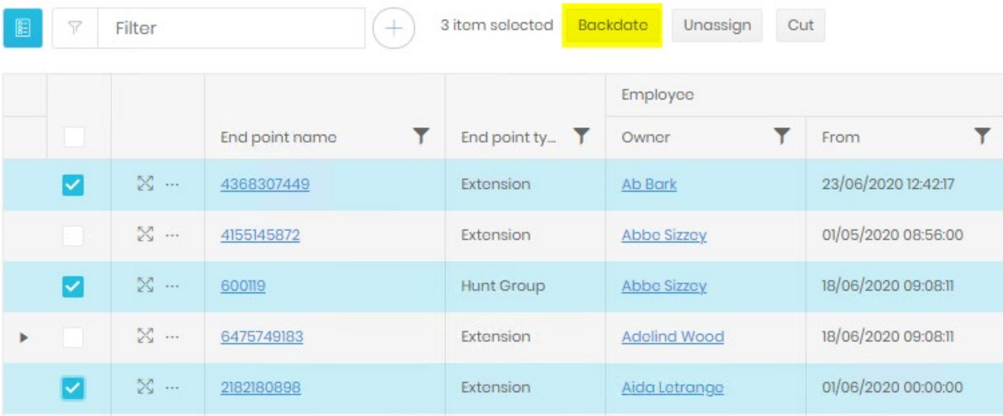
2. Include descendants will apply the backdate to all organizations below the selected one in the branch, otherwise they will be left unchanged, and organization changes will be left in the records' histories.
3. Include assignments will apply the backdate to all endpoint assignments. A backdate process on an organization will not change endpoint to employee assignments.
   a. Click the ellipsis to the left of the endpoint row
   b. and choose backdate.





4 This gives a similar dialogue, but there are differences to the options. You still have to set a new start date, but now the other option relates to endpoint assignment only. You can select to change the endpoint assignment to the organization, the endpoint assignment to the employee, or to change both.

5 By selecting multiple endpoints and clicking the Backdate control

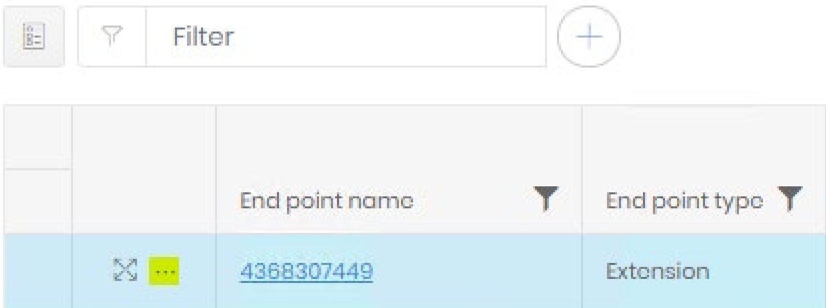


6 This will give the same dialogue as option 2, though the date and option chosen will be applied to all selected endpoints.

Unassign

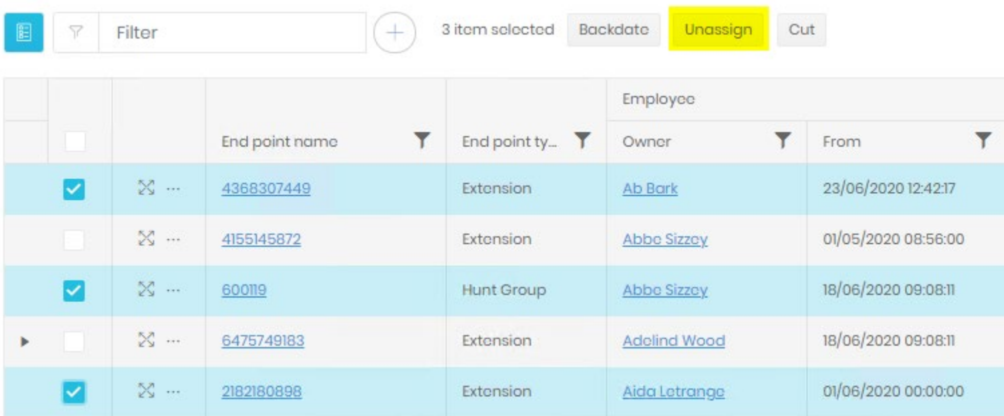
If you need to remove an endpoint from an organization then you can trigger that in two ways.

1. Click the ellipsis to the left of the endpoint row

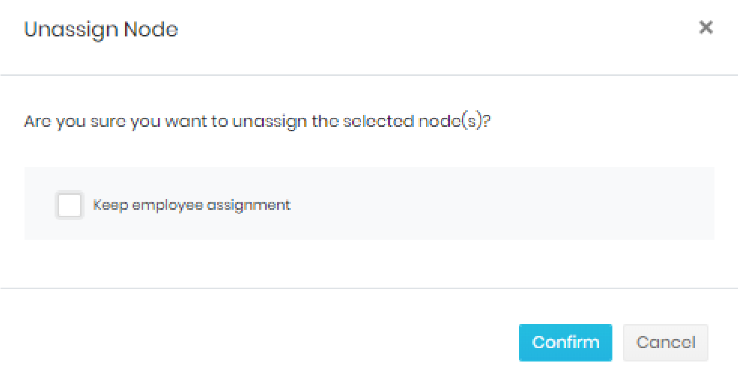


2 and choose Unassign endpoint.

3 By selecting multiple endpoints and clicking the Unassign control



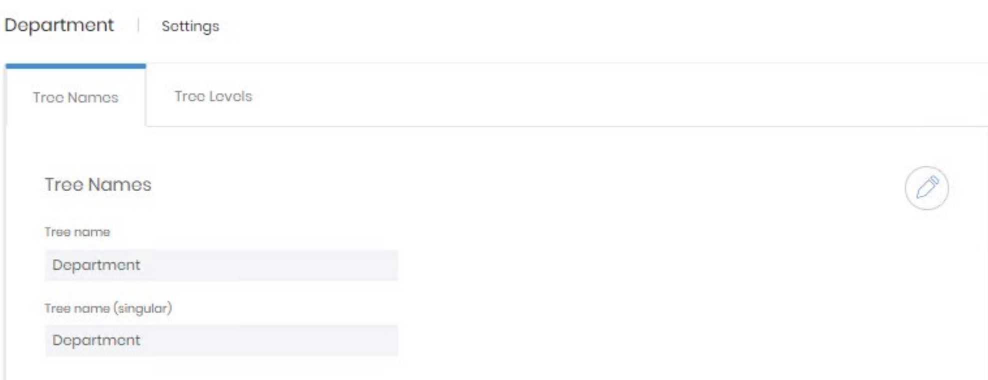
In both cases you will see a confirmation page with the option to retain the employee assignment to the endpoint. If this box is not ticked then both assignments will be removed.



Administration - Settings

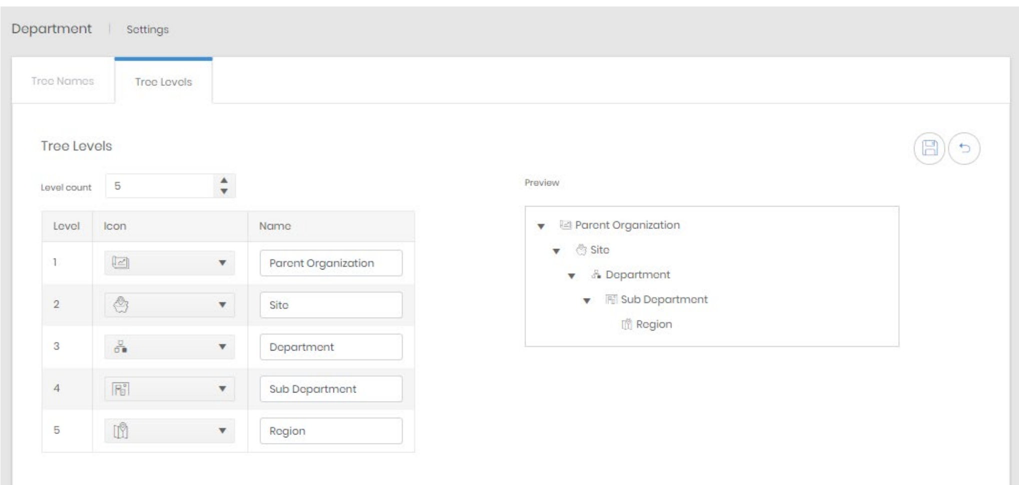
Tree

In the tree section you can edit the name of your tree (defaults are Departments, Cost Centres, and Projects) and configure how many levels the hierarchy can contain.



While editing the tree name you must provide a version of the name for both singular and plural reference.

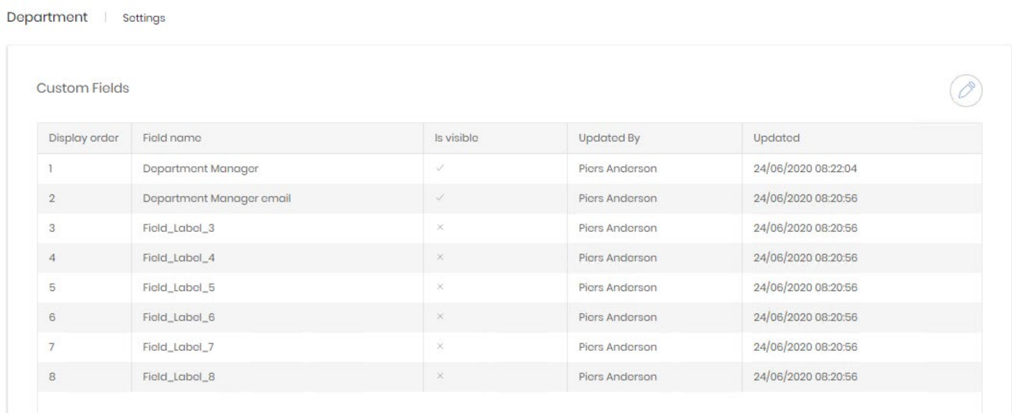
Tree levels can be distinguished by names and icons, both set in the edit screen.



Each tree can have a maximum of 12 levels, including the parent item at the very top.

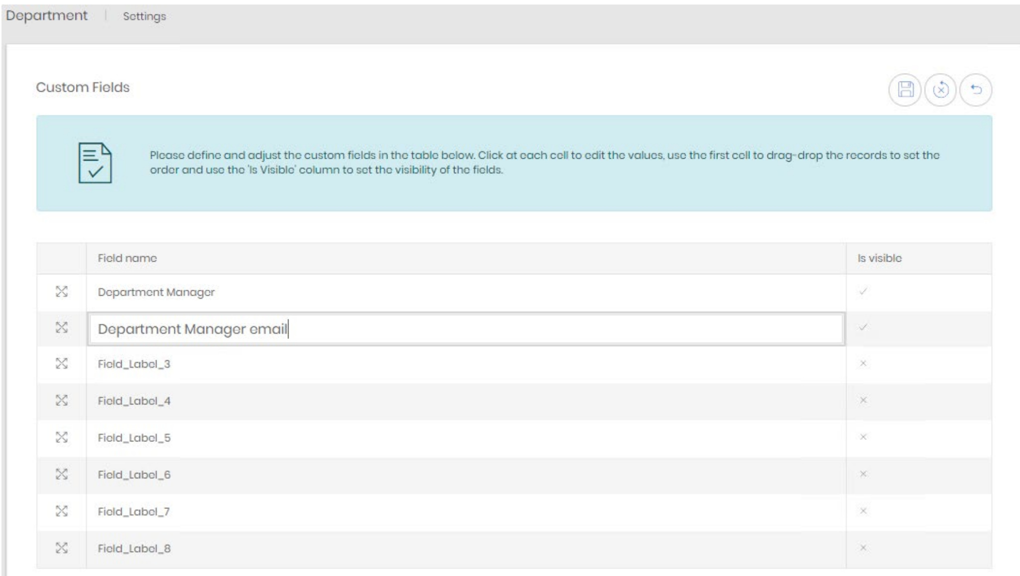
Custom Fields

Custom fields that are configured and enabled here appear for every organization in the relevant tree.



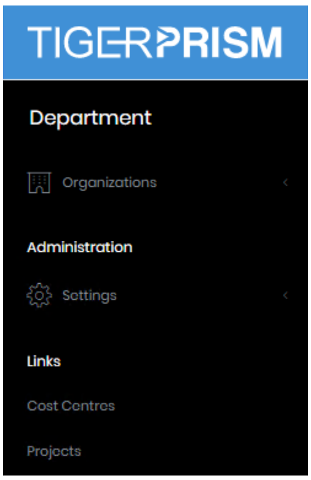
Display order	Field name	Is visible	Updated By	Updated
1	Department Manager	✓	Piers Anderson	24/06/2020 08:22:04
2	Department Manager email	✓	Piers Anderson	24/06/2020 08:20:56
3	Field_Label_3	×	Piers Anderson	24/06/2020 08:20:56
4	Field_Label_4	×	Piers Anderson	24/06/2020 08:20:56
5	Field_Label_5	×	Piers Anderson	24/06/2020 08:20:56
6	Field_Label_6	×	Piers Anderson	24/06/2020 08:20:56
7	Field_Label_7	×	Piers Anderson	24/06/2020 08:20:56
8	Field_Label_8	×	Piers Anderson	24/06/2020 08:20:56

Once in edit mode you can alter the name of the field, the order that the fields are shown in, and whether or not the field is visible to users.



Links

Each tree submenu has direct links to the other two trees



Enterprise \ Employees

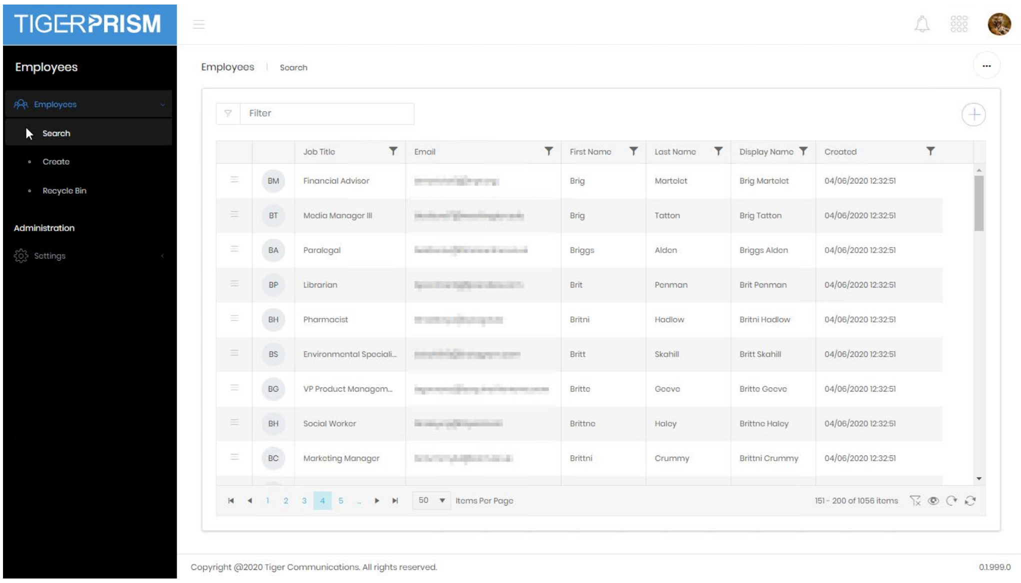
Overview

The Employees module allows you to view, edit and add company employees to Prism's database. Once configured in here, employees can be assigned to organizations in one of the three directory trees and can have endpoints assigned to them.

In most cases the employee database will be populated by, and often kept up to date by, import from an external database, sources like Active Directory and Cisco AXL are most common. Even so, there are many available fields for employees, and some of these can be manually updated even when directory integration is configured. This is a change from all previous versions of Prism, which effectively locked the employee database to manual changes when integration was configured. Now, any field which is not updated by the integration process may have manual entry which will not be overwritten/discarded.

Search

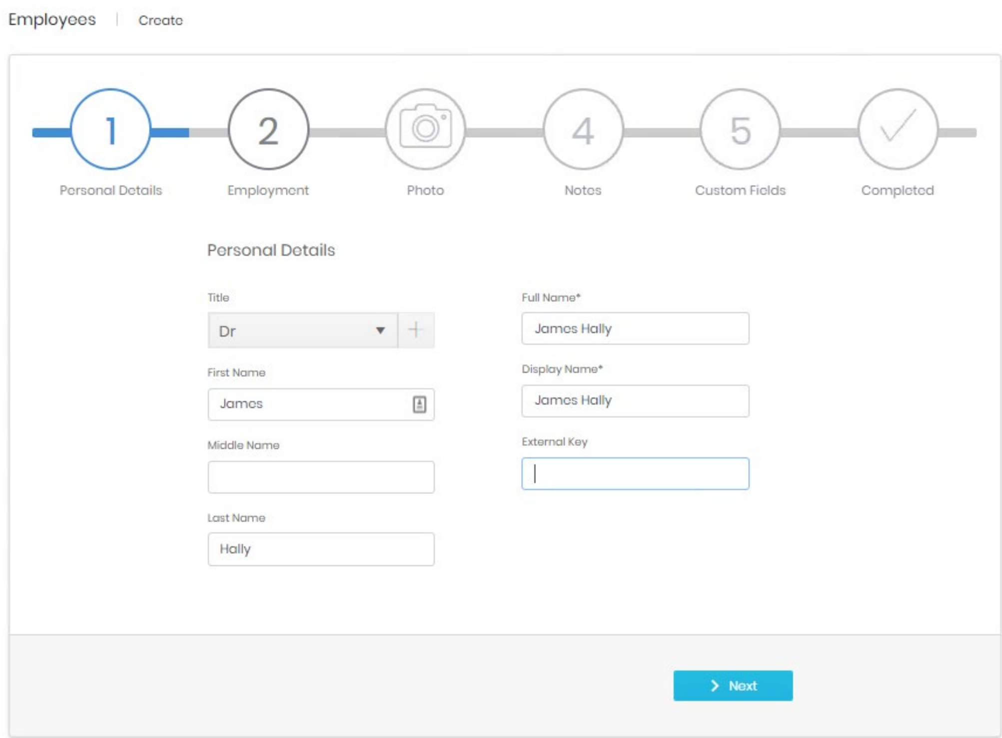
The search page shows a list of all existing employees configured in the system. From here you can filter employees and select one to view or edit the Detail page. For grid controls see Common Features.



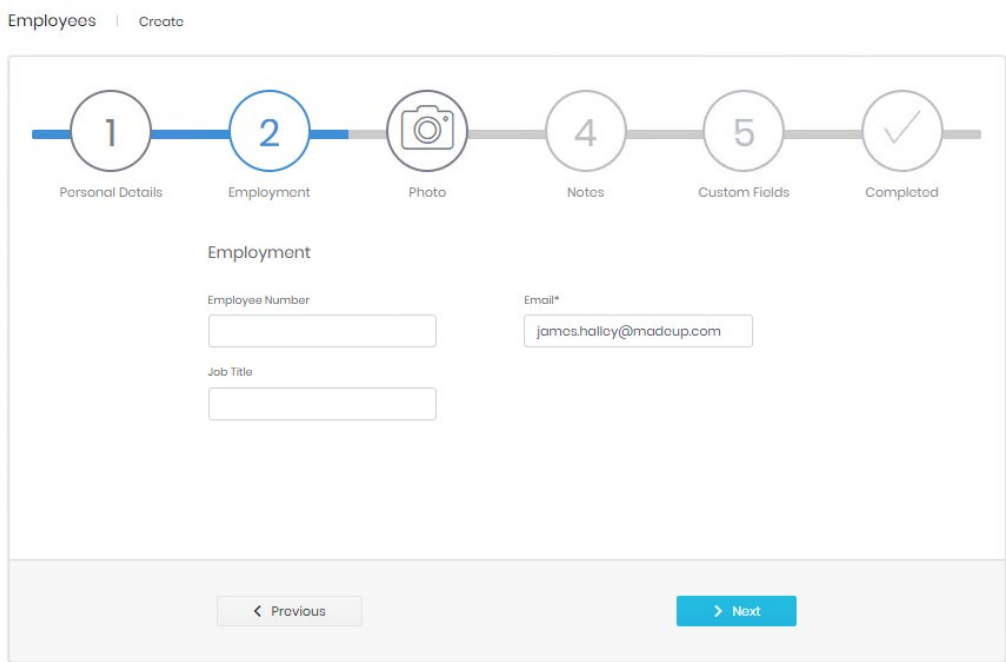
Create

Employee creation is run through a process with six stages.

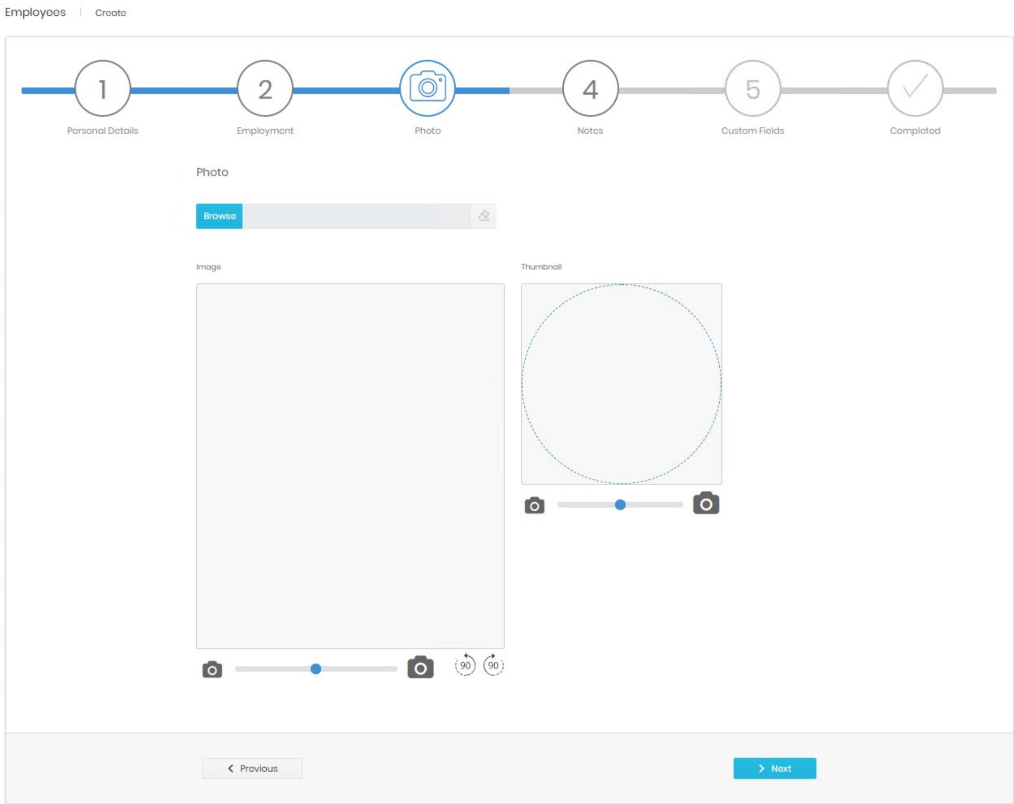
Stage 1 allows you to enter Personal details. Most fields are optional, but a Full Name and Display Name are required. An External Key can be added if an external database is likely to be in use.



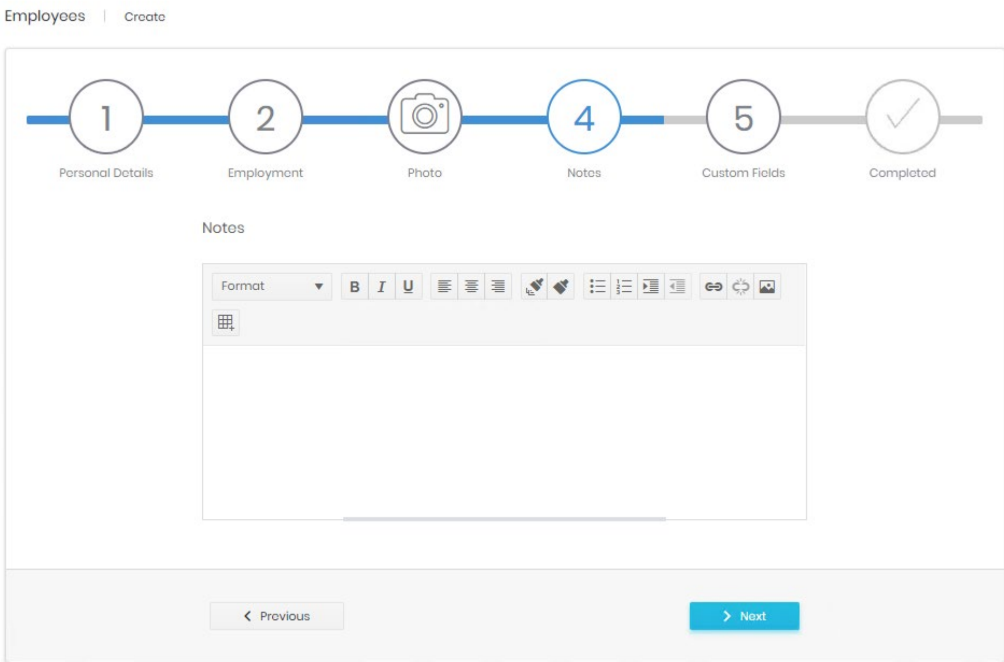
Stage 2 contains employment specific detail, only an email is required at this stage.



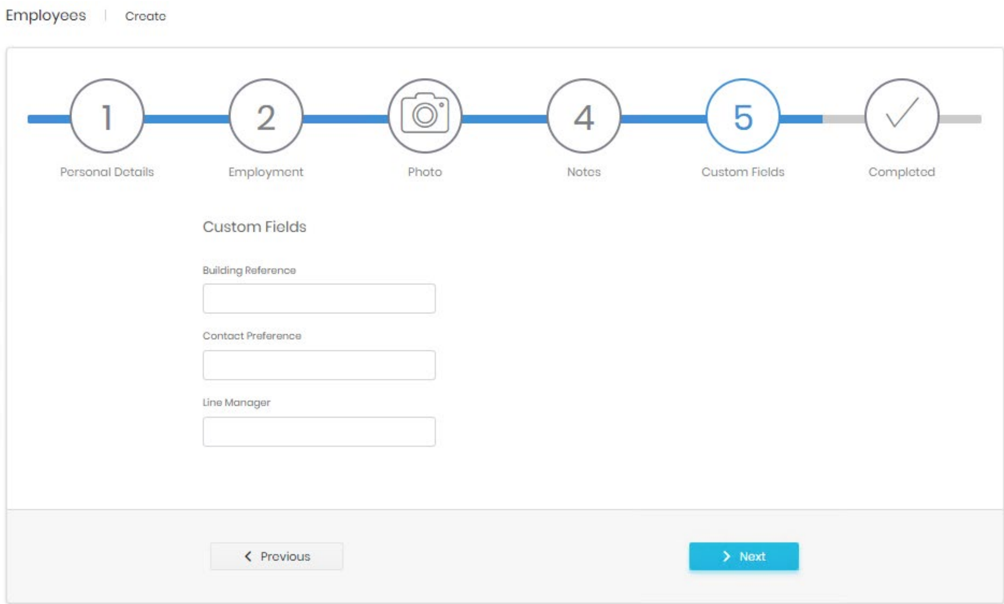
Step 3 allows you to upload and manipulate a picture to use on the record.



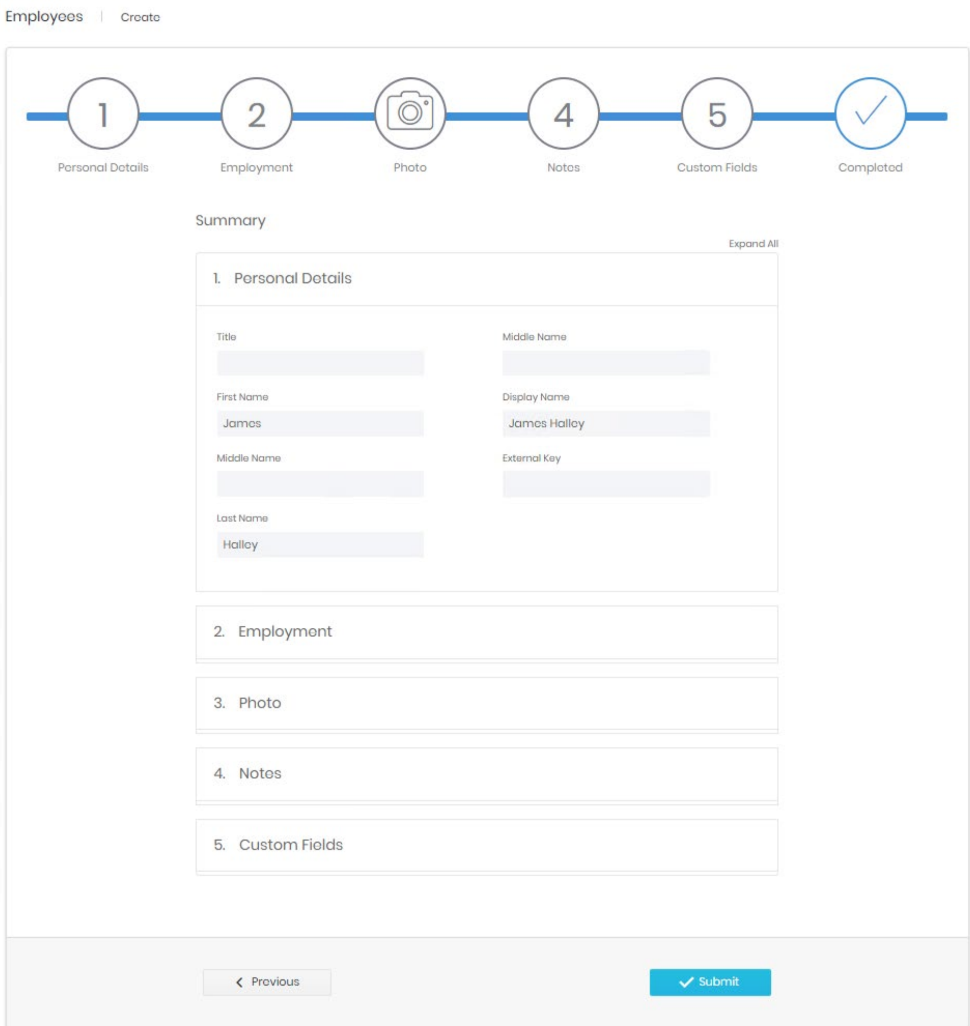
Stage 4 allows for Notes to be added on the Employee. This is free, formatted text and can include links, tables, and pictures.



Stage 5 shows any custom fields that have been enabled for Employee record in Settings. If no fields are enabled, this stage is skipped.

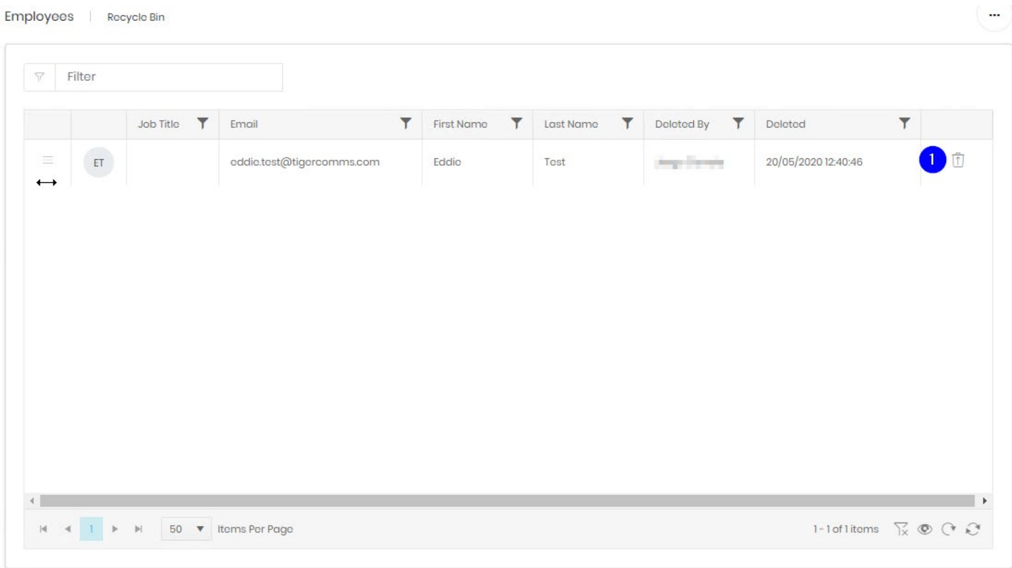


The final step shows a summary of the details entered, allowing final confirmation before the record's creation.



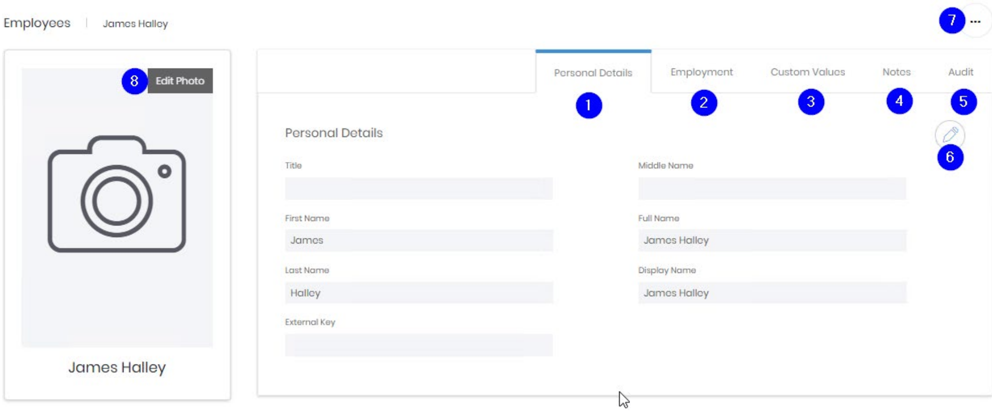
Recycle Bin

The Recycle bin page looks very similar to the search page and has all of the same controls plus an additional one. This button will restore the deleted Employee.



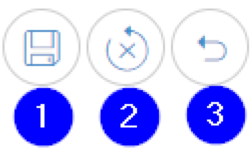
Detail page

The detail page for an employee displays all relevant information configured against the record. It includes defined personal (1) and employment information (2), any notes and values entered against the custom fields that can be configured by a system administrator (3 and 4).



The 5th tab (5) shows audit information including the creator and last modifier of the record, as well as the dates of creation and modification.

Each tab has an edit button (6) which allows the information on that tab to be modified. Once on the edit page there are thee further controls



Save changes (1) – submit changes and return to the details page

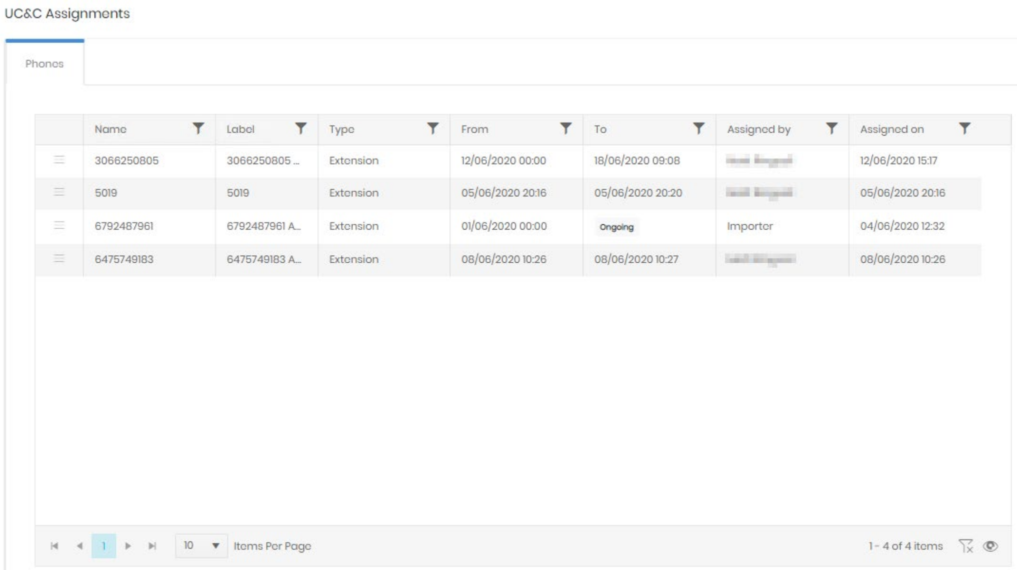
Reset changes (2) – discard any changes but stay in edit mode

Cancel (3) – discard any changes and return to the details page

Above the tabs on the page is the ellipsis icon (7). This contains the delete command. Once confirmed the site is deleted and moved into the Recycle Bin.

The contact picture on the details page can be edited (8). Either a new image can be selected, or the existing one can be zoomed, panned or cleared as required.

Additionally, the Employee detail page shows present and historical UC&C assignment information. This allows quick checks on when an endpoint was assigned or removed from use.



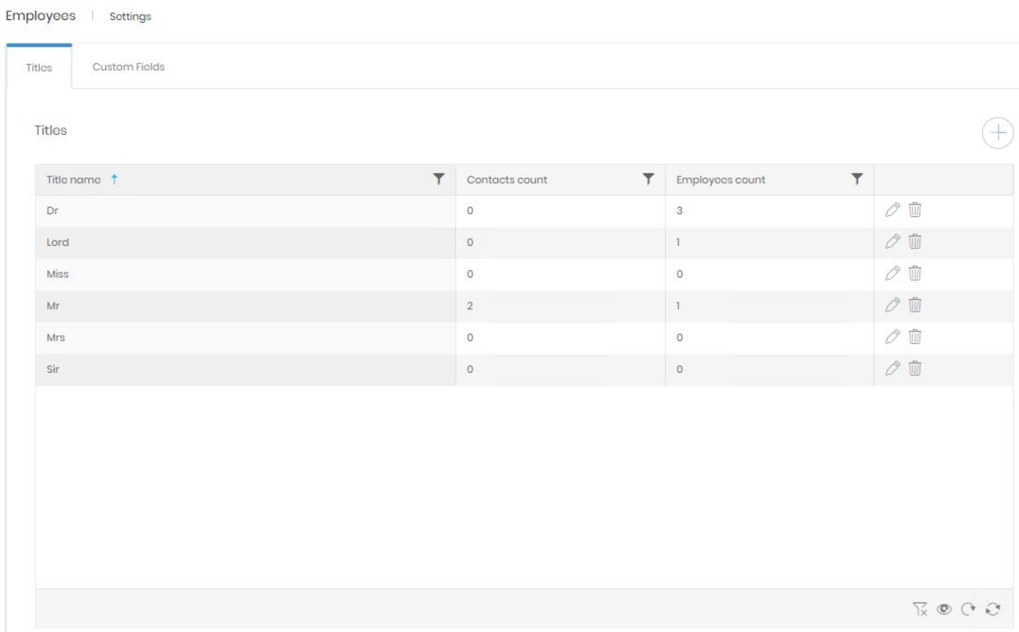
Administration - Settings

Employees

These settings are only available to system administrators. There are two tabs available.

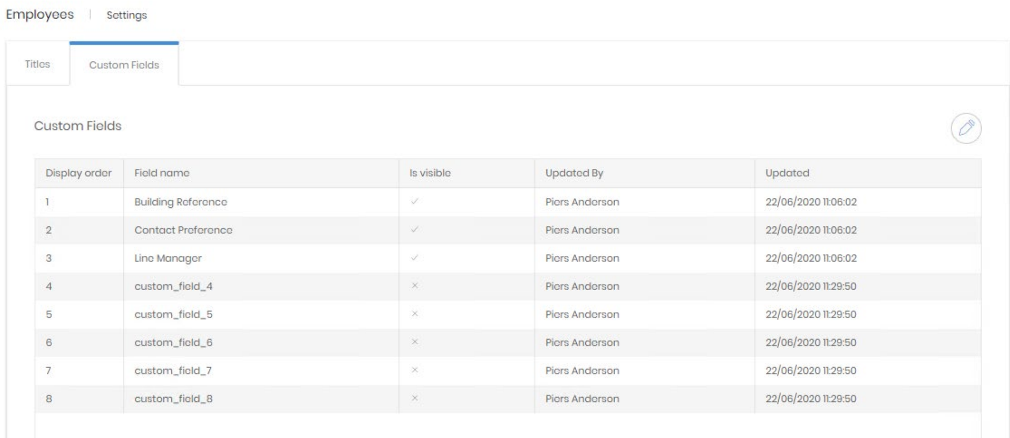
Titles

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



Custom fields

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

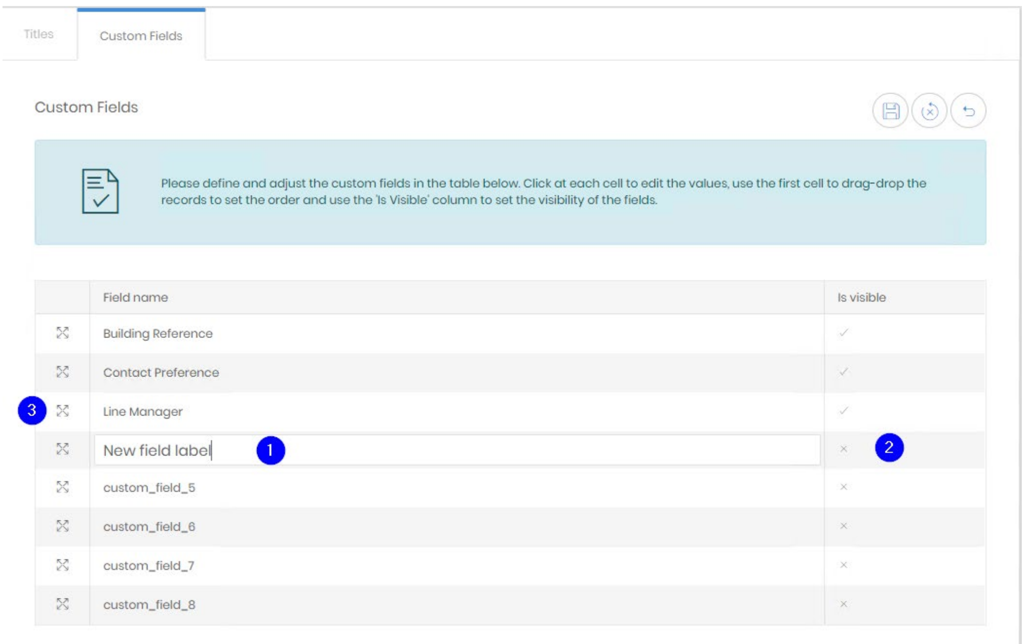


Display order	Field name	Is visible	Updated By	Updated
1	Building Reference	✓	Piers Anderson	22/06/2020 11:06:02
2	Contact Preference	✓	Piers Anderson	22/06/2020 11:06:02
3	Line Manager	✓	Piers Anderson	22/06/2020 11:06:02
4	custom_field_4	×	Piers Anderson	22/06/2020 11:29:50
5	custom_field_5	×	Piers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

Editing Custom Fields

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

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



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

Save when changes are complete.

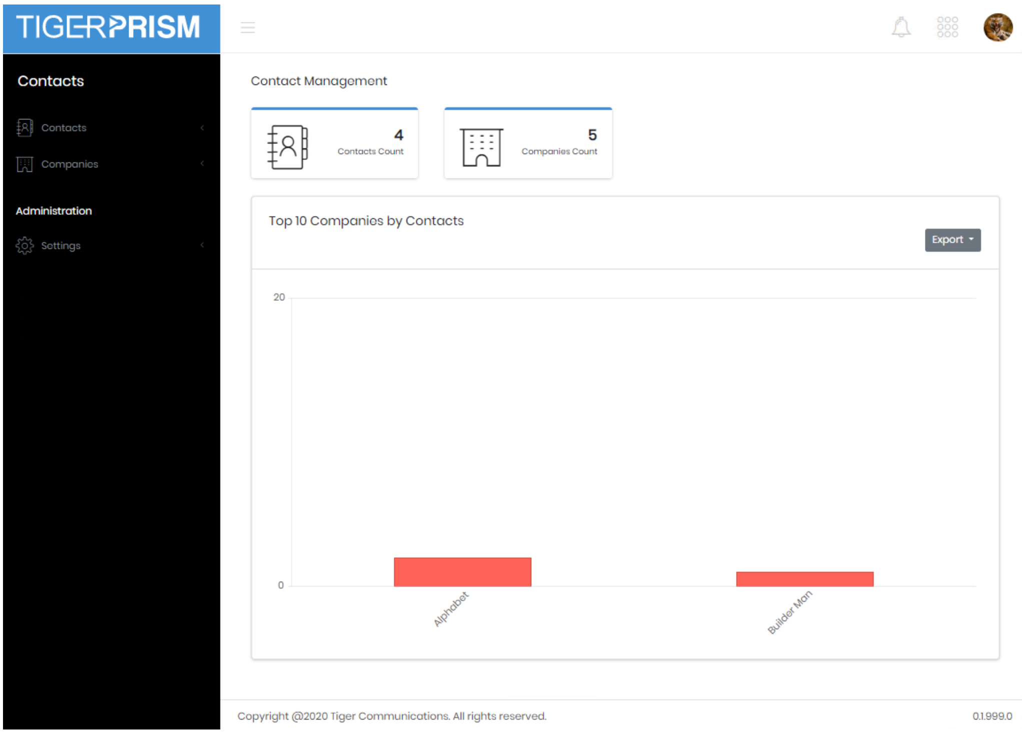
Note
If no custom fields are marked 'Is visible' then a Custom Values tab will not appear in either the creation wizard or the detail page for employees. Integration will continue to populate values in those fields when they are not visible.

Enterprise \ Contacts

Overview

The Contacts module allows a record of external contacts and their parent companies within the Prism database. These contract records can be used in reports and analytics, and contacts can be granted Prism User rights just like employees.

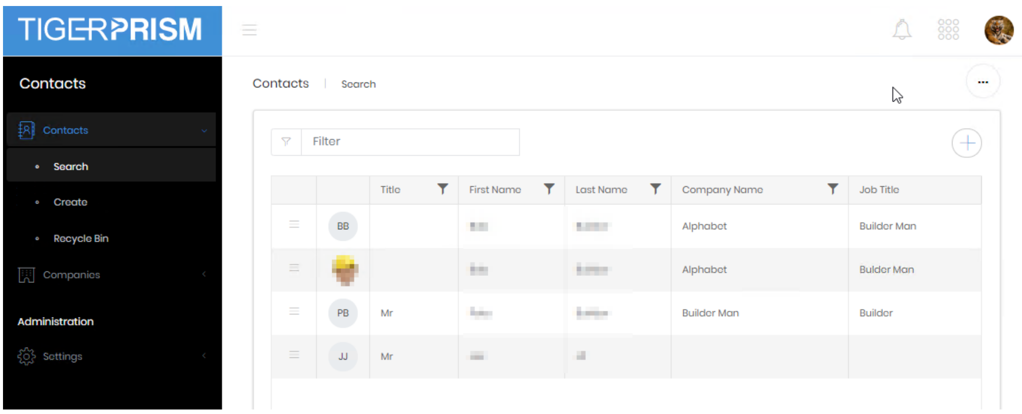
When you first enter the Contacts module you see the Overview page detailing the number of contact and company records in the directory.



Contacts

Search

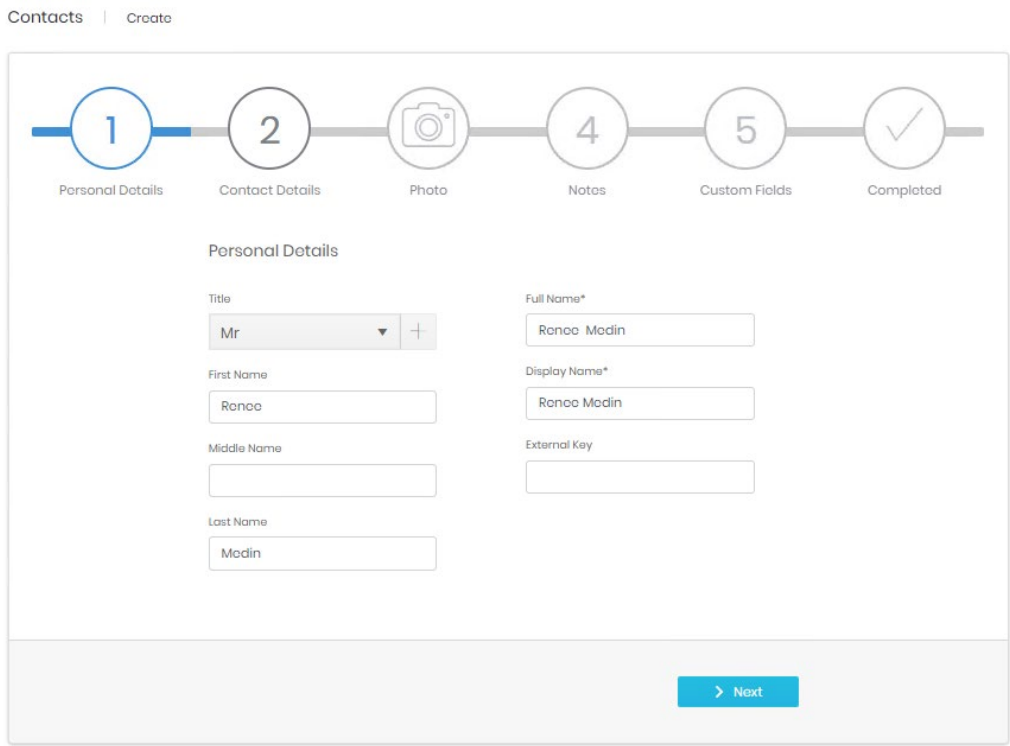
The search page shows a list of all existing contacts configured in the system. From here you can filter contacts and select one to view or edit the Detail page. For grid controls see common features.



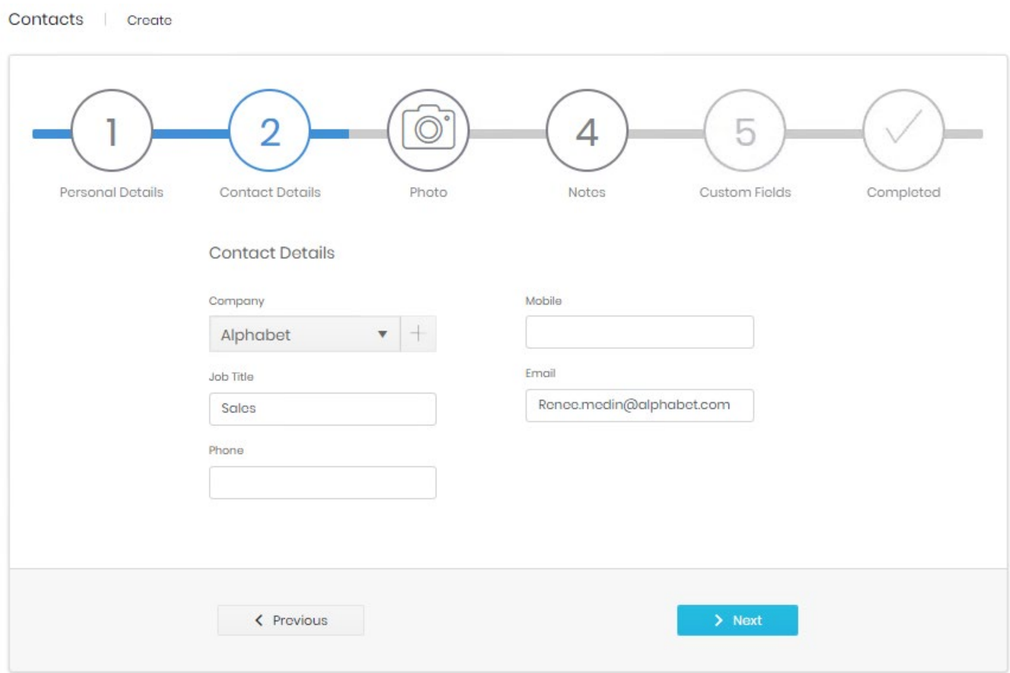
Create

Contact creation is run through a process with six stages.

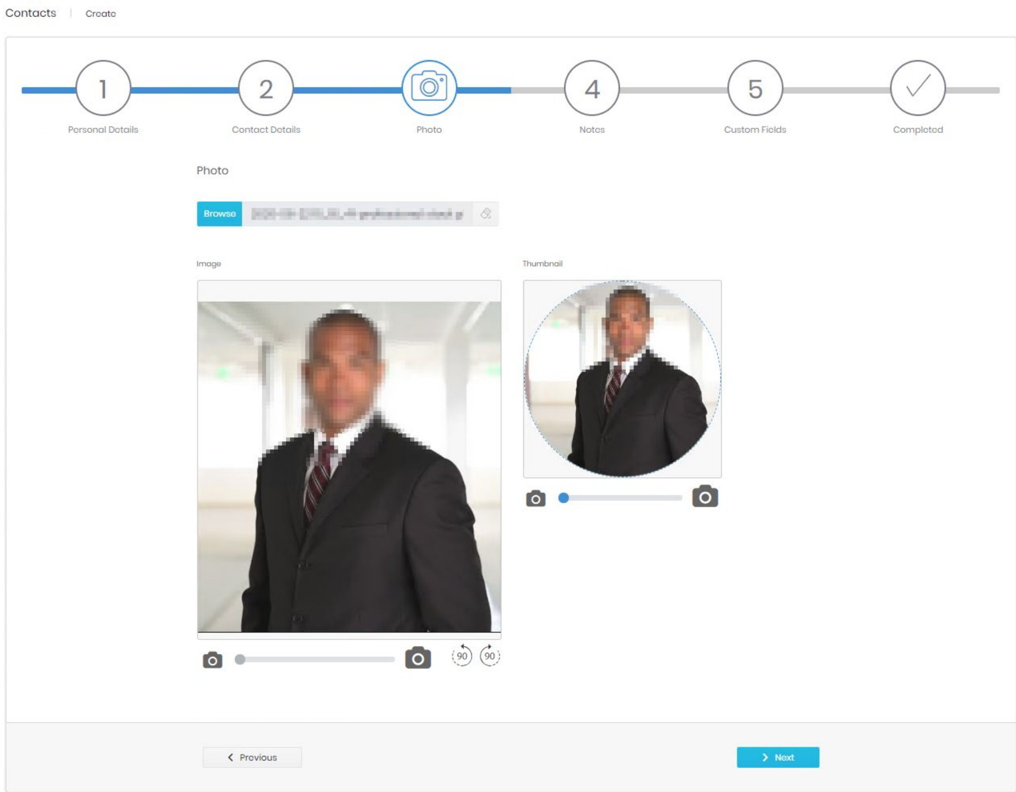
Stage 1 allows you to enter Personal details. Most fields are optional, but a Full Name and Display Name are required. An External Key can be added if an external database is likely to be in use.



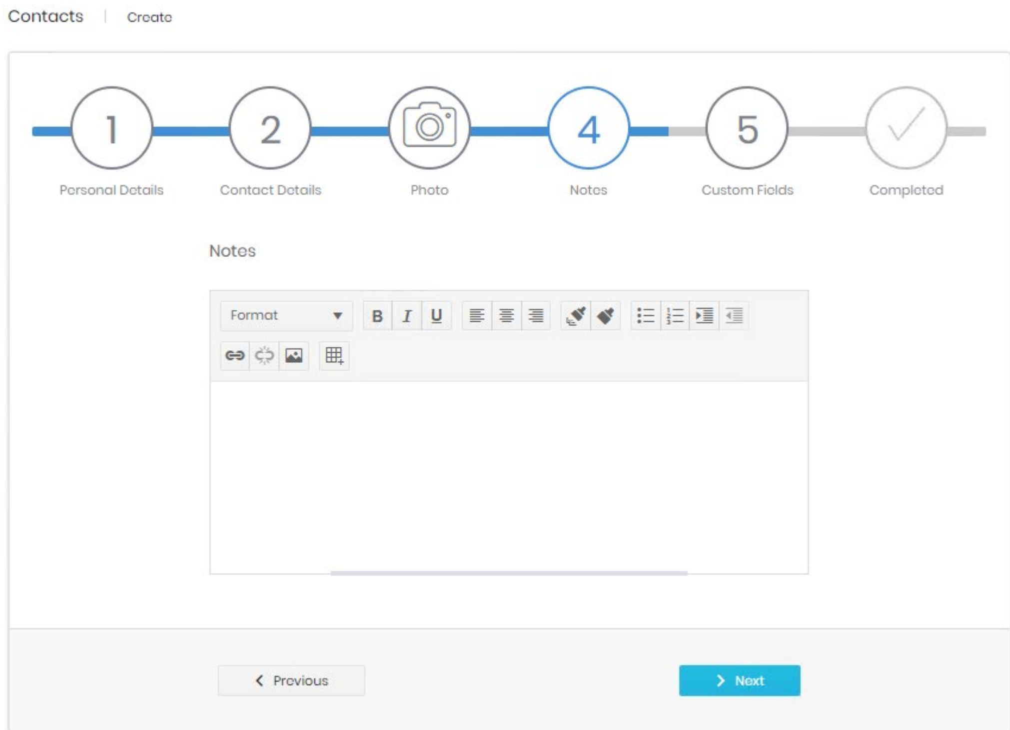
Stage 2 contains contact specific detail; nothing is required at this stage. If a new contact is the first from a Company, then a new Company can be added at this point with the '+' button.



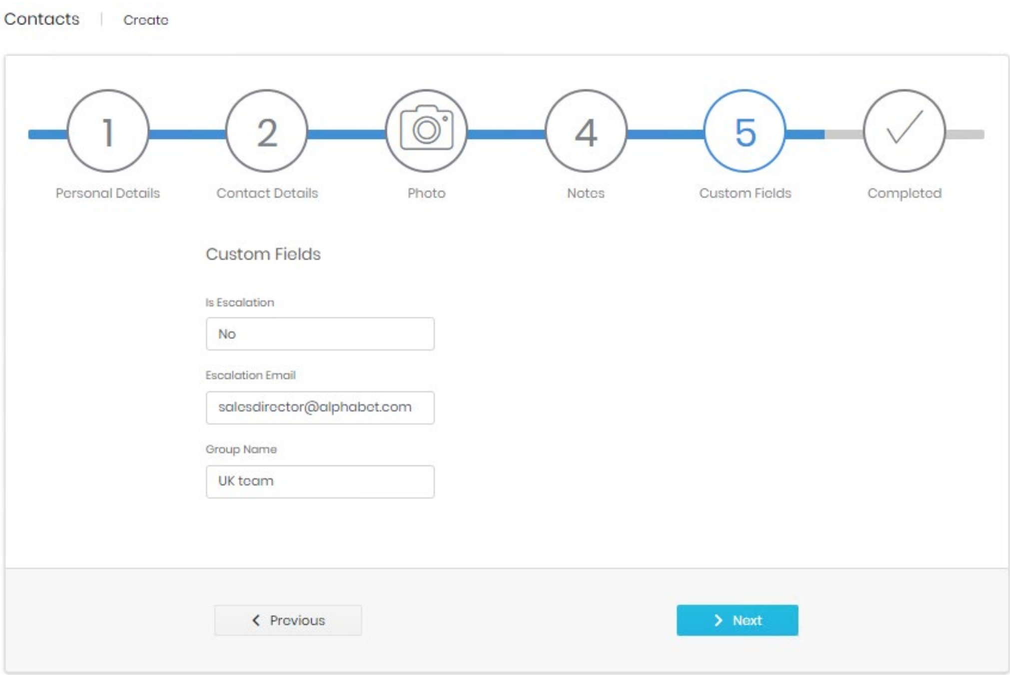
Step 3 allows you to upload and manipulate a picture to use on the record.



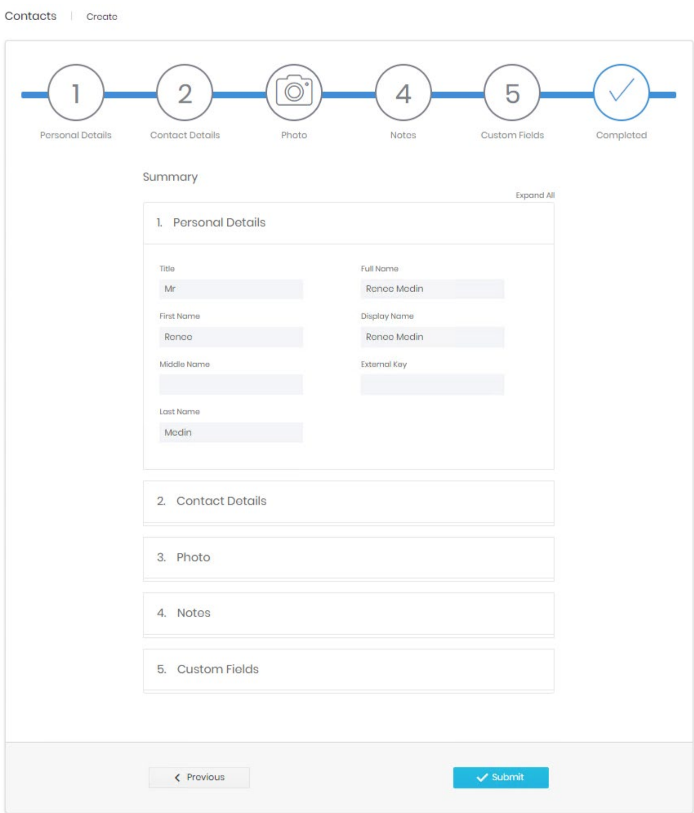
Stage 4 allows for Notes to be added on the Contact. This is free, formatted text and can include links, tables, and pictures.



Stage 5 shows any custom fields that have been enabled for Contact record in Settings. If no fields are enabled, this stage is skipped.



The final step shows a summary of the details entered, allowing final confirmation before the record's creation.

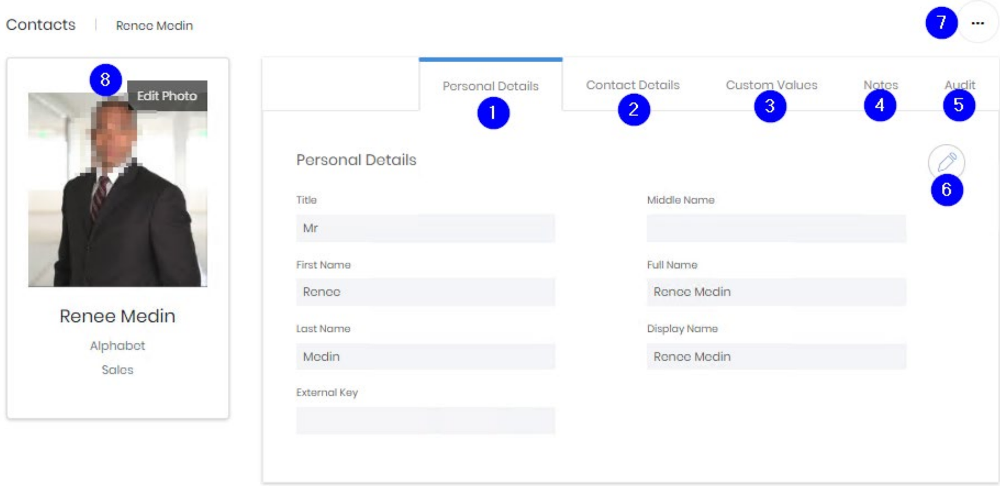


Recycle Bin

The Recycle bin page looks very similar to the search page and has all the same controls plus an additional one. This button will restore the deleted Contact.

Detail Page

The detail page for a contact displays all relevant information configured against the record. It includes defined personal (1) and company/contact information (2), any notes and values entered against the custom fields that can be configured by a system administrator (3 and 4).



The 5th tab (5) shows audit information including the creator and last modifier of the record, as well as the dates of creation and modification.

Each tab has an edit button (6) which allows the information on that tab to be modified. Once on the edit page there are thee further controls

Save changes (1) – submit changes and return to the details page

Reset changes (2) – discard any changes but stay in edit mode

Cancel (3) – discard any changes and return to the details page

Above the tabs on the page is the ellipsis icon (7). This contains the delete command. Once confirmed the site is deleted and moved into the Recycle Bin.

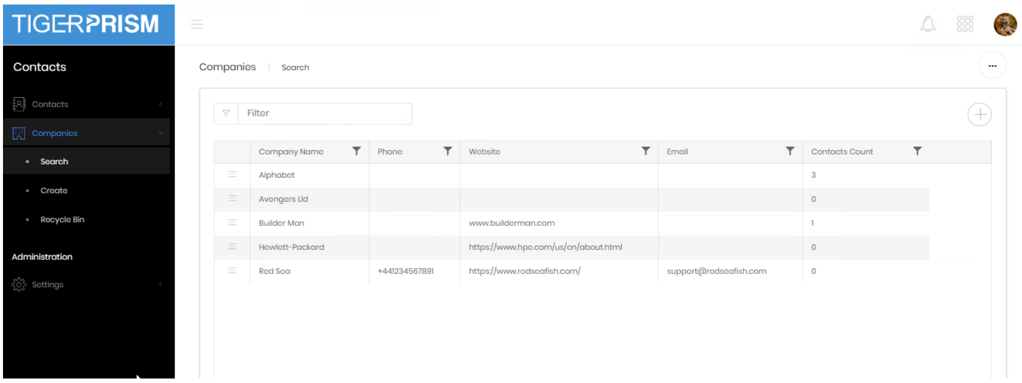
The employee picture on the details page can be edited (8). Either a new image can be selected, or the existing one can be zoomed, panned or cleared as required.

Additionally, the contact detail page shows present and historical UC assignment information.

Companies

Search

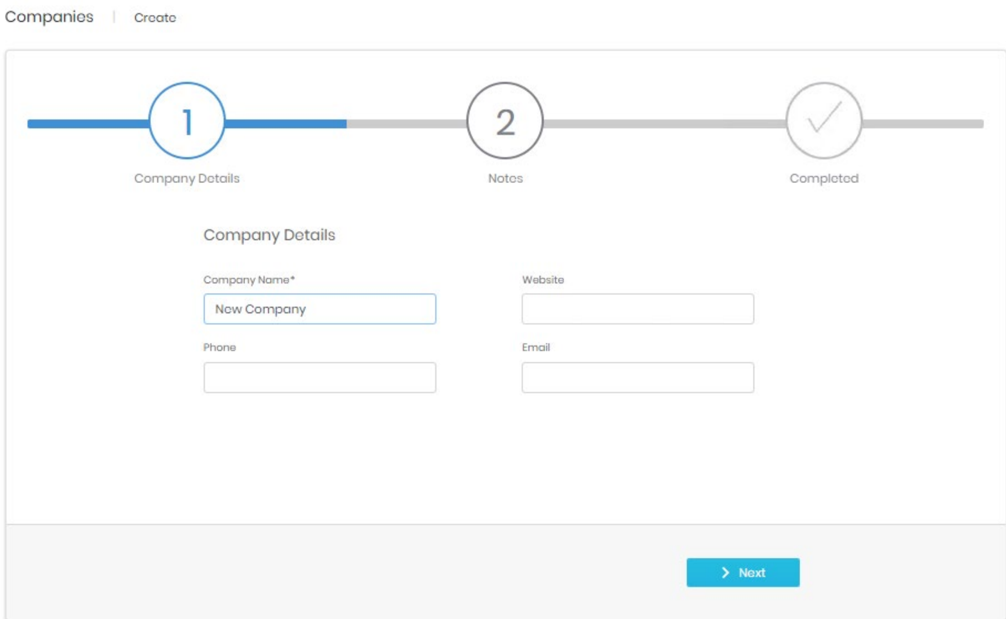
The search page shows a list of all existing companies configured in the system. From here you can filter companies and select one to view or edit the [Detail](#) page. For grid controls see common features.



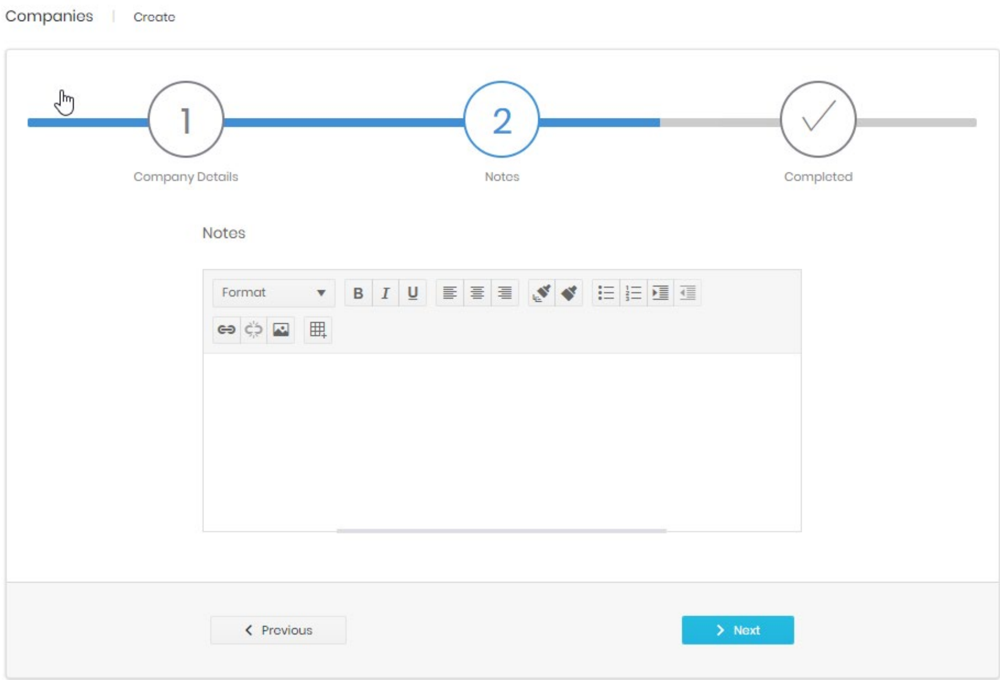
Create

Company creation is run through a process with three stages.

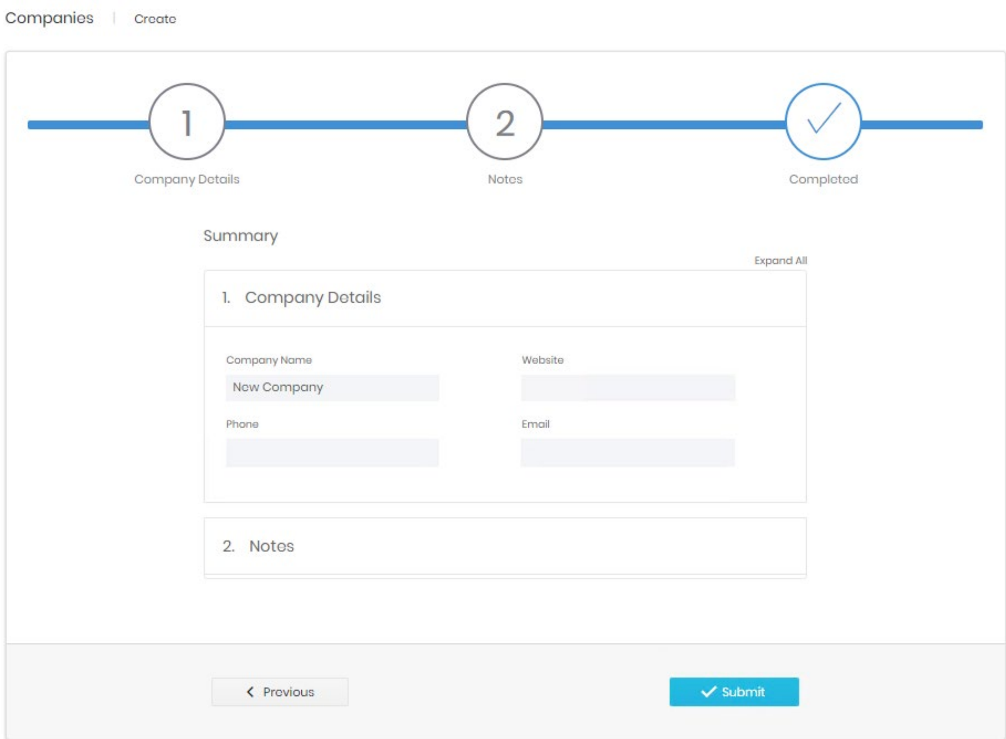
Stage 1 takes the basics of the company, name, website and generic contact details.



Stage 2 allows for Notes to be added on the company. This is free, formatted text and can include links, tables, and pictures.



The final step shows a summary of the details entered, allowing final confirmation before the record's creation.

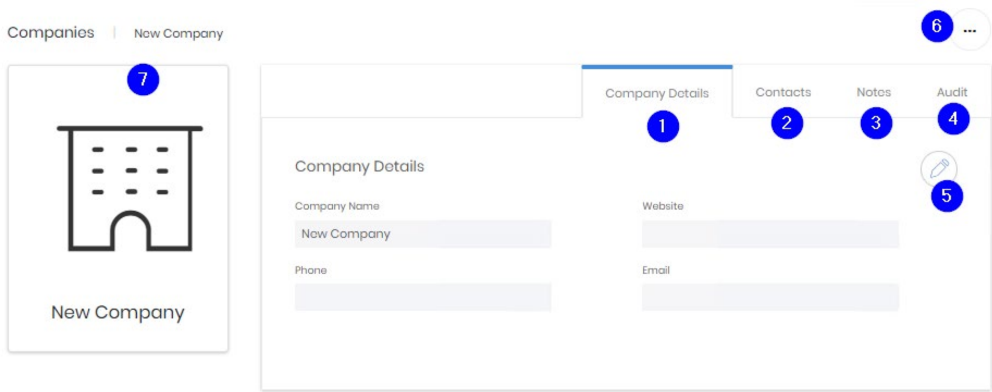


Recycle

The Recycle bin page looks very similar to the search page and has all the same controls plus an additional one. This button will restore the deleted Company.

Detail Page

The detail page for a contact displays all relevant information configured against the record. It includes defined personal (1) and company/contact information (2) and any notes (3).



The 4th tab (4) shows audit information including the creator and last modifier of the record, as well as the dates of creation and modification.

Each tab has an edit button (5) which allows the information on that tab to be modified. Once on the edit page there are thee further controls

Save changes (1) – submit changes and return to the details page

Reset changes (2) – discard any changes but stay in edit mode

Cancel (3) – discard any changes and return to the details page

Above the tabs on the page is the ellipsis icon (6). This contains the delete command. Once confirmed the site is deleted and moved into the Recycle Bin.

The company picture on the details page can be edited (7). Either a new image can be selected, or the existing one can be zoomed, panned or cleared as required.

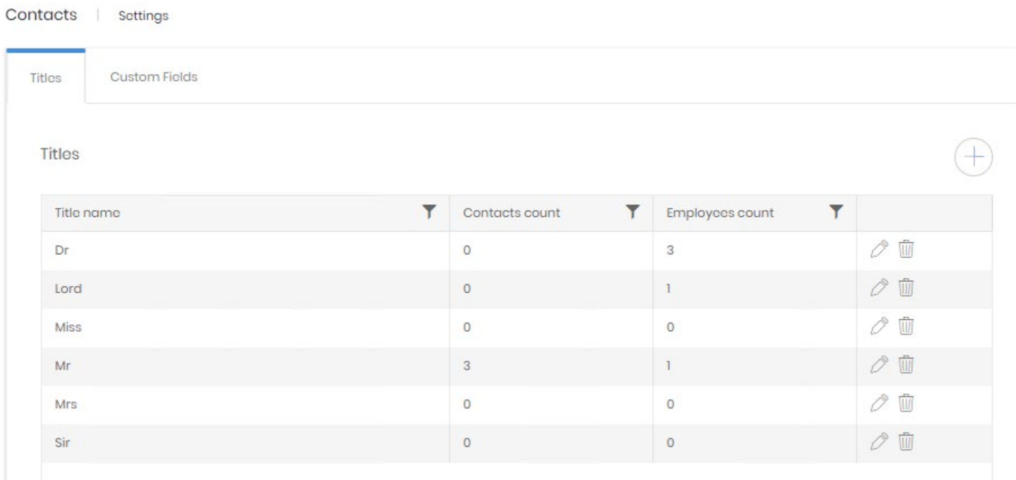
Administration - Settings

Contacts

These settings are only available to system administrators. There are two tabs available.

Titles

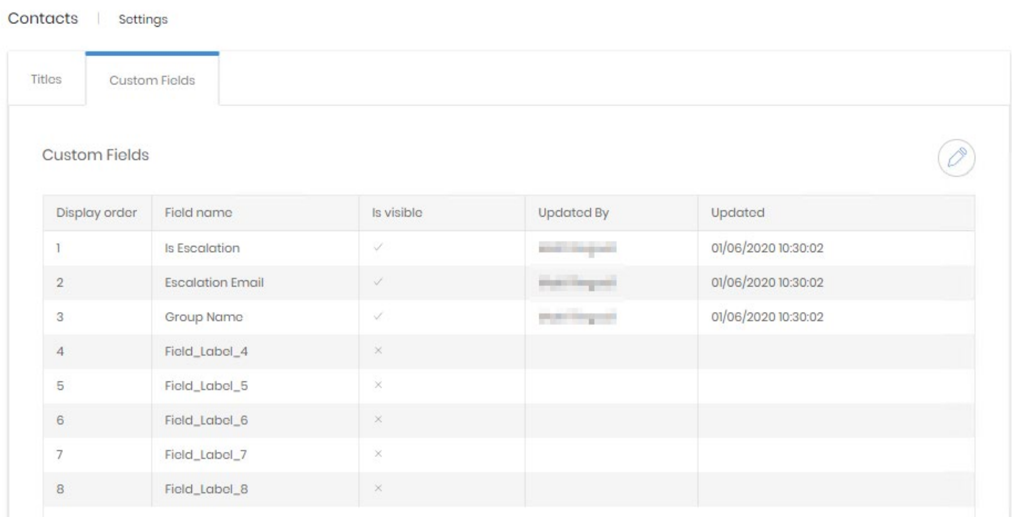
Titles allow you to configure the dropdown for an contact's salutation. The list comes preconfigured with common titles (Mr, Mrs etc) but others can be added if required. A title cannot be destroyed until no employees or contacts are using it.



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

Custom fields

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

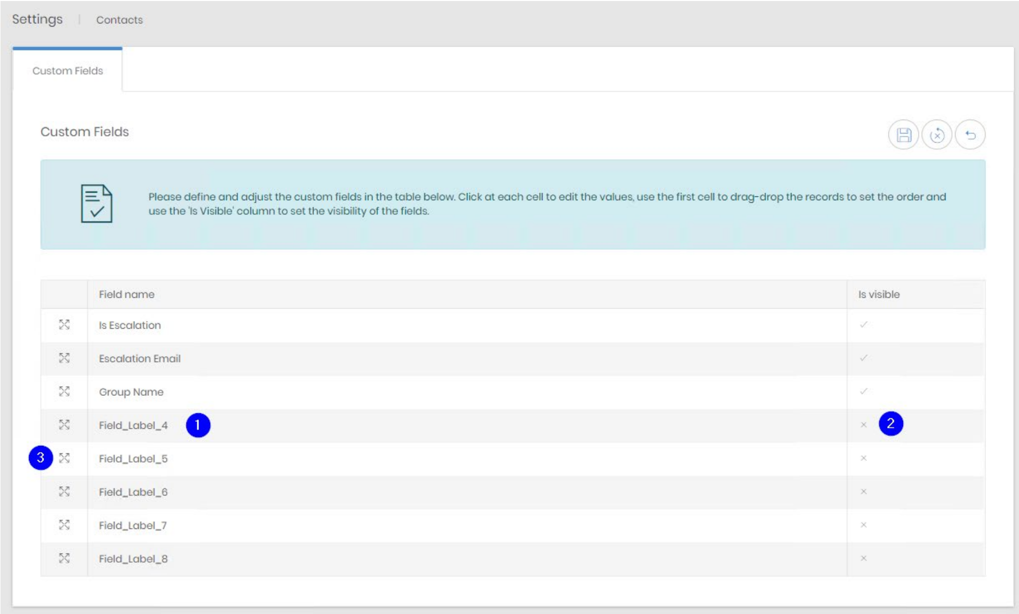


Display order	Field name	Is visible	Updated By	Updated
1	Is Escalation	✓	[illegible]	01/06/2020 10:30:02
2	Escalation Email	✓	[illegible]	01/06/2020 10:30:02
3	Group Name	✓	[illegible]	01/06/2020 10:30:02
4	Field_Label_4	×		
5	Field_Label_5	×		
6	Field_Label_6	×		
7	Field_Label_7	×		
8	Field_Label_8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

Editing Custom Fields

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

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



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

Save when changes are complete.

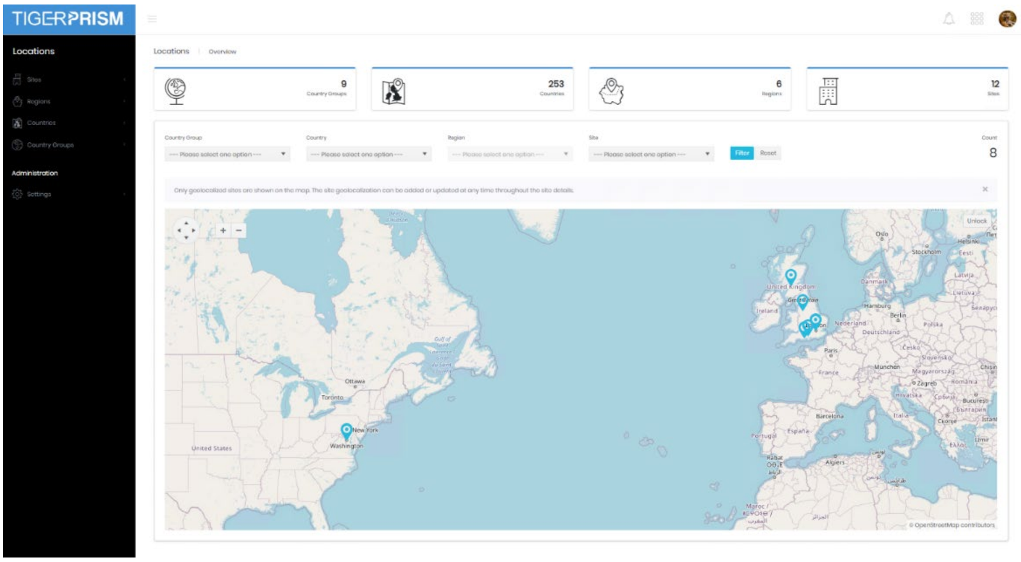
Note

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

Enterprise \ Prism Locations

Overview

The Locations Overview page gives a breakdown of the defined sites in the Prism system. These allow a geographical view of where these sites are across the globe.



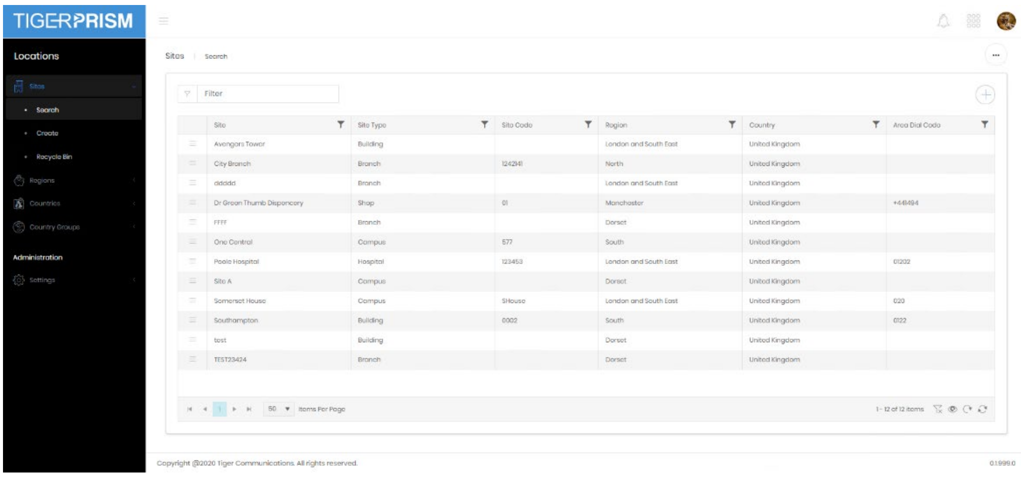
The top of the page displays the numbers of country groups, countries, regions and sites currently defined in the system. How these are defined is detailed in the following sections.

Below the summary tiles is a filter and map combination. The map shows any and all sites which match the criteria set in the filter and will zoom to display all of those sites.

Sites

Search

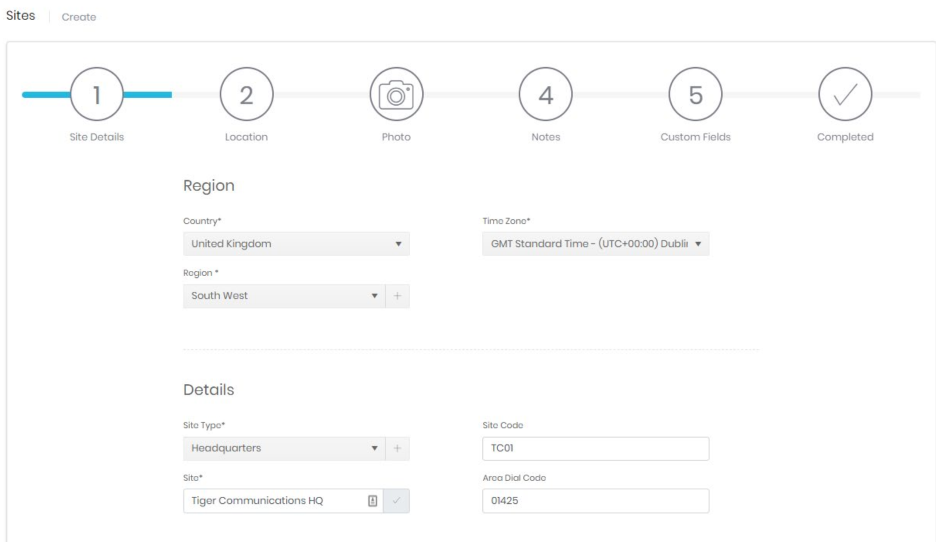
The search page shows a list of all existing sites configured in the system. From here you can filter the sites and select one to view or edit the Detail page. For grid controls see common features.



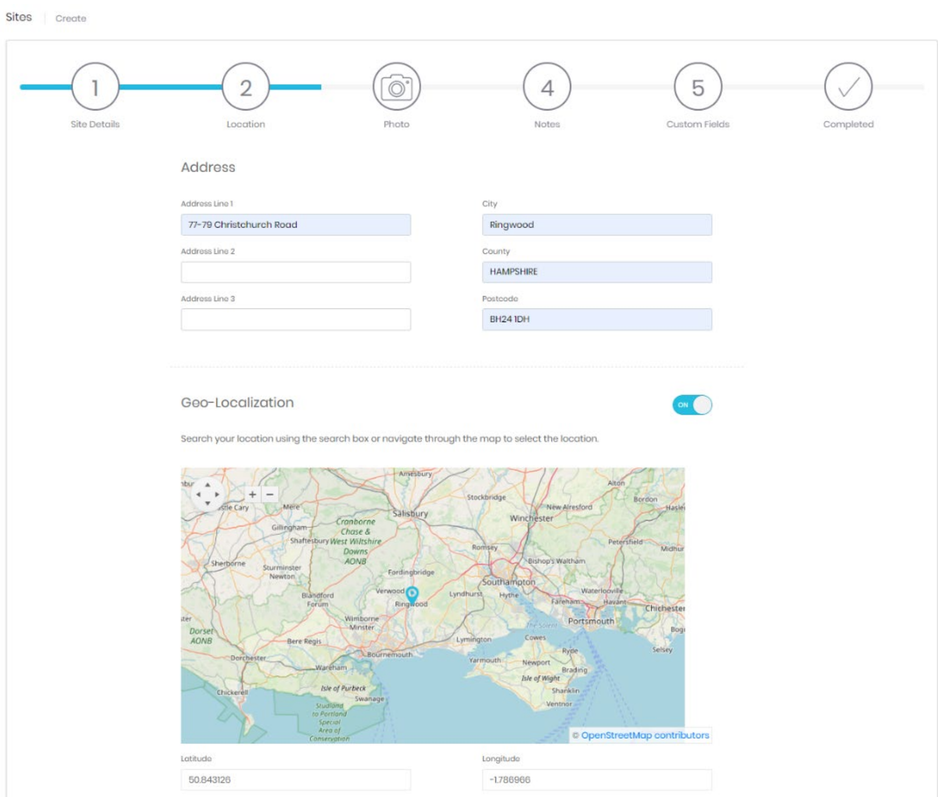
Create

Site creation is run through a process with six stages.

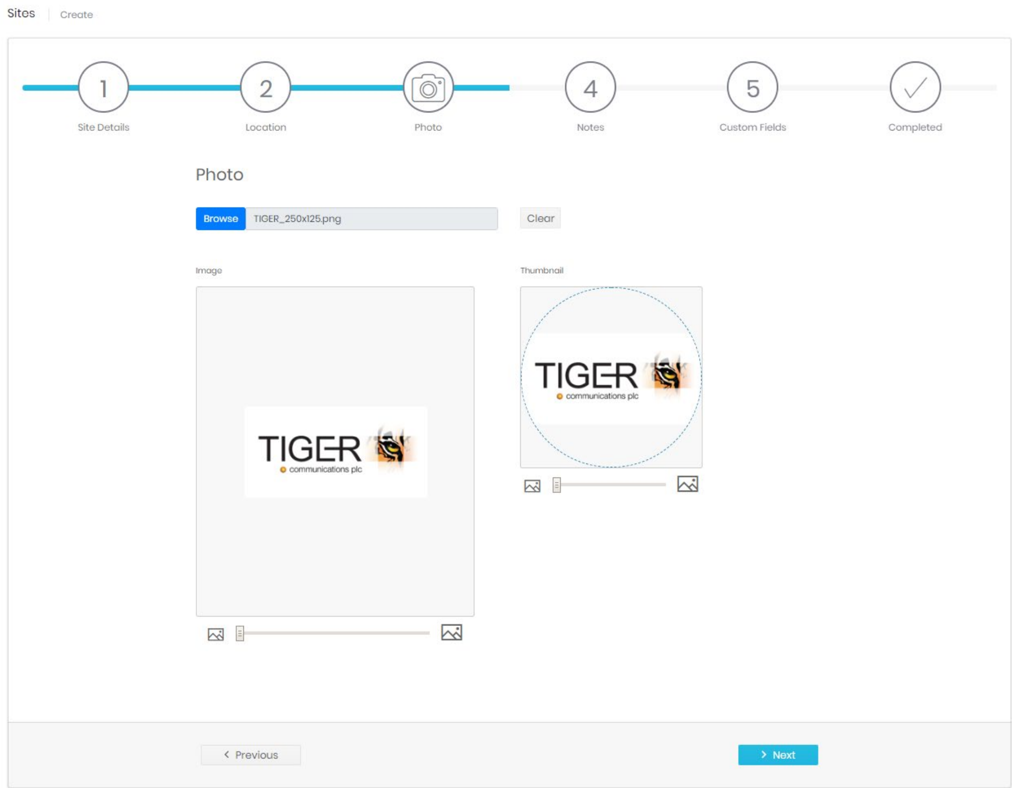
Stage 1 allows you to choose a country for the site, and within that to choose or define a region. Regions can be geographical or can reflect zones of business. An individual region is limited to a single country although several different countries can contain regions with the same name. At this stage you can also select, or define, the type of site you are creating. Several types are preconfigured, and a system administrator can add more to the selection in the Settings page. Finally, you must provide a site name and, optionally, a site code and dial code as well.



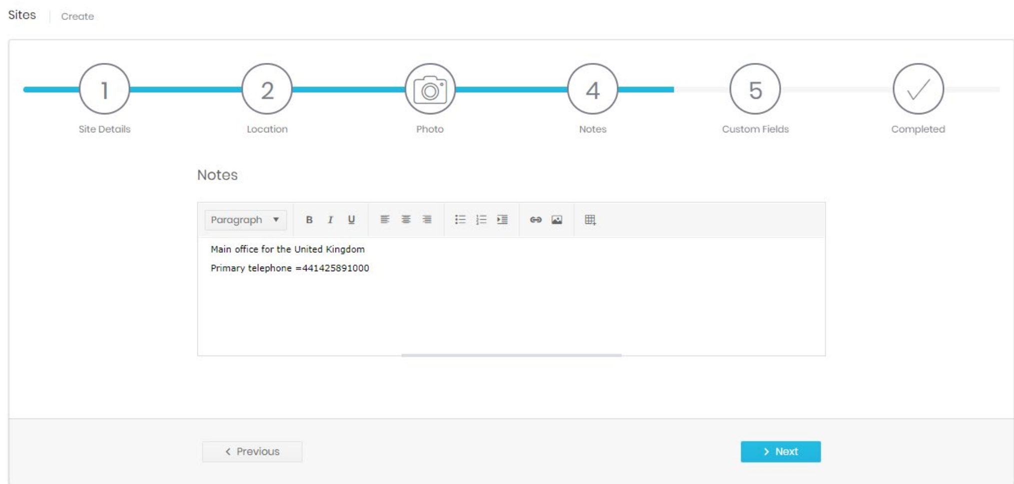
Stage 2 defines the specific location of the site. Here you can configure the address and place a map pin for the site. These details are all optional. To place the pin simply zoom the map to the correct position, click and drag to pan the map to the right area then click on the map to drop the site's pin.



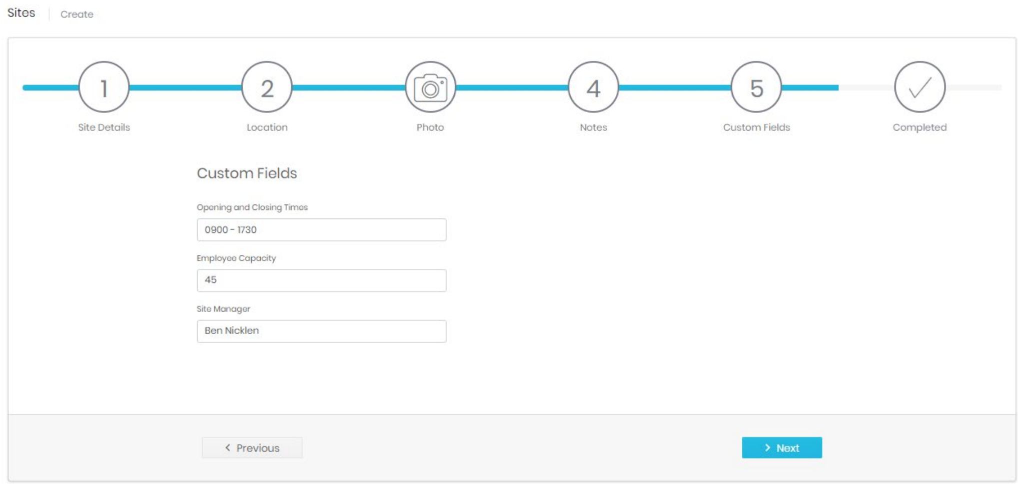
Stage 3 allows for a picture upload to represent the site. Both a full picture and a thumbnail are generated from the selected picture file. Click the Browse button to find and upload a local image file. Click clear to remove the currently applied picture. The main image and thumbnail image both have zoom selectors (for larger pictures) and both can be dragged within their boxes to adjust the focus correctly.



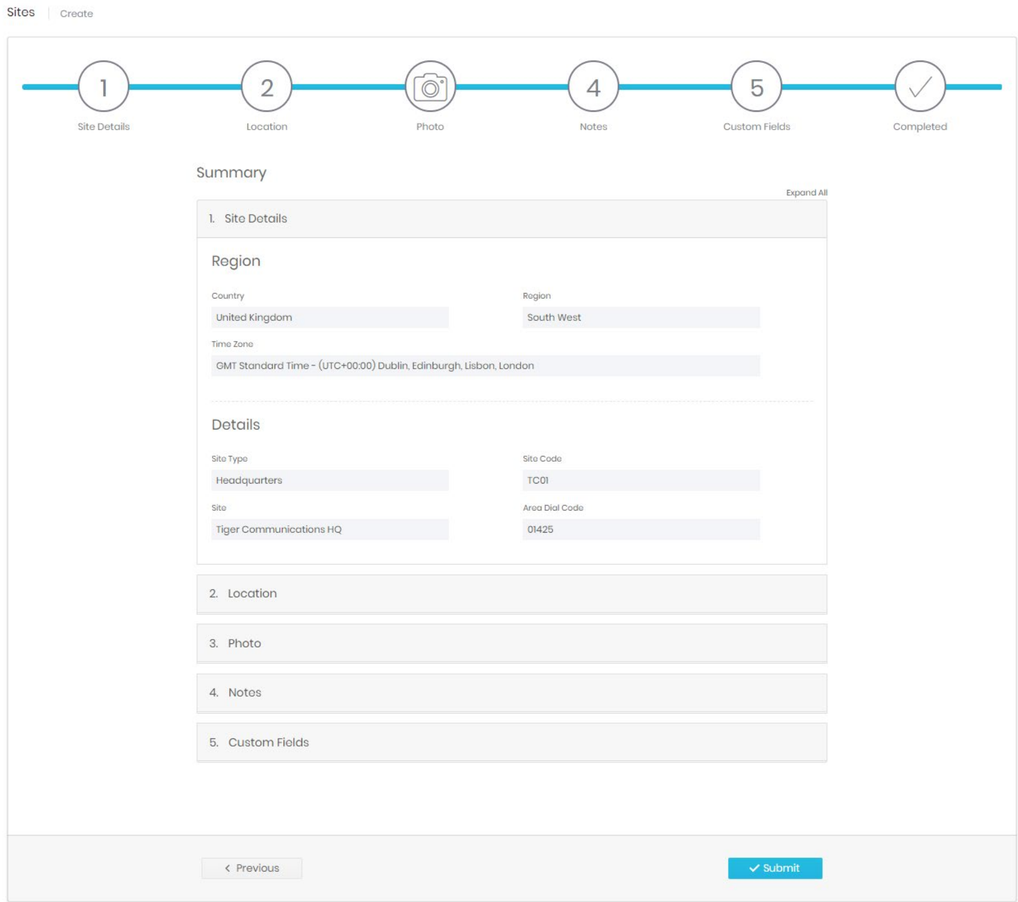
Stage 4 gives the option to enter notes for the site in rich text format. Links and pictures can be embedded in the notes field.



Stage 5 displays any configured custom site fields. These fields are defined by a system administrator in the Settings page and can contain any details not included in the standard site fields.

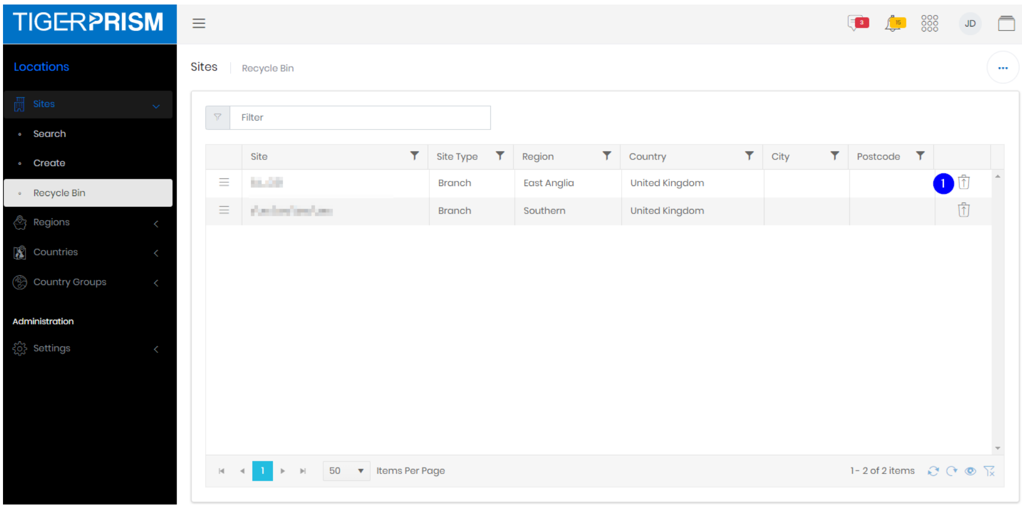


Stage 6 shows a summary of the information provided before finally creating the site record. At any stage before the final Submit button is pressed you can navigate back within the process to correct errors or change details.



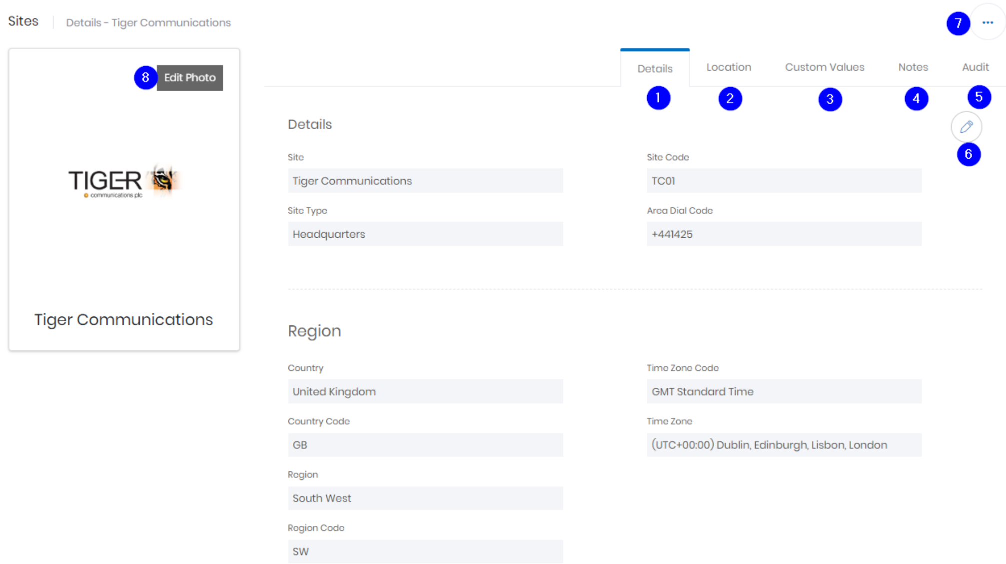
Recycle Bin

The Recycle bin page looks very similar to the search page and has all of the same controls plus an additional one (1). This button will restore the deleted site.



Detail page

The detail page for a site displays all relevant information configured against the location. It includes defined name, type, code, and regional information (1), the address and map point (2), any notes and values entered against the bespoke fields that can be configured by a system administrator (3 and 4).



The 5th tab (5) shows audit information including the creator and last modifier of the record, as well as the dates of creation and modification.

Each tab has an edit button (6) which allows the information on that tab to be modified. Once on the edit page there are thee further controls

Save changes (1) – submit changes and return to the details page

Reset changes (2) – discard any changes but stay in edit mode

Cancel (3) – discard any changes and return to the details page

Above the tabs on the page is the ellipsis icon (7). This contains the delete command. Once confirmed the site is deleted and moved into the Recycle Bin.

The site picture on the details page can be edited (8). Either a new image can be selected, or the existing one can be zoomed, panned or cleared as required.

Regions

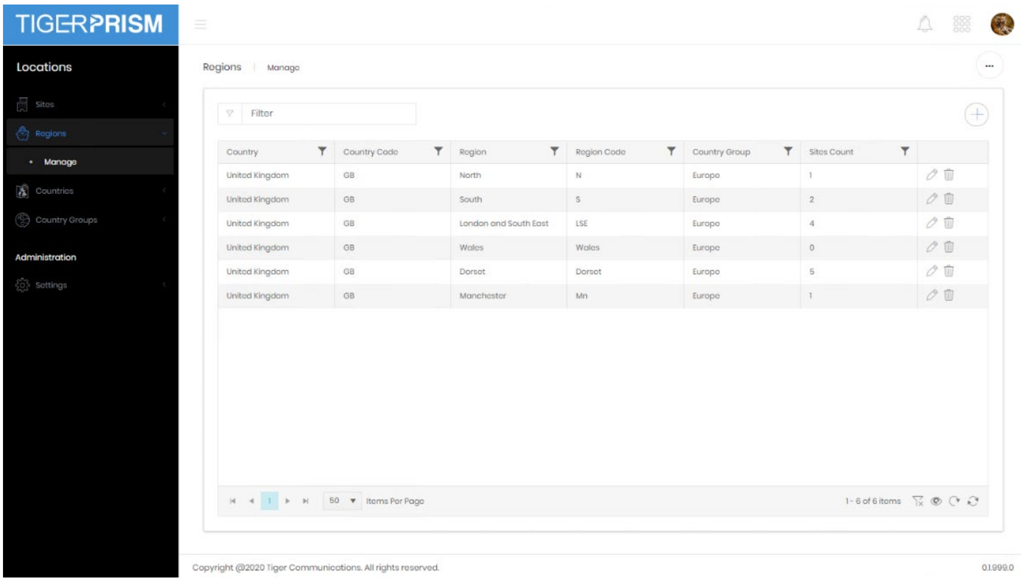
Regions can be defined to represent an area of a country. A single country can have any number of regions, but each region must exist within a single country only.

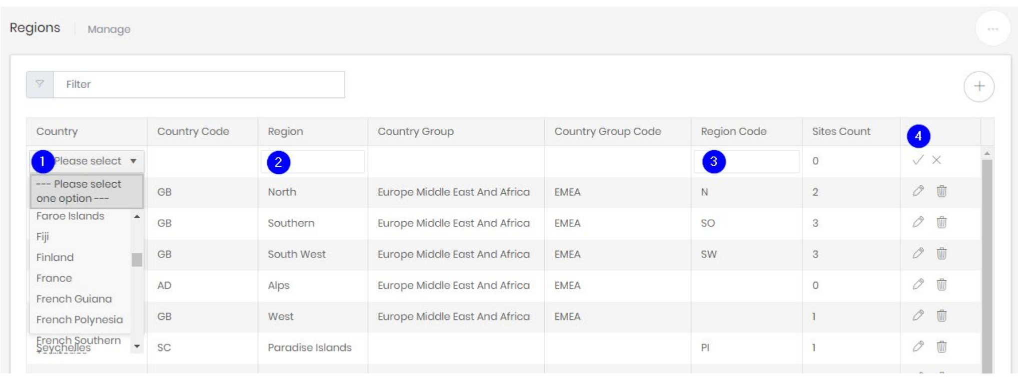
A region has a name, which needs to be unique for the country it is linked to, and a code (optional and uniqueness is not enforced). ; for example both the United Kingdom and France could have regions defined with a name of “South” and region code “S” but a second region in either country could not have the name “South” as well.

As sites are created, they must be placed in a region to define them geographically. This means that you must have at least one region defined before sites can be created.

Manage

The management page shows all defined regions, showing the country they are in, the Country group (if one is defined) and the number of sites assigned to each region. For grid controls see common features.





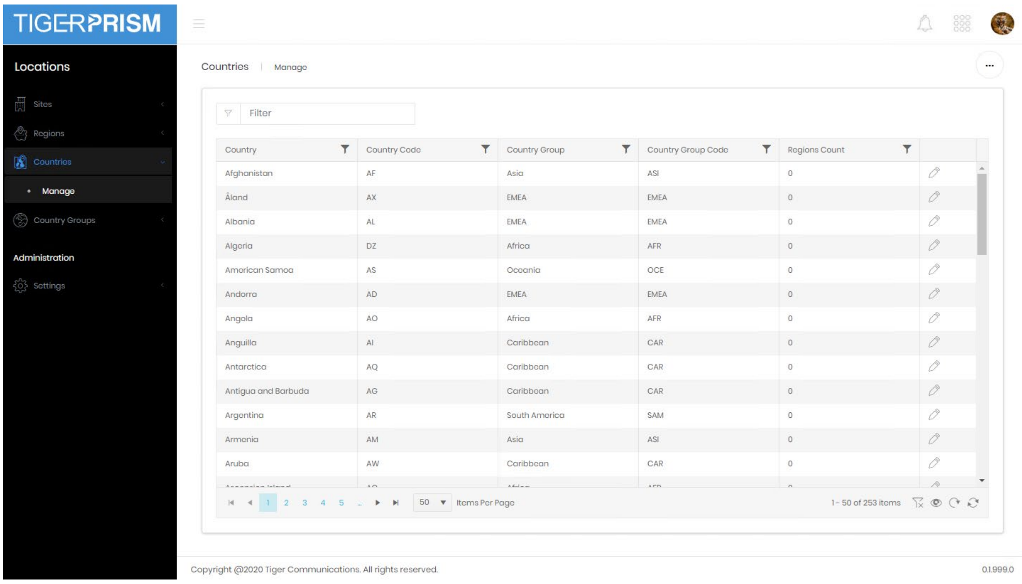
Creating a new entry, or editing an existing one, allows the Country (1), Region (2) and Region Code (3) to be selected, edited or defined. Once finished with the definition, click the tick to submit the change, or the cross to discard (4).

Countries

The countries page shows all countries by name and code, as well as showing to which country group (if any) they have been added, and how many regions have been defined per country.

Manage

The management page shows a list of countries. For grid controls see common features.



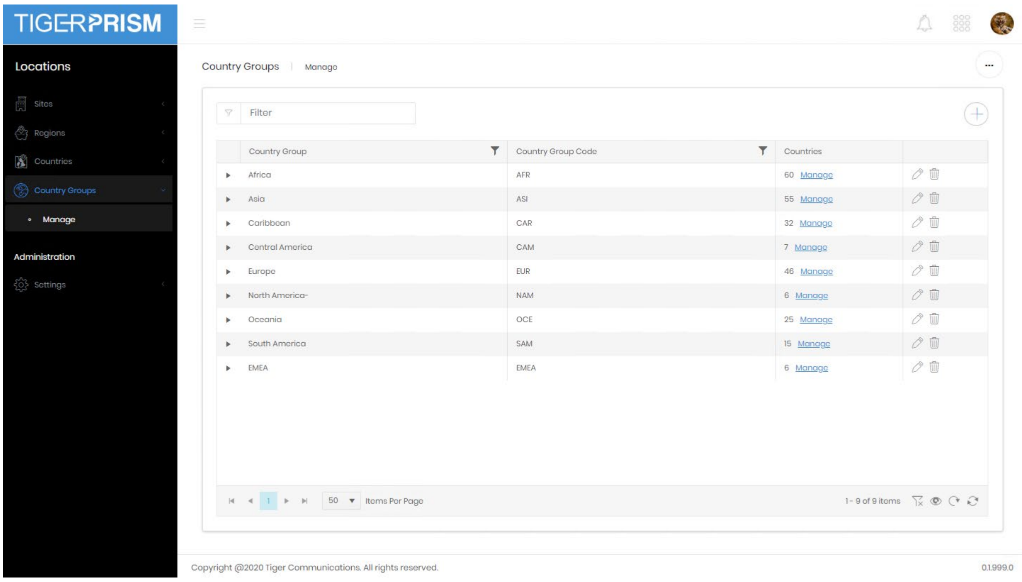
Editing a Country entry allows assignment to a different Country Group.

Country Groups

Country Groups allow Prism to treat defined sets of countries as single entities, for example Europe, Middle East and Africa as EMEA. This allows for simple top-level global reporting without needing complex filtering.

Manage

The Country Groups management page shows a list of the currently defined groups, each group can be expanded to show the countries allocated to it. No country can be in more than one Country Group. For grid controls see common features.



Add or edit a Country Group

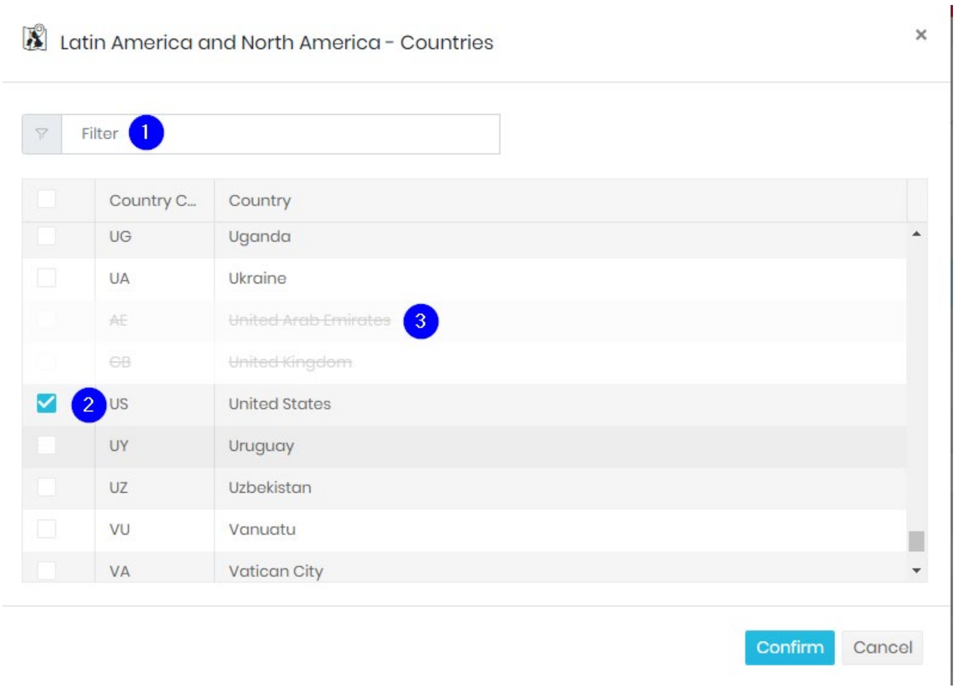
After clicking the add Group button you are presented with a blank row

Enter the name of the Group (1), and a code (2) to refer to it then click the tick to create the entry, or the cross to discard it (3).

Editing an existing group works exactly like creating a new one, the Country Group name and code become editable and the tick or cross commit or discard the changes.

Country Selection

To add or remove countries from Country Groups click the Manage link in the Countries column.



The country selection dialogue allows a filter (1) to speed up finding countries. To add or remove a country from the group tick or untick the box to the left. A country which is struck through (3) is already in a different Country Group, and therefore cannot be selected in the current one. Once you have made all the required changes, click confirm to return to the Manage page.

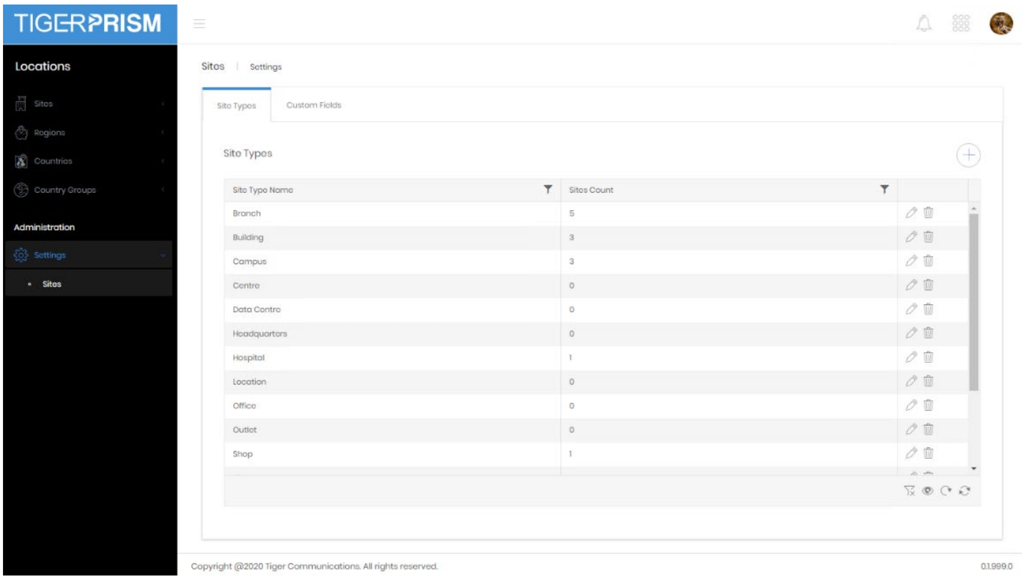
Administration - Settings

Sites

The Sites settings are only available to system administrators. There are two tabs available.

Site Types

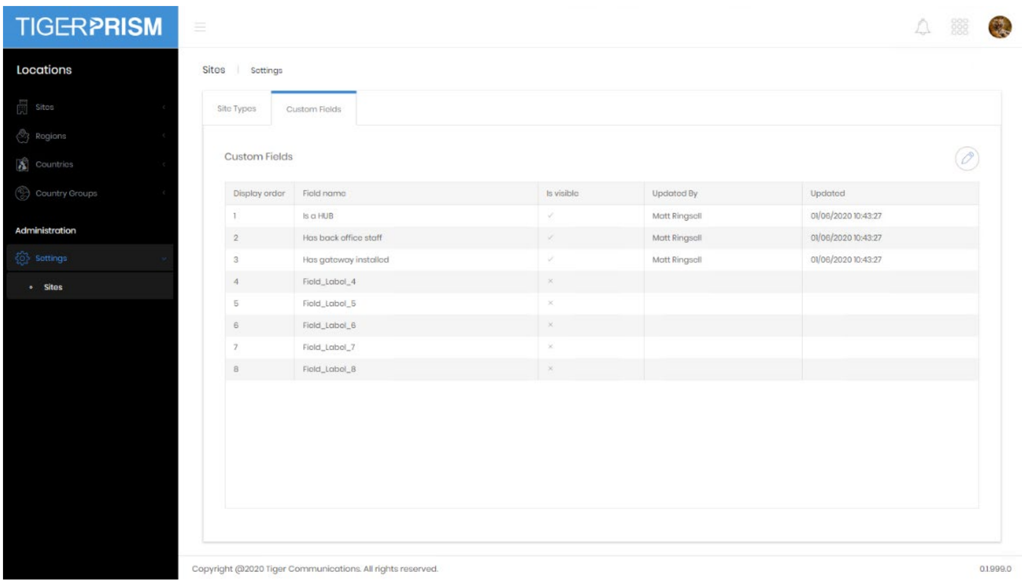
Site types define what each site represents. Headquarters, offices, branches, data centres, anything can be configured to help represent a company’s structure.



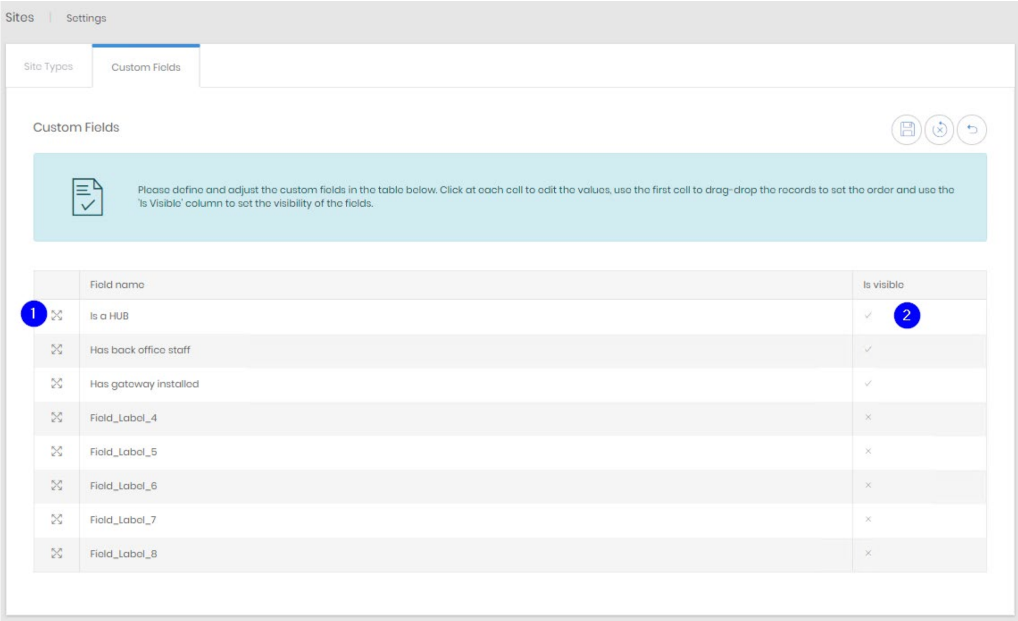
The Site Types pages shows a list of currently configured entries and how many sites currently use them. New entries can be added with the plus button and existing ones can be edited or deleted with the controls on each row. A Site Type cannot be destroyed if sites are currently using it.

Custom Fields

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



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



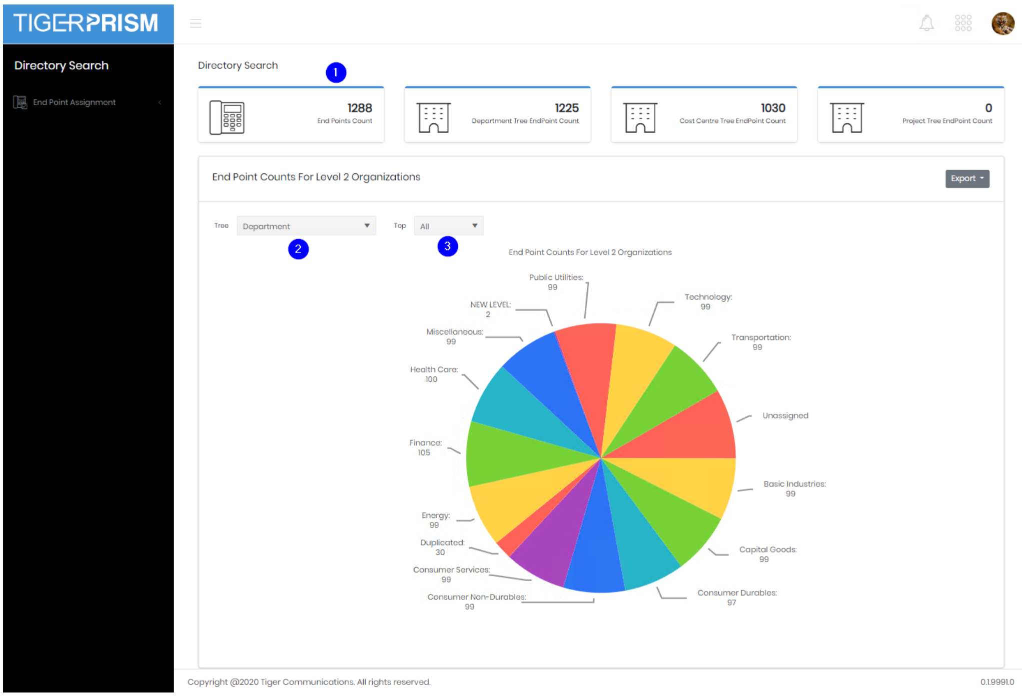
Click on the current label to edit it. You can reorder the fields by clicking and dragging the handle icon (1). The visibility of the field can be changed by ticking or unticking the “is Visible” box (2).

Enterprise \ Directory Search

Overview

Prism's directory Search module allows a quick search of the current assignments of people and endpoints in the directory.

The overview dashboard shows the full endpoint count in the database, as well as the assigned counts in each of the three directory trees (1). The chart shows a breakdown of endpoint assignments in the selected tree (2) at the second level of the tree's hierarchy. All level 2 organizations can be shown, or just the 10 or 25 with the most endpoint assignments (3).

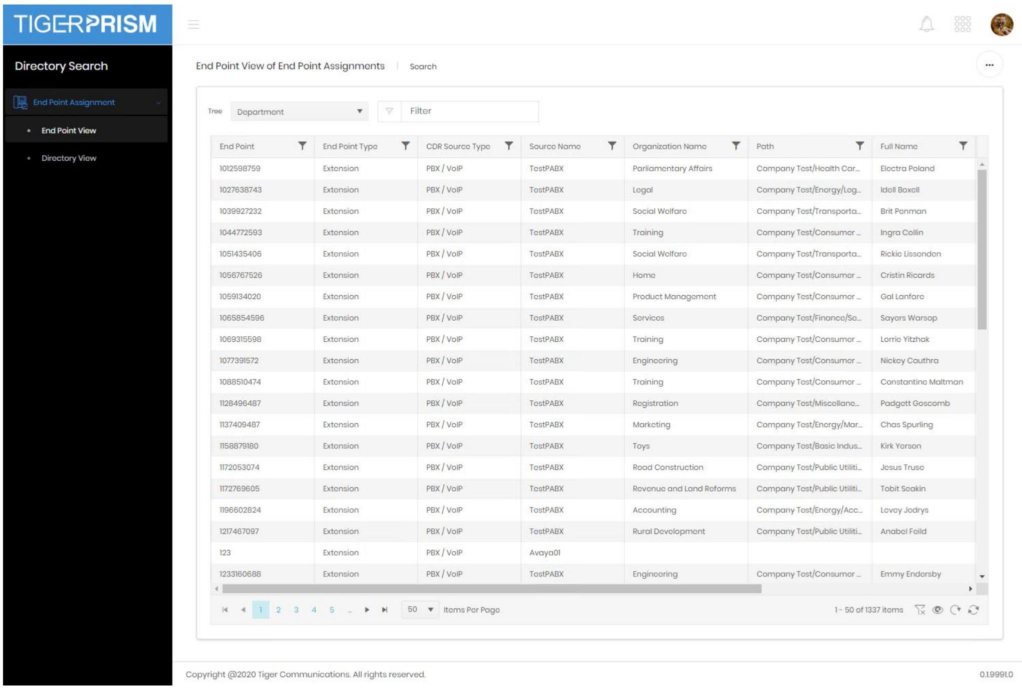


Endpoint Assignment

There are two views defined for Endpoint searches, by endpoint and by directory.

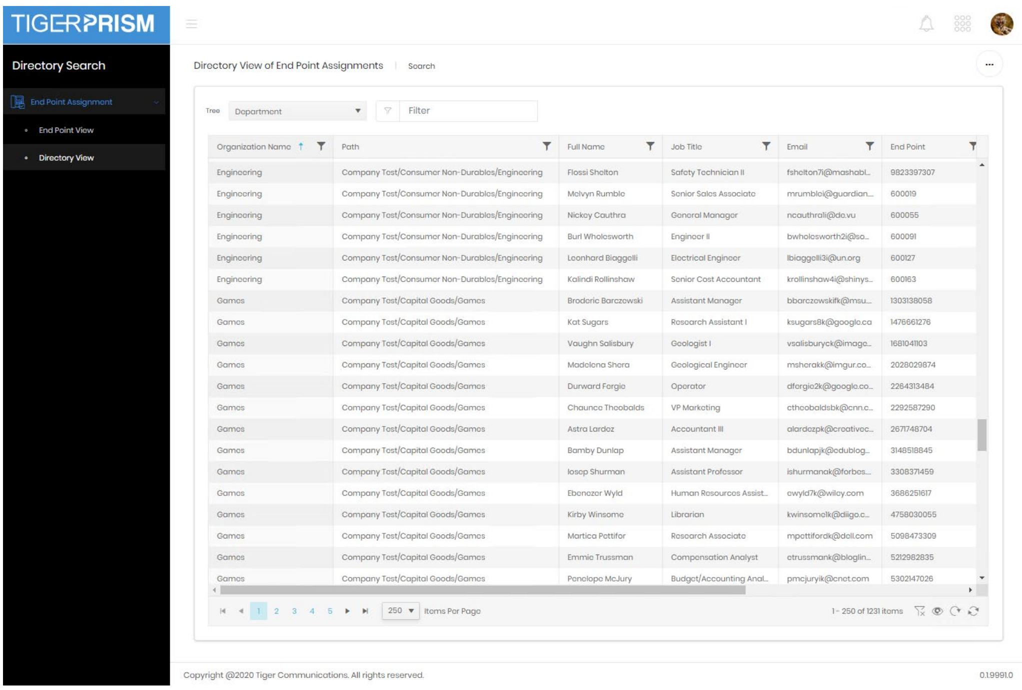
Endpoint View

The Endpoint View shows all endpoints that are configured in the system. If the endpoint is assigned to an organization (Department, Cost Centre, or Project) or employee then that information is shown in the row. If the endpoint is shared, then multiple rows will be displayed to show each assignee. The directory assignment to search can be selected at the top of the table, for standard grid controls see Common Features.



Directory View

The Directory View shows all organizations (Department, Cost Centre or Project) currently defined in the directory. Endpoints which are currently assigned to those organizations are shown (leading to multiple rows per organization). Endpoints which are not assigned to an organization are not displayed in this search. The directory view searched can be selected at the top of the table, for standard grid controls see Common Features.



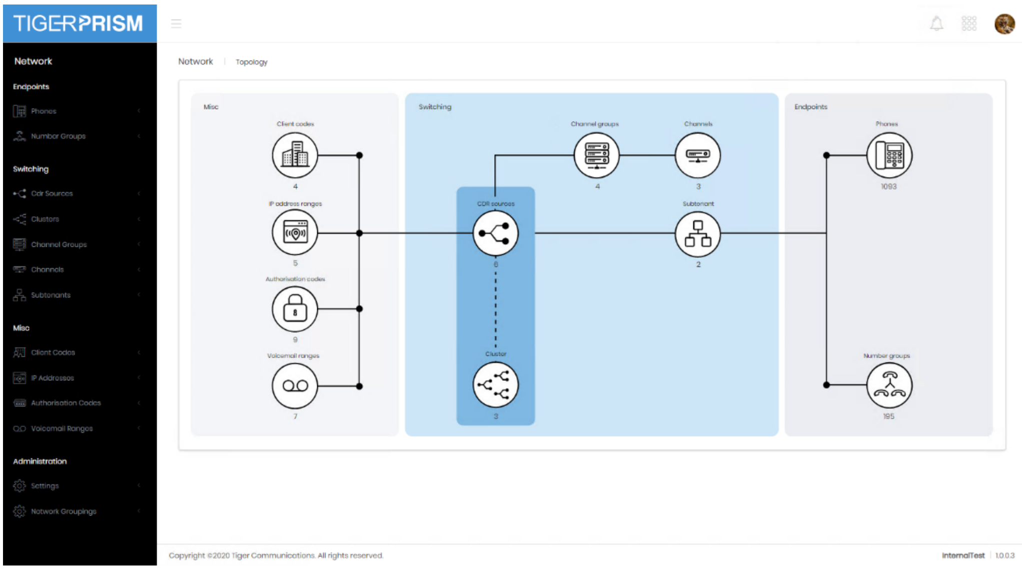
Telephony \ Network

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

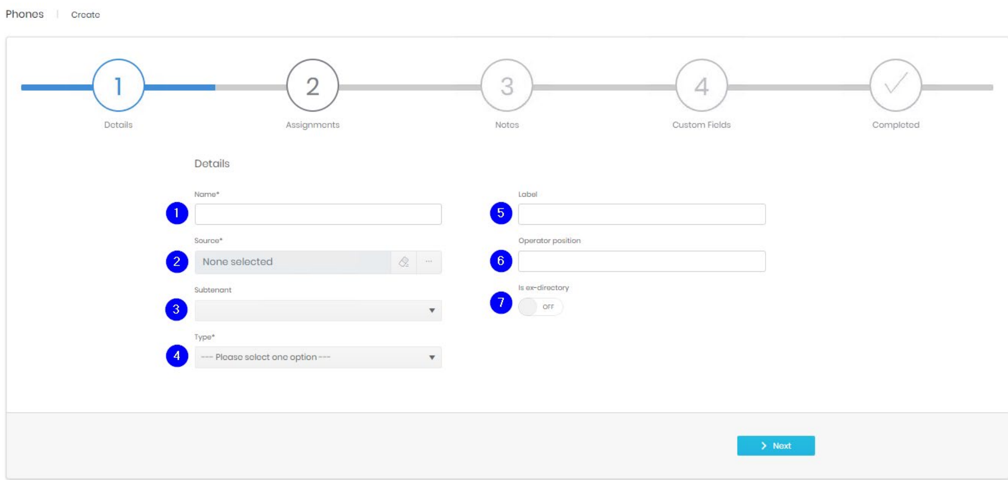
Phones

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.

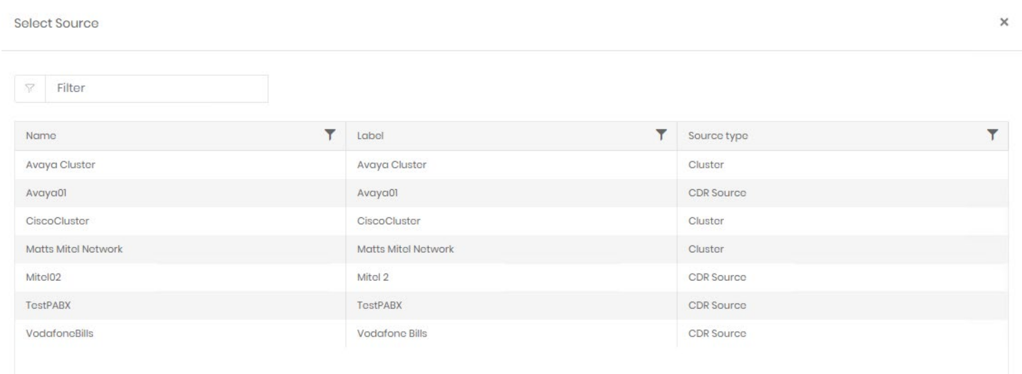
Create

Phone creation follows a five step wizard.

Details

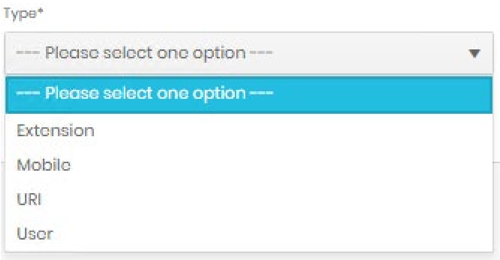


1. The name may be an extension number, email address, mobile number or some other identifier. It needs to be added here exactly as it will be seen in CDR.
2. Select which CDR Source or Cluster the phone is on. Click the eraser to clear any current selection and the ellipsis to choose a source:



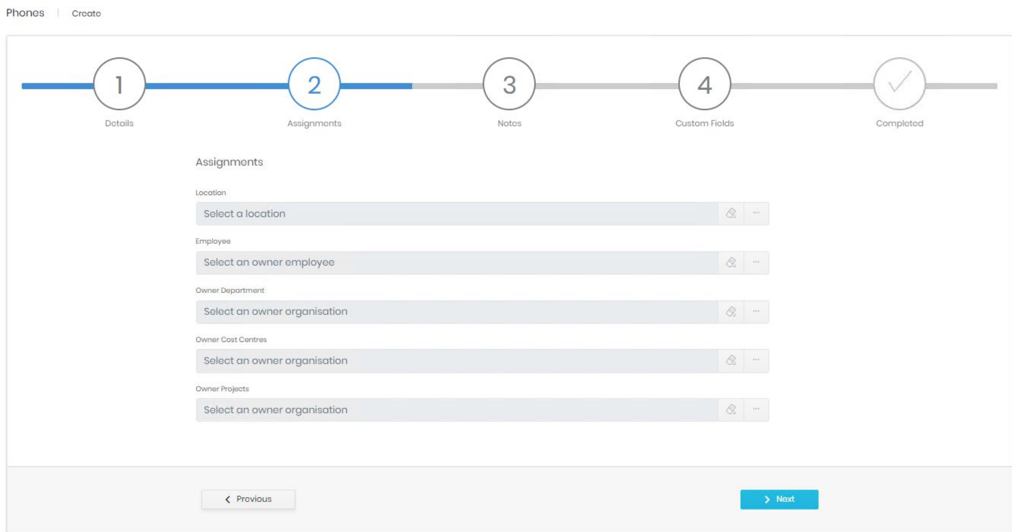
3. Choose a subtenant if appropriate. Subtenants are handled in more detail in the CDR Source section.

4. Pick the type of phone this record relates to



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

Assignments



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.

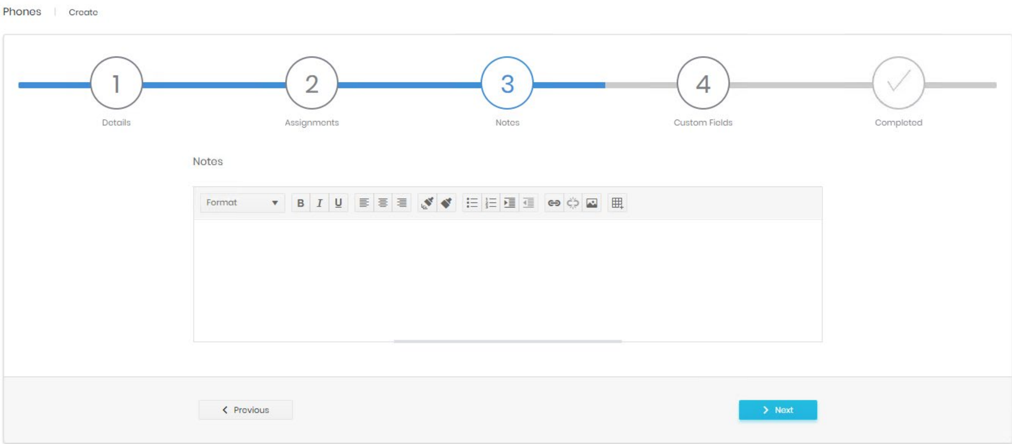
Employee – The employee to whom the phone is initially assigned.

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.

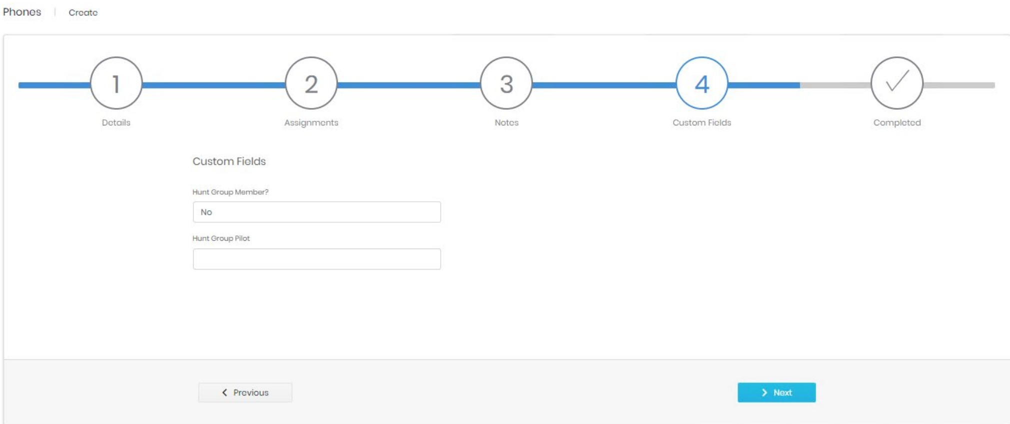
Notes

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



Custom Fields

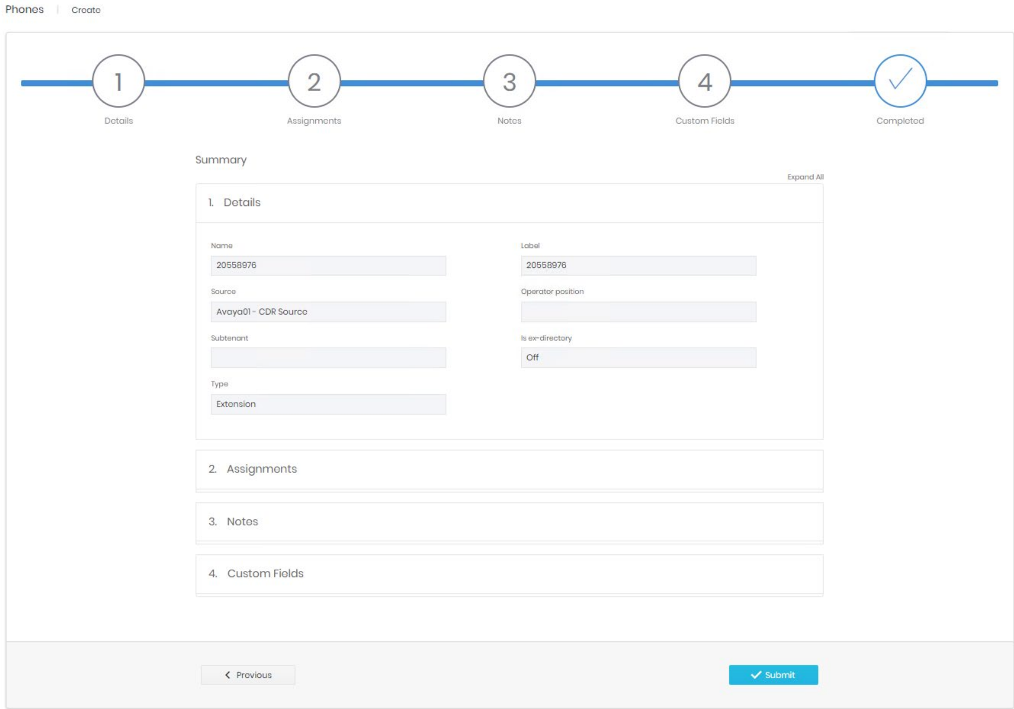
This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.



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.



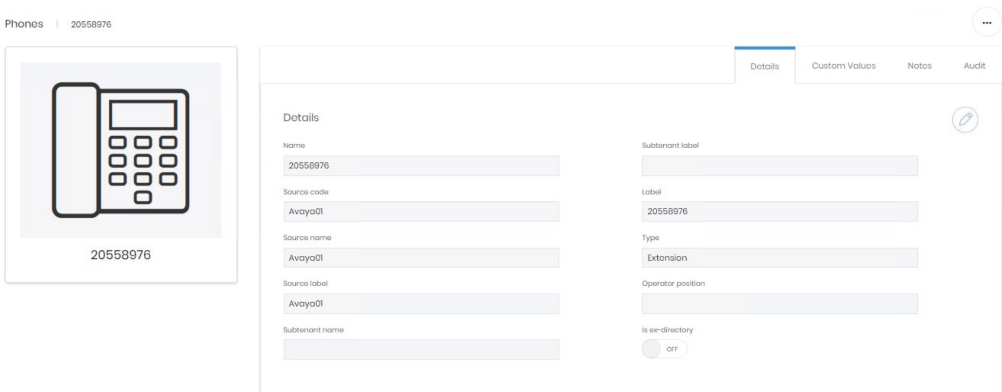
Detail Page

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.

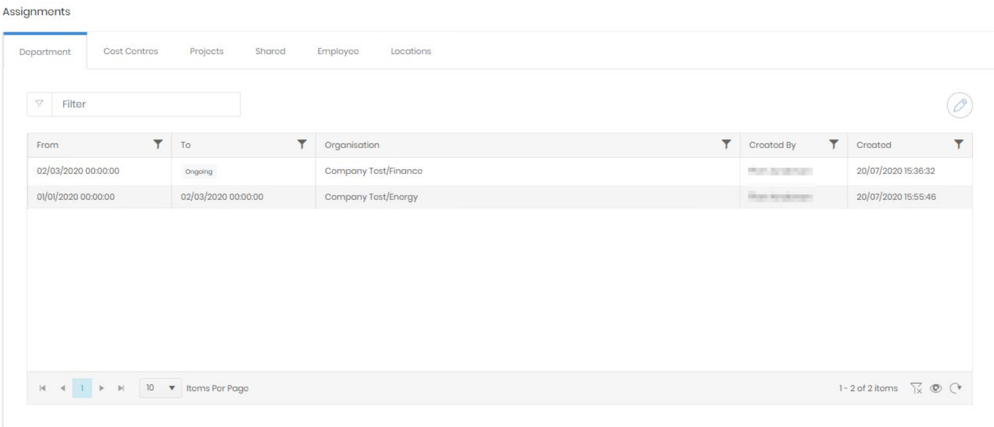
Details

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.



Assignments

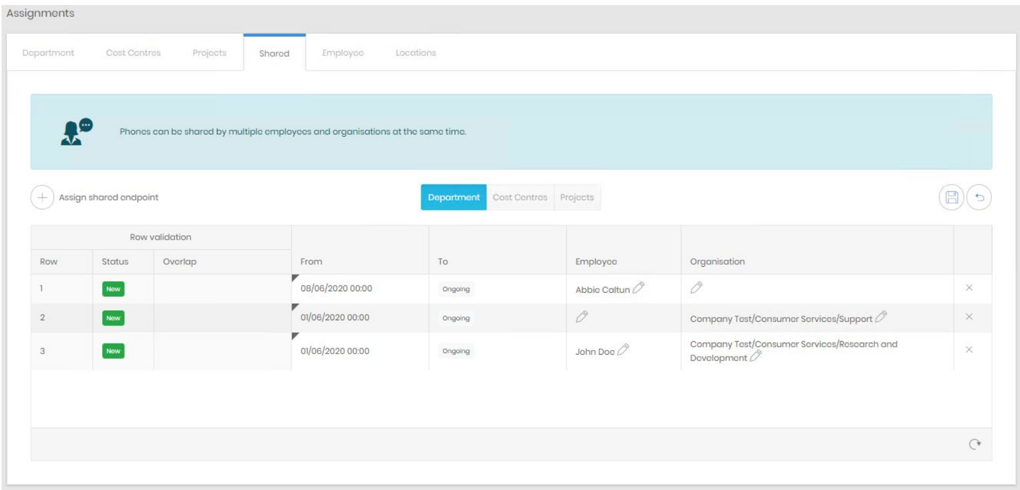
The middle section of the page shows assignment information. Phones can be assigned to one or more of the directory trees, to an employee, and to a location. The display here shows all historical, current, and planned assignments.



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 2nd 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).

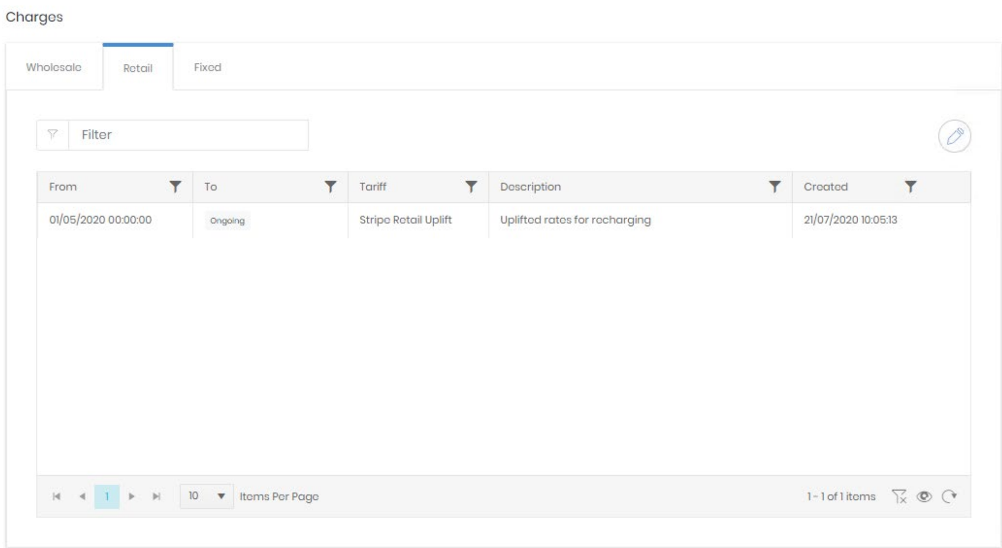


None of these shared assignments will affect reporting. They are only displayed in the directory. The owning employee and organization always show in reports, analytics, exports and dashboards.

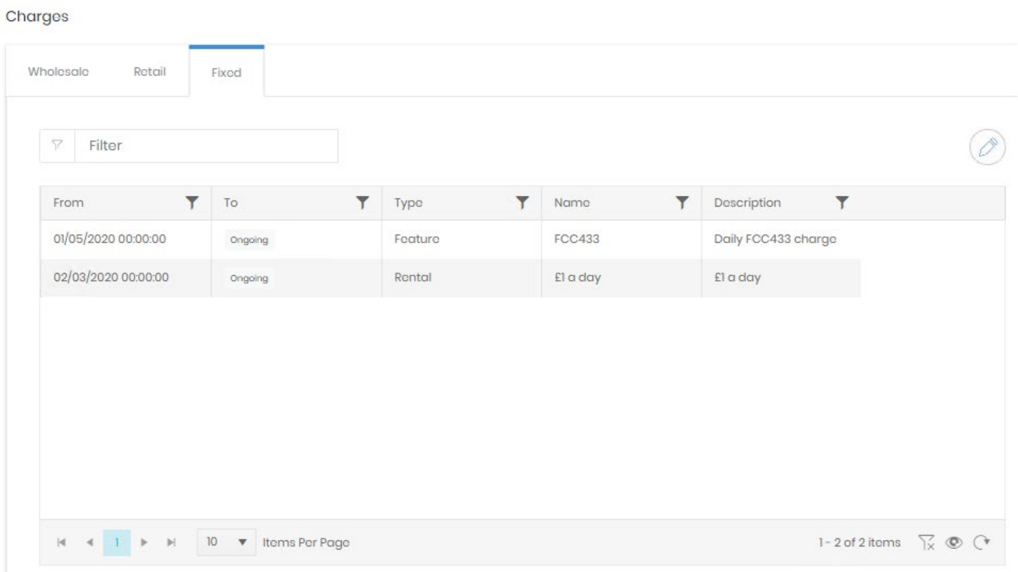
Charges

The third section of the page is for charges.

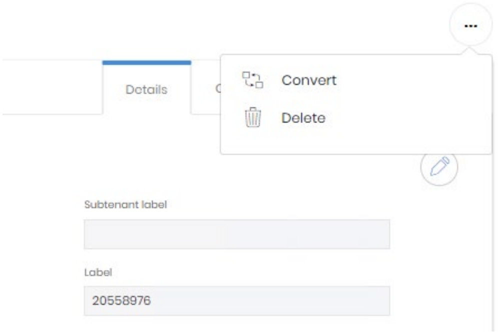
The first two tabs relate to call charges. Prism supports three rates for each call: Cost, Wholesale, and Retail. This allows reporting to display different charges for differently targeted reports. Phones will inherit the tariffs assigned to the CDR Source that they are attached to, or the ones configured 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.



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.



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

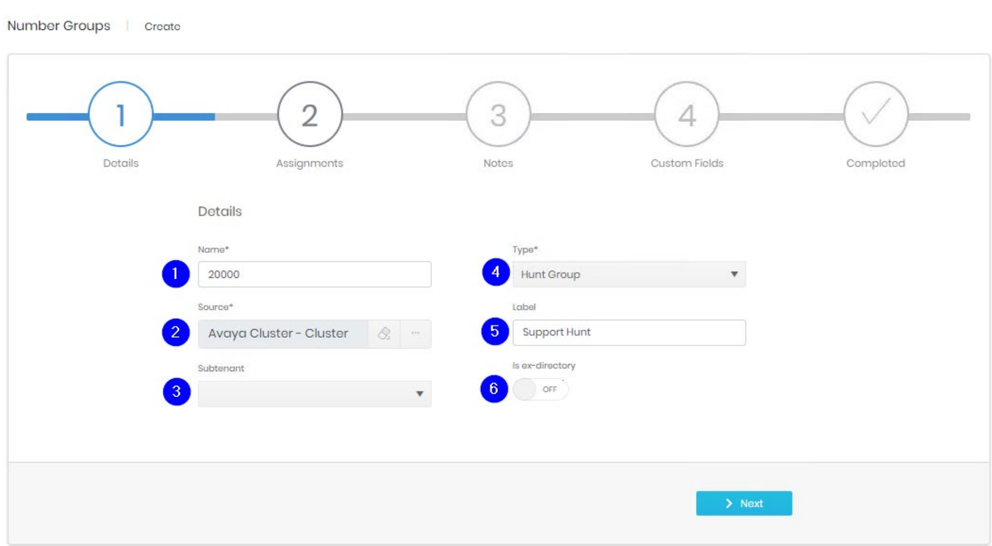
Undefined Group – This is what a group added by collection will show as. Before it can be used in reporting the group should be classified properly.

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

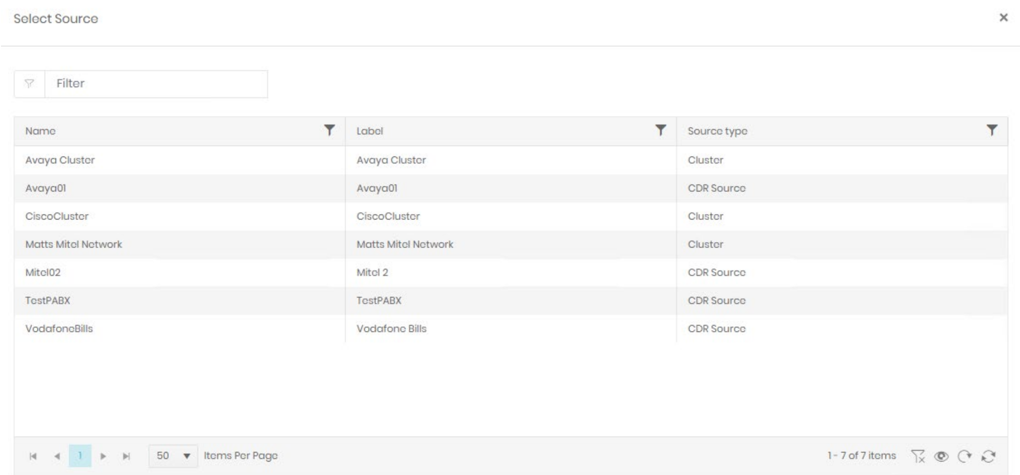
Create

Number Group creation follows a five step wizard.

Details



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:



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.

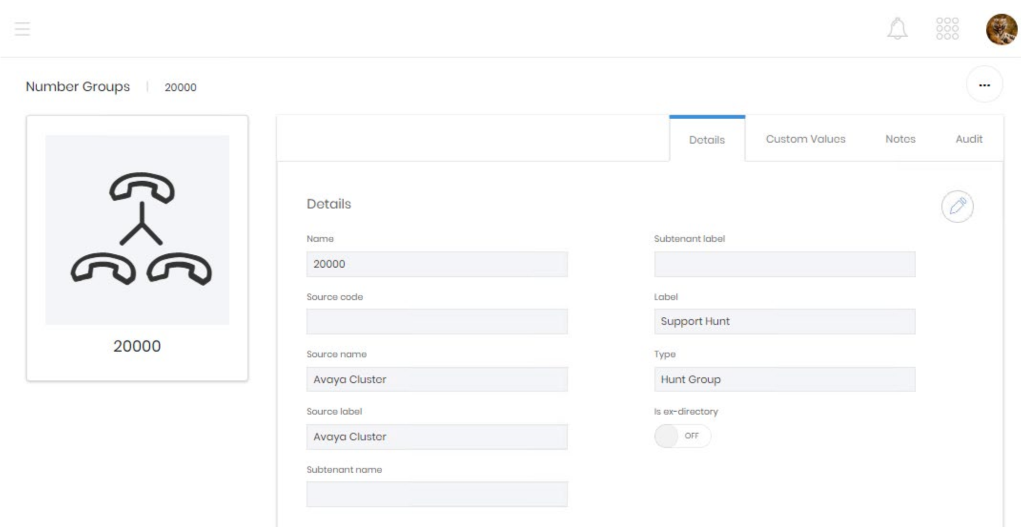
Assignments, Notes, Custom Fields, and Completed

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.



Switching

CDR Sources

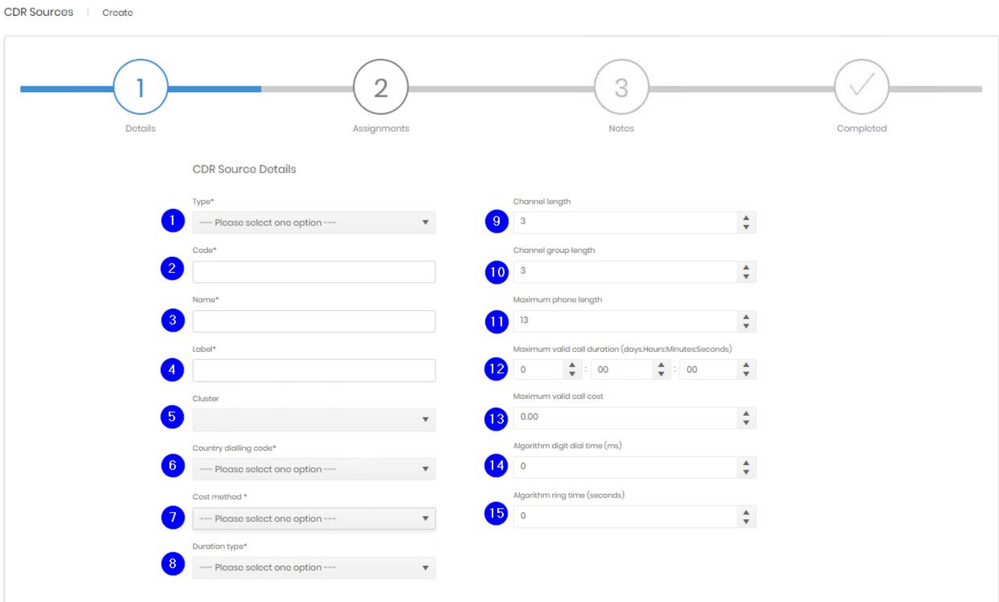
A CDR Source refers to a source of call data for Prism. Traditional PABXs, IP based systems like Cisco's or Avaya's Communications managers, and imports of flat files for mobile billing all count as CDR Sources.

Create

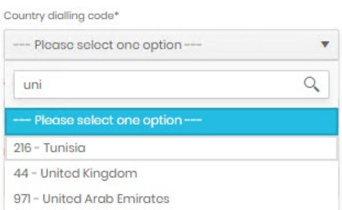
CDR Source creation is via a wizard.

Details

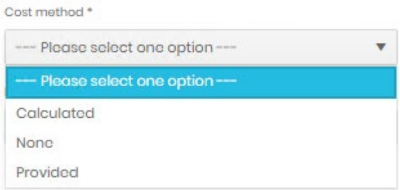
The first step contains a lot of fields. Required fields are marked with a '*' and others are given default values. These defaults should be confirmed before further network configuration related to the CDR Source takes place.



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.



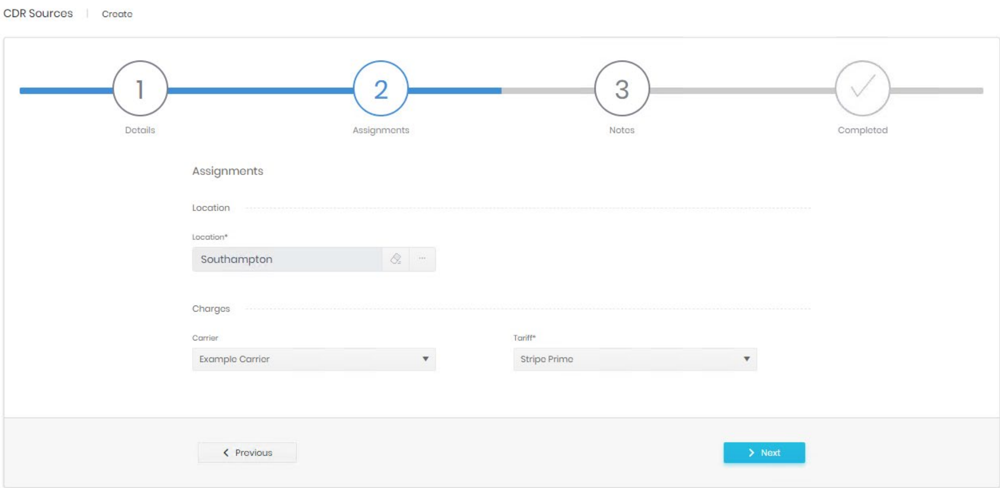
7. Cost Method refers to whether charges for calls are calculated, provided within the source data, or not required. Required.



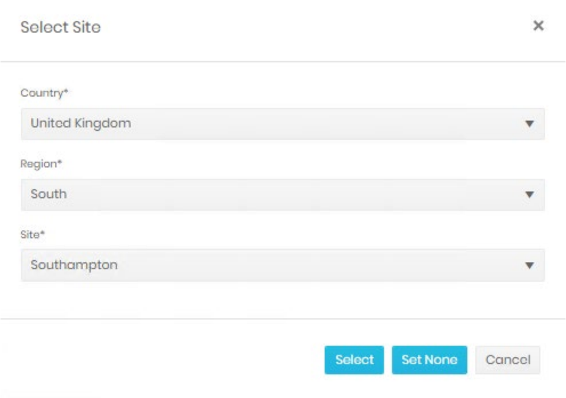
8. Duration Type. Prism supports both true connection time and off hook to on hook duration. If the latter is selected then items 14 and 15 should be completed.
9. Channel length refers to the number of digits in the member section of the channel number.
10. Channel group length refers to the number 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.



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



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

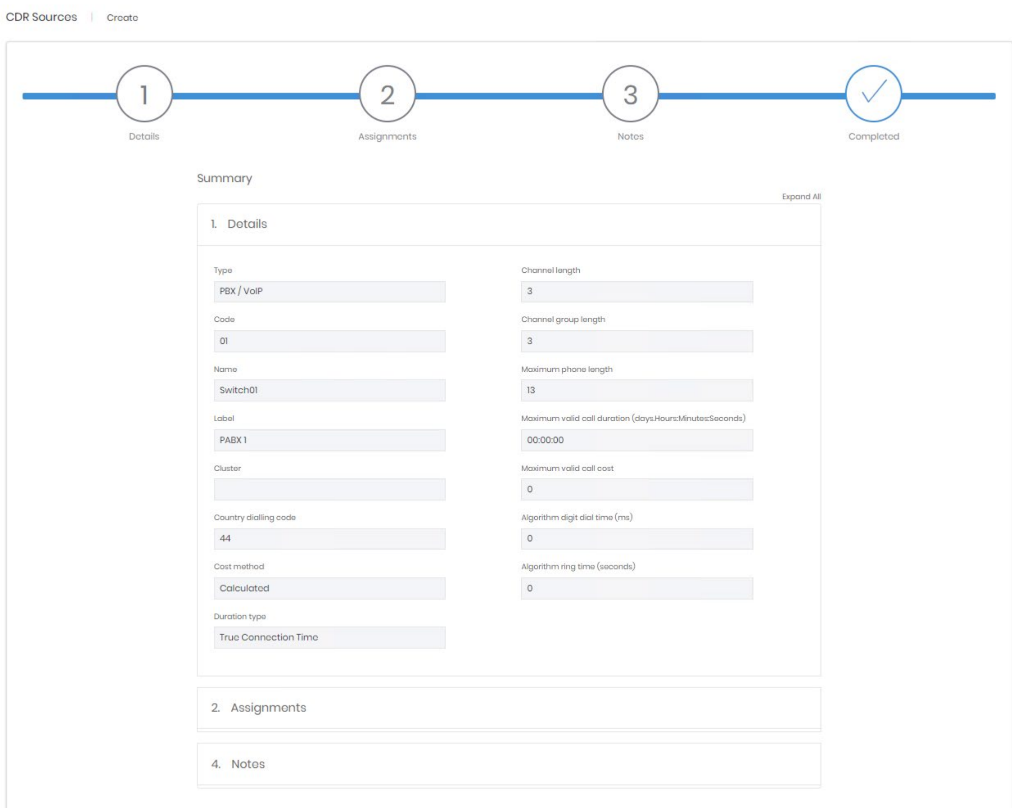
This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

Notes

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

Completed

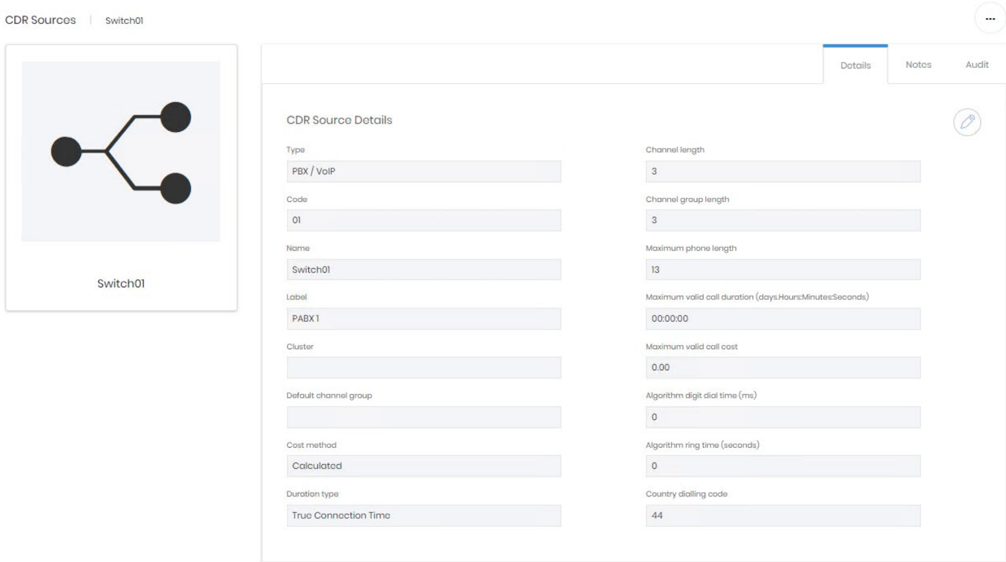
A summary of all entered information is shown before the source is created.



Details Page

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

Details



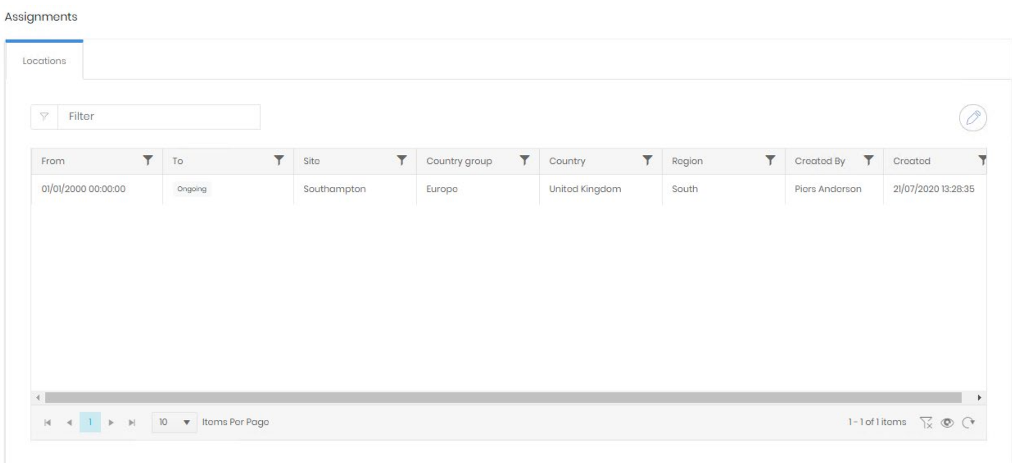
The details custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the Code, Name and Cluster entries are fixed at the time of creation.

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.

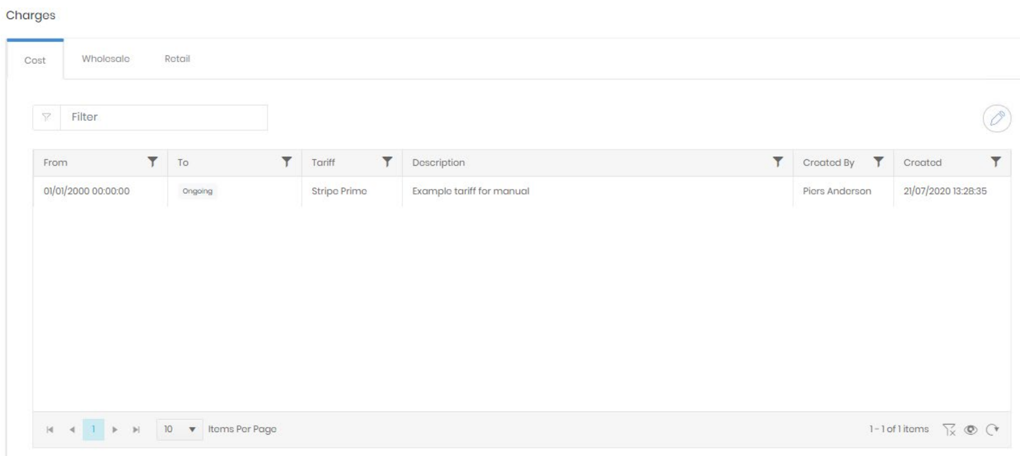
Assignments

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



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.



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

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

Custom Fields

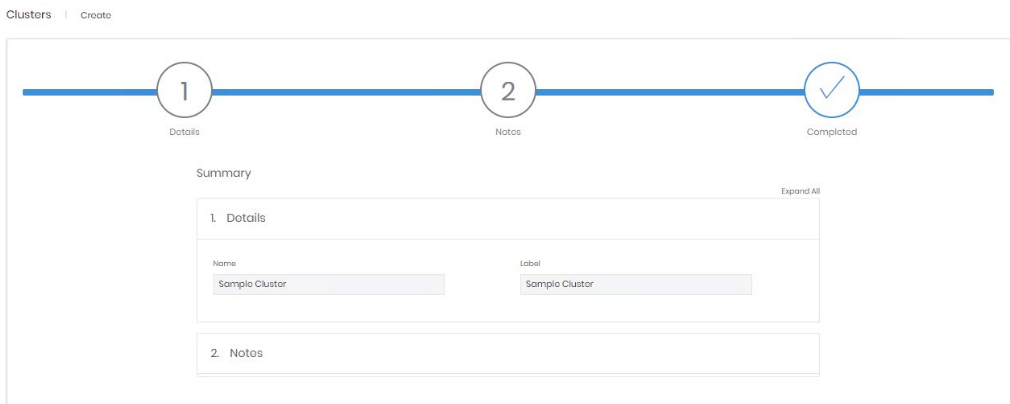
This step shows any enabled custom fields and allows data to be entered. If no custom fields are marked a visible this step will be omitted.

Notes

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

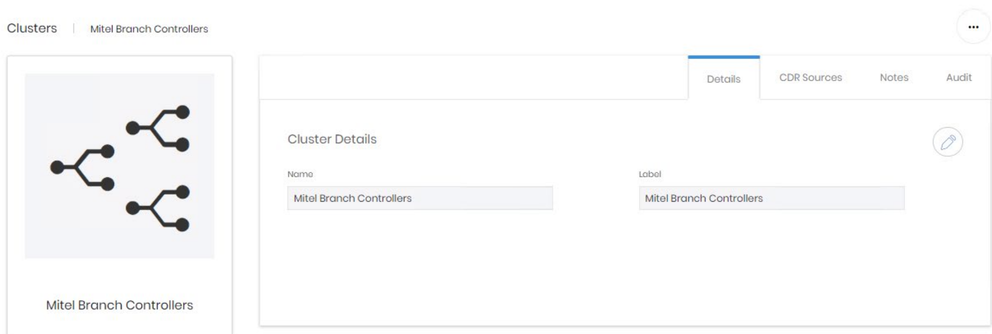
Completed

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



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.



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.

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

The Audit tab shows creation and last updated details.

Channel Groups

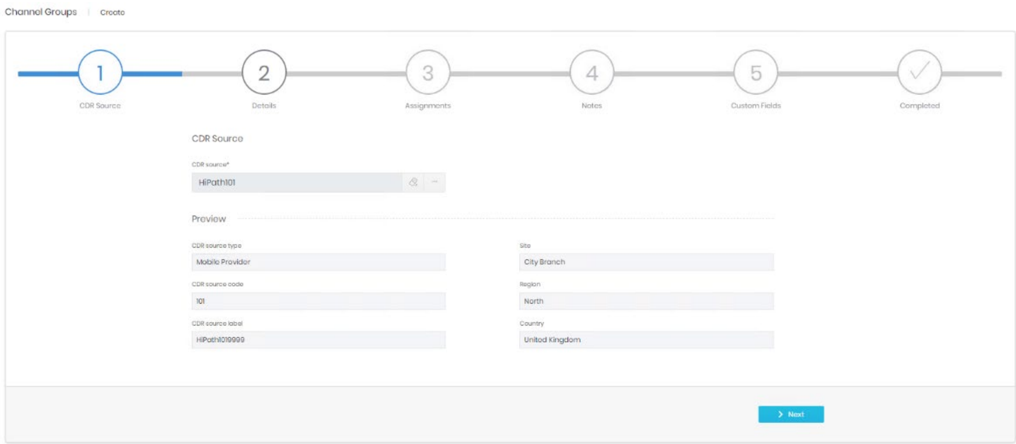
Channel groups are configured in Prism to match the groups defined on CDR Sources. They can inherit many settings from the CDR Source, but can also override those settings (e.g. Country Dialling Code, assigned tariffs).

Create

Channel Groups are created with a wizard.

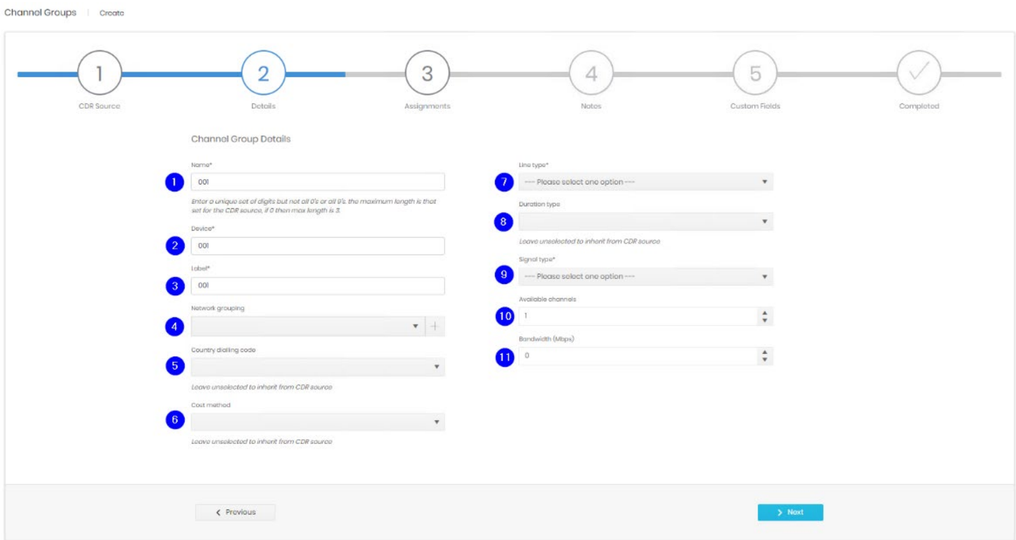
CDR Source

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.



Details

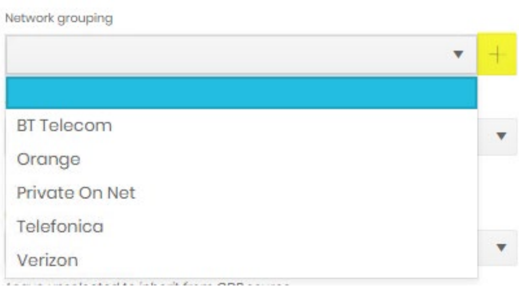
The Channel group’s details include several required fields, and many potentially inheritable ones.



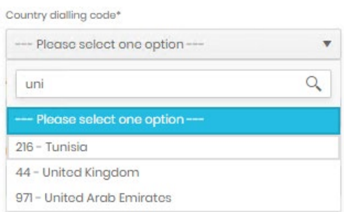
1. Name should be an exact match for the group as it is output in CDR. The maximum number of digits is set against the selected CDR Source details. For CDR Sources that have no channel groups, use up to three digits to allow grouping within Prism. Required and must be unique to the CDR Source.
2. Device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

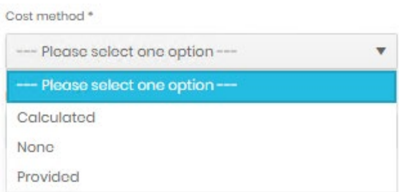
4. Network Grouping allows multiple trunk groups to be added to a collection. This collection is entirely within Prism and does not relate to any external configuration. Trunk groups can be added to Network Groupings based on carrier, or type or anything else that makes sense for the telephony network. 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.



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.



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.

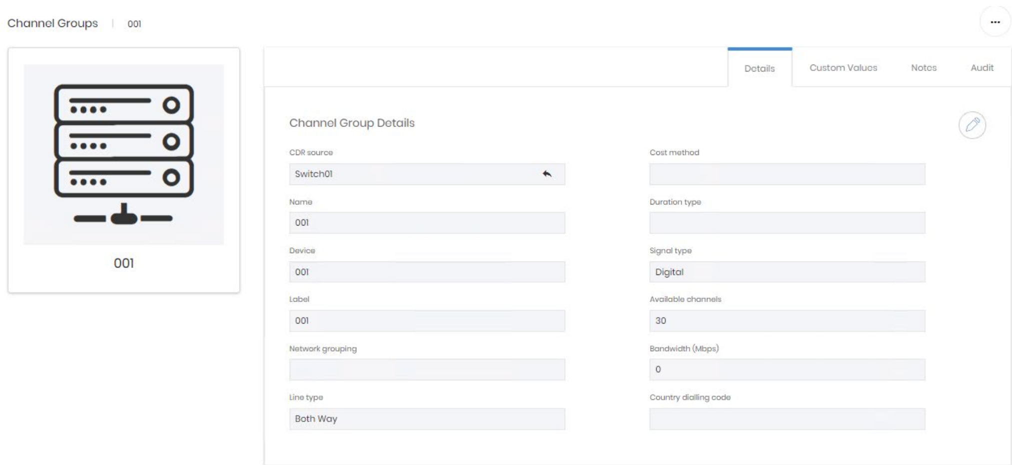
Completed

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

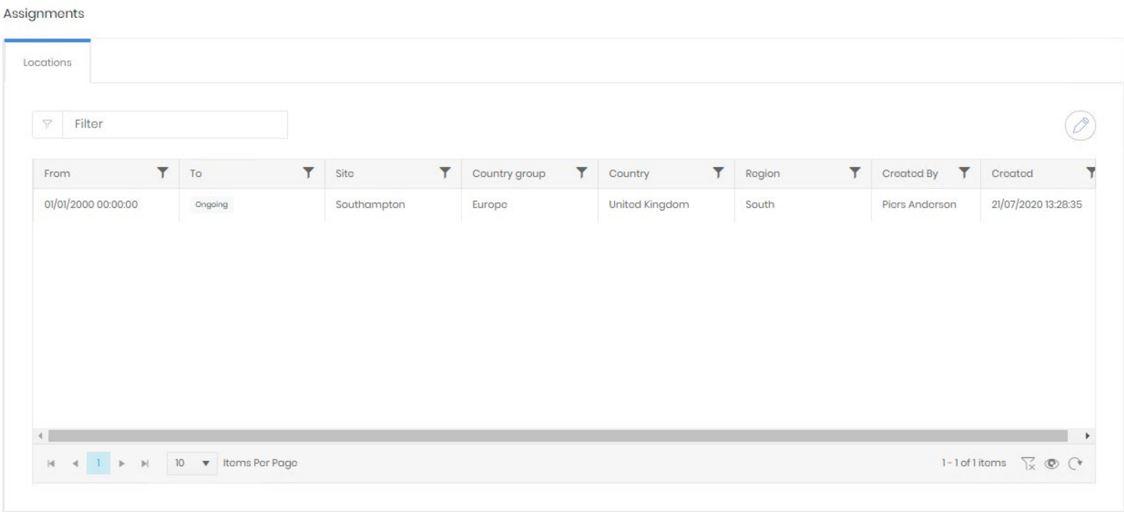


The details, custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the CDR Source and Name entries are fixed at the time of creation.

The Audit tab shows creation and last updated details.

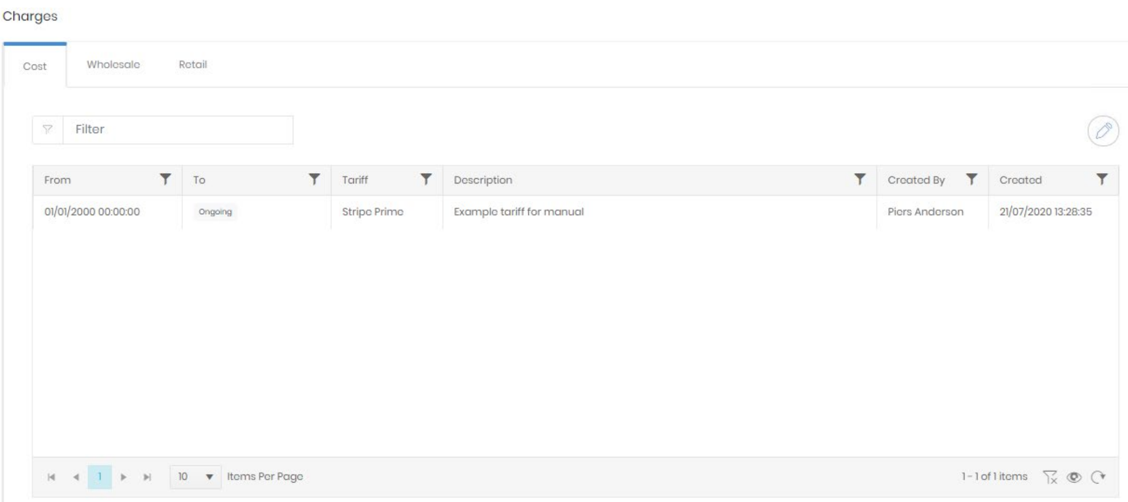
Assignments

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.



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.



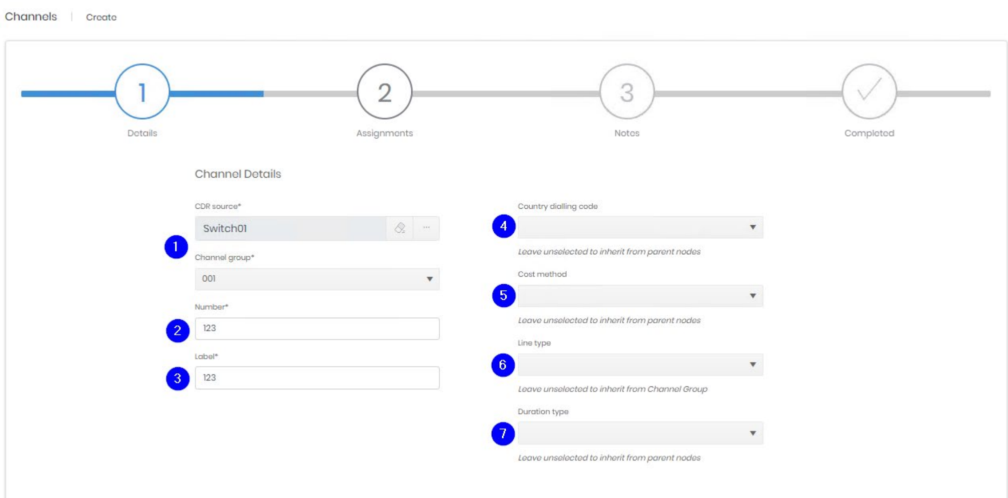
Channels

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.

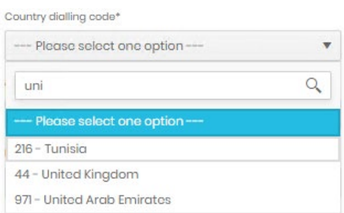
Details



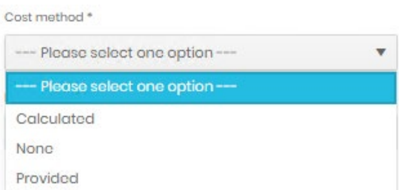
1. CDR Source and Channel group between them specify the group that the new channel belongs to.
2. Number should be an exact match for the member as it is output in CDR. The maximum number of digits is set against the selected CDR Source details. Required and must be unique to the CDR Source/Channel 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.



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.



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.

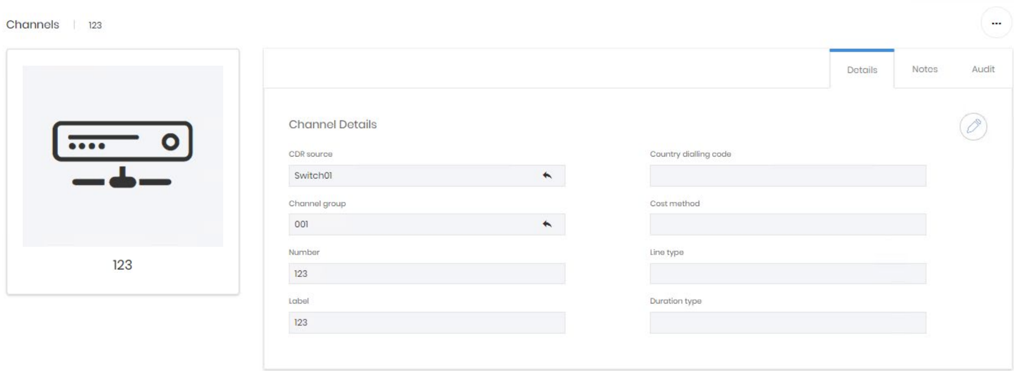
Completed

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

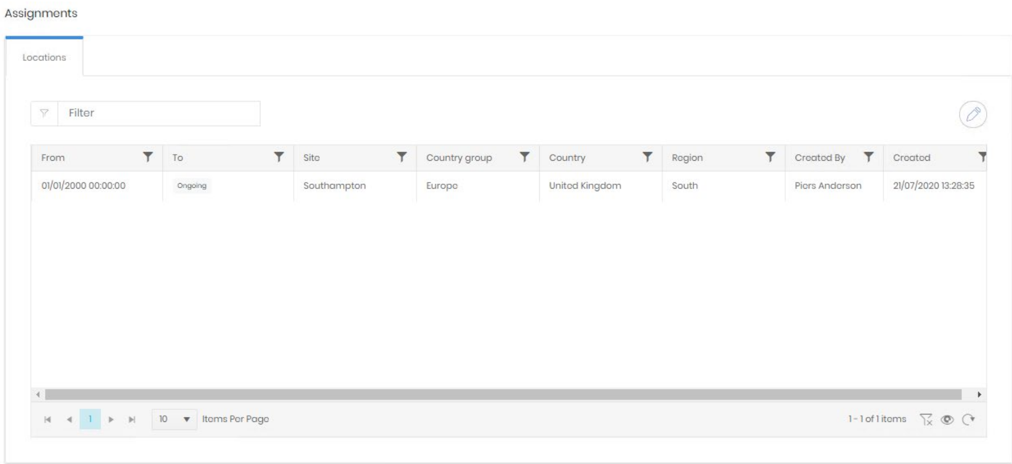


The details, custom values, and notes tabs contain the information entered in the creation process. Most of these can be edited from here, but the CDR Source, Channel Group and Number entries are fixed at the time of creation.

The Audit tab shows creation and last updated details.

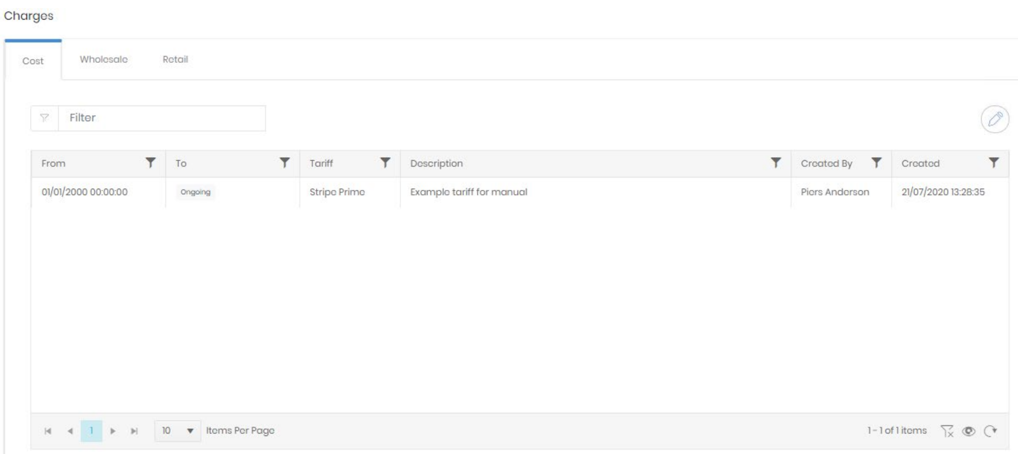
Assignments

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.



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.



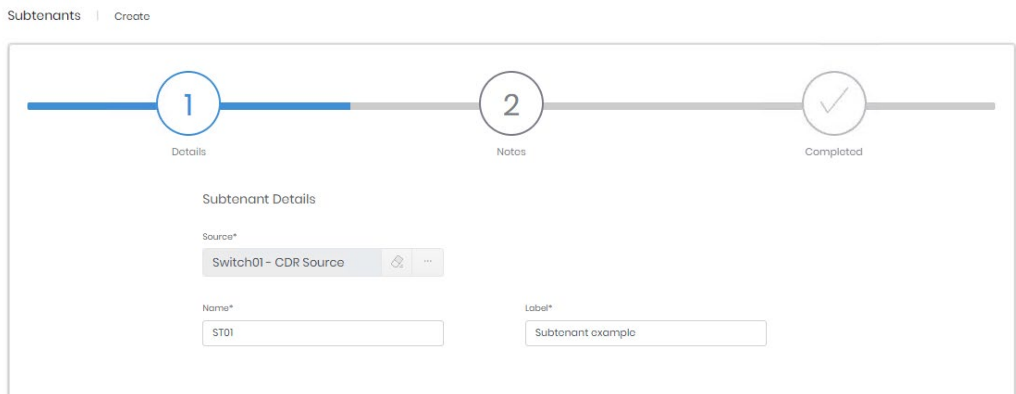
Subtenants

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.



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

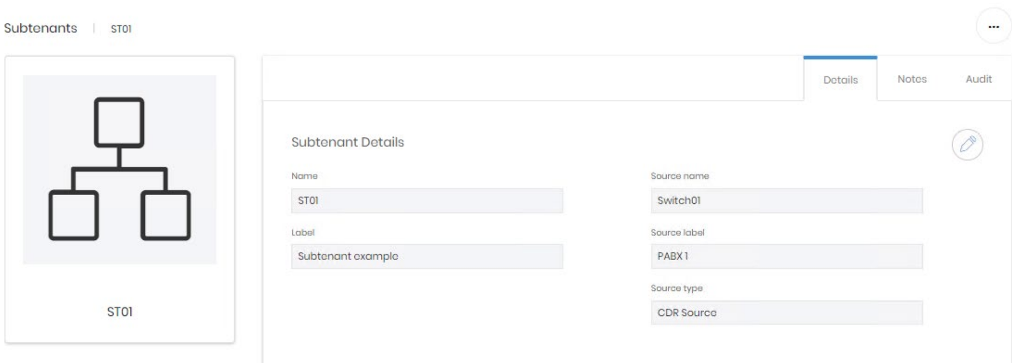
A field is available for detailed notes about the Subtenant.

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.



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.

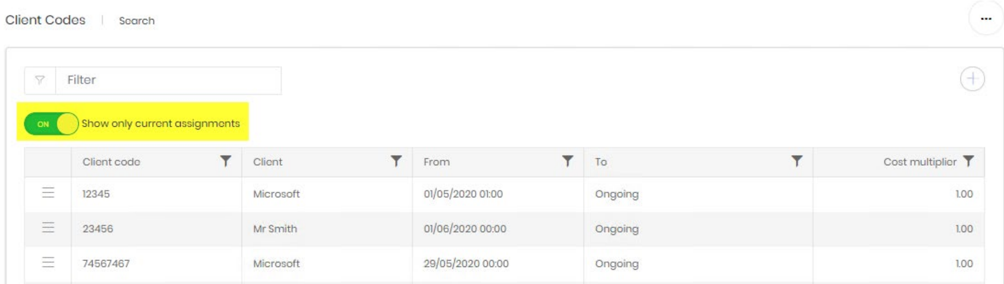
The Audit tab shows creation and last updated details.

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.



Create

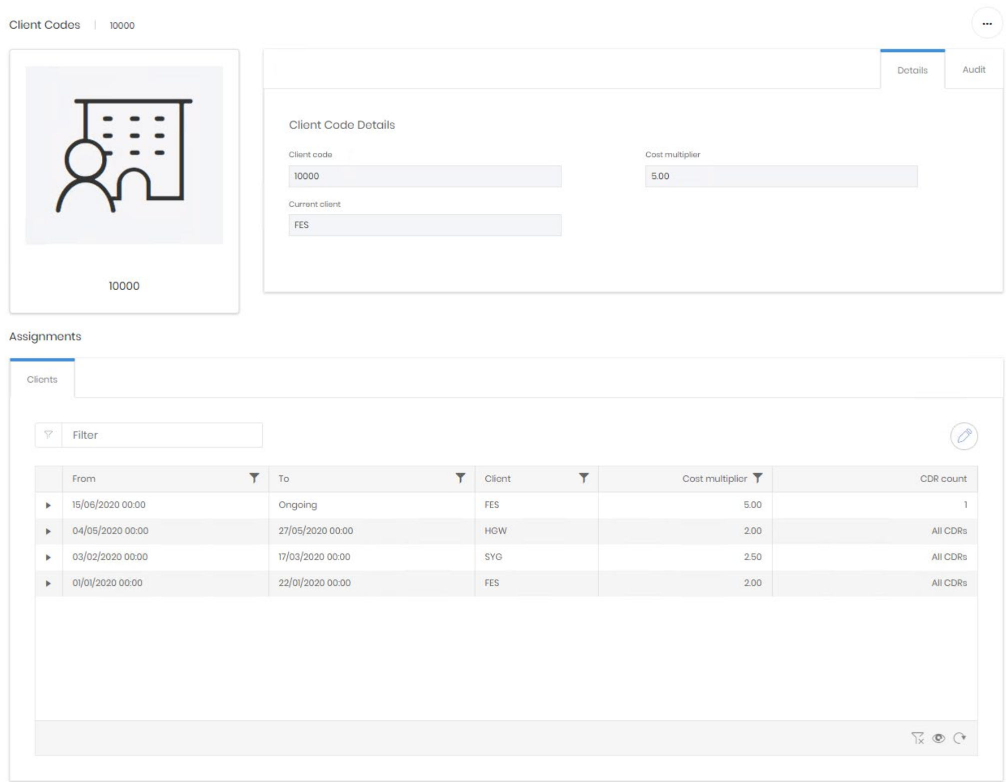
Creation of client codes is just a case of entering the code, exactly as it will appear in CDR and saving.

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

Detail Page

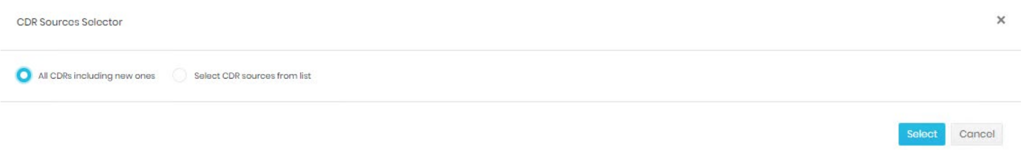
Before a code has been assigned for the first time the detail page is empty, barring the code itself and any notes written. Once the client code has been assigned there is some more information available.

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.

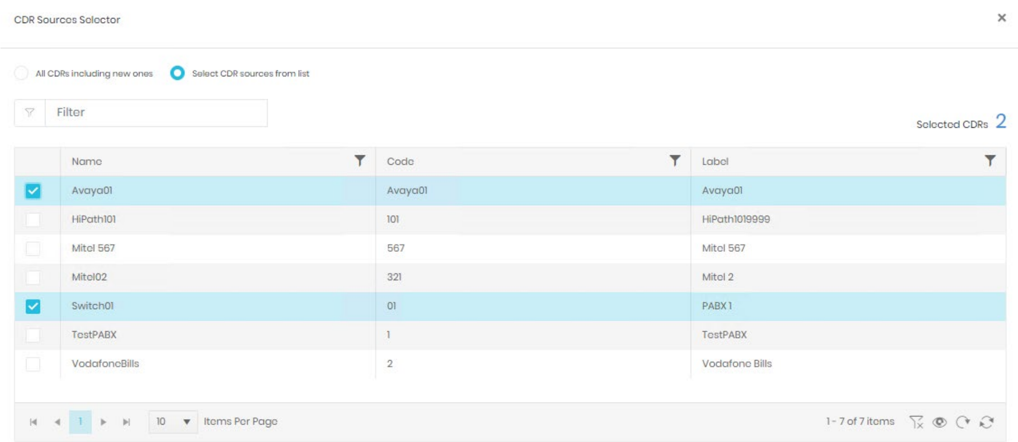


The assignments work as described in Common Features but one field needs further explanation. CDR count allows CDR Sources to be included or not from this code. Not all CDR Sources can output codes, and those that can may not always be able to output the same code. It may be necessary to set up several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

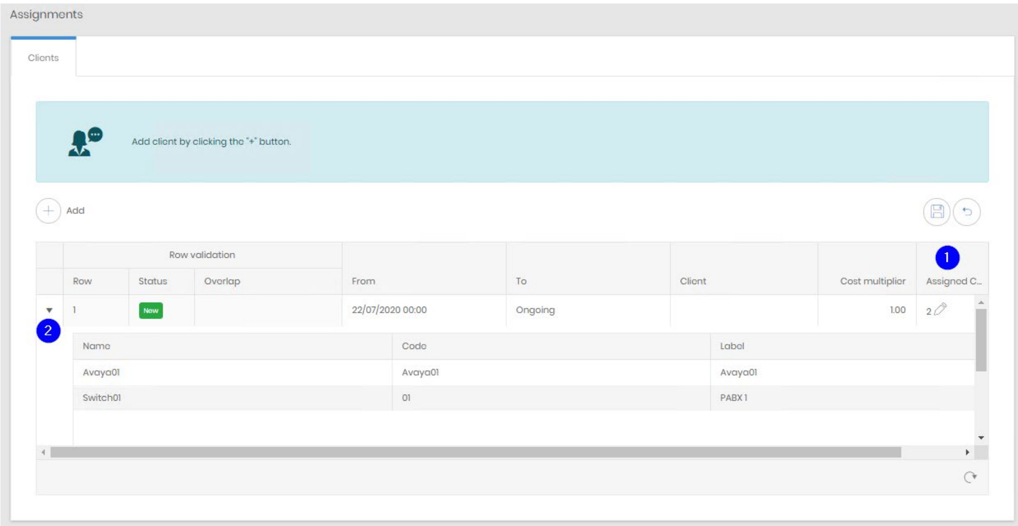
When adding an assignment the CDR count shows an initial selection of ‘All CDR including new ones’ which means that the code will be matched to all CDR received, even if new CDR Sources are added to the network.



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



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).



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.

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

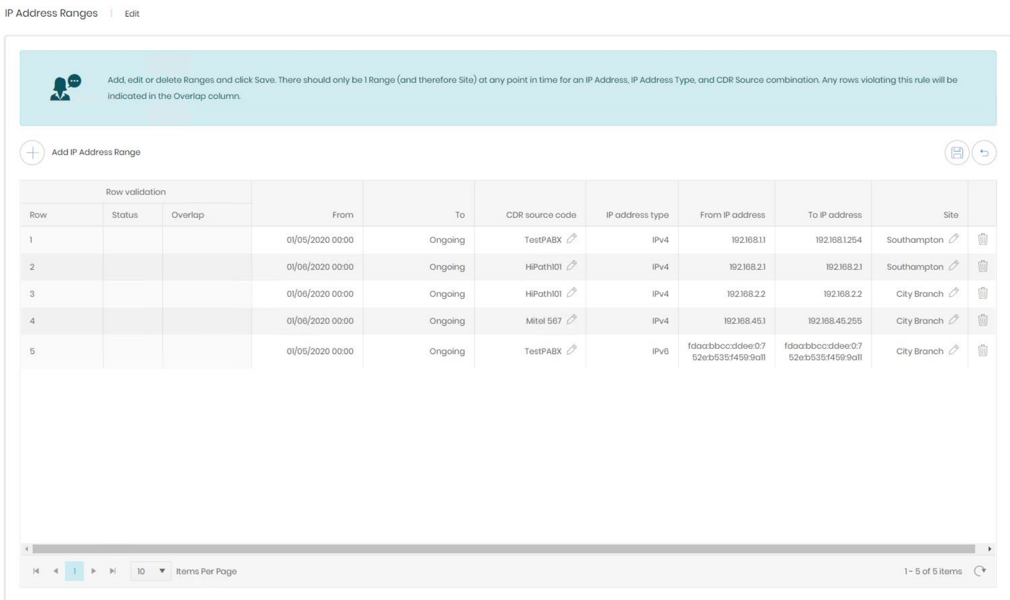
The search grid displays the ranges that have been entered.

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.



Known IP Addresses

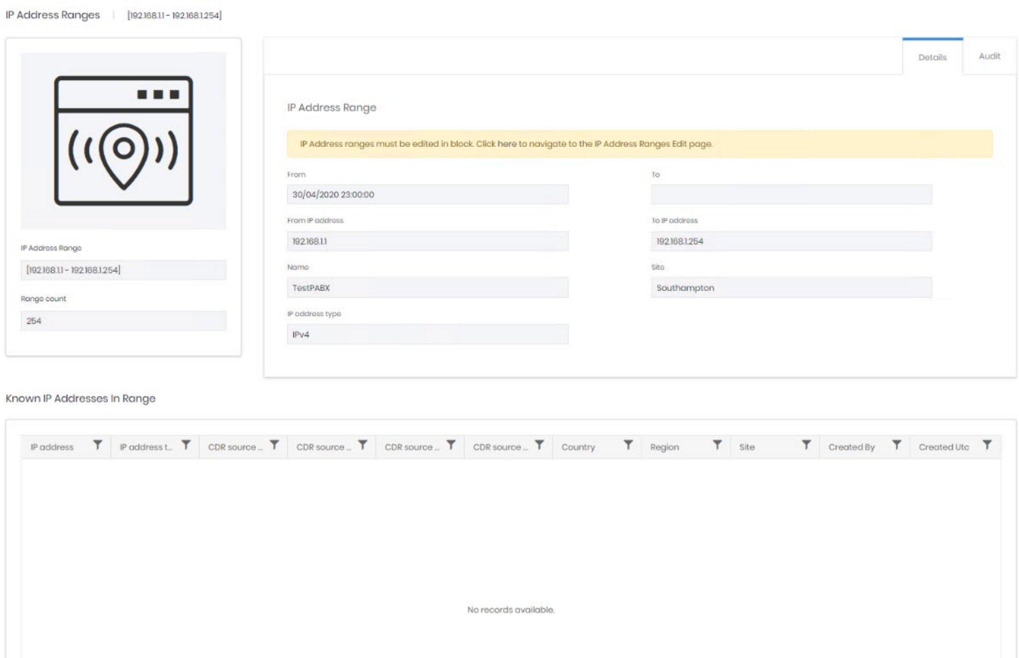
The second grid available in the IP Addresses section is Search Known IPs. When Prism detects an IP actually in use by a device it is added to the list of known IPs.

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.



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.

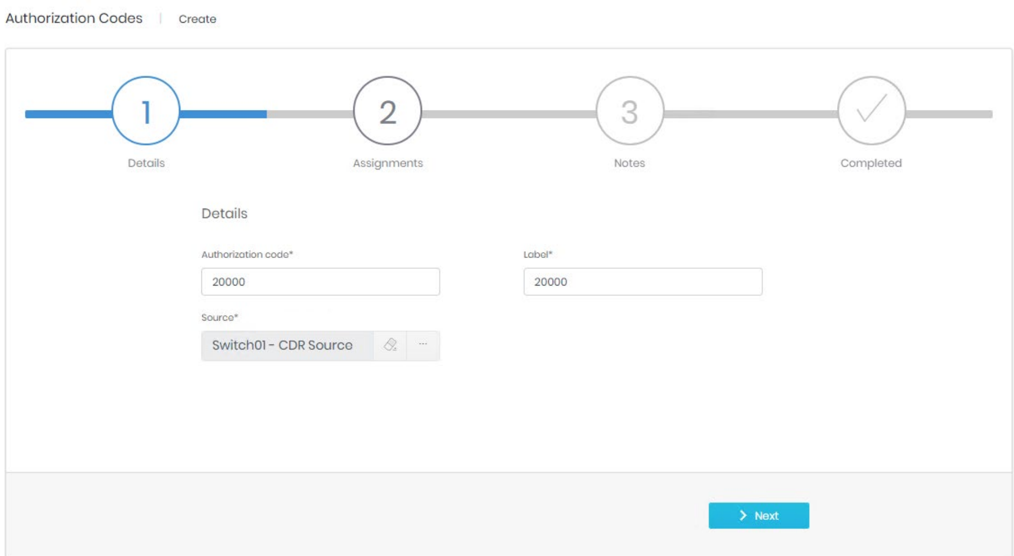
In Prism Authorisation Codes can be assigned to employees and organizations, although neither is required. The code is output in CDR and may be reported on in analytics.

Create

Authorisation Codes are created with a wizard.

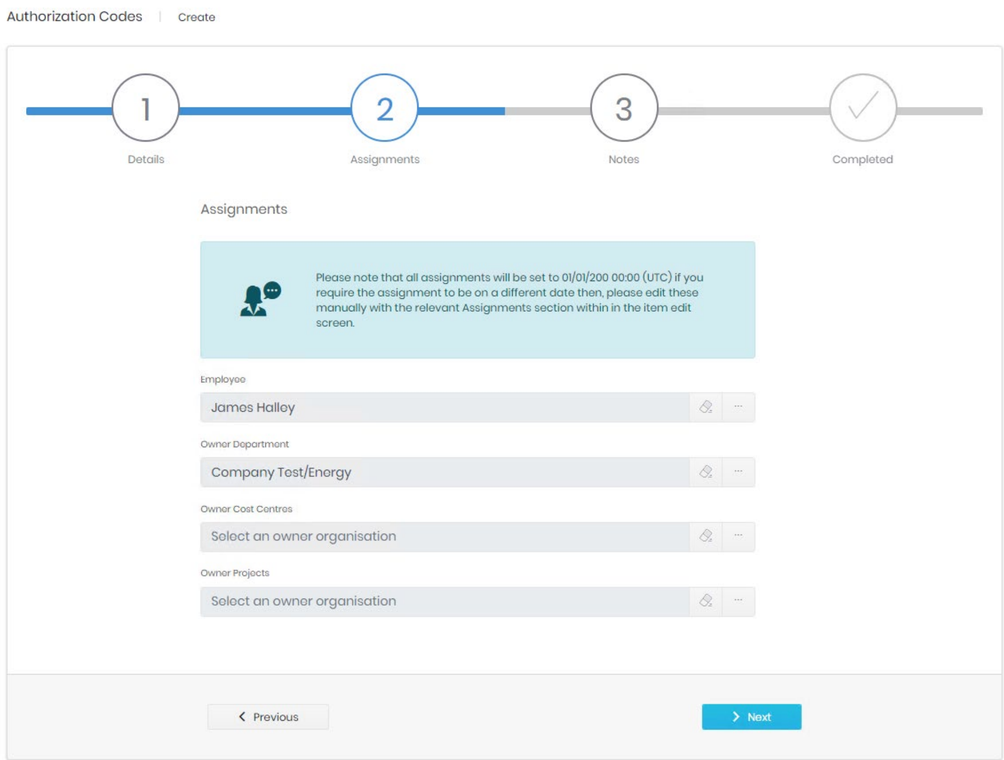
Details

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



Assignments

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



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

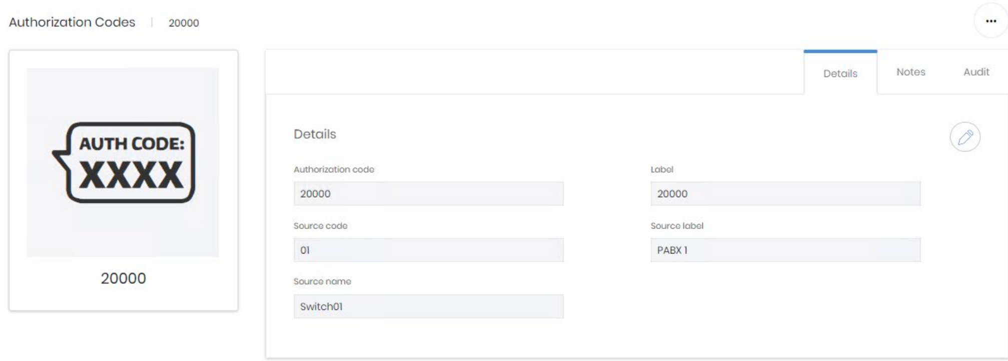
A field is available for detailed notes about the Authorisation Code.

Completed

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

Detail Page

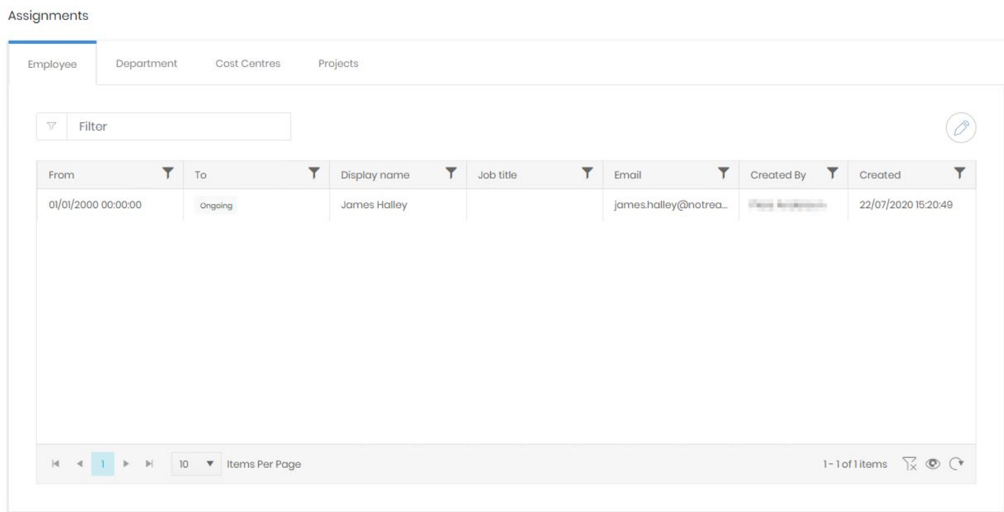
The detail page is in two parts. The top shows three tabs for Details, Custom Values, Notes and Audit.



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.



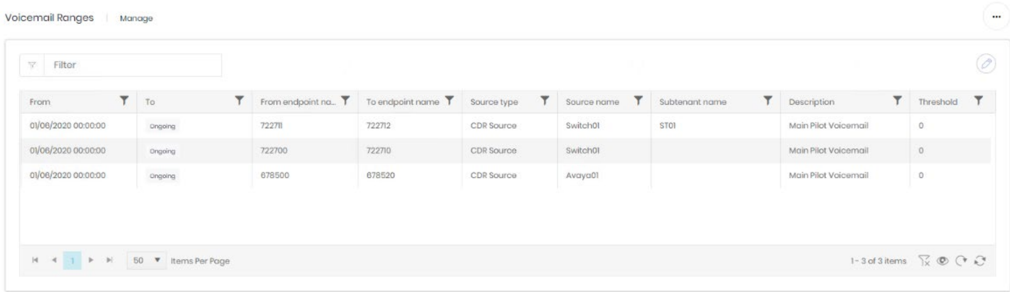
There are tabs for each potential assignment type. The code can only be assigned to one employee at a time, and to only one organization on each department tree at one time. Otherwise assignment works as described in Common Features.

Voicemail Ranges

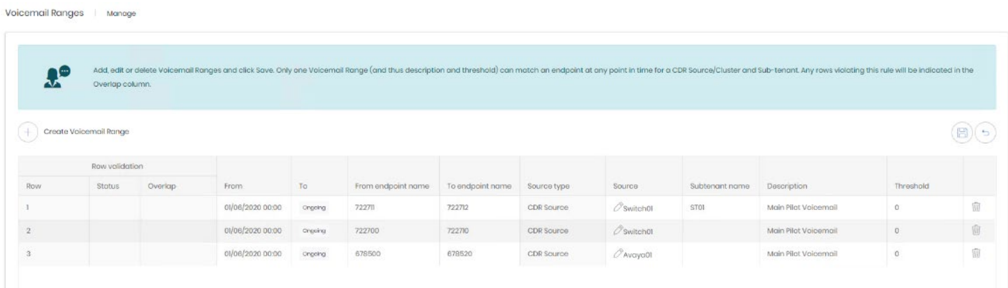
Voicemail ranges have only one section – Manage. The search grid is used to show detail, and edit details and active dates in line.

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

Manage



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.



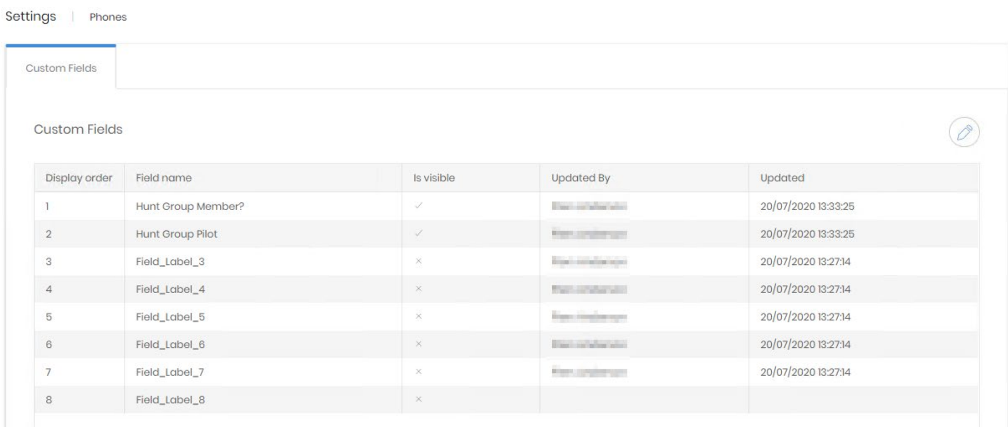
Administration

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

Settings

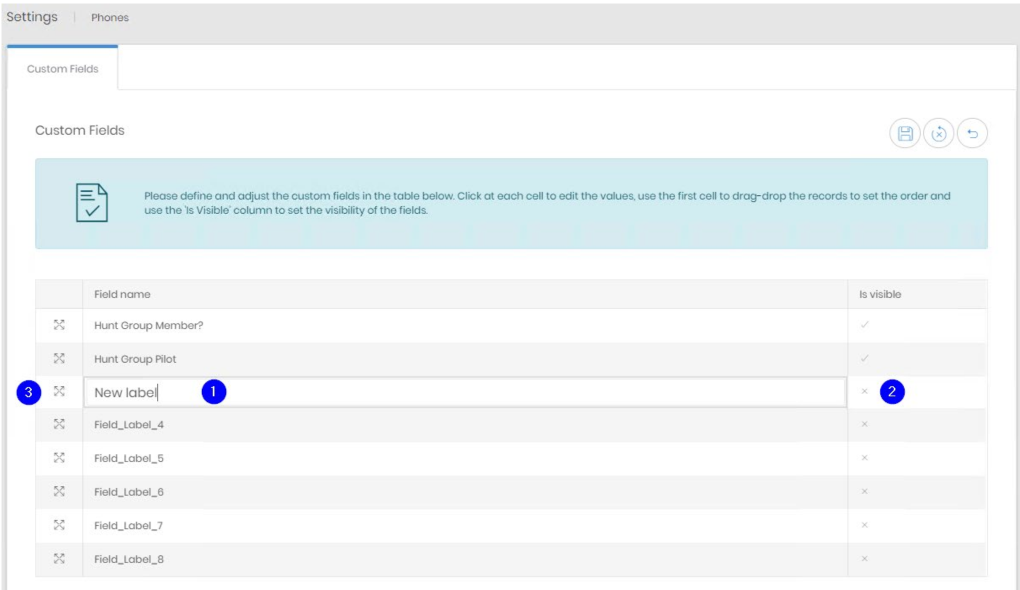
Most of the Network objects detailed above have Custom Fields which can be enabled here. These fields can have any label the administrator adds, and these fields can be populated manually or by Integration.

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.



Display order	Field name	Is visible	Updated By	Updated
1	Hunt Group Member?	✓	[illegible]	20/07/2020 13:33:25
2	Hunt Group Pilot	✓	[illegible]	20/07/2020 13:33:25
3	Field_Label_3	×	[illegible]	20/07/2020 13:27:14
4	Field_Label_4	×	[illegible]	20/07/2020 13:27:14
5	Field_Label_5	×	[illegible]	20/07/2020 13:27:14
6	Field_Label_6	×	[illegible]	20/07/2020 13:27:14
7	Field_Label_7	×	[illegible]	20/07/2020 13:27:14
8	Field_Label_8	×		

Editing Custom Fields



4. Click on the label to edit the line directly.
5. 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.
6. Click and drag on the handle to reorder the fields.

Save when changes are complete.

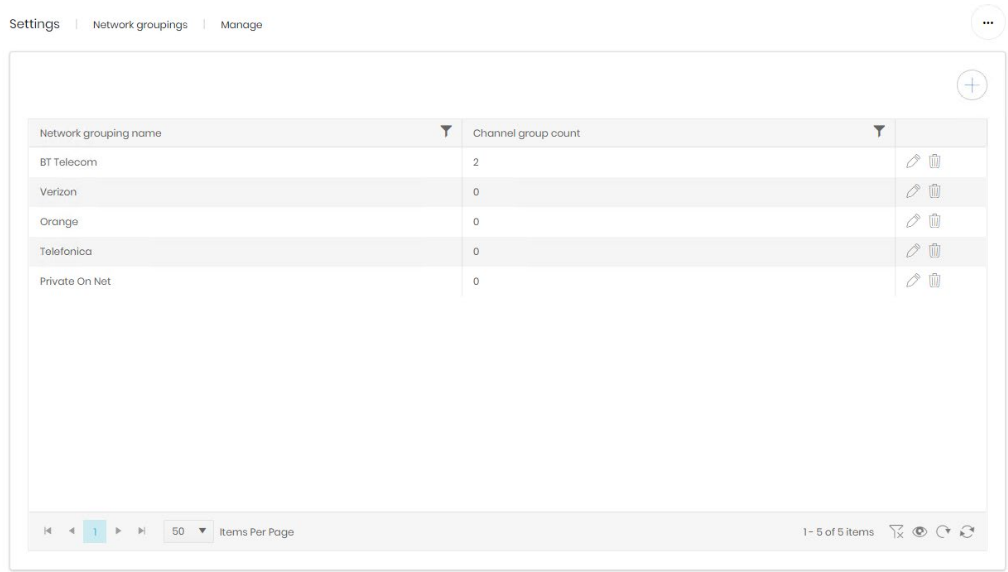
Note

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



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.

Charging

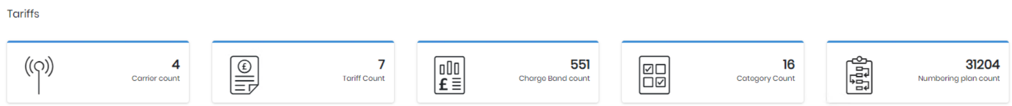
Overview

This module allows import, review and adjustment of the telephone call tariffs available on the Prism system.

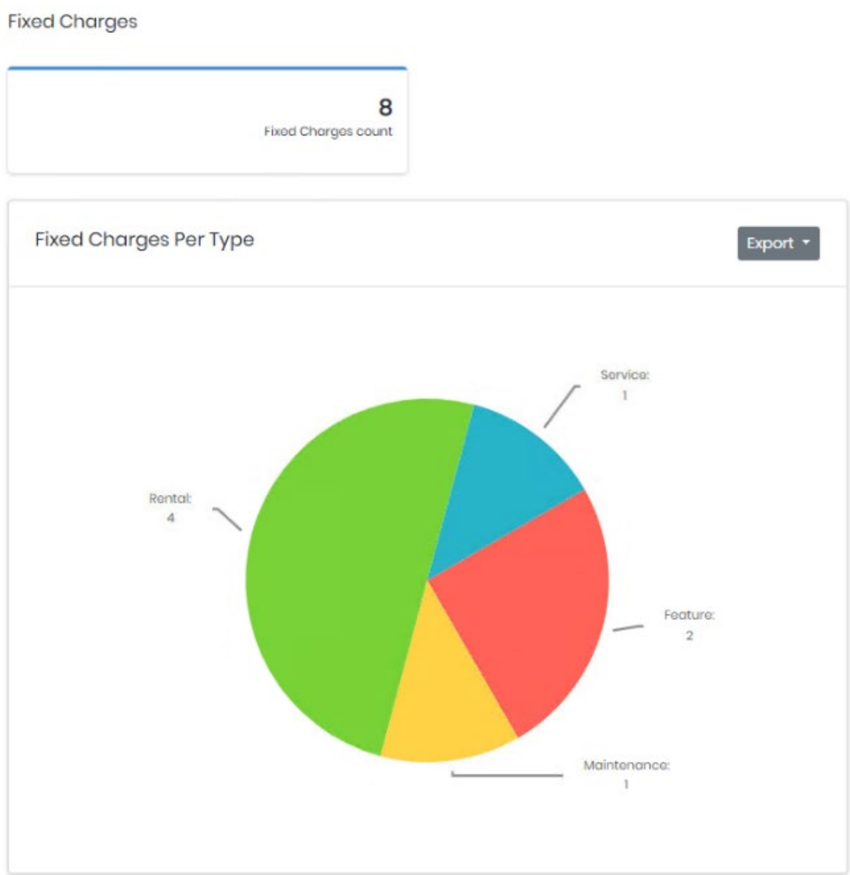
Landing Page Dashboard

The Charges landing page has several sections relating to tariffs, fixed charges and taxation. The landing page can be returned to by clicking Charging in the navigation menu.

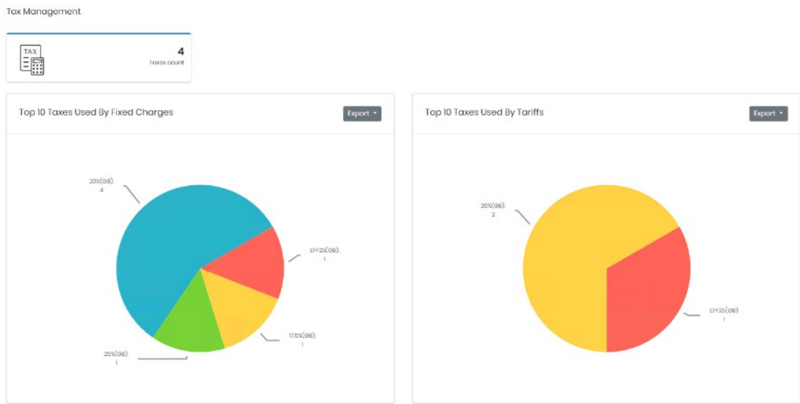
The top row of tiles details the numbers of each tariff element currently defined.



The next part shows the number of defined fixed charges, and how they are split by type



The last set of items shows defined taxes and displays how they are currently used.



Reference Terms

The following terms related to tariffs are used frequently in this section.

- Carrier – A telephony service provider which has provided one or more tariffs.
- Tariff – A set of destinations and the rates which should be applied. This, as a whole, determines how a call is charged.
- Charge Band - Broadly defines what the charge for a call will be. Each charge band has one or more charge periods, each of which has a rate defined against it.
- Charge Period – Part or all of a 24 hour day. There should be sufficient charge periods to cover 24 hours for all 7 days of the week for every charge band. For example, a weekday may have Charge Period “Economy” from midnight to 7am, followed by “Standard” until 6pm, then back to “Economy” until midnight.
- Charge Rate – The charge rate is the combination of charge period and rate which match the time and day of the week of the call.
- Rate – The details of how much to charge, and how to charge, for a call. These can be quite complex, and can change part way into a call, for example changing to a lower price per minute after the first 60 minutes.
- Numbering Plan – An incoming or dialled PSTN number may be shown differently when presented as a national call, or with its E164 prefix. The number plan allows the variations to be treated and labelled identically.

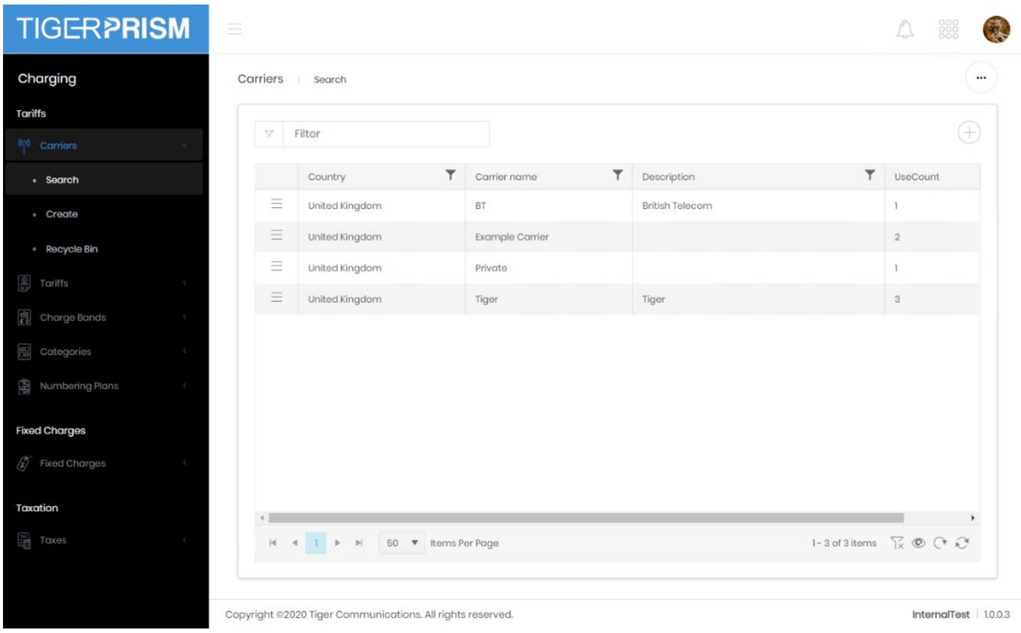
Tariffs

Carriers

The carriers section provides information on the service providers whose tariffs are configured in Prism. A single carrier may have multiple tariffs, or even historical versions of the same tariff if charges have been updated over time.

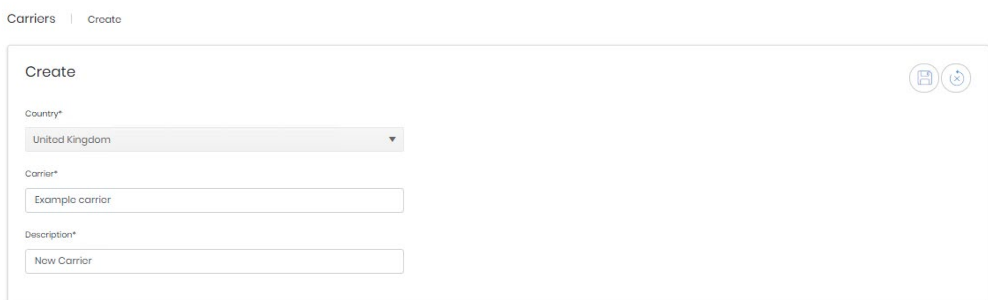
Search

The search page shows a list of all existing carriers configured in the system. From here you can filter the carriers and select one to view or edit the Detail page. For grid controls see common features.



Create

Creation of a new carrier is simple, as it requires only a name, description and country. If a carrier provides tariffs for more than one country, it will need multiple carrier entries.

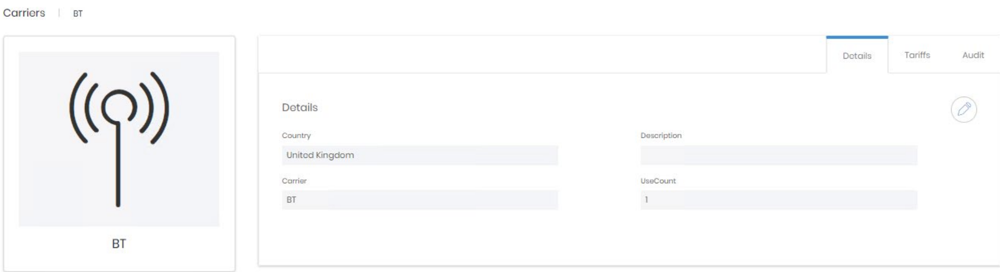


Recycle Bin

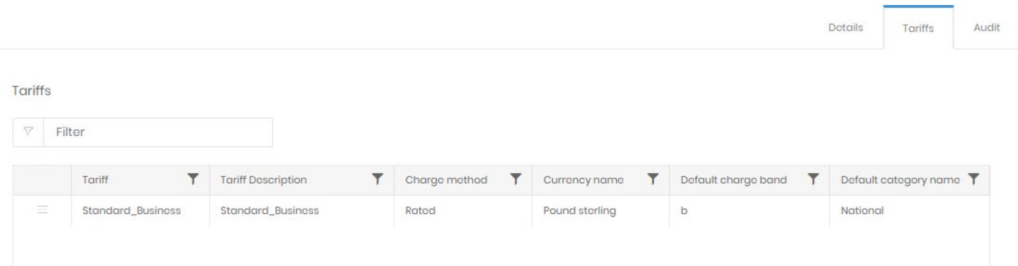
Carriers have a recycle bin. For usage details see Common Features.

Detail Page

The detail page for a carrier displays three tabs of information. The first is the entered details from the carrier's creation, the name, description, and country, as well as the number of times that carrier is assigned against



The second tab shows the individual tariffs imported for the carrier. Detail links from these records go to the tariff record's Detail page.

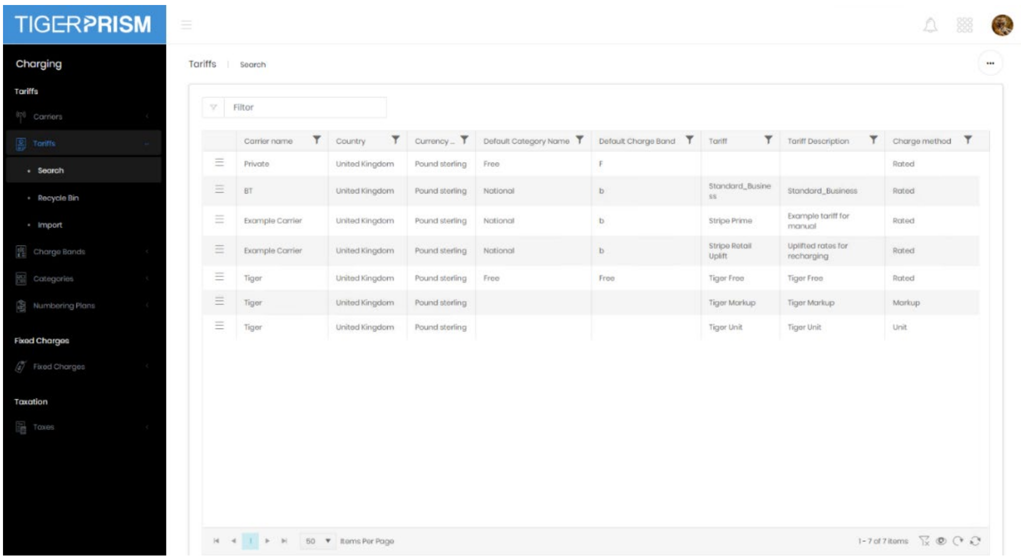


The final tab, Audit, shows the creation and last modified details for the carrier record.

Tariffs

Search

The search page shows a list of all existing tariffs configured in the system. From here you can filter the tariffs and select one to view or edit the Detail page. For grid controls see common features.



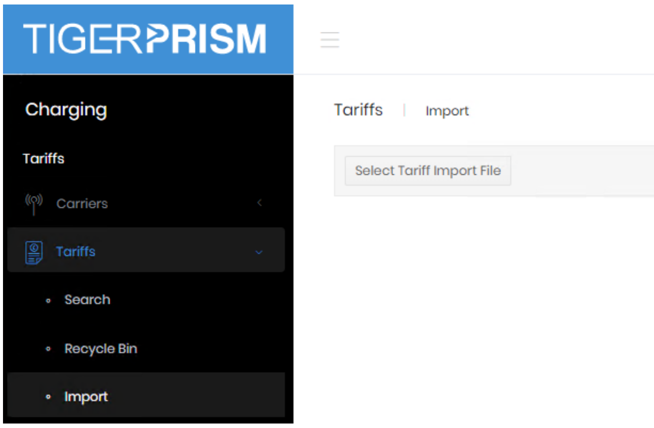
Recycle Bin

Tariffs have a recycle bin. For usage details see Common Features.

Import

Tariffs cannot be created within Prism. Instead the details are imported from a prepared file.

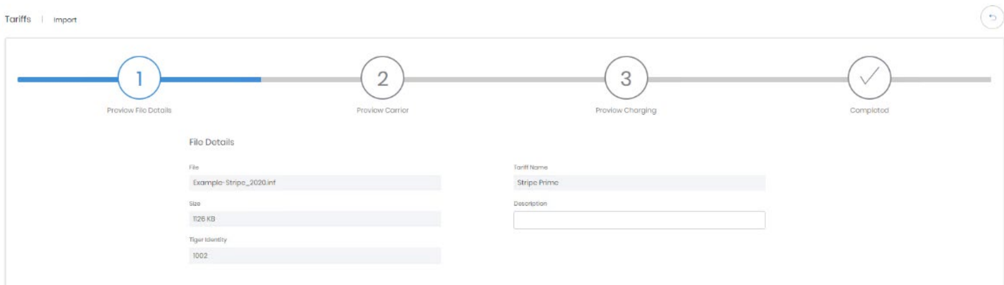
The first step is to select the file containing the tariff information. This will normally have been provided by Tiger, although most often it will also be imported by the team as well. Import files have the extension .INF.



Clicking Select Tariff Import File will open a file browser window to find and select the file. Once a tariff file has been selected the first window in the import wizard will show.

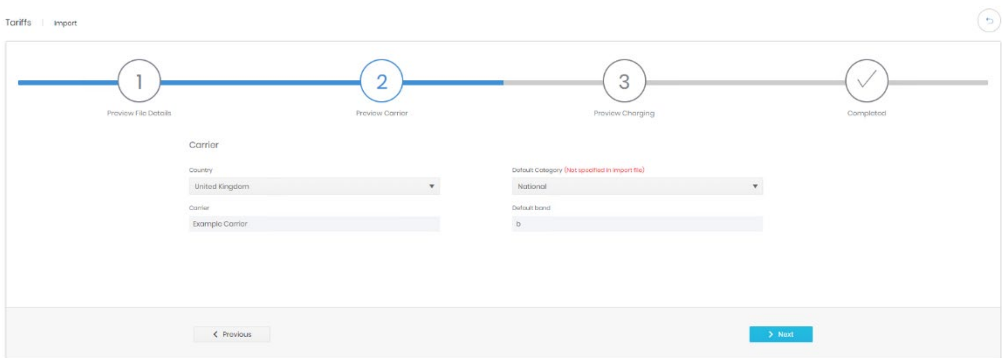
Preview File Details

This shows mainly details about the file but has a space for a description to be added.



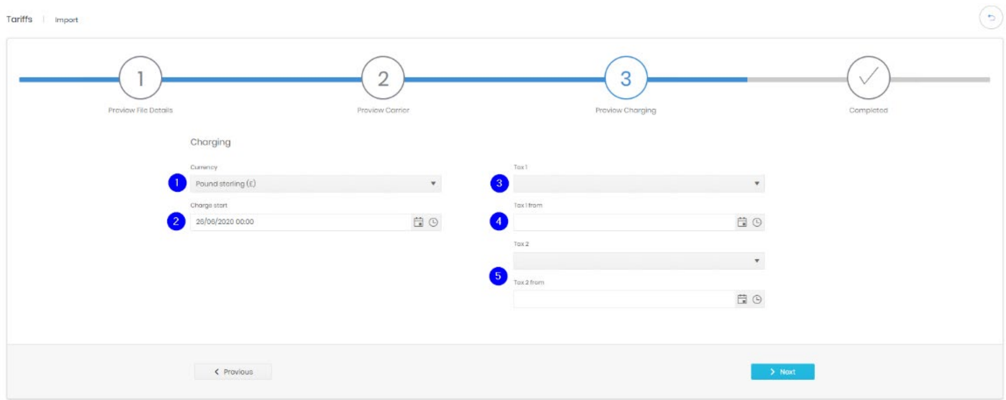
Preview Carrier

This step shows information from within the file. If the Carrier does not exist within Prism already it will be created as part of the tariff import. The country can be changed at this stage, as can the default category for calls. The default category and charge band are used for calls which cannot be matched fully to the dial codes contained in the tariff file.



Preview Charging

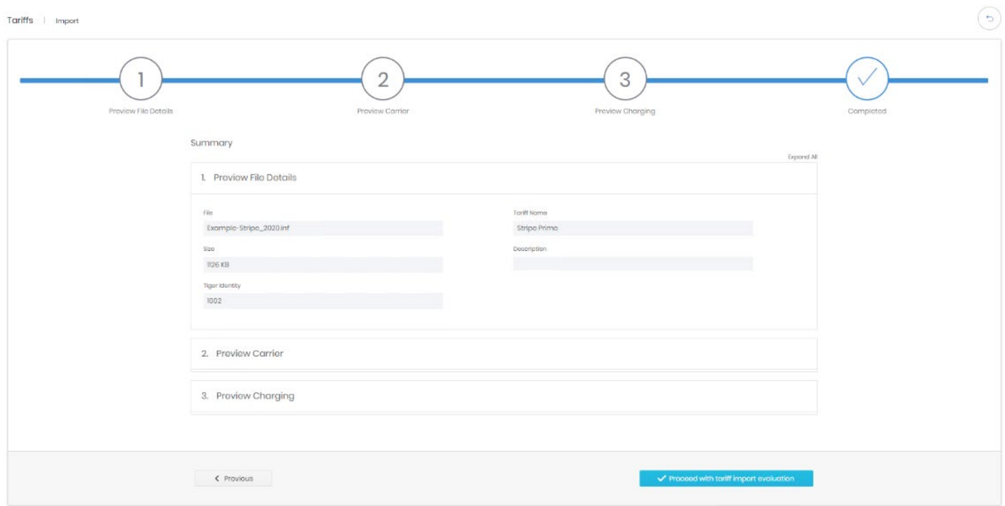
Step 3 contains some important information which is not supplied in the tariff file.



1. Currency – Select the correct currency for the tariff. This will default to the system's currency.
2. Charge start – This field is the tariff's activation date and time, and defaults to midnight on the day of the import. If the rates need to be applied to calls prior to this date the charge start needs to be pushed further back. If the rates are due to activate after the date of import then the Charge start can be set in the future.
3. Tax 1 – The first tax applied to calls can be selected here. Taxation is detailed in its own section.
4. Tax 1 from – The date on which tax 1 became, or becomes, valid for calls on the tariff.
5. Tax 2 selection and start date – In case a concurrent tax rate is also valid (eg state and local US tax).

Completed

The initial tariff information is now entered.

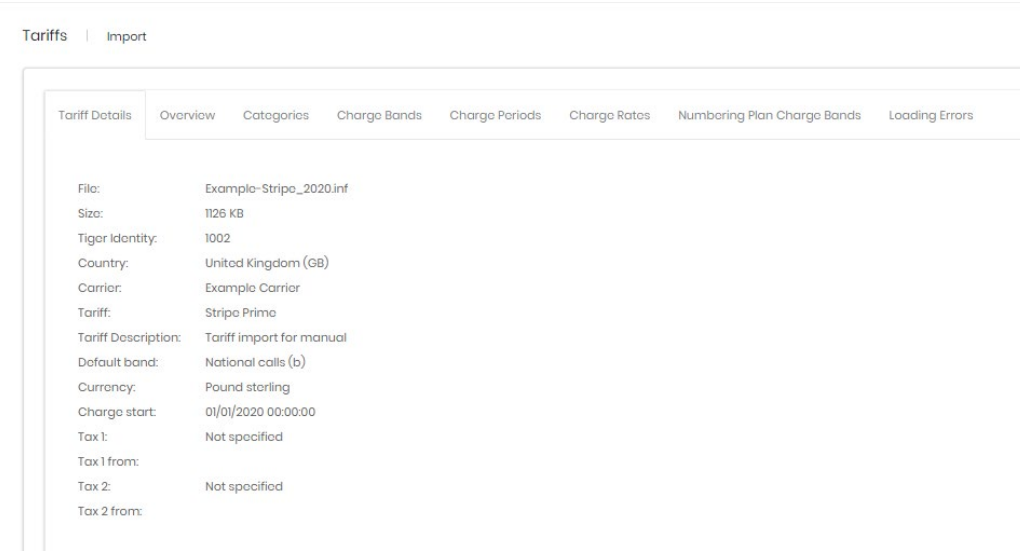


The next step is to move into the actual import of the charging structure. This step can take a few minutes

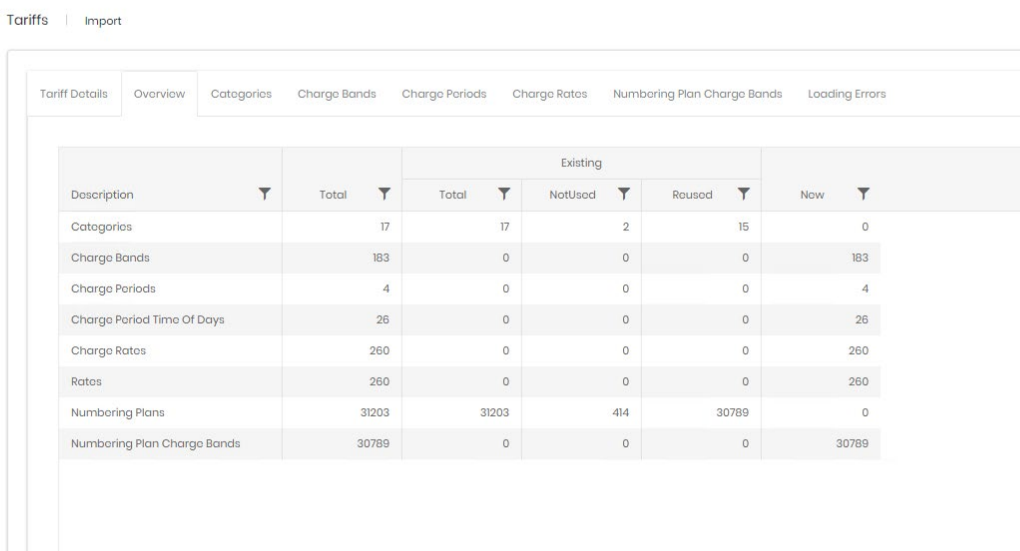
Tariff Evaluation

Following the tariff loading a summary with eight tabs is displayed. Each of these tabs contains substantial information about an aspect of the tariff structure.

Tariff Details. Shows a summary of the information entered in the first steps of the import wizard.



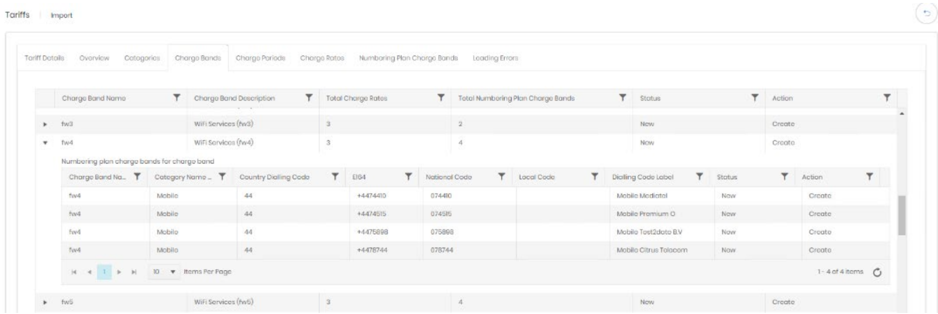
Overview. Shows a table detailing the various records which are affected by the import. Each of these is covered in its own section.



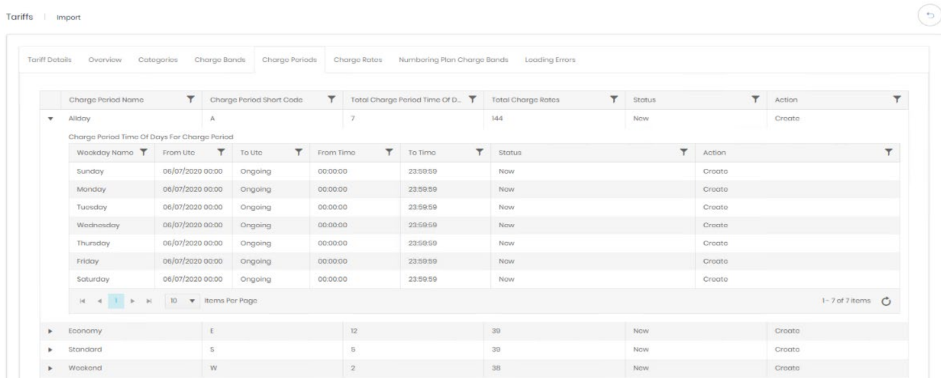
		Existing			
Description	Total	Total	NotUsed	Reused	New
Categories	17	17	2	15	0
Charge Bands	183	0	0	0	183
Charge Periods	4	0	0	0	4
Charge Period Time Of Days	26	0	0	0	26
Charge Rates	260	0	0	0	260
Rates	260	0	0	0	260
Numbering Plans	31203	31203	414	30789	0
Numbering Plan Charge Bands	30789	0	0	0	30789

Categories. Shows the call categories on the system already, plus any which will be created by the import. Each category is shown along with the count of charge bands that will be applied.

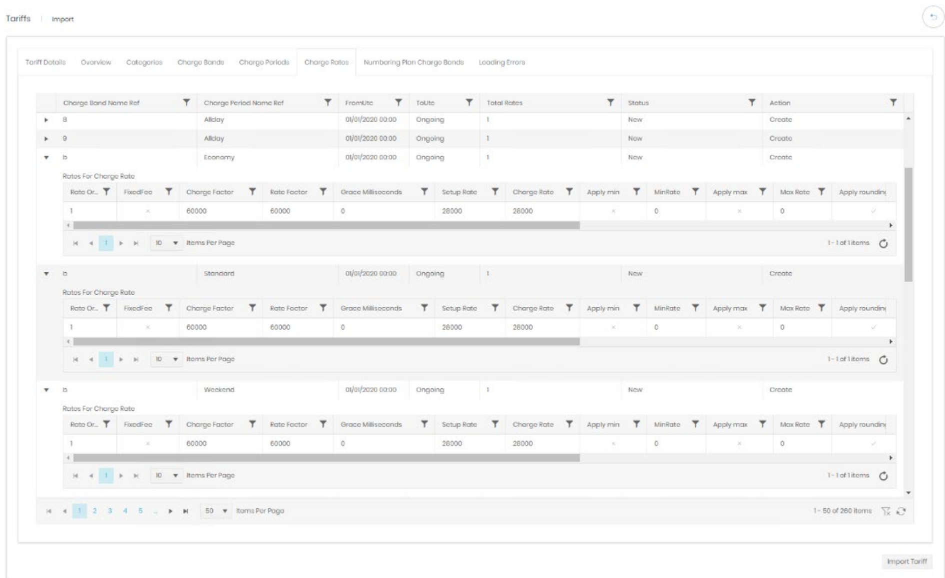
Charge Bands. Shows the charge bands which will be used for this tariff and how they fit into the numbering plans for the system. An arrow to the left of each charge band expands a sub table detailing the numbering plans which will be created.



Charge Periods. Shows a summary of the charge periods defined by the tariff. An arrow to the left of each row expands a sub table breaking down the days and times that each period covers. The charge periods should cover all hours of every day of the week.

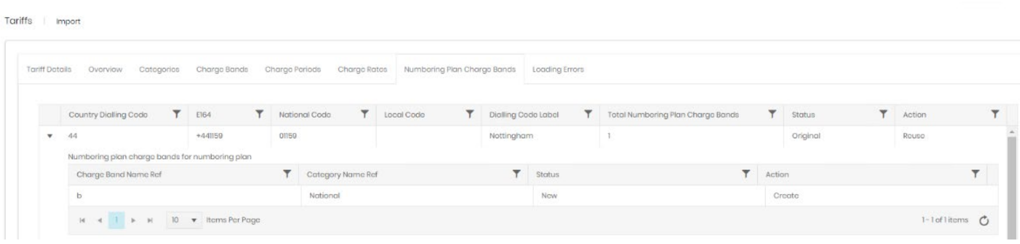


Charge Rates. The charge rate is determined by the number dialled and the time of day (and week). Hence each Charge Band/Charge Period combination has a charge rate, although these may be shared. The image below shows the three charge rates applicable to charge band ‘b’ – national rate for the tariff.

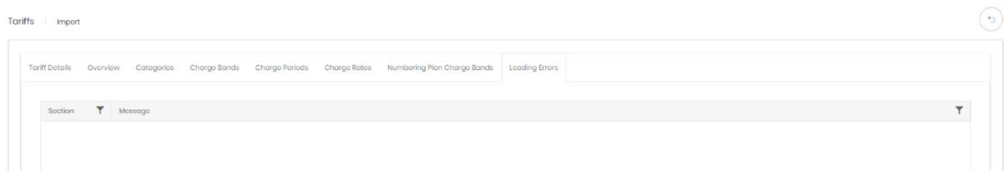


The rates under charge rates are shown in milliseconds and millipence. For more detail see the tariff detail page.

Numbering Plan Charge Bands. These entries show variants to dialled numbers based on the output CDR information. For example, calls made to a national UK number from within the UK may be dialled with the international '+44' prefix, or with the national '0'. This allows the system to handle all alternatives from a single rate set. An arrow to the left of the row expands details of the Charge Band used for the number plan.



Loading Errors. The final tab shows any anomalies or errors detected during analysis of the import file. These may not be enough to prevent the installation of the tariff.



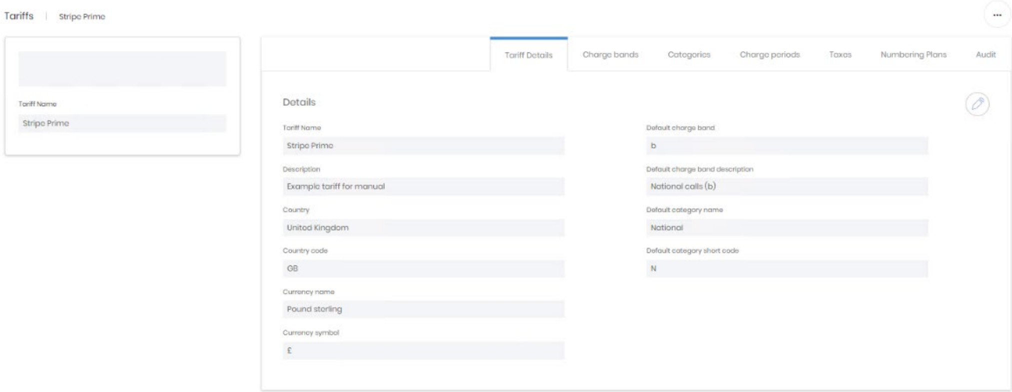
If you want to go ahead after reviewing the import preview, then click the Import Tariff button in the bottom right corner. After Prism has processed the import you should see a success message.

Detail Page

The detail page for a tariff has a set of tabs which allow review and access to the various aspects.

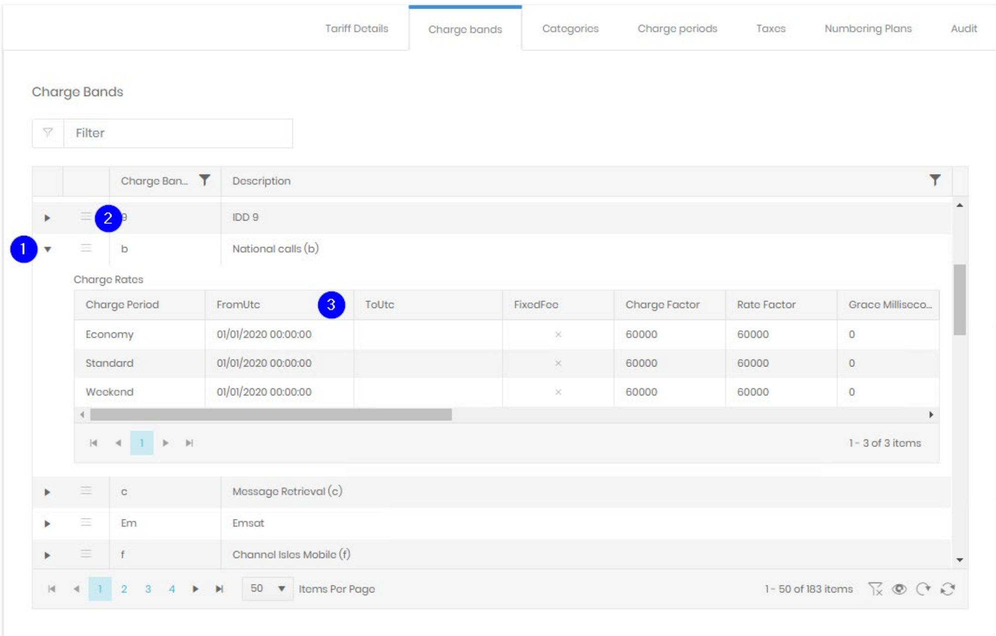
Tariff details

The first tab shows basic information about the tariff; name, description, currency, defaults charging information.



Charge Bands

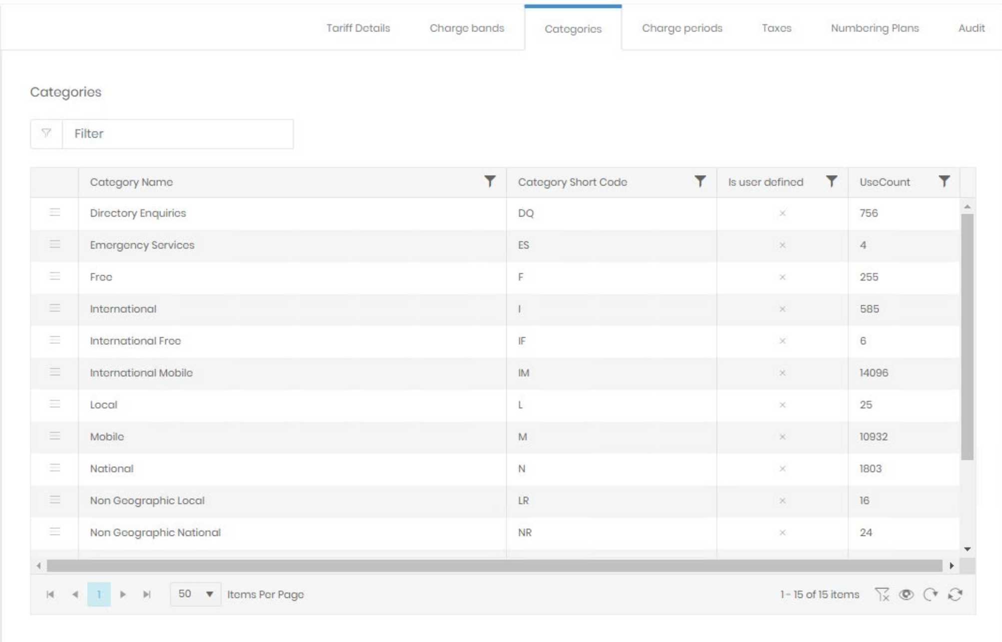
The charge bands tab lists all charge bands used in the tariff, the arrow to the left of each row (1) allows expansion of charge rate and period information relating to each band; while the detail button next to it (2) links to the charge band's own detail page.



Each charge period has a from and a to UTC shown (3). As tariffs are updated the prior values are retained to ensure that older calls are costed correctly, and to show a historical trail of previous versions.

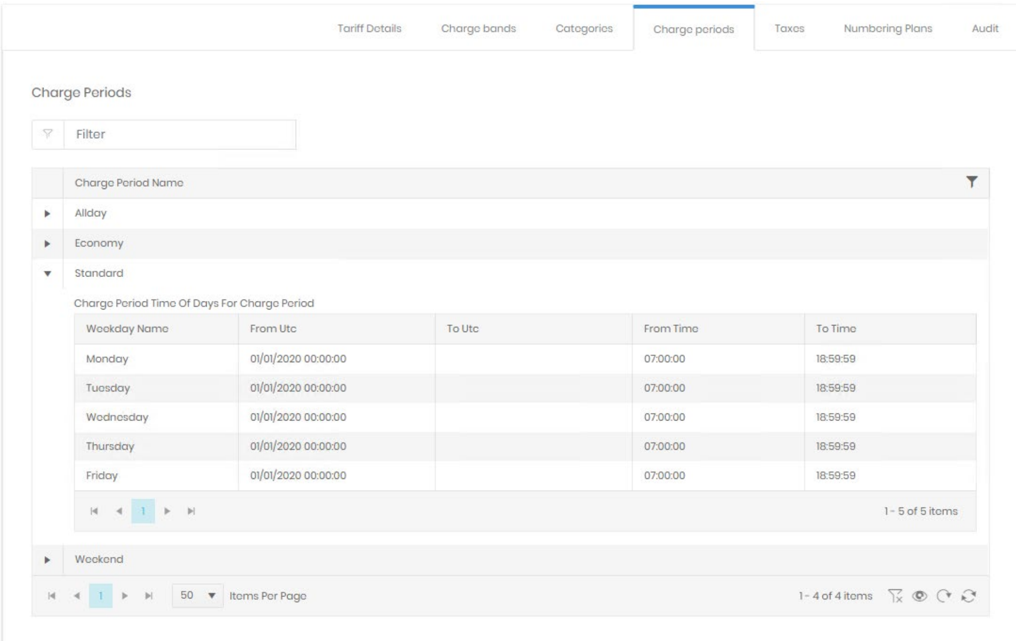
Categories

Dialled numbers are grouped into categories based on their destination type. The categories tab lists all those in use, along with how many times they are used in the system. Both the category name and short code are used in reports and analytics. The detail icon on the left of each row will open the detail page for the category. For grid controls see Common Features.



Charge Periods

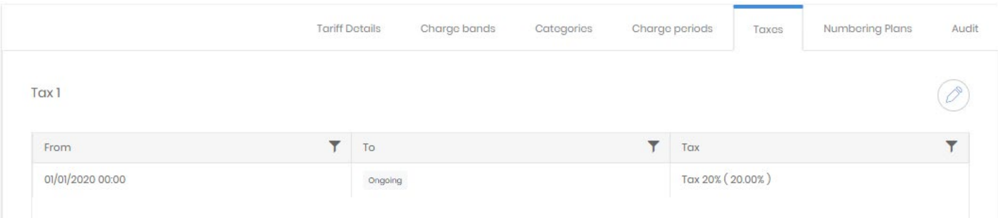
Charge periods help to define which rate should be used, based on the time of day and day of the week. This tab shows the periods defined for the current tariff. Clicking the arrow to the left of each row expands the detail for each period. For grid controls see Common Features.



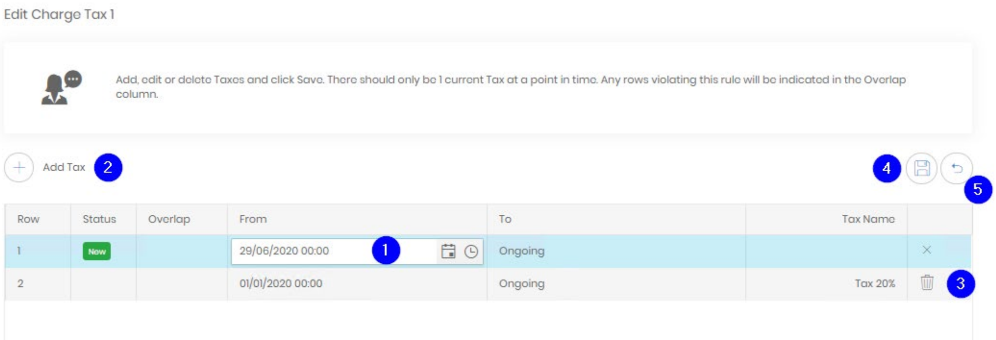
There is a from and to UTC value for each detail row. As tariffs are updated carriers may vary the timing of their own periods. The prior values are retained to ensure that older calls are costed correctly, and to show a historical trail of previous versions.

Taxes

The taxes tab shows currently applied (and previous) taxes to tariffs. The import allowed up to 2 taxes to be applied, but you can also change these at any time here.



Clicking the edit button allows you to alter the from or to date of a tax (1). This affects the calls that will have that tax applied.

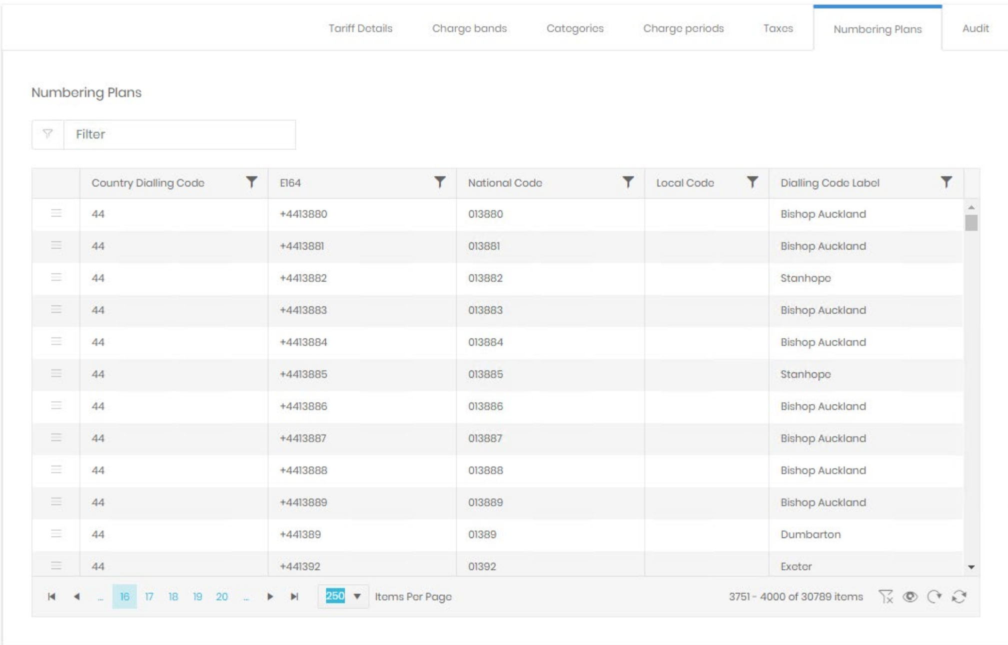


A new tax can also be added by clicking the add tax button (2), only one 'Tax 1' and one 'Tax 2' can be in effect at any time. Dates for from and to can be set into the future, in preparation for scheduled changes to taxation. An existing tax can be deleted altogether (3). Once changes have been made, click save (4), or click cancel (5) to return to the detail page.

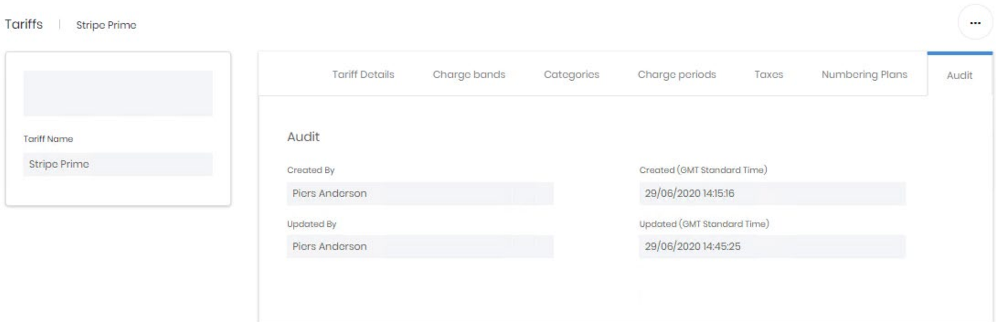
The taxes themselves are defined in the Charging \ Taxation section.

Numbering Plans

These entries show variants to dialled numbers based on the output CDR information. For example, calls made to a national UK number from within the UK may be dialled with the international '+44' prefix, or with the national '0'. This allows the system to handle all alternatives from a single rate set. The detail button on the left of each row will open the detail page for the specific Numbering Plan. For grid controls see Common Features.



The final tab, Audit, shows information on tariff creation and modification dates.

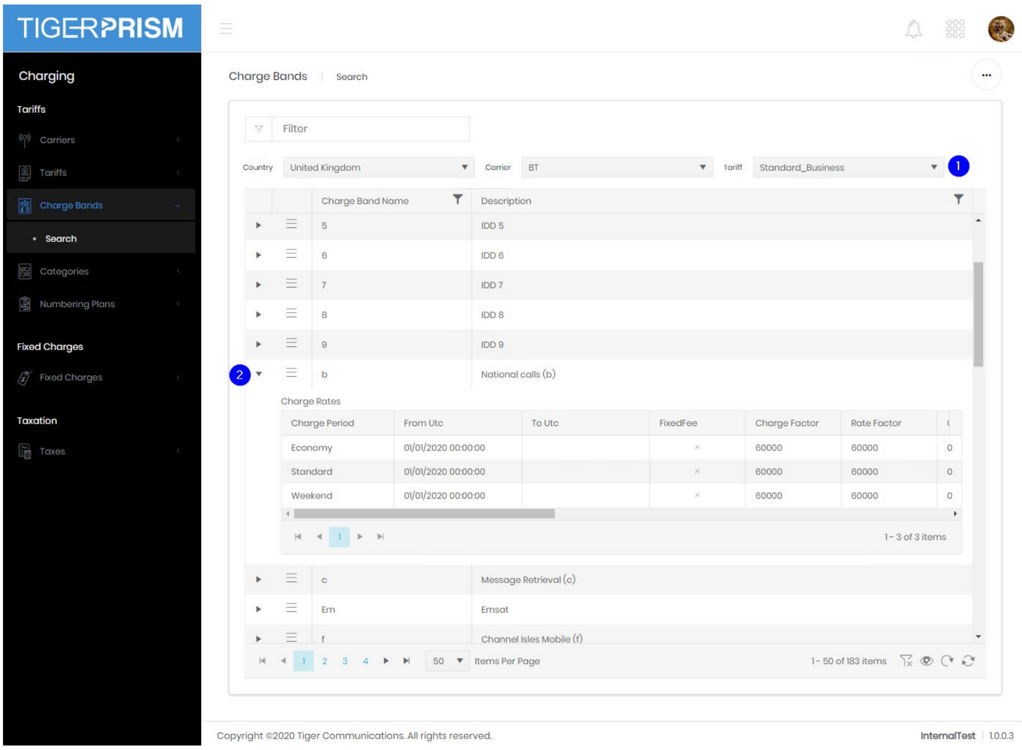


Charge Bands

A charge band broadly defines what the charges for a call will be. Each charge band is unique to a tariff, and will have one or more charge periods, each of which has a rate defined against it. A charge band might provide the charging information for a single dialled number, or for hundreds of them (e.g. national rate).

Search

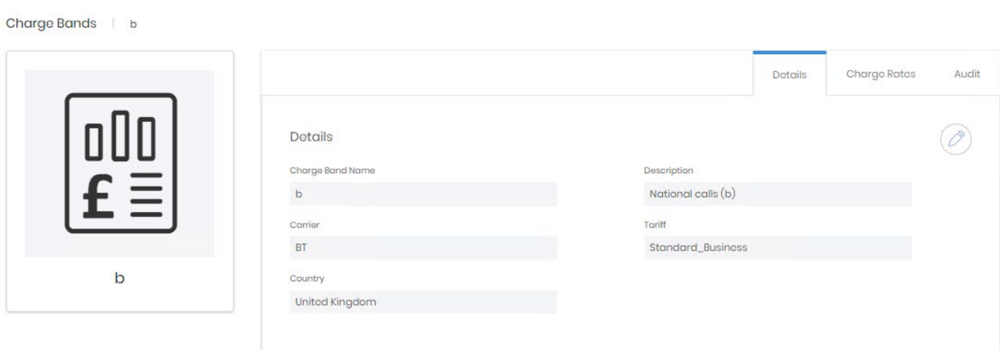
The search screen shows all charge bands defined within Prism, across all tariffs, but not at the same time. For grid controls see Common Features.



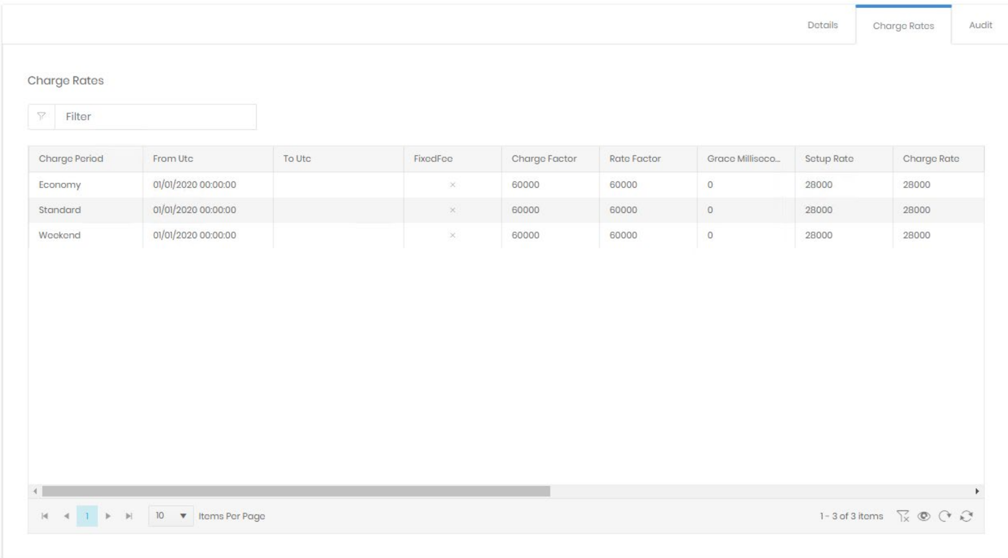
In addition to the standard grid controls are three dropdown filters (1). These allow selection by country, carrier, and tariff but only a single tariff's charge bands will be displayed at one time. The arrow to the left of each row (2) expands the charge rate detail for the band.

Detail Page

Each charge band has a detail page with three tabs. The first shows the properties of the band, showing the country, carrier and tariff it applies to. The edit button allows the name and description to be changed.



The second tab contains the charge rate details for the band. Charge rates are a combination of a charge period and a rate. For grid controls see Common Features.



Whilst the charge rates cannot be edited here, this page will show the history of charge rates if they have been updated by subsequent tariff imports. The from and to UTC fields will show when the charge periods were active.

The fields most commonly used in the rate definitions are:

- Fixed Fee. The call has a single fixed charge, rather than a per minute or per second rate.
- Charge Factor. Milliseconds per unit of charge. For example, 60000 (60 seconds) would indicate that the charge rate applies to each 60 seconds of call time.
- Rate Factor. Millisecond measured duration between charge units. For example, 60000 (60 seconds) would indicate that the total price for the call increments in 1 minute units, while 1000 (1 second) would be "per second" billing.
- Setup Rate. Millipence value added to the price of the call immediately on connection. This is in addition to any charge accruing from the duration of the call.
- Charge Rate. Millipence value indicating the charge accruing for a single Charge Factor duration.
- Apply Min. Whether or not there is a minimum charge for a connected call. Commonly used instead of a setup charge, but both can apply.
- Min Rate. The minimum duration-based charge for the call. The total charge will only increase once the duration of the call causes the charge to increase beyond this value.

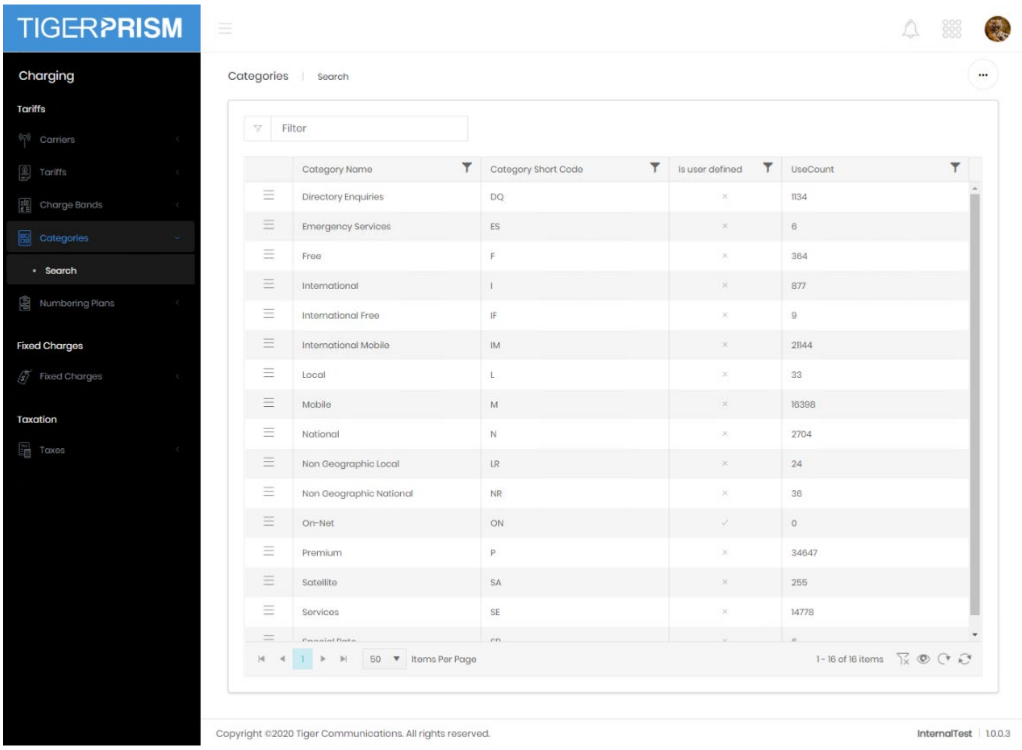
The audit tab shows creation and last modification date and user details.

Categories

Dialled numbers are grouped into categories based on their destination type.

Search

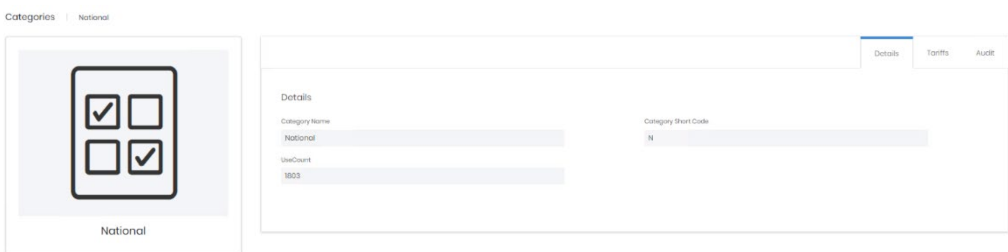
The categories tab lists all those in use, along with how many times they are used in the system. Both the category name and short code are used in reports and analytics. For grid controls see Common Features.



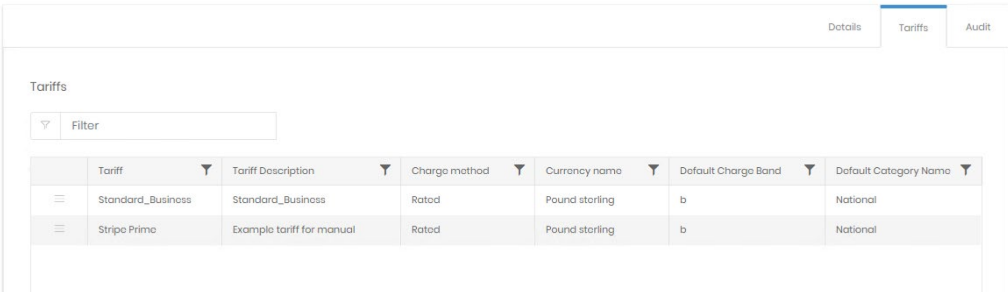
There are a set of categories which a re predefined on Prism (showing in the picture above with Is user defined as x). User defined categories can be created by tariff imports. The button on the left of each row directly opens the detail page for the category.

Detail Page

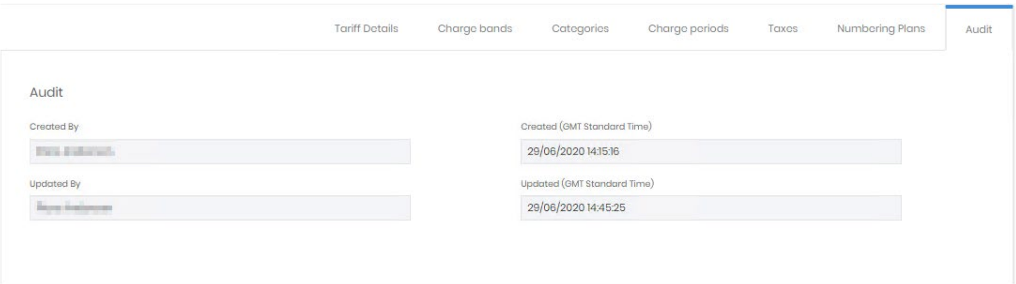
The category detail page shows three tabs. The first shows the basic information for the record.



The tariffs tab shows all imported tariffs which use the category. The button on the left of each row directly opens the detail page for the tariff.



The audit tab shows creation and last modification date and user details.

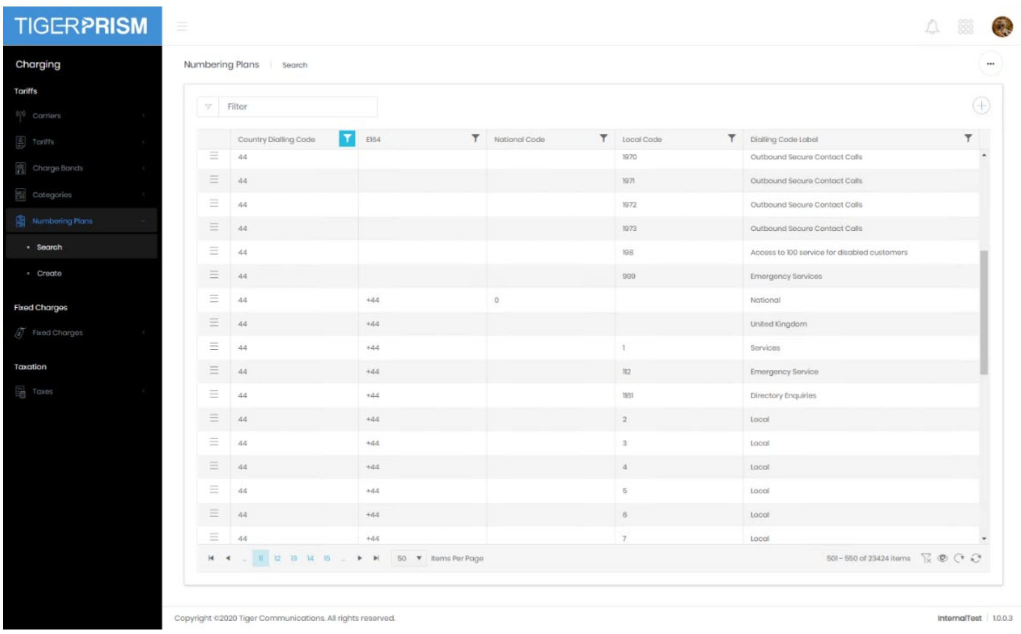


Numbering Plans

A numbering plan contains all variations of a single dialling code. An individual code may be shown differently when presented as a national call, or with its E164 prefix. The number plan allows the variations to be treated identically.

Search

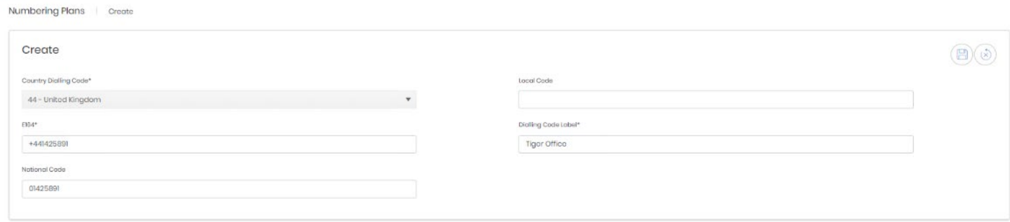
Each number plan shows the country for which it is valid, the E164 prefix for numbers, the national prefix (if any), and the local prefix (if any) and the label. This label is shown as the source or destination for PSTN calls in analytics, exports, and reports. The button on the left of each row opens the detail page for the number plan. For grid controls see Common Features.



Create

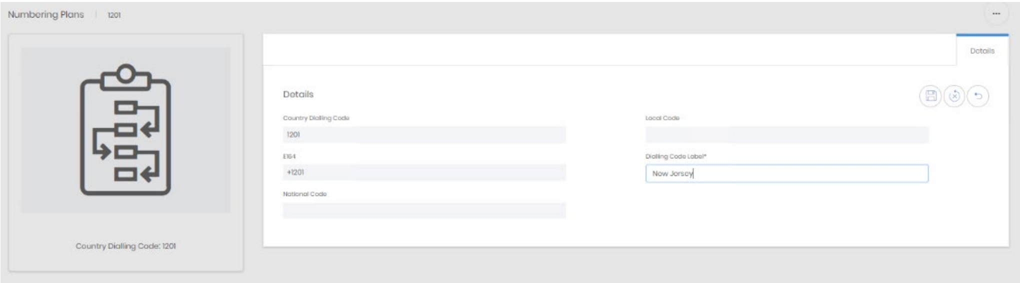
Most numbering plans are created by tariff imports but individual plans can be created for specific numbers. The most specific number match will be used to label the call source or destination.

In the example below an entry for the Tiger main office number range is being created. Although +441425 (Ringwood, UK) is E164 code for the tariff created numbering plan, this new one is more specific and so will be used in reporting.



Detail Page

The numbering plan detail page provides no more information than the search grid, but does allow the Dialling Code Label to be edited.



Both import created and user created Numbering plans can be deleted with the correct rights, there is no recycle option however, so care should be taken.

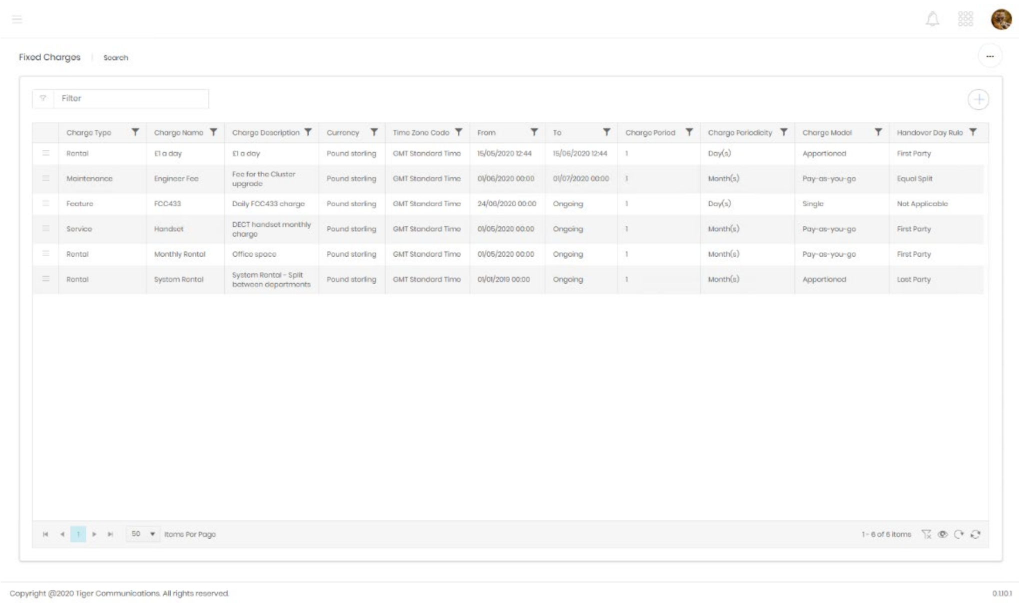
Fixed Charges

Overview

Fixed charges allow Prism to apply single or recurring costs to cover a variety of charging and recharging options for systems. They can be assigned at the enterprise level to organizations and at the topology level to endpoints, number groups, channels, channel groups, and CDR sources. How to assign then is covered in the Enterprise and Network manual sections.

Search

The search page shows all configured fixed charges, whether they are currently assigned or not, active or not. The button on the left of each row directly opens the detail page for that fixed charge. For grid controls see Common Features.

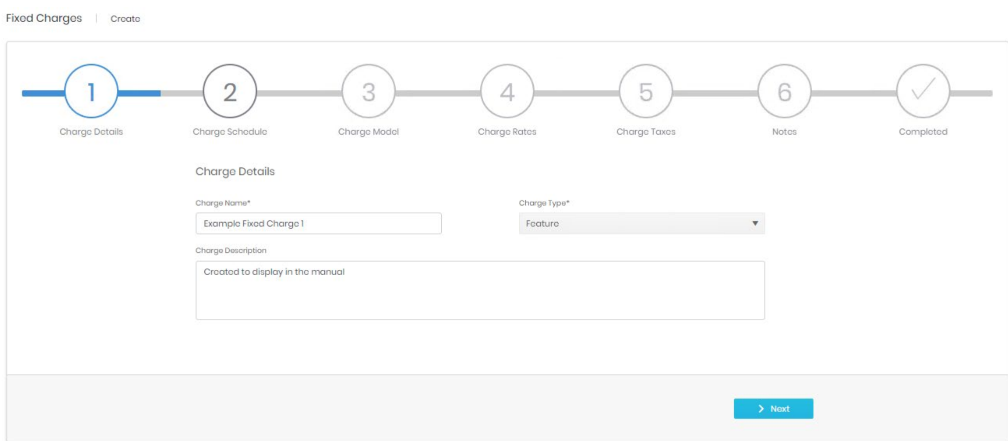


Create

Fixed charge creation is a process with 7 stages.

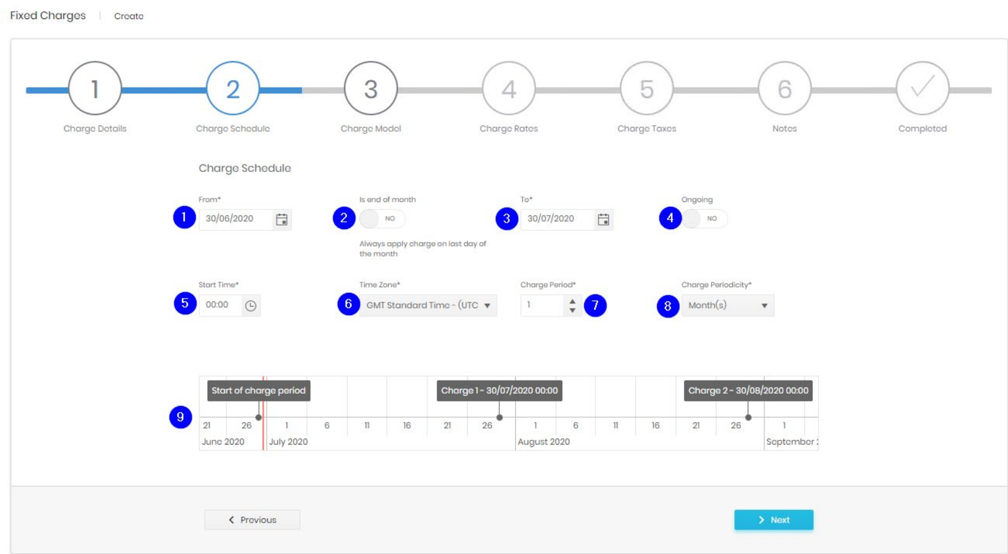
Charge details

The first stage is to name and describe the new charge



Charge Schedule

The second stage determines when the charges should start and end, and how frequently the charge should be applied through that period. There are a number of options on this page.



1. The From date for this charge. Prior to this date no charges will be applied to the object to which the charge is assigned.
2. Is end of month is a contextual control. If the date selected in (1) is not the last day of the month it will not appear. If enabled the charge will always apply on the last day of the calendar month (28th, 29th, 30th, or 31st as appropriate). If the charge periodicity is not months it will not appear.
3. The To date ends the fixed charge. Regardless of assignment, no further charges will apply to objects after this date.
4. If Ongoing is enabled the fixed charge has no To date and will continue until unassigned from objects.
5. Start Time governs the time of day that the charge is applied.
6. How many units of the charge periodicity (8) pass between charges.
7. Along with the charge period (7) determines how frequently charges are applied. Options are days, weeks, months and years.
8. This is a graphical representation of the next charge application dates as a check that the settings are working as expected.

Charge Model

The charge model governs how a charge is made if the object assigned the charge changes hands within the charge period. For example, a phone is swapped from one department to another halfway through the month.

There are four models available, using a monthly charge assigned to a phone as an example

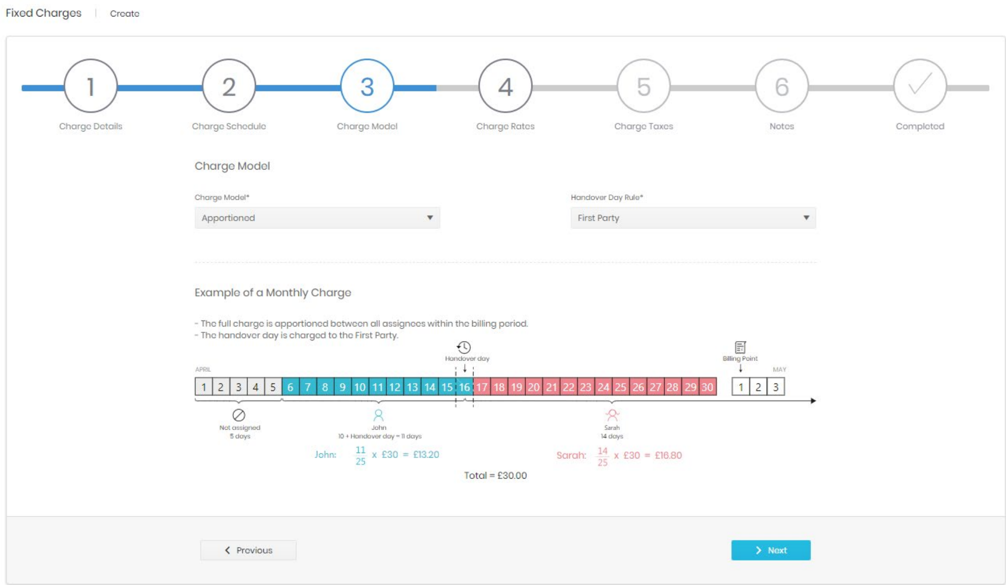
- Single – The full charge is levied to the owner at the time and date of the billing point.
- Apportioned – the full monthly charge is applied to owners based on the proportion of the charge period that they own the phone. This means that the full charge is applied even if the object is not owned by anyone for a part of the period.

- Pay-as-you-go – the monthly charge is calculated to a daily rate and applied for the days that each party owns the object. This means that the full charge will not be made is the phone is not owned for part of the month.
- Accumulative – The full monthly charge is applied to all owners of the phone.

For apportioned and pay-as-you-go there is often a day on which more than one party owns the phone. The Handover Day Rule determines how this is charged out.

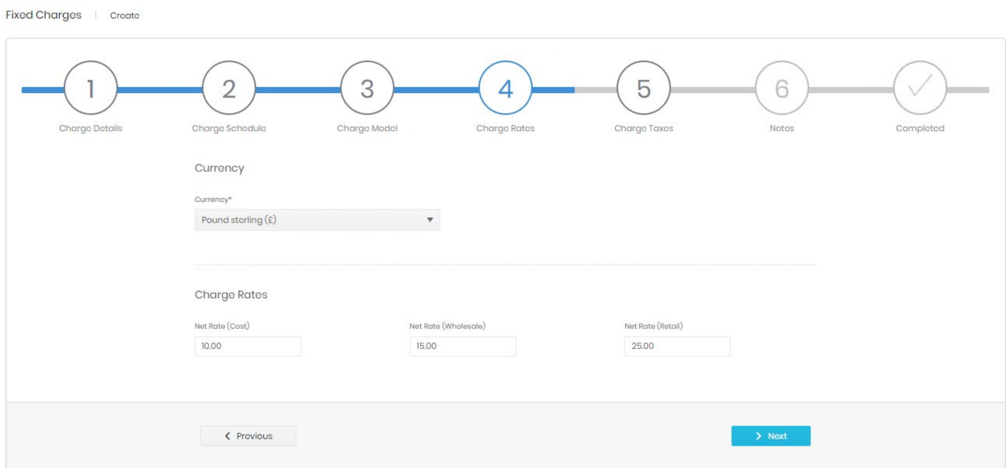
- First Party – The first owner has the full charge for the handover day
- Last Party – The last owner has the full charge for the handover day
- Equal Split – The handover day's charge is split between all owners.

The page has a graphical representation of exactly how an example charge would be split with the currently selected options.



Charge Rates

In the fourth tab you can set the currency and costs for the charge. Each fixed charge has three values, Net cost, Net wholesale, and Net retail. Which of these is displayed depends on the report.

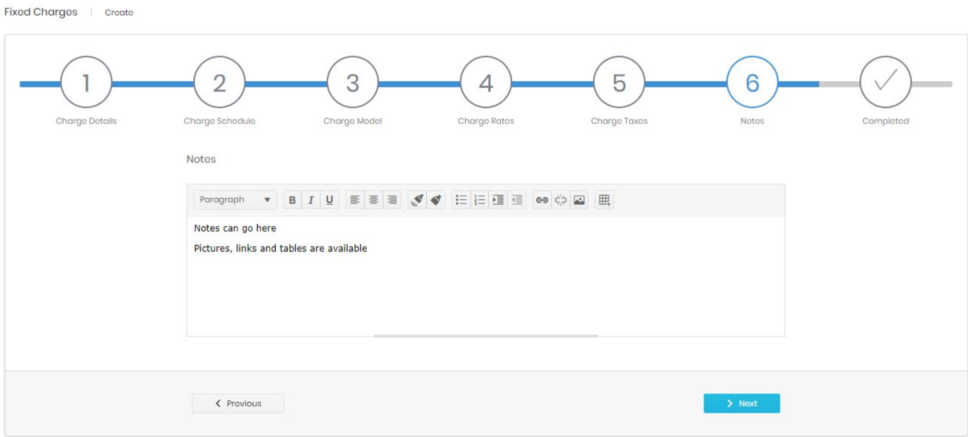


Charge Taxes

Up to two taxes can be selected to apply to a fixed charge. Taxes are defined in Charging \ Taxation.

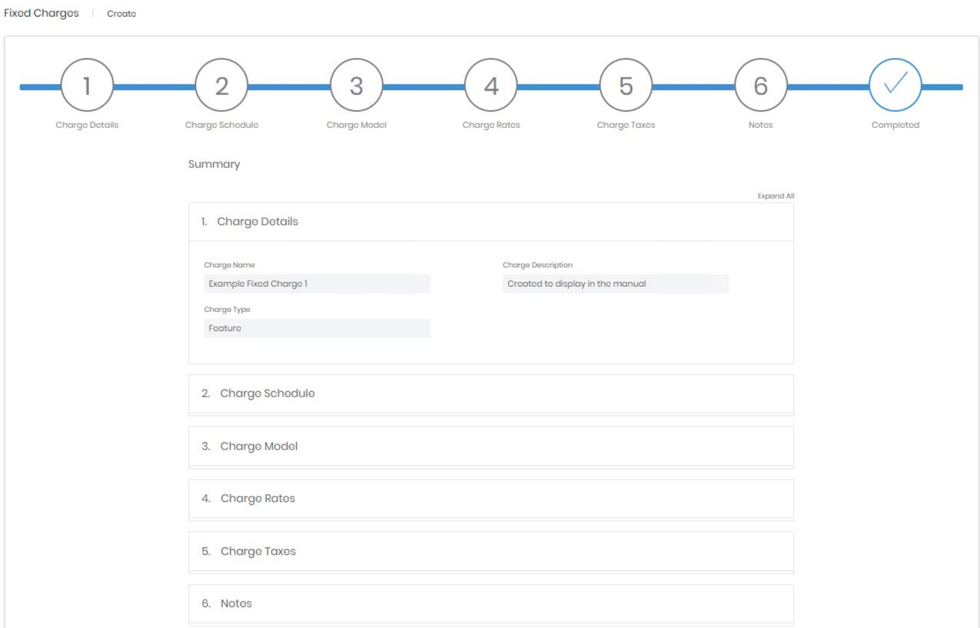
Notes

A field is available for detailed notes about the Charge.



Summary

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

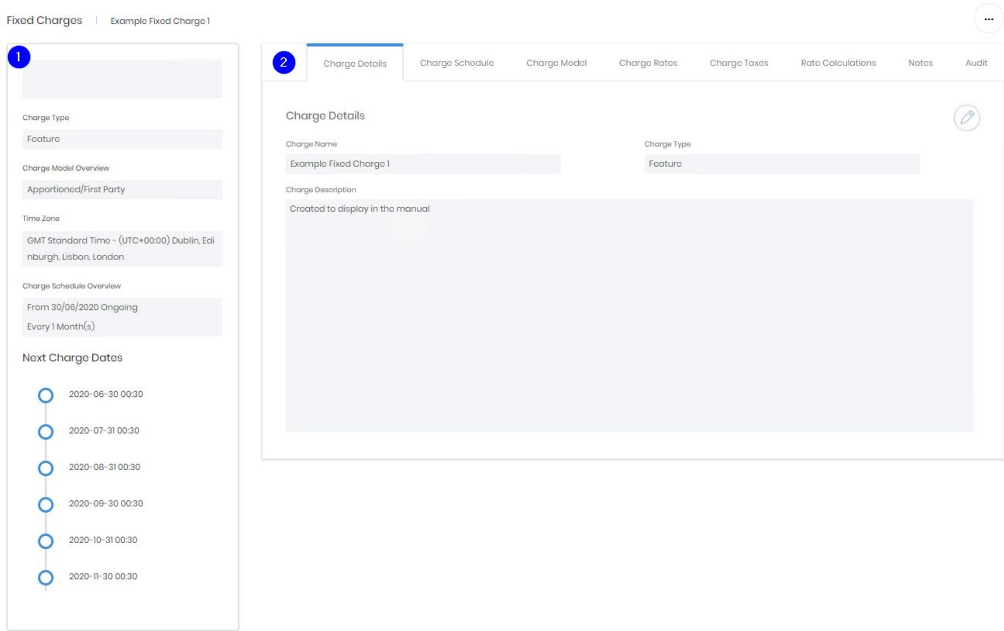


After the submit button is pressed the charge is created and the detail page for the new charge is opened.

Detail Page

The detail page has two main sections.

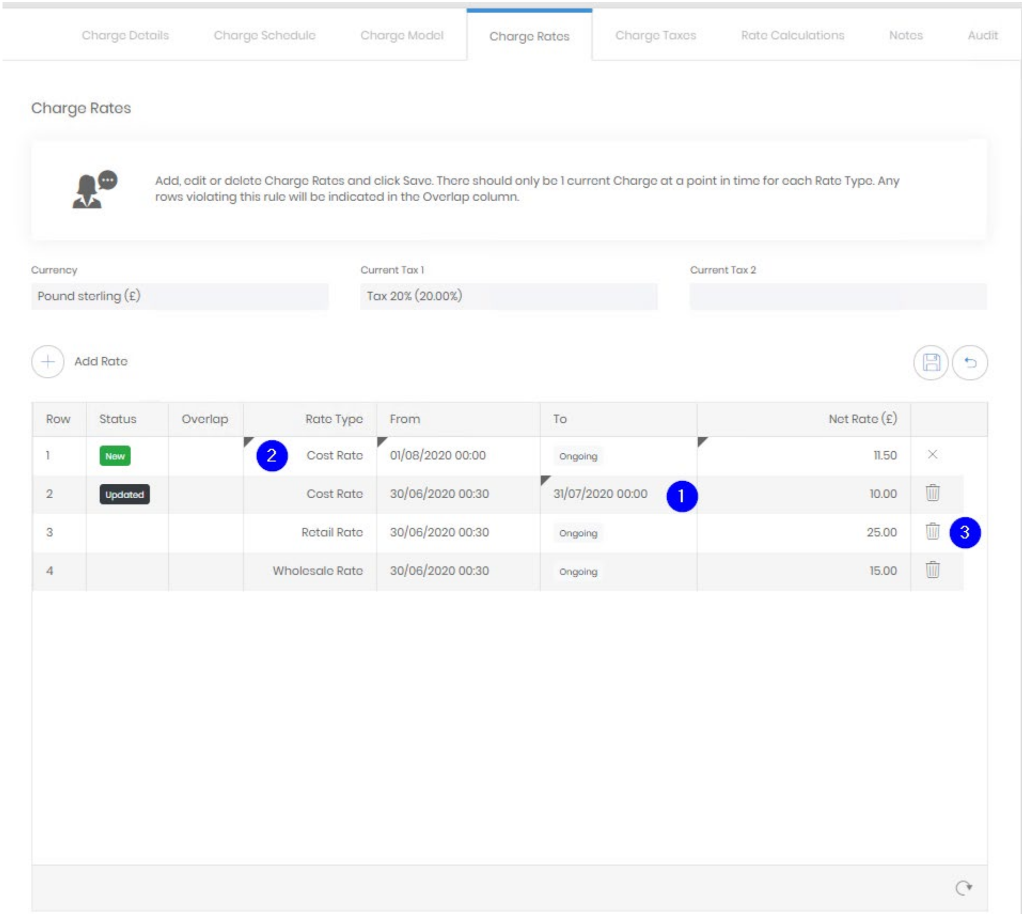
The first part (1) is a summary overview of the fixed charge, showing the charge model and schedule, along with the dates of the next few charges.



The second part is a set of tabs, most of which summarise the information gathered in the creation wizard and allow that to be edited. There are two tabs which differ from their creation wizard equivalents, and one new tab.

Charge Rates

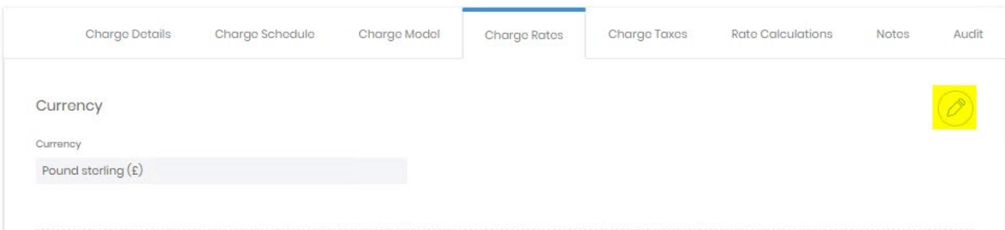
Once a fixed charge is created it may, over time, require the charges to be increased or decreased. The charge rates tab displays the rates, and a from and to date for each one. Initially the dates will match the ones entered in the charge schedule stage of creation, with one row per charge rate entered. However, these rows can be edited. You can simply adjust the net rate or, to maintain a record of the changes over time, you can set a to date on the current row and create a new one for the rate type. The dates involved must not overlap, but the changeover can be set in the future, allowing preparation for planned changes.



In this example the cost is due to increase on the 1st August 2020. The old Cost Rate row has had a ‘to’ date of the 31st July 2020 set (1) and a new Cost Rate row has been added (2) with the 1st August as its ‘from’ date.

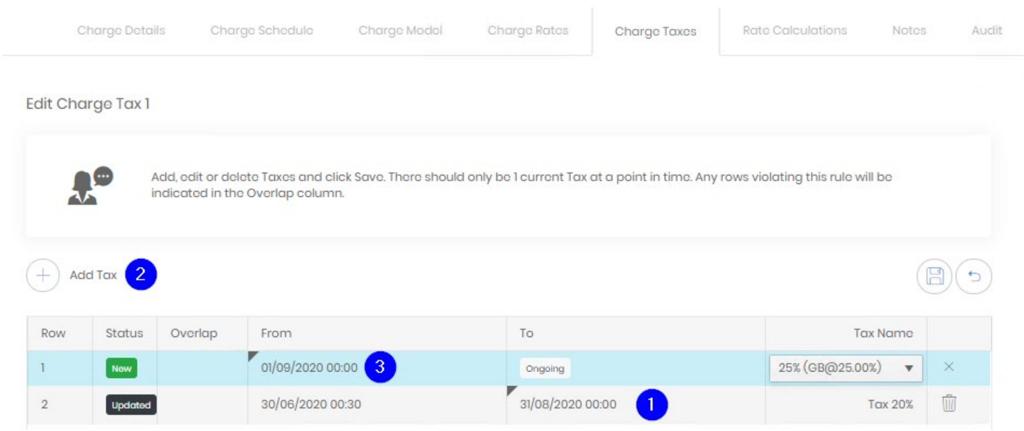
Also note that rows which are no longer required can be deleted here (3).

The fixed charge’s currency can also be edited from the Charge Rates tab.



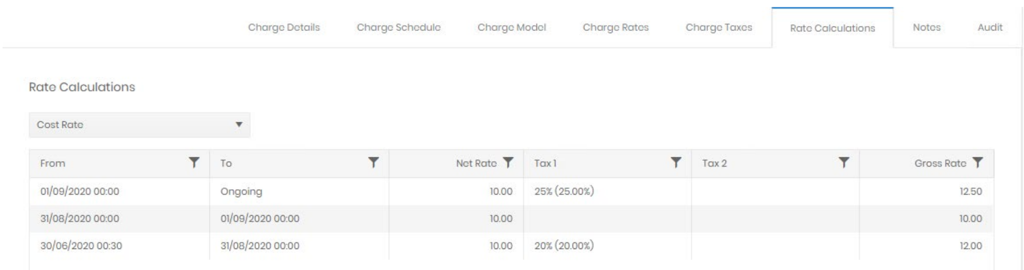
Charge Taxes

The taxes applied to the fixed charge (if any) can be edited here. In the same way as for charge rates either the existing tax selection can be changed, or the historical record can be preserved by adding a ‘from’ date to the existing row (1) and creating a new entry (2) with the new tax starting from the next date (3).



Rate Calculations

This tab’s grid shows all combinations of rates and taxes, based on the from and to dates defined for each. This means that the actual rate used at any point in time can be determined easily. For grid controls see Common Features.

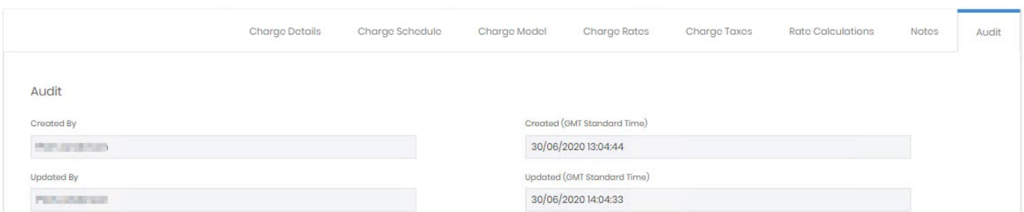


Notes

This tab allows viewing and editing of the any notes applied against the charge at creation or since.

Audit

The Audit tab displays creation and last updated information.



Recycle Bin

Fixed charges have a recycle bin. For usage details see Common Features.

Assignment

Once defined, Fixed charges are assigned to records within the record’s own configuration.

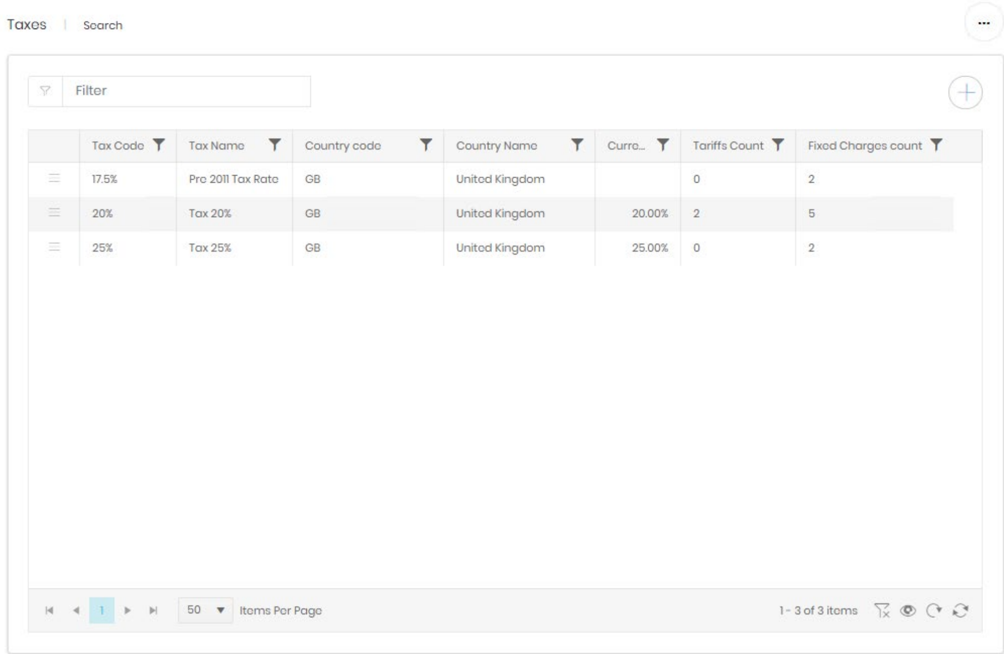
Taxation

Overview

The taxation module allows taxes to be set for each country. Once configured these tax records can be applied to tariffs or fixed charges.

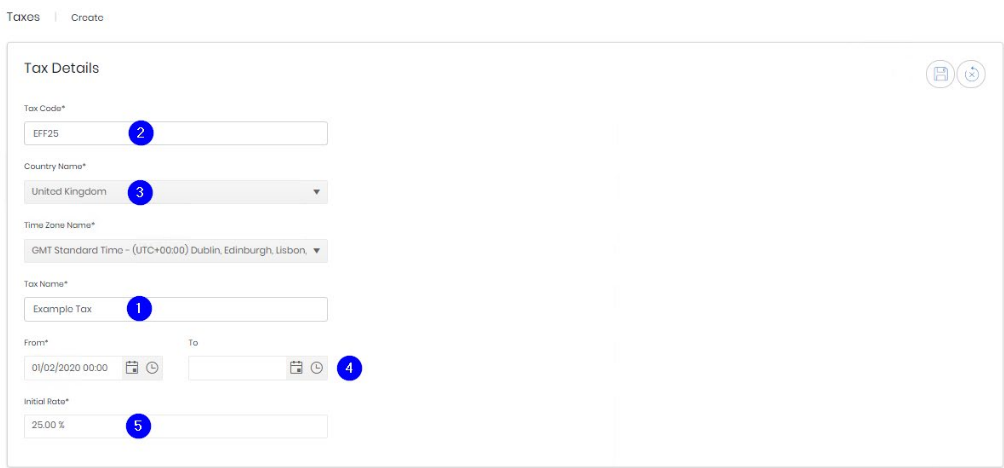
Search

The search page shows a list of all existing taxes configured in the system. From here they can be filtered and selected to view or edit the Detail page. For grid controls see common features.



Create

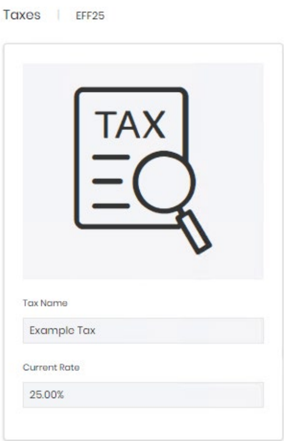
Tax records are simple enough that a multistep wizard is not required. Each tax has a name (1) and a code (2), which can be freely defined, a country (and time zone) in which it applies (3), and the dates from and to which it is active (4). If the to date is left blank the tax is ongoing. Finally, the tax rate (5) is defined.



Detail Page

The detail page for a tax shows three areas.

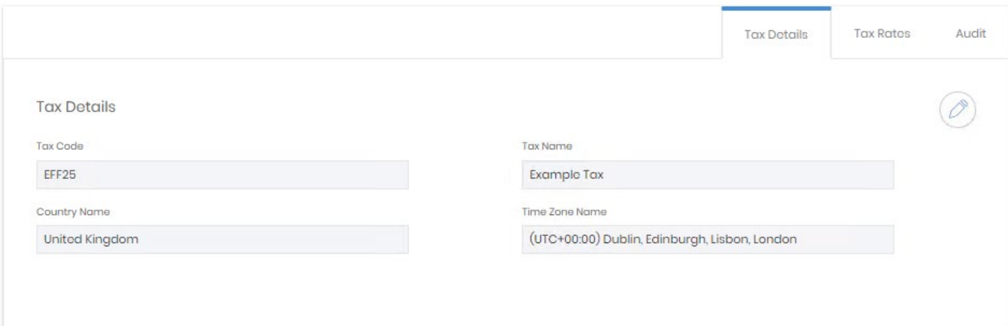
1. The first shows the tax's name and tax rate that is currently applied.



2. The second, Tax Details, shows country and historical rate details about the tariff, as well as an audit log of creation and modification.
3. The last section, Tax Usage, shows items which have the selected tax record applied to them.

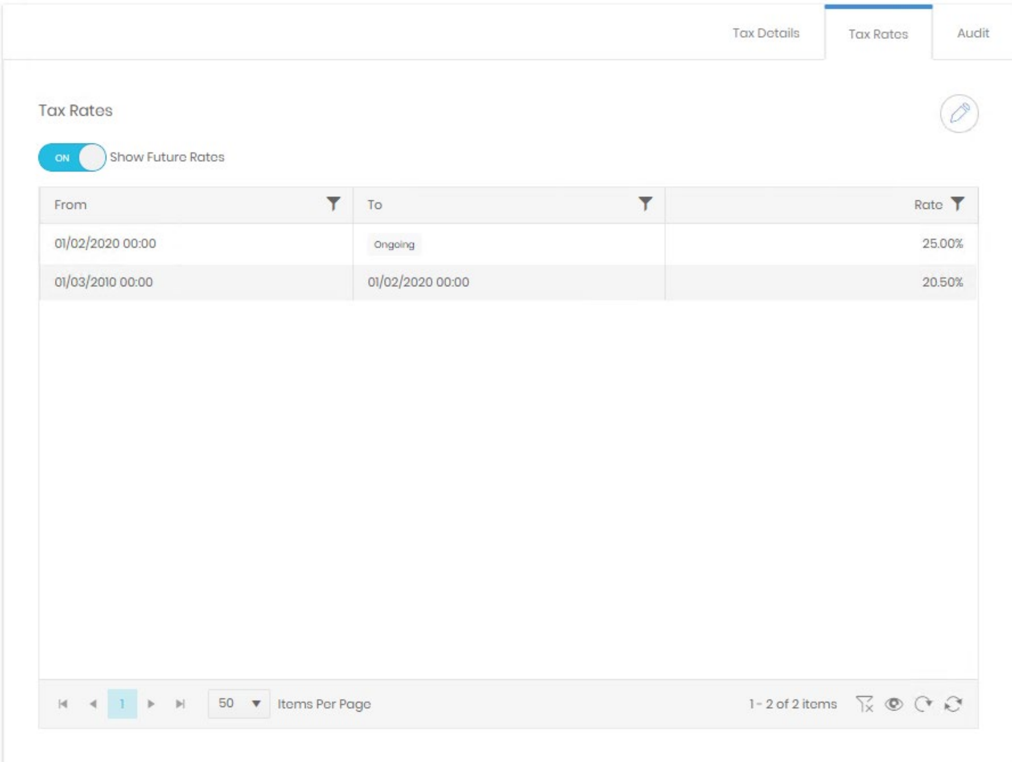
Tax details

There are three tabs in this section

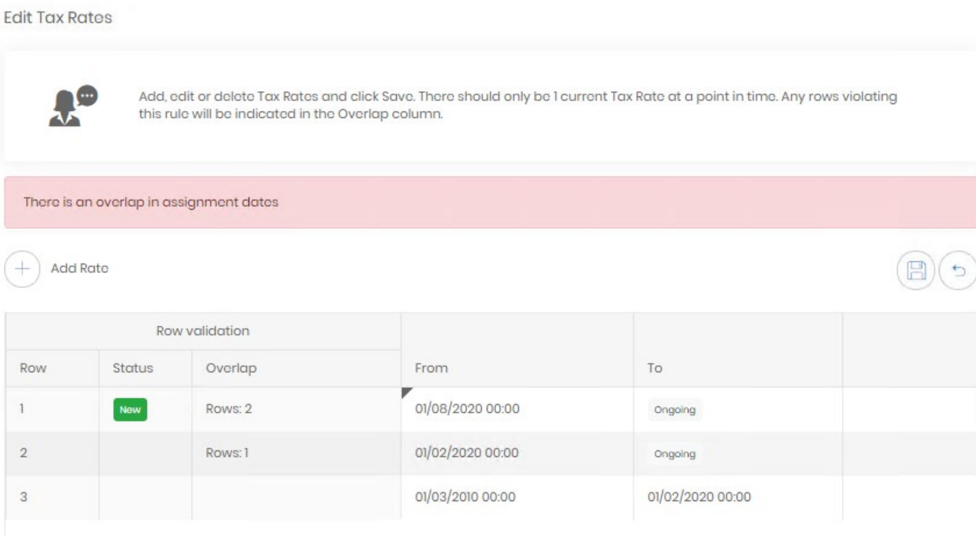


The first shows the remaining details set when the tax was created country, time zone. These can be edited if necessary.

The second displays the history of the tax rate, which dates the tax was active and at what rate.

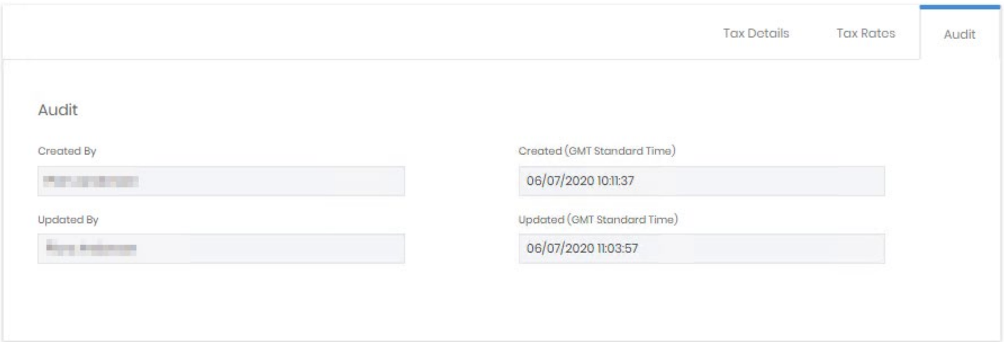


The edit function here allows the from and to dates of existing entries to be adjusted, and creation of new rows. The from date of these can be set in the future, allowing preparation for tax changes ahead of time. If this is done, then and end date must also be set for the current tax rate, otherwise it would result in two ongoing rates which is not allowed. Overlaps are highlighted.



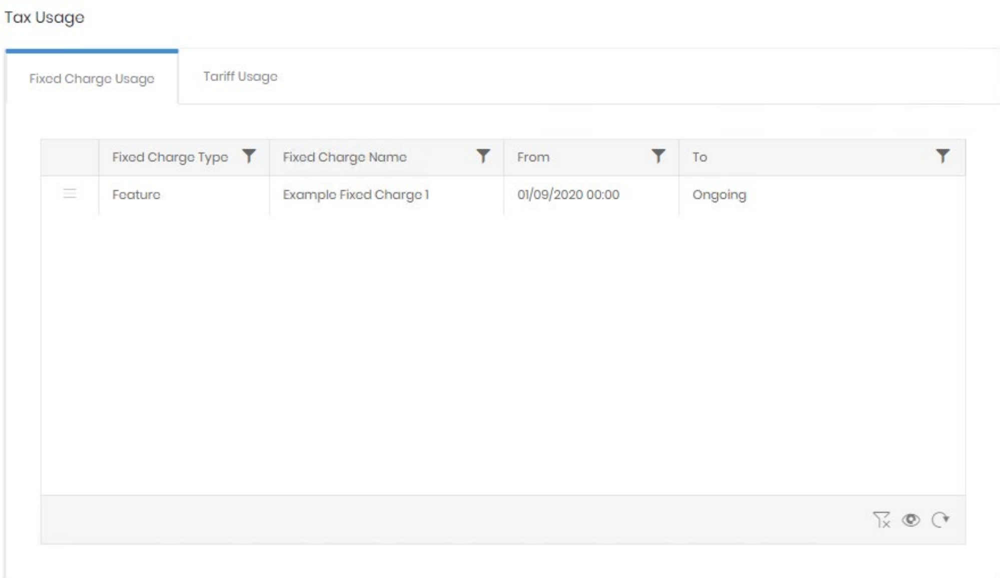
The ‘Show Future Rates’ slider determines whether these rates are shown in the grid or not.

The audit tab shows details of creation and modification of the tax record.



Tax Usage

The usage section shows a tab each for Fixed Charges and Tariffs. These tabs show a list of all the items that have been assigned, (for past, present or future use) the tax record.



Recycle Bin

Taxes have a recycle bin. For usage details see Common Features.

Telephony \ Routing

Overview

The routing module allows the user to modify dialled strings if necessary, and to assign specific tariffs to specific access codes. It also handles provisioned DNIS numbering, so that Prism can accurately show those calls.

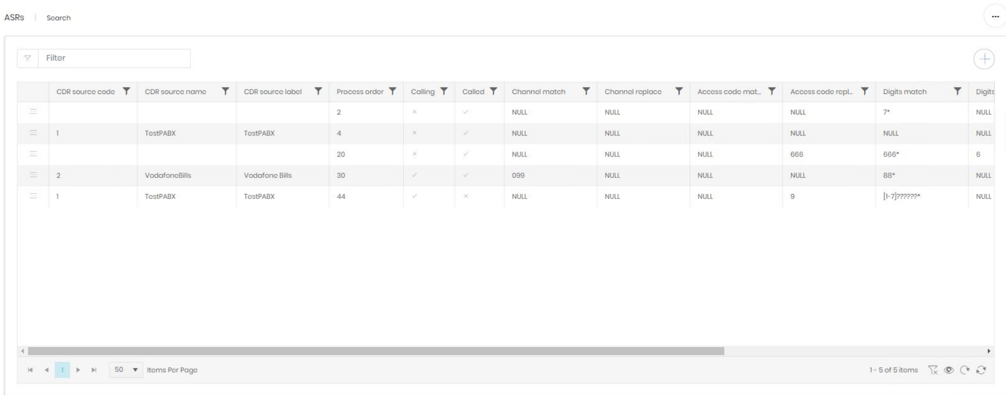
ASR Records

Access, Search and Replace (ASR) allows the user to configure the system to replace the access code, dialled digits and trunk number of a call when the existing values match some combination of trunk number, dialled digits and access code.

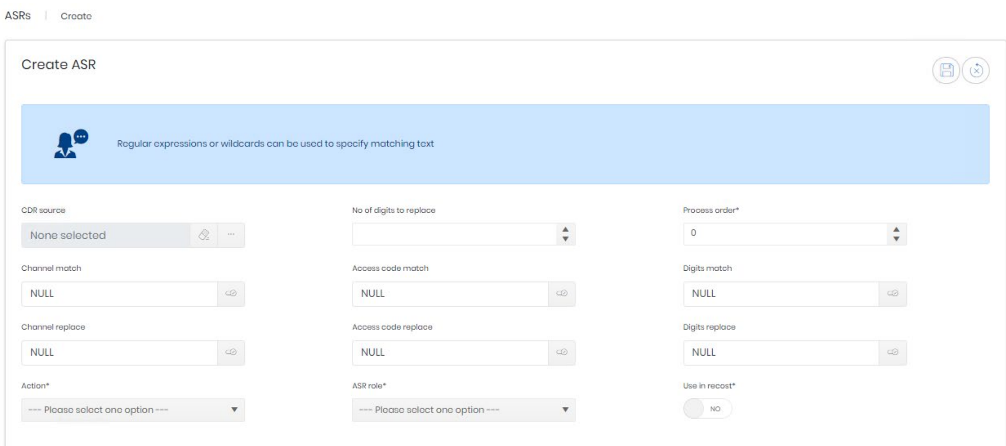
⚠ Warning: replacing fields with other values permanently changes the contents of the call record. Replacements made during initial collection cannot be repeated during a re-cost.

Search

The search grid displays all currently configured ASR records. For standard grid controls see common features.



Create



8. CDR Source: specifies the CDR source this record affects. If none is selected the ASR affects all CDR Sources.
9. Process Order: specifies the order in which the records in this table are applied. Lowest first.

10. ASR role: specifies whether to look at the incoming or outgoing part of the call from the drop-down list. ‘Calling and Called’ will check against both parties.
11. Channel Match: specifies the channel number. A partial match is allowed. A null matches anything.
12. Channel Replace: specifies what the channel number will be changed to when the rules are met. A null will not change the channel.
13. Access Code Match: specifies the access code. A partial match is allowed and a null matches anything.
14. Access Code Replace: specifies what characters will be placed in the access code field when the rules are met. A null will not change the access code.
15. Digits Match: specifies the dialled digits to match. A partial match is allowed and a null matches anything.
16. Digits Replace: Will add to the beginning of the existing dialled digits, after removing the digits specified in the ‘No. Of Digits To Replace’. A null will not replace digits.
17. No. Of Digits To Replace: specifies how many digits to remove from the dialled digits string before adding the Digits Replace field.
18. Action: specifies whether to continue the procedure after a match has been found.
    a. Stop - Once it matches the string it will not attempt to match another ASR.
    b. Continue - It will continue through the Process order to see if it matches another ASR and apply any subsequent changes.
    c. Start from the Beginning - It will complete its current set of rules then go back to the first ID and attempt to match again through the list (Please be careful when doing this on calls with 9 as if you have a call to 999 then it can remove all digits).
19. Used In Recost: specifies whether to use this when running Re-cost. If set to ‘No’ it will not be used. ‘Yes’ will force it to be used in the recost engine.

Wildcards & Regular Expressions

Several fields serve to match specific fields, or parts of fields, in the CDR data. To better match these Prism can use both wildcards and regular expressions. The simple wildcards are ‘*’ to match anything. This can represent any number of characters or none. A ‘?’ will match a single character, but it must exist. For example:

7 would be matched by “7*” but not by 7?

71 would be matched by both

711 would be matched only by 7* again.

Limited regular expressions are also available, and these can be used on combination, for example:

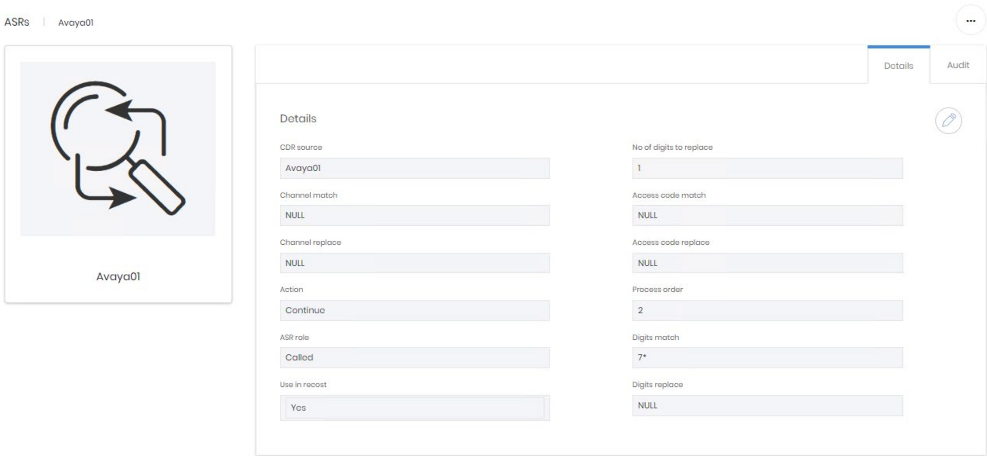
[1-2]???* would match any string of at least 4 characters which started with a 1 or a 2

Recycle Bin

The recycle bin functions in the same way as the search grid, with an additional control on the far right to restore the deleted record.

Detail Page

The detail page for an ASR shows all fields for the record on the Details tab, with creation and last update details on the Audit tab.

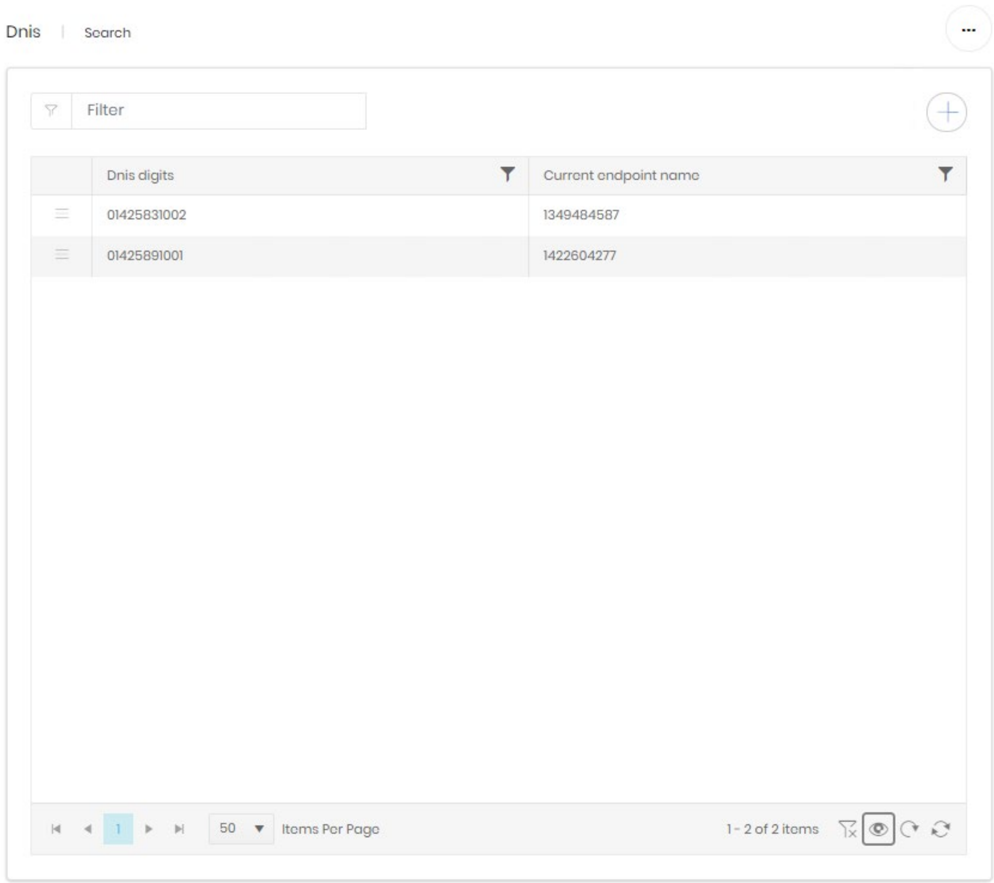


DNIS

For CDR Sources which output DNIS information in CDR Prism can match the endpoint associated with the DNIS number and present that in analytics and reporting.

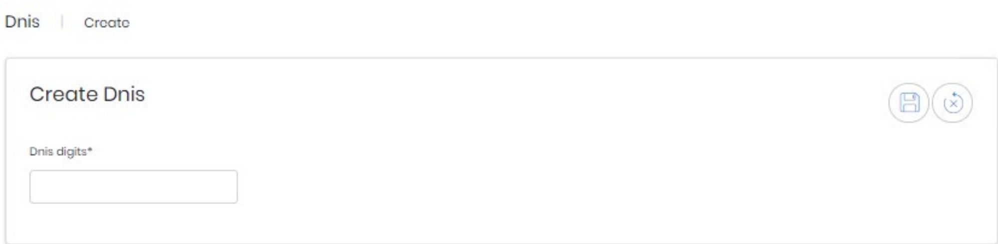
Search

The search grid shows all defined DNIS entries and their currently assigned endpoint. If a DNIS entry does not have an endpoint assigned it will show in the list with a blank Current endpoint name. For standard grid controls see common features.



Create

Creating a new DNIS entry is simply a case of entering the DNIS digits as they appear in CDR.

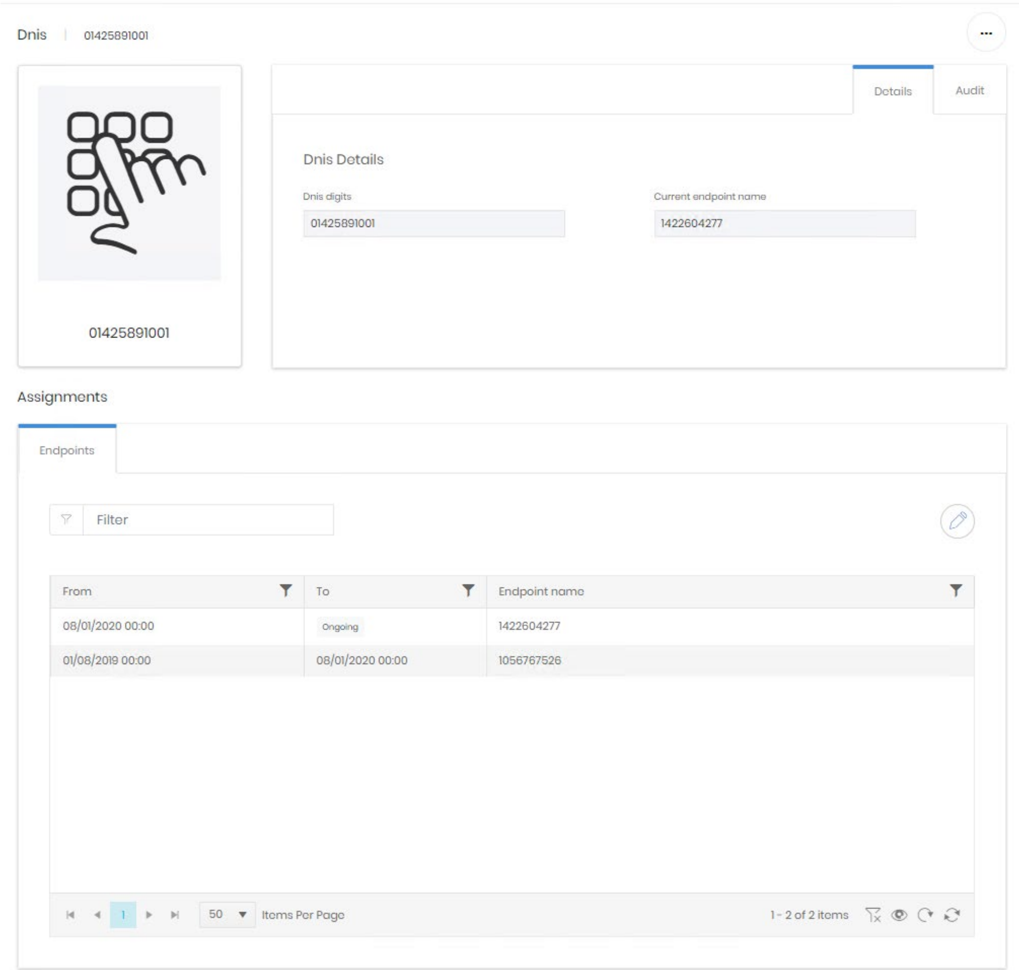


Recycle Bin

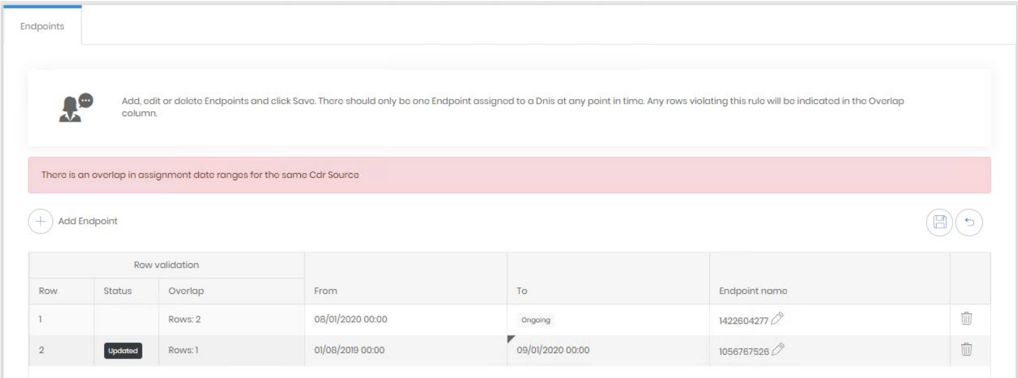
The recycle bin functions in the same way as the search grid, with an additional control on the far right to restore the deleted record.

Detail Page

The detail page displays the current and past endpoint assignments for the DNIS record.


Dnis | 01425891001
01425891001
Details
Audit
Dnis Details
Dnis digits
01425891001
Current endpoint name
1422604277
Assignments
Endpoints
Filter
From
To
Endpoint name
08/01/2020 00:00
Ongoing
1422604277
01/08/2019 00:00
08/01/2020 00:00
1056767526
50
Items Per Page
1 - 2 of 2 items

The endpoint assignments can be edited or added to, as long as a DNIS record is not assigned to more that one endpoint at any one time. If the dates are not aligned correctly Prism will highlight the problem rows for correction before allowing the edits to be saved.

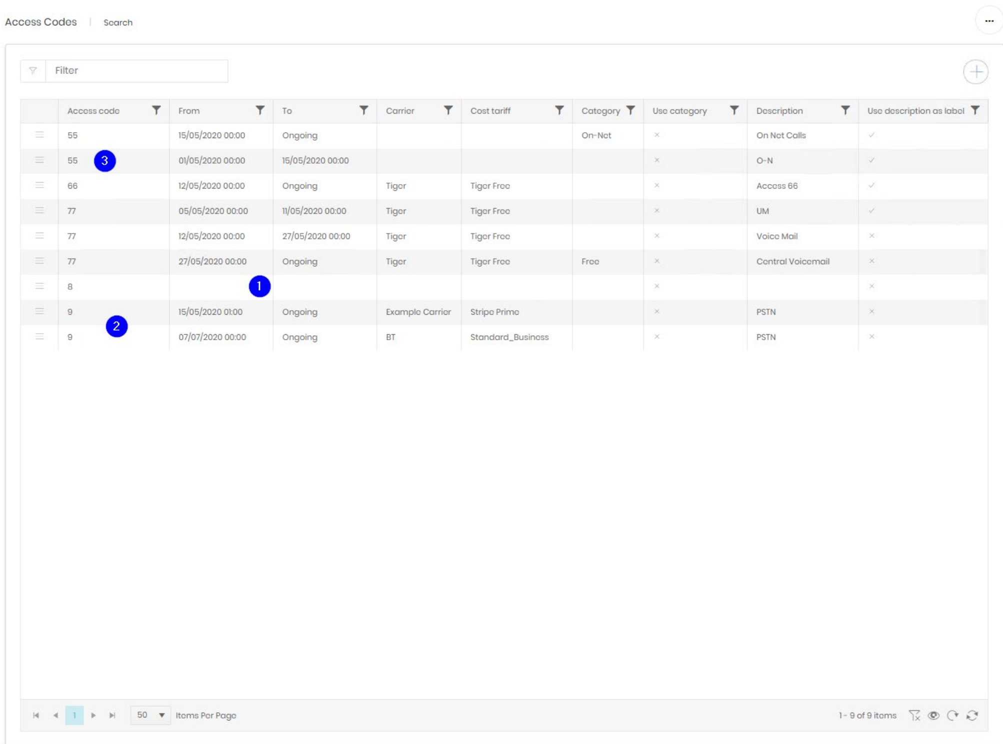


Access Codes

This section allows users to search, add, assign and delete access codes in the system. An access code allows a specific tariff to be assigned depending on the information presented either within the CDR record or following ASR manipulation.

Search

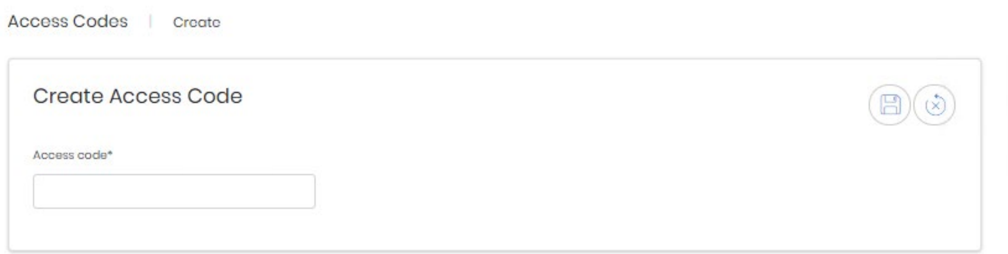
The search grid shows all access codes, assigned or otherwise, that have not been deleted. For standard grid controls see common features.



Access codes which are not yet assigned show a single entry with no from or to date (1). Individual access codes may appear in the search grid multiple times as they can be assigned to multiple CDR sources or clusters (2). Historical values also appear in the grid (3) when an access code has been retired, by reaching the set ‘to’ date. See the detail page for how access codes are assigned.

Create

Creating a new access code record requires only the code itself. Everything else is configured on the detail page by assignment.



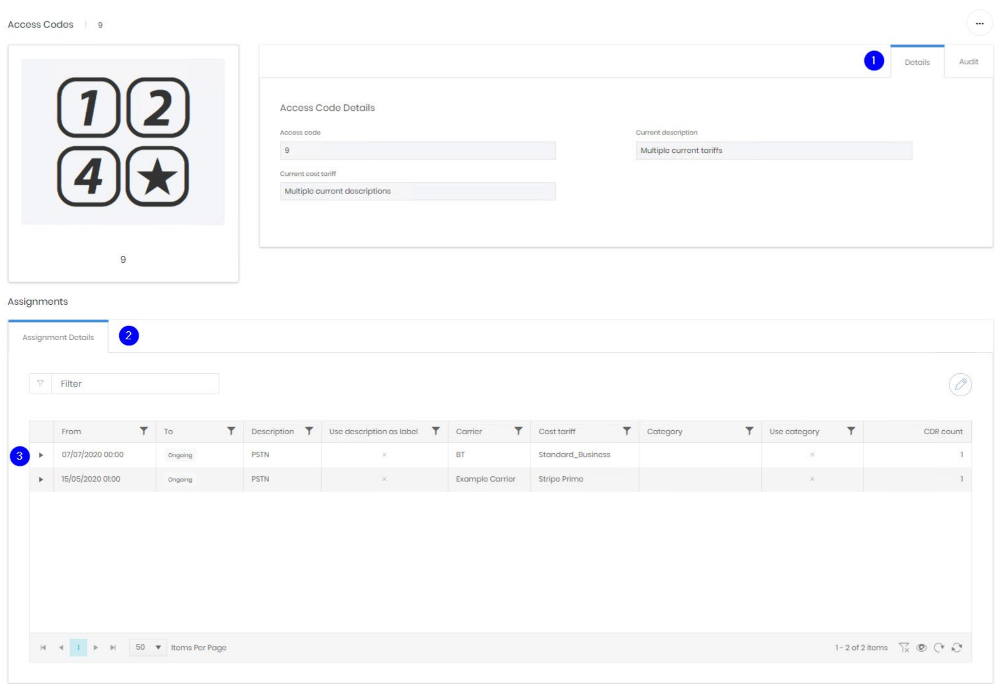
And access code must not already exist, either in the current grid, or the recycle bin. If the code required is in the recycle bin it can be restored, and any previous assignments closed out with 'to' dates or deleted.

Recycle Bin

The recycle bin functions in the same way as the search grid, with an additional control on the far right to restore the deleted record.

Detail and Assignment Page

The detail page is where access codes are assigned to CDR sources. Each assignment can be to one or more CDR sources and can set a new tariff. If needed the access code can set an override call category instead of, or as well as, the tariff.



Details

The top section of the screen (1) shows the access code itself and a description and tariff derived from the current assignments. This will reflect the description and tariff of a single assignment, but if multiple assignments are active it will display “Multiple current tariffs” (or descriptions).

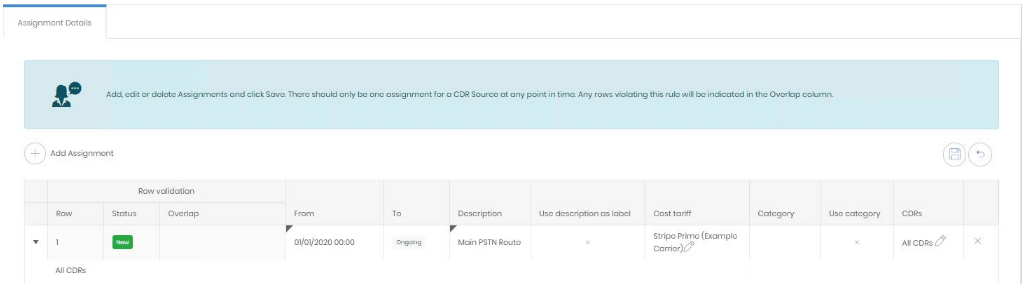
Audit

The audit tab shows the creation and last updated information for the access code.

Assignments

The remainder of the screen (2) is used for the assignments grid. For standard grid controls see common features. The arrow on the left of each row (3) expands the CDR Sources to display exactly which sources are assigned to this row. Multiple rows may be required. For example, a single access code may indicate a different tariff on each of several CDR Sources.

Editing Assignments



Entering edit mode allows current assignments to be adjusted, or new ones to be added. There are eight editable fields in the assignment.

From – the date at which this assignment became (or becomes) active. Prism's costing engine will start to use it for tariff or category selection.

To - the date at which this assignment became (or becomes) inactive. Prism's costing engine will cease to use it for tariff or category selection.

Description – A label for what the access code is achieving in this assignment. This can be made to replace the Dialling Code label from the tariff's numbering plan. A description is required.

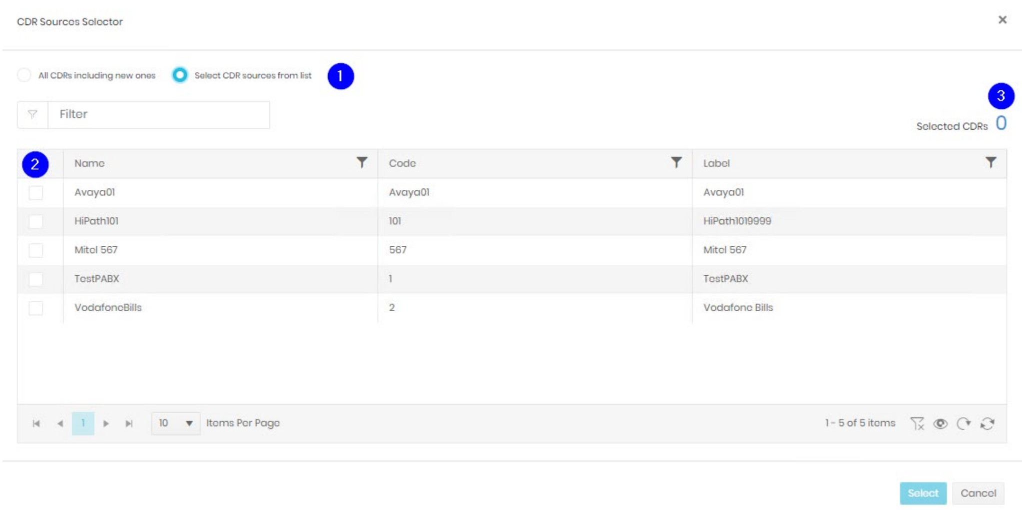
Use description as label – Overrides the description derived from the tariff's numbering plan for the dialled number with the access code description field. This will affect every call with the access code and should be used with care.

Cost tariff – Selection of a carrier and tariff here will cause Prism to cost the calls affected by this access code with the defined tariff.

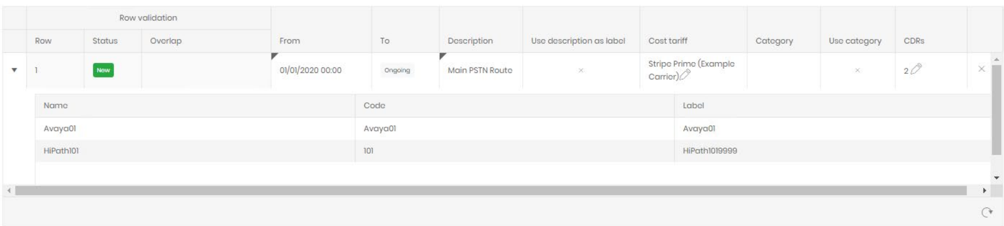
Category – Sets all affected calls to a fixed category (categories are defined in Charging\Tariffs).

Use category – Determines whether the category defined above is applied to calls, overriding the category defined by the tariff.

CDRs – Defaults to All CDRs. Editing this field opens a selection window to choose which CDR Sources this access code record is assigned to.



The CDR Source picker displays a list of CDR Sources if “Select CDR Sources from list” is chosen (1). Tick the box next to any sources that the access code should be assigned to (2). If multiple pages need to be viewed the selection count (3) gives quick reference to how many sources have already been marked. Returning to the assignment details will show the selections in the expansion of the row.

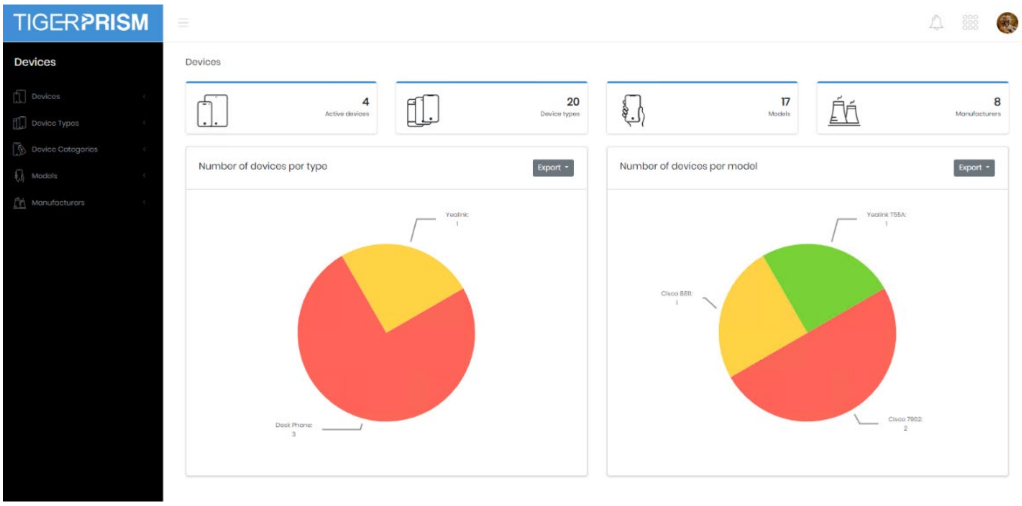


When all changes and additions have been made click save and the assignment is complete.

Telephony \ Devices

Overview

This section covers the definition of devices available on the Prism system. From the manufacturer and model, to the type of device, either hardware or software. The home page for devices shows summary information for the estate.

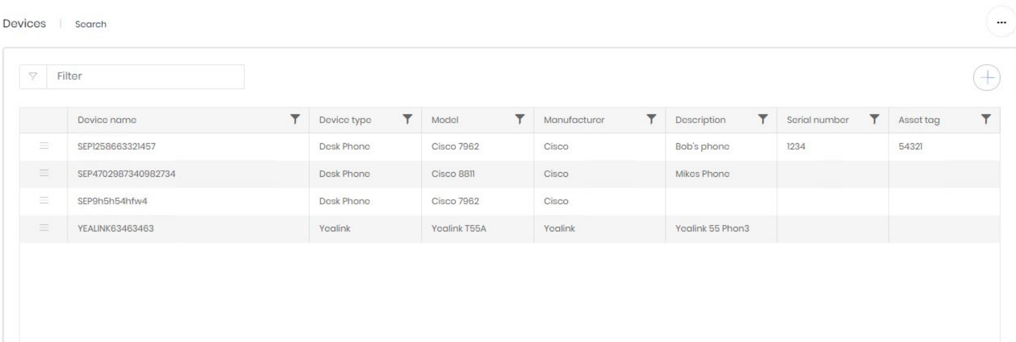


Devices

The basic item is an individual device. This may represent a desktop phone or a softphone client but is uniquely identifiable by the device name which is often included in call data[1]. Prism can hold a lot of information about each device, including type, manufacturer, model, and serial number. In addition, notes are available for each individual device.

Search

The search grid displays all devices currently configured in the system. For grid controls see Common Features.



Create

Device creation is a three step wizard.

Details

The first step requires the device name. If your CDR Source provides device identifiers, then this must match them exactly.

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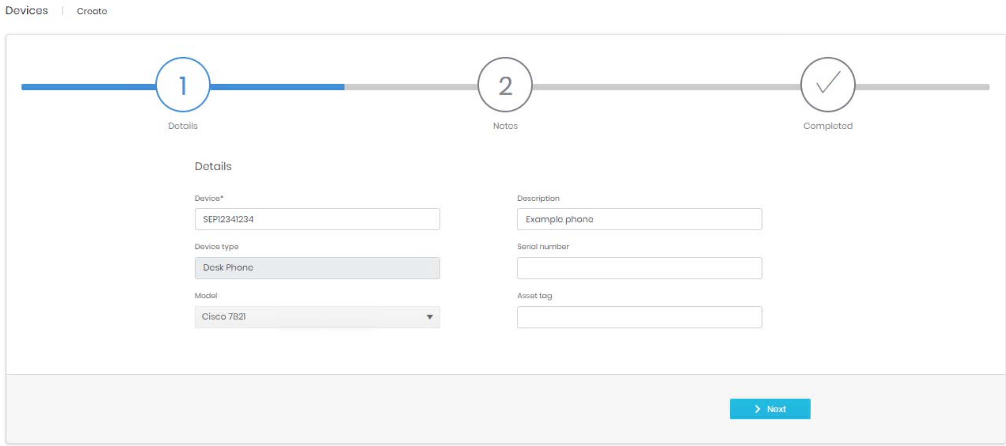
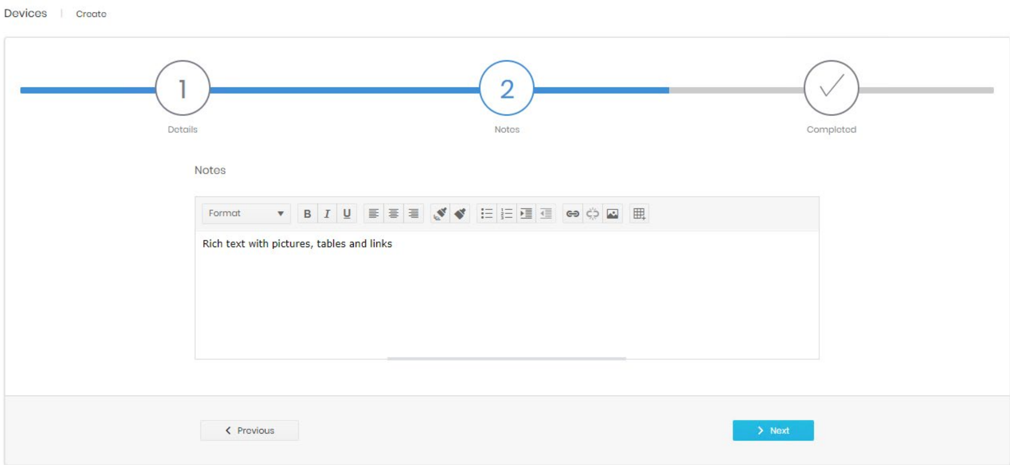
1 CDR Source dependant



The device type is determined by Comparing the format of the device name against the defined types in Prism, see Device Types for more information. The model selection is from those defined in the Models section. Description, Serial number and Asset tag fields are free to fill in as required.

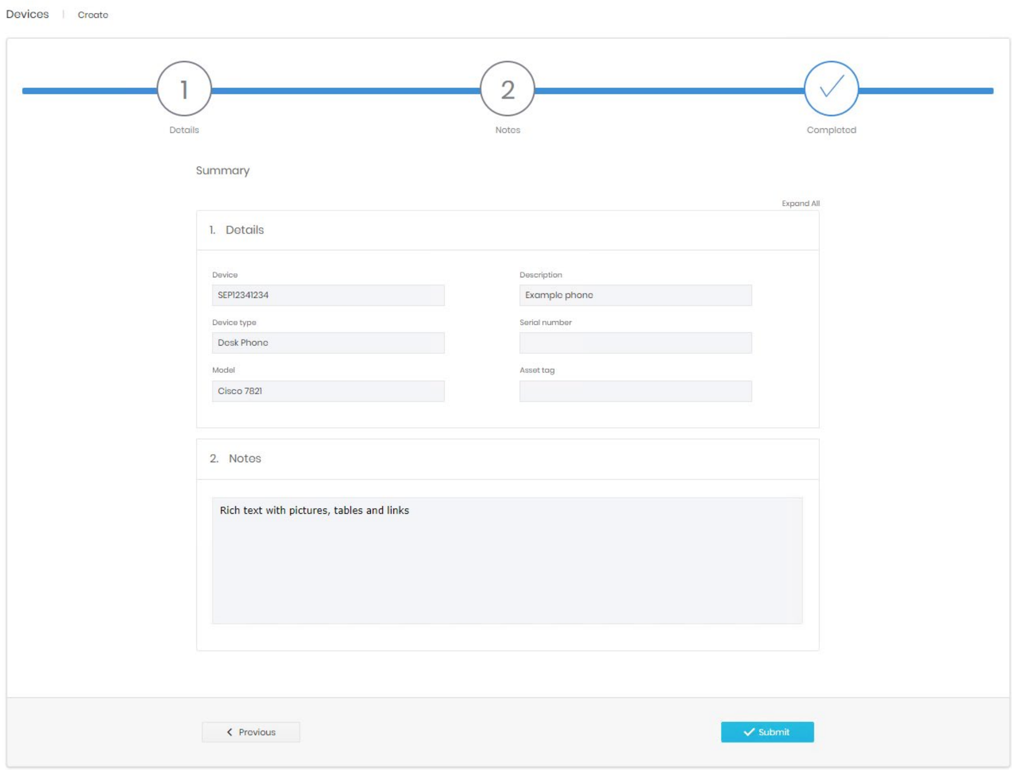
Notes

The second step allows notes for the device to be entered.



Completed

The final stage shows a summary of the information entered for confirmation before it is created.



Recycle Bin

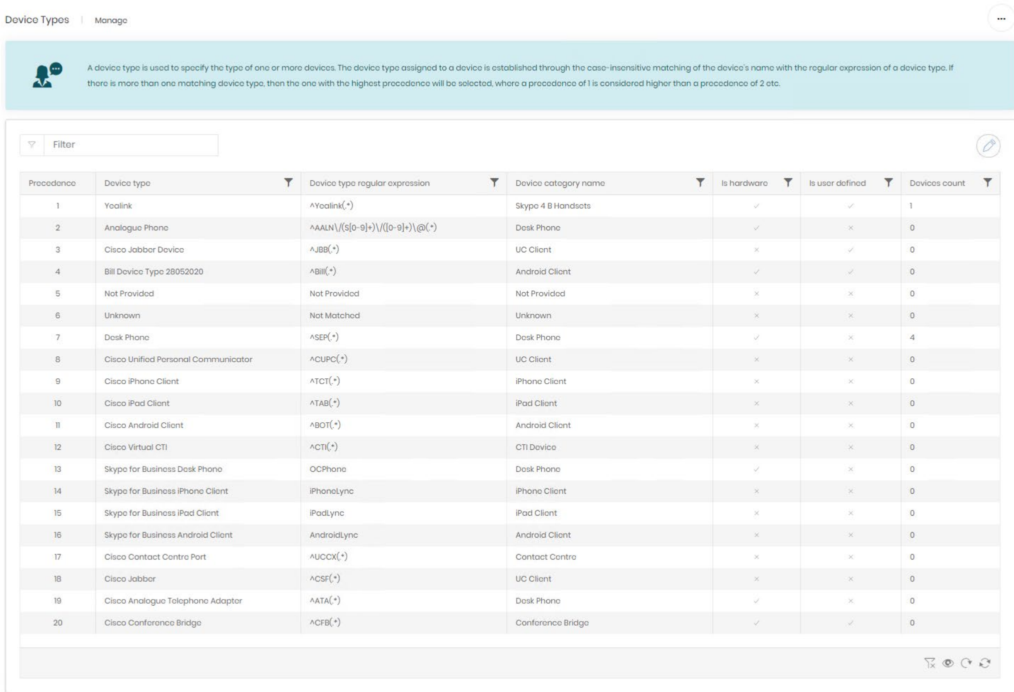
The recycle bin looks and functions like the search grid, with an extra control on the far right to restore the record.

Device Types

A device type is used to specify the type of one or more devices. The device type assigned to a device is established through the case-insensitive matching of the device's name with the regular expression of a device type. There are a number of non-editable predefined device types, representing common telephony hardware and software clients.

Manage

The manage grid shows all defined device types. For grid controls see common features.



Device Types | Manage

A device type is used to specify the type of one or more devices. The device type assigned to a device is established through the case-insensitive matching of the device's name with the regular expression of a device type. If there is more than one matching device type, then the one with the highest precedence will be selected, where a precedence of 1 is considered higher than a precedence of 2 etc.

Filter

Precedence	Device type	Device type regular expression	Device category name	Is hardware	Is user defined	Devices count
1	Yealink	^Yealink(.*)	Skype 4 B Handsets	✓	✓	1
2	Analogue Phone	^AALN\/(S[0-9]+)\/([0-9]+)\@(.*)	Desk Phone	✓	×	0
3	Cisco Jabber Device	^JBB(.*)	UC Client	×	✓	0
4	Bill Device Type 28052020	^Bill(.*)	Android Client	✓	✓	0
5	Not Provided	Not Provided	Not Provided	×	×	0
6	Unknown	Not Matched	Unknown	×	×	0
7	Desk Phone	^SEP(.*)	Desk Phone	✓	×	4
8	Cisco Unified Personal Communicator	^CUPC(.*)	UC Client	×	×	0
9	Cisco iPhone Client	^TCT(.*)	iPhone Client	×	×	0
10	Cisco iPad Client	^TAB(.*)	iPad Client	×	×	0
11	Cisco Android Client	^BOT(.*)	Android Client	×	×	0
12	Cisco Virtual CTI	^CTI(.*)	CTI Device	×	×	0
13	Skype for Business Desk Phone	OCPhone	Desk Phone	✓	×	0
14	Skype for Business iPhone Client	iPhoneLync	iPhone Client	×	×	0
15	Skype for Business iPad Client	iPadLync	iPad Client	×	×	0
16	Skype for Business Android Client	AndroidLync	Android Client	×	×	0
17	Cisco Contact Centre Port	^UCCX(.*)	Contact Centre	×	×	0
18	Cisco Jabber	^CSF(.*)	UC Client	×	×	0
19	Cisco Analogue Telephone Adaptor	^ATA(.*)	Desk Phone	✓	×	0
20	Cisco Conference Bridge	^CFB(.*)	Conference Bridge	✓	✓	0

Editing the grid sets all user defined rows into line edit mode, allowing multiple changes at one time. It also provides a Create Device Type button.

A new device type has several important fields

Precedence – This is the order that the records are searched in. Once a match to the device type regular expression is found the search will stop and it is possible to have more or less specific search parameters which should have different end results.

Device Type – the name of the record. This will show on Device records which match the regular expression.

Device type regular expression – This is a standard regular expression to match the device name string to determine the correct type. Regular expressions can be complex or simple, but the basic options used here are ^ for begins with and (.*) for may have any number of additional characters. E.g. ^EXM(.*) represents a string which must starts with EXM (or exm) and may contain any number of characters (of any type) after that.

Device category name – Selected from those configured in Device Categories.

Is hardware – defines whether these are hardware or software clients

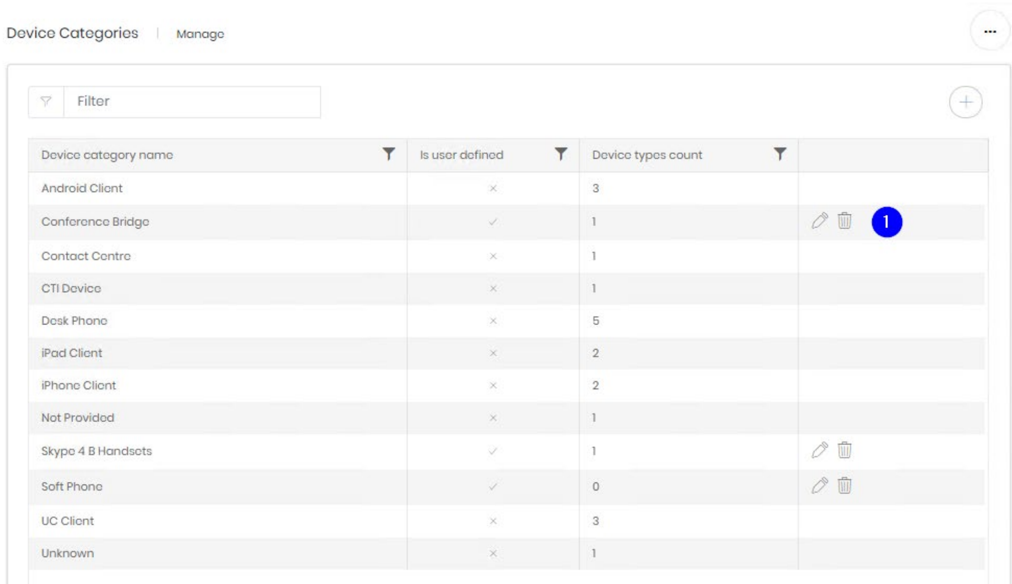
Also note that a new device type is given precedence value 1 by default (the top of the table). Please ensure that this will not clash with another, more specific expression.
There is no recycle bin for device types, if they are deleted from here the record will need to be recreated.

Device Categories

Device categories are collections of similar device types. For example, there are iPhone apps for Lync and Skype for Business whose device types both belong to the 'iPhone Client' device category. As with device types there are several predefined categories.

Manage

The manage grid shows all currently defined device categories. For standard grid controls see common features.



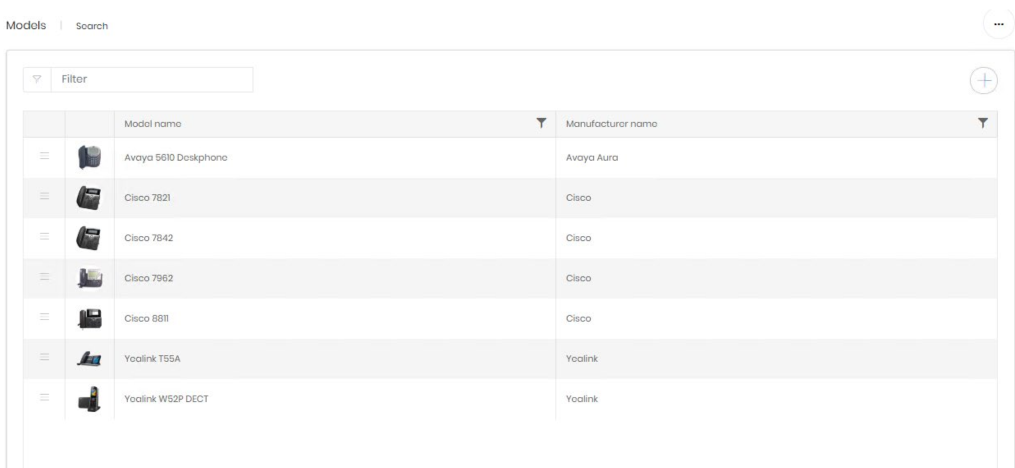
There are additional controls (1) on all user defined records to edit the name or delete the record. Records may only be deleted if no device types are currently using them.

Models

Hardware devices can have a model defined to show what they are. The models available are defined in this section.

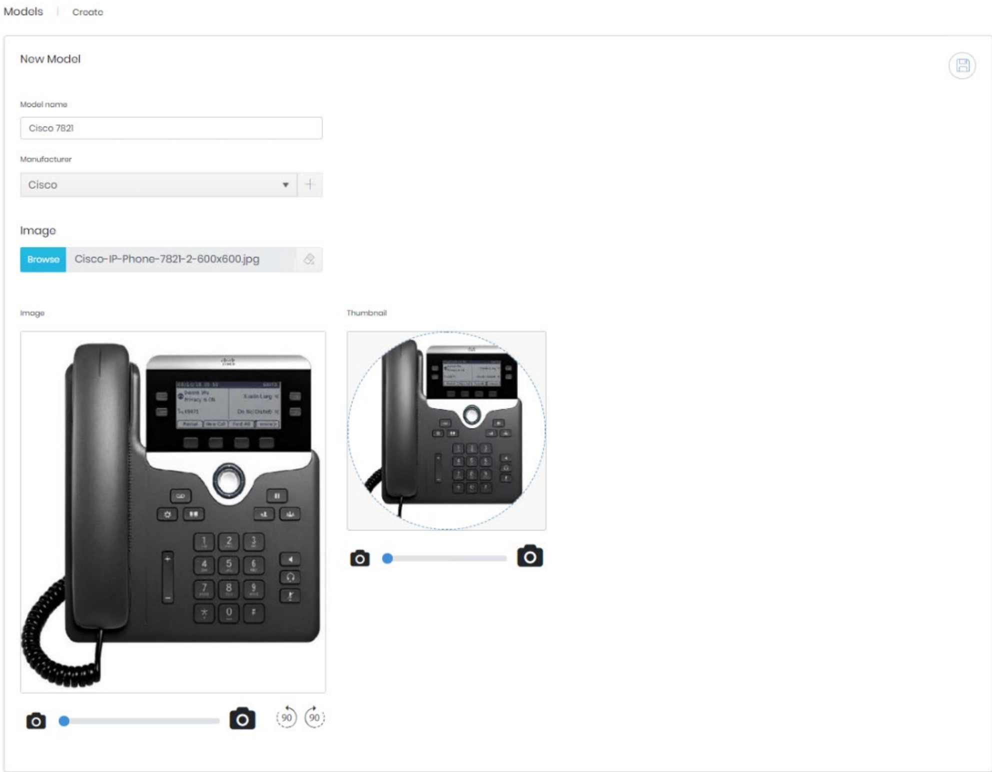
Search

The search grid shows all models currently defined in Prism. For grid controls see common features.

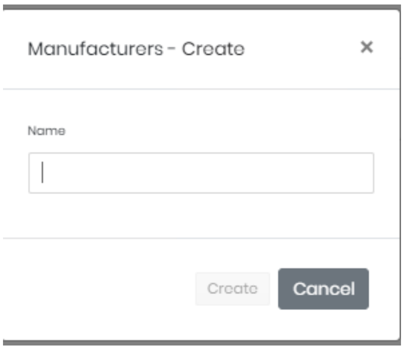


Create

Creating a new model is simple. Just enter a name for the model and select a manufacturer. Optionally a picture can be added for easy identification.



If the model's manufacturer is not in the list, then it can be created by clicking the '+' button next to the drop-down menu. This opens a dialogue to enter the new manufacturer name.

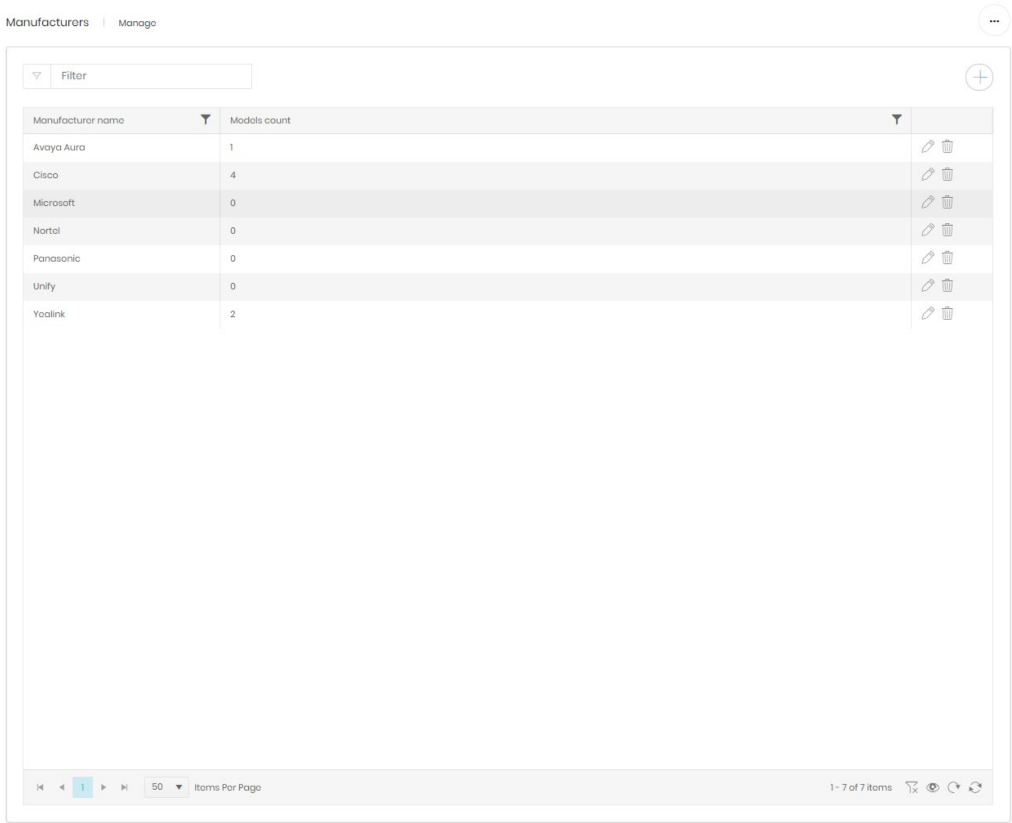


Manufacturers

Prism maintains a list of the manufacturers of the models defined as used on the system.

Manage

The manage grid displays all currently configured manufacturers and the number of models using each entry. For standard grid controls see common features.



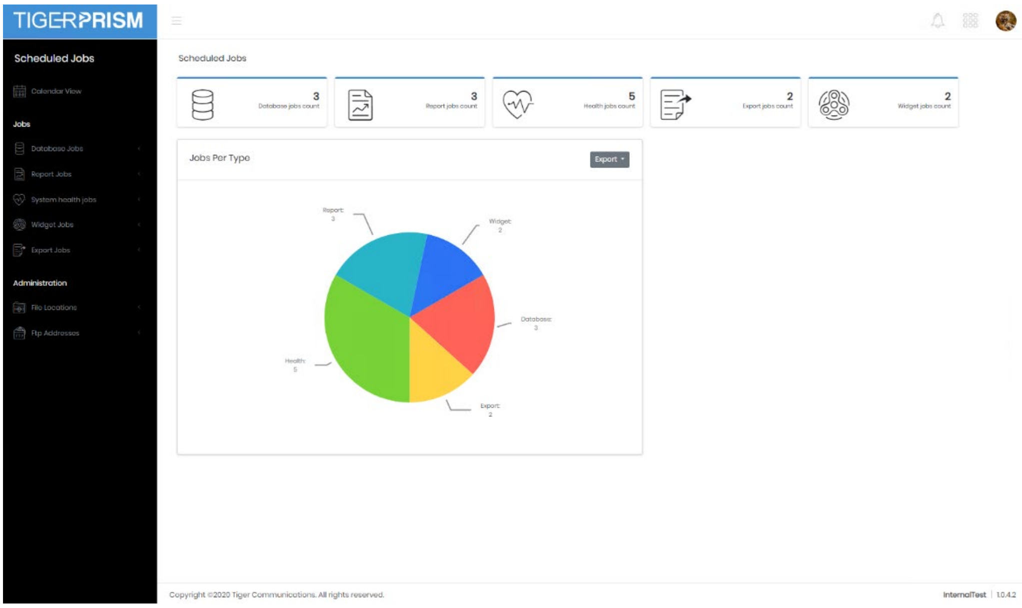
To the right of each row are controls to edit the name of a manufacturer or delete the record. Records can only be deleted if they are not in use on any model records. Adding a new record inserts a new row and requires a name only.

Scheduled Jobs

Overview

Prism’s scheduler can automate many tasks. From ensuring that the latest report information is generated and sent overnight to maintaining database indexing or checking if CDR Sources are still sending data the schedule service can handle most jobs.

The Scheduled Jobs landing page shows a breakdown of the various jobs that have been configured to run.

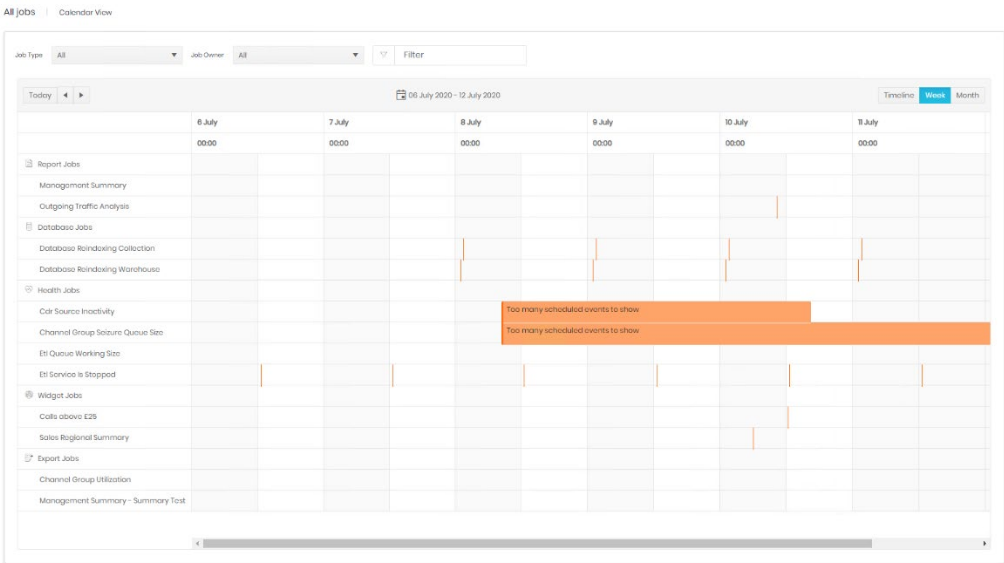


From this you can see that there are five basic types of scheduled job:

- Report/Export – Any of Prism’s reports or exports can be set to run.
- Widget – Analytics widgets can be set up to run on a scheduled basis, providing an alternative to reports or a regularly updated flat file for import or analysis elsewhere.
- System Health – System Health jobs are specialised tasks relating to CDR receipt or processing. These can flag up potential problems quickly.
- Database – Another specialised set of tasks, these relate to the SQL database and do not always need to be configured.

Calendar View

The first option on the menu is calendar view. This will show a timeline of all scheduled jobs that are due to run in the future.



Jobs can be filtered down by type and owner at the top of the page. There is also a text filter which is based at the jobs' names.

The bar below that shows the current date (or date range) displayed, and has controls to move forwards or backwards, as well as switch to a different time scale. The calendar can be adjusted to show an ongoing timeline or a week or month at a time.

Each job is represented in its own row, and each run is shown by a marker at the time of execution. The marker will expand to represent an estimation of the run time as Prism learns from previous runs. If a job is running too frequently to be displayed easily the row will display a message instead.

Clicking the name of a report will open the job's configuration page.

Jobs by Type

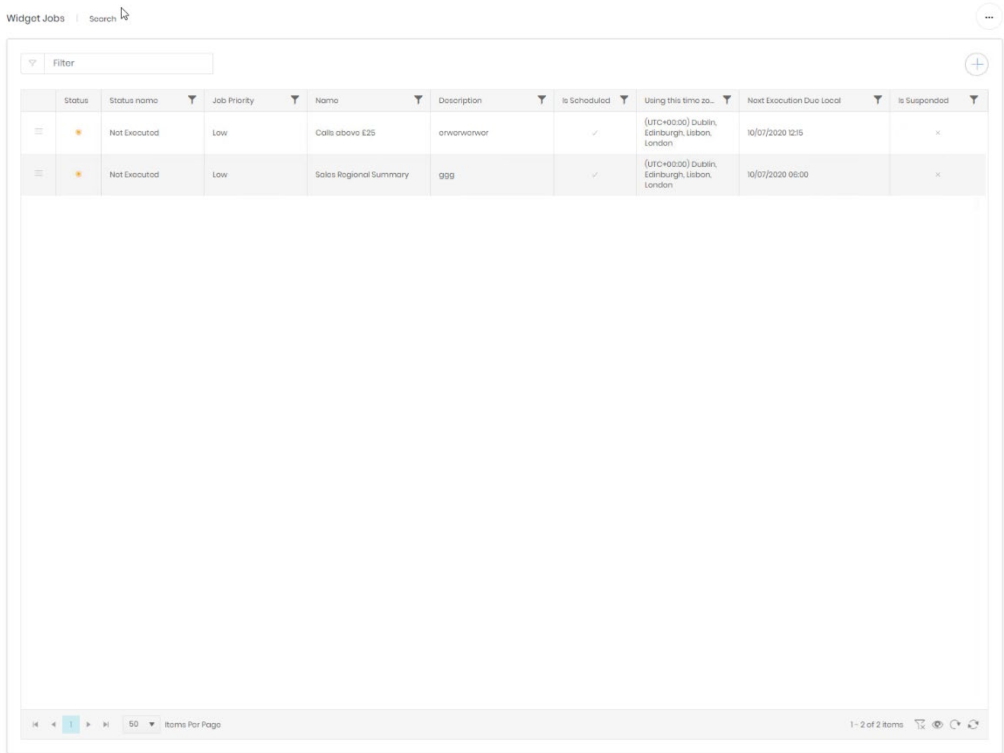
No matter which type of job you are configuring much of the configuration is common.

Calendar View

The calendar views for each type work in the same way as the main section calendar. The filtering options are reduced to just the job name, and only one type of job is displayed.

Search

The search page for each job type displays all active and suspended reports in a grid. For standard grid controls see common features.



Create

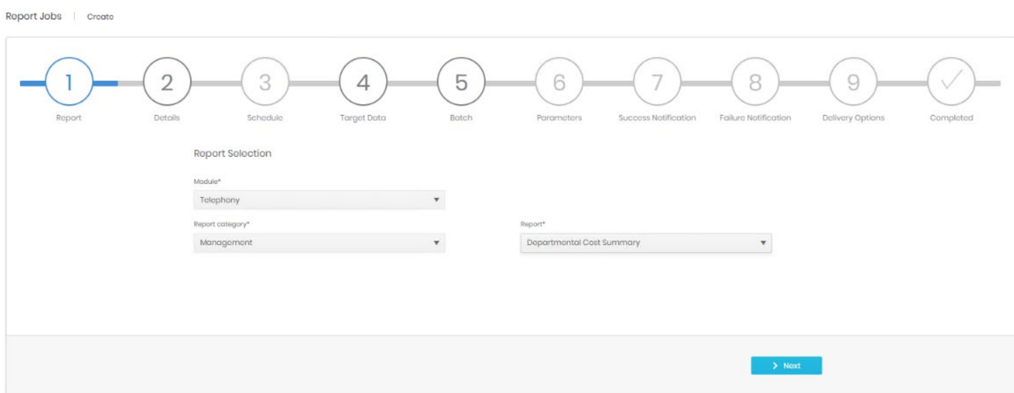
Each job type has a wizard for creation, and each is slightly different.

Report Jobs

Report jobs have a lot of configuration, and the wizard runs to 10 steps.

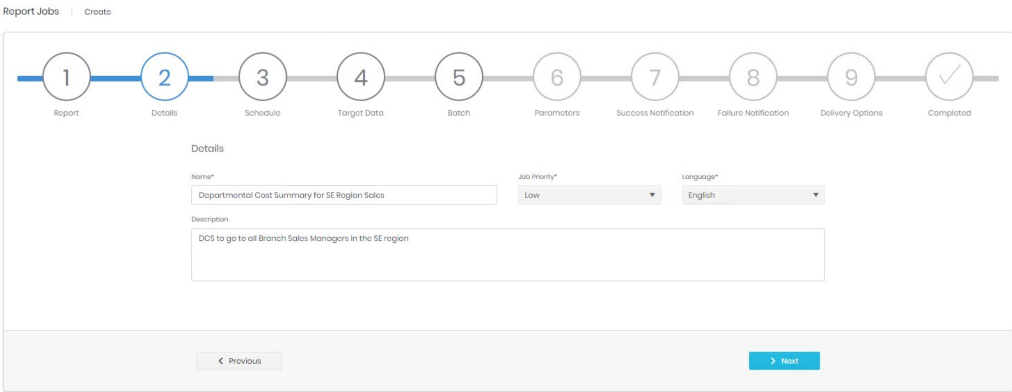
Report

Step one determines the module used (e.g. Telephony, Office 365) and which report is to be run.



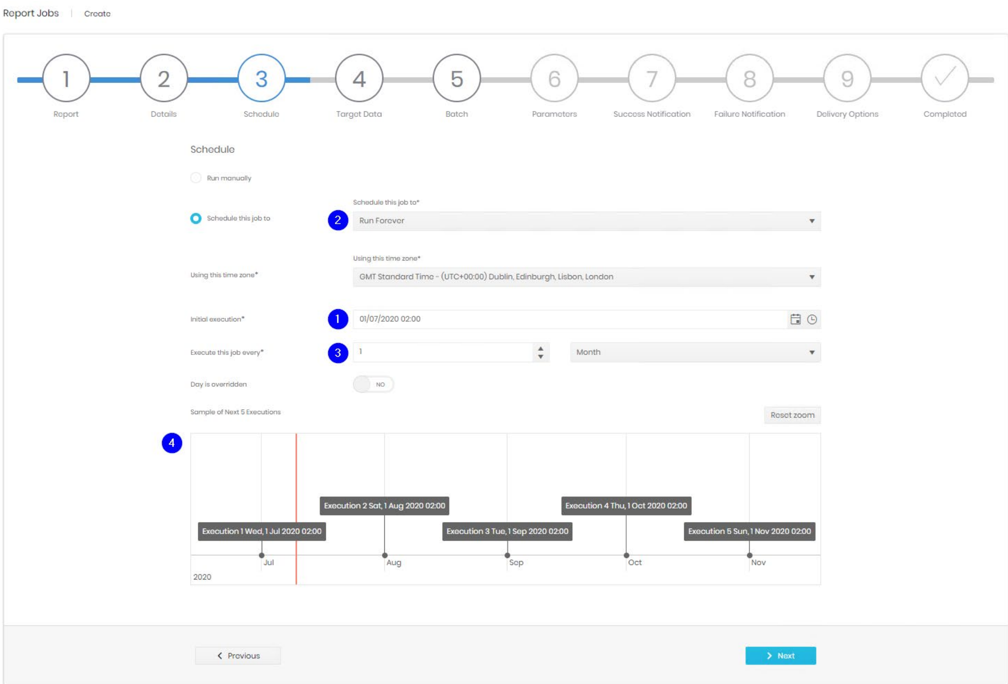
Details

Step 2 gives the option to set an easily identifiable name and a description for the job. Here you can also set the language and priority of the job. Most of the time the defaults for both of these are fine to use.



Schedule

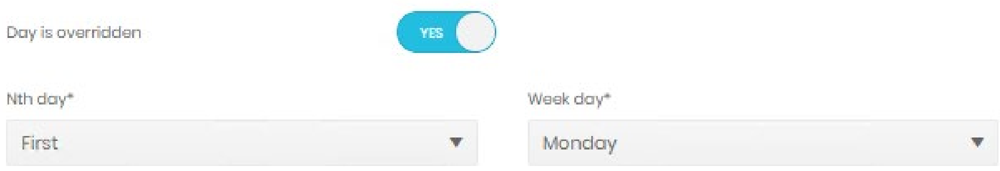
This step is common to all job types and determines when the job begins to run (1), when it ends (2), how frequently it runs (3) and at what time of day (also 1). In the example below is a job due to run for the first time on 1st July 2020. It will repeat on the 1st of each month and will run indefinitely. In the plan at the bottom (4) can be seen the timings of the next executions based on the current settings.



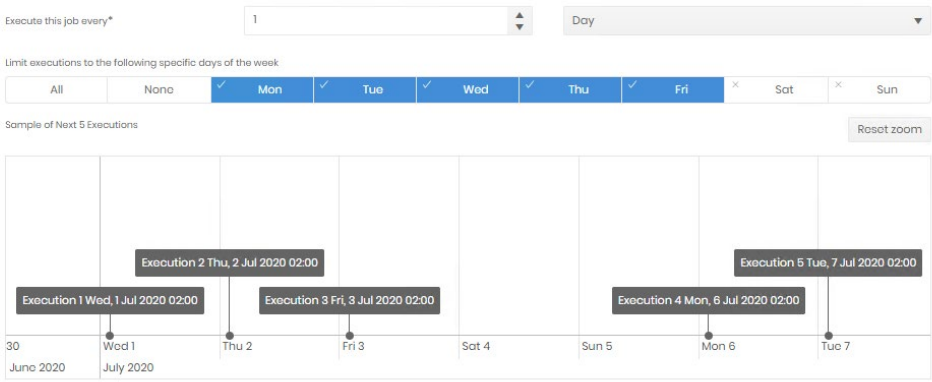
Options

- Run manually (all intervals) – The job is configured but not scheduled to run at all. It can be triggered manually at any time, or edited later to give it an execution schedule if required.
- Schedule this job to (all intervals) – has the options: Run forever, Run once, Run a specified number of time, Run until a specific date. Additional fields are added for the last two to allow for the number of repeats, or the end date.

- Month end (Monthly option) – If a job is set to run initially on the last day of a month Prism will adjust for months of differing lengths. To force non calendar months use every 30 days instead.
- Day is overridden (Quarter Monthly option) - The report no longer runs on a specific date in the month, rather the first, second, third, or last of a specific day of the week.



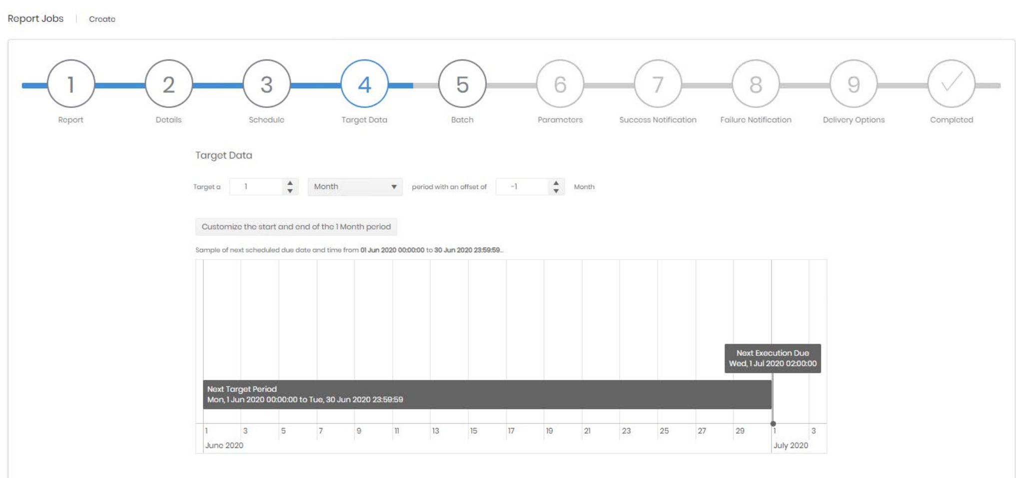
- Days of the week (Day, hour, minute option) – If set to run every x days the report can be set to avoid certain days. The report below will run only on weekdays.



- Limit subsequent execution hours (Hour and Minute option) – If running jobs several times a day Prism can be set to only run them during specific hours of the day.

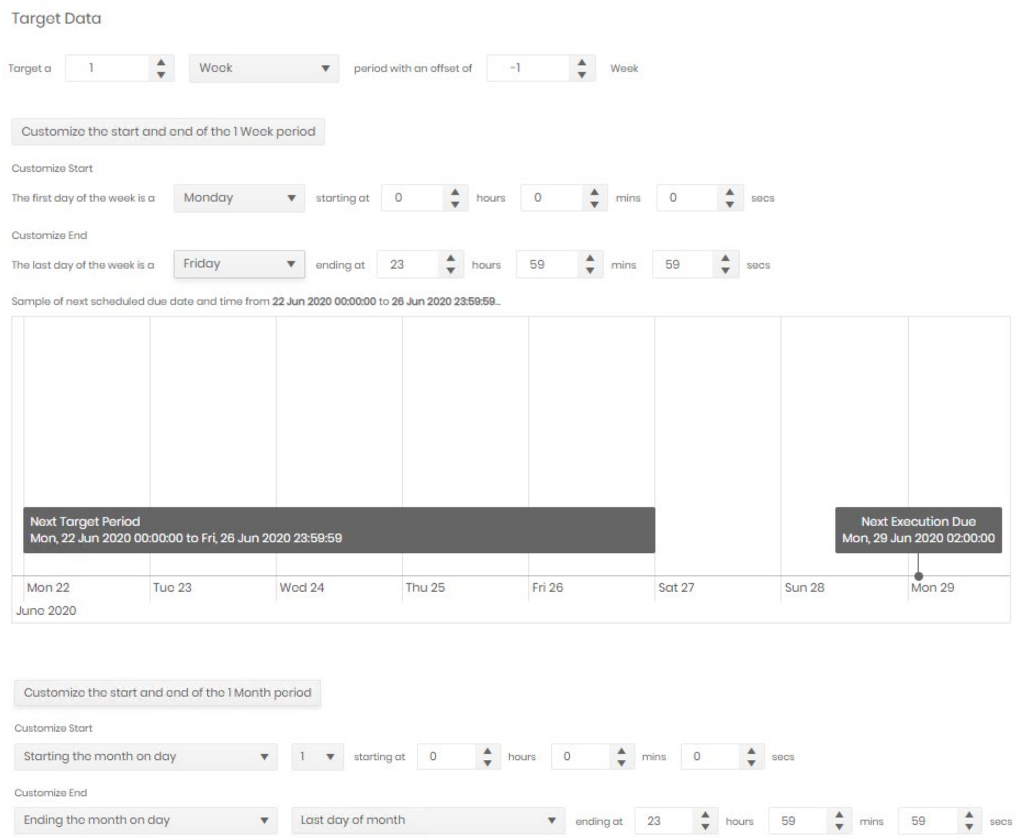
Target data

This stage determines what data is contained in the report. By default, the target data will cover one interval behind the schedule. If the report runs on the 1st of each month, it will cover the month before. However, this can be tailored to suit the user's needs.



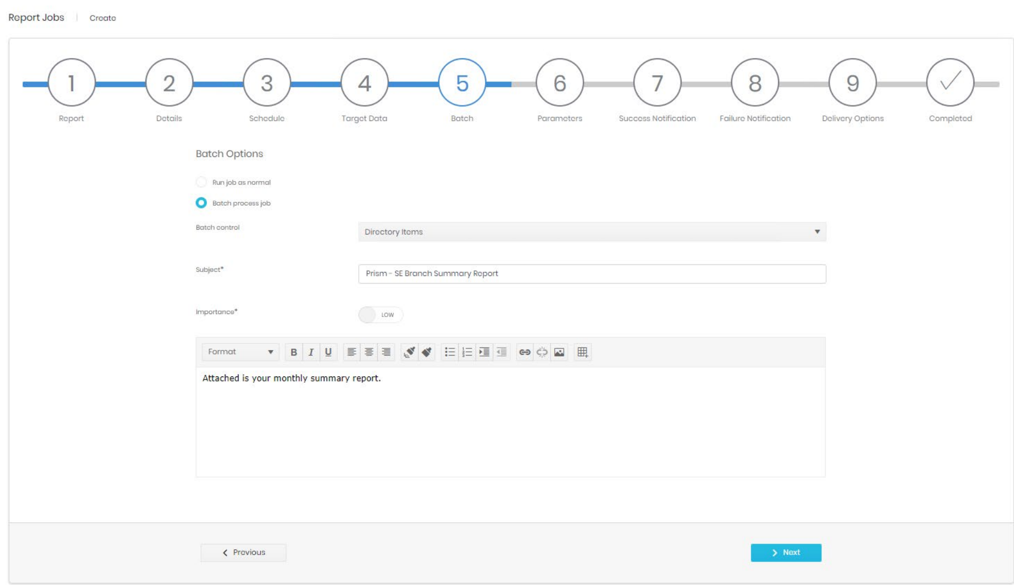
In the example above the report runs for 1 month before the execution date, due to the offset of -1.

Clicking to customise the start and end of the period will show options relating to the targeted period. In the example below a weekly report which runs on Monday mornings shows data for Monday-Friday of the week before. Notice how the timeline chart shows the data which will be included in the next execution, based on the settings currently selected. This allows customised timings to be checked at the time.



Batch

This step can alter the way a report is run or delivered. A normal report runs, and the whole result is sent to any defined recipients. When a report is batch processed the results are split up per included directory branch and sent to email addresses configured against the organizations in the tree used. This allows a single report execution to deliver specific result sets to many different recipients, instead of configuring many individual reports.

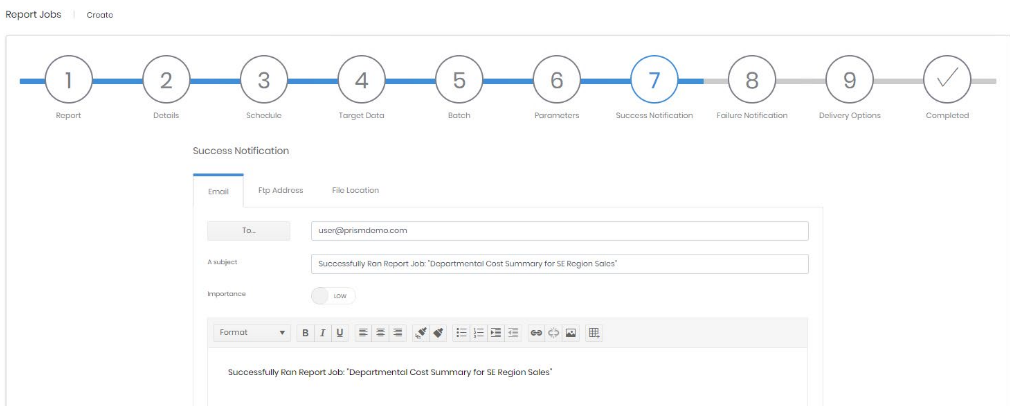


Parameters

Each report can be configured to run in different ways. These are covered in the Reports sections of the relevant Analyse module. The report itself can be previewed on screen, to ensure that the correct data is being returned.

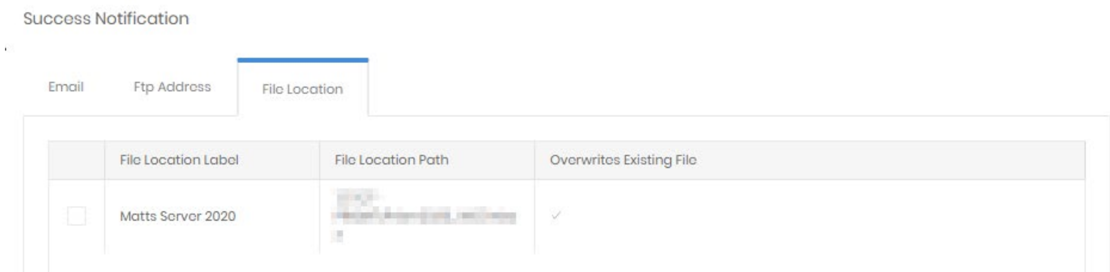
Success Notification

This step defines how Prism deals with a successful report. There are three options, and any or all can be used in combination.



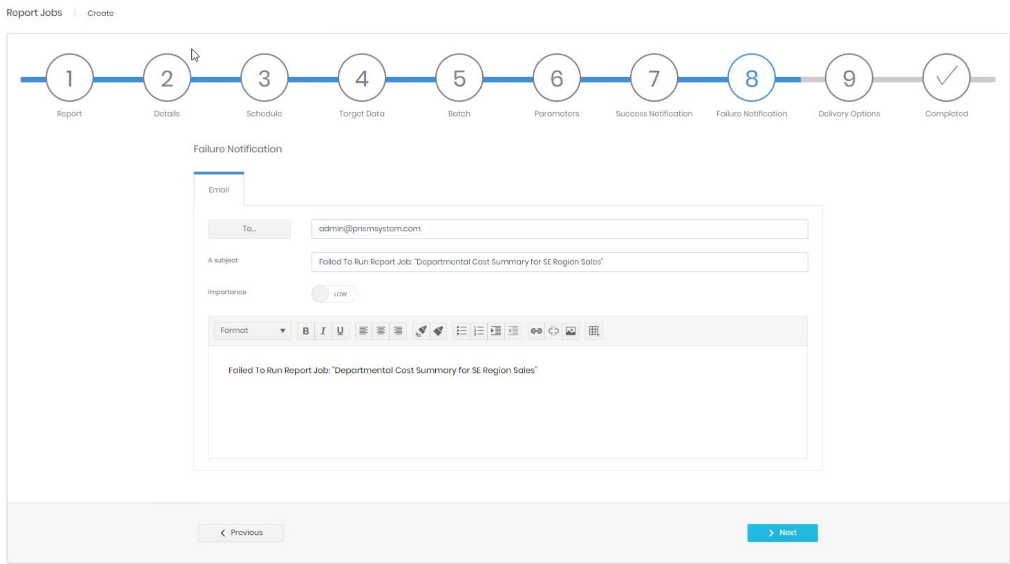
- Email – A success notification can be sent out to one or more email addresses, with a preconfigured subject and body. This is the also the option to notify subscribers without attaching the report itself. Also that batch reports will go to the email addresses defined in the directory, this stage relates only to the notification that the report ran successfully.
- Ftp Address – The results file can be uploaded to one or more ftp sites. Destinations are defined in the Administration section, but the choice grid indicates whether existing files will be overwritten or not.

- File Location – The results file can be uploaded to one or more file shares. Destinations are defined in the Administration section, but the choice grid indicates whether existing files will be overwritten or not.



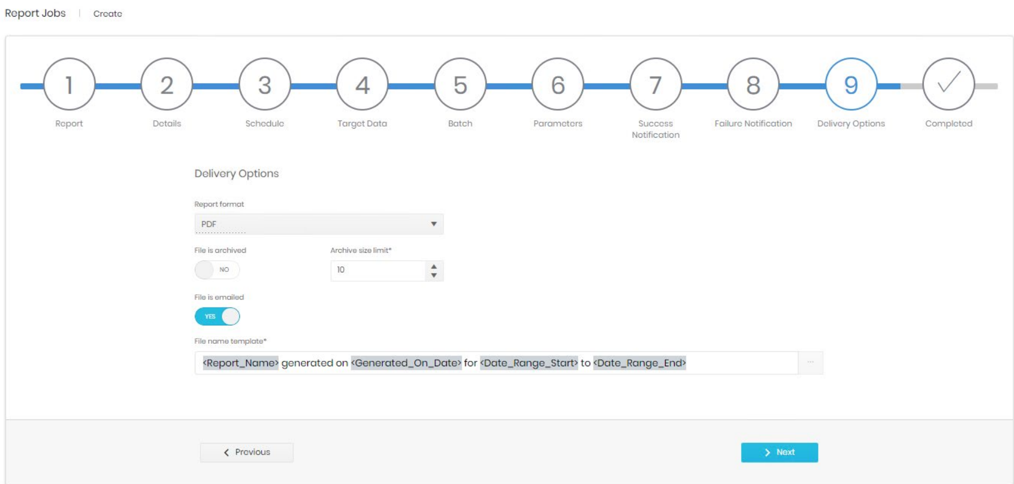
Failure Notification

If the job fails for any reason (please note that a report finding no data is not a failure to run) then the subscribers defined here will receive a notice by email.



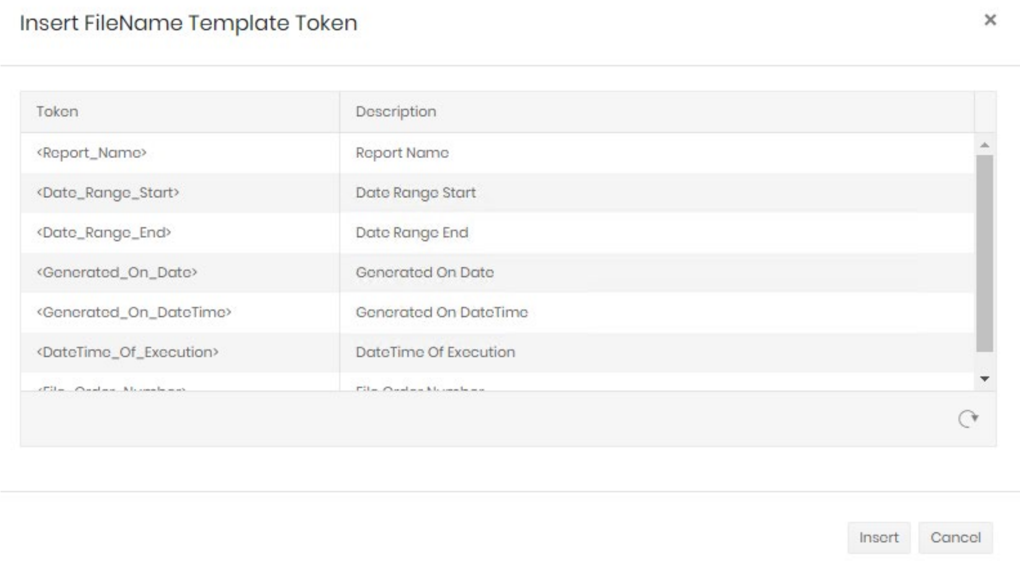
Delivery Options

This stage in setup determines in which file format the results are generated, whether the results are emailed out with the success notification, and what filename the results should be given.



If the file is emailed it will go to all subscribers defined in the success notification. If not, users will need to log in to Prism to find the results file for the specific execution, unless the results are being sent to a file or ftp location. Prism archives a number of results files, removing the eldest to make way for newer executions.

The File name template is built from a combination of typing and using the token picker on the right.



Completed

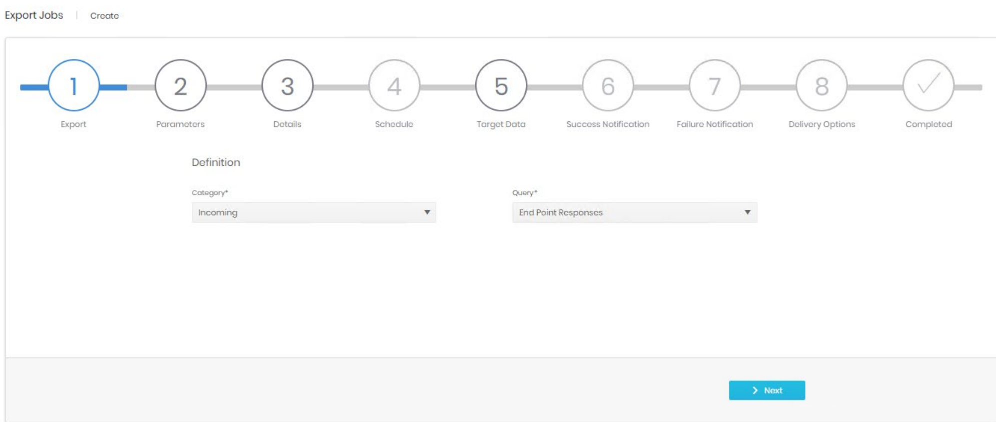
The last stage shows a summary of all steps for final confirmation before the job is created.

Export Jobs

Export scheduling has 9 steps. Many of which are identical to the Report Job equivalent.

Export

The first step is to choose the export query that will be executed.



Parameters

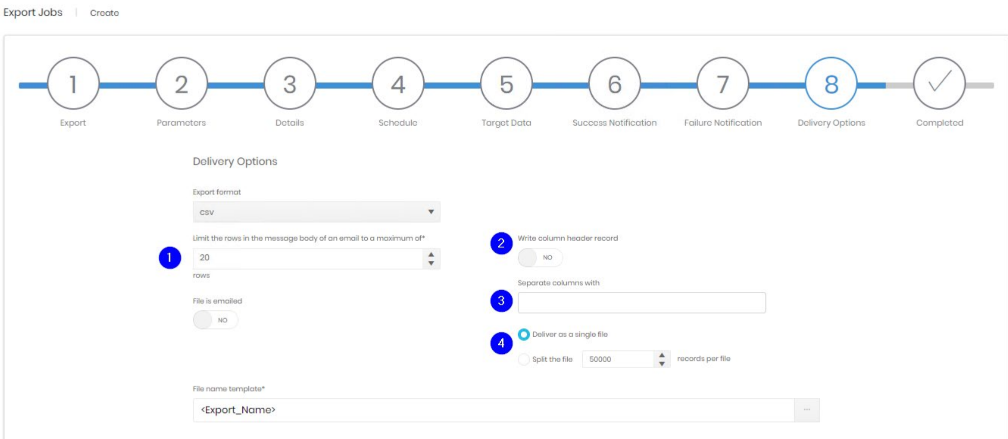
As with Reports each export can be configured to run in different ways. These are covered in the Exports sections of the relevant Analyse module. The export itself can be previewed on screen, to ensure that the correct data is being returned.

Details, Schedule, Target Data, Success Notification, Failure Notification

There are all identical to the Report steps above.

Delivery Options

The delivery options are similar to those for Report Jobs Delivery but there are some extra options.



1. Exports can directly inserted into the success notification email, this insertion can be limited to a preview, or a Top X, by adjusting the number of rows allowed.
2. The export itself can have a header row created from field names if required.
3. The field separator can be defined
4. The file can be split if the results set is expected to be large.

Completed

As usual, the final stage is a summary for confirmation of the settings before creation.

Widget Jobs

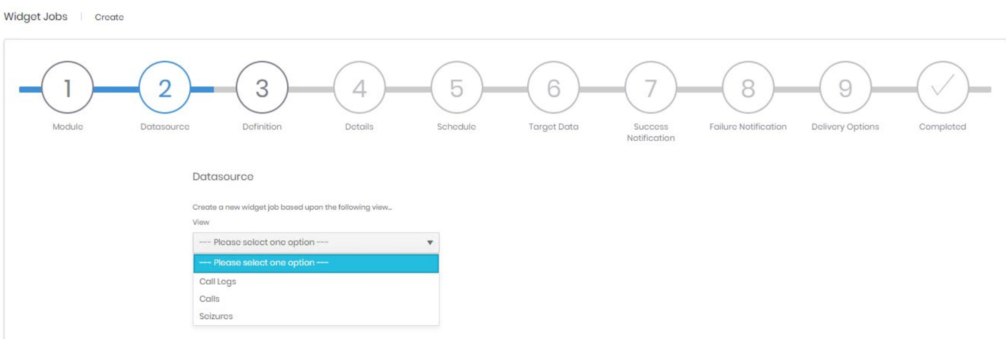
Also similar to Report Jobs these have 10 steps.

Module

Choose the Analyse module that the widget is to report on.

Data Source

The data source choices depend on the module chosen



Definition

The definition step allows the choice either to use an existing saved widget, or to define a new one. For detail on widget definition see Analytics.

Details, Schedule, Target Data, Success Notification, Failure Notification

These are all the same as for report jobs.

Delivery Options

Widget delivery options are very similar to those for Exports. There is no choice in export file format, widgets are always CSV. Widgets do have an archive setting to limit the number of results files retained.

Completed

The final stage is a summary for confirmation of the job's settings before creation.

Database Jobs

There are three specific database jobs and if these are necessary they will most likely be set up by the installation engineer.

- Data Retention Truncate - This job removes data that is outside the retention setting configured by the system administrator in Prism settings.
- Database Reindexing Collection – Run a reindex task across one of the two SQL databases. The database admin team may already be performing this task and this job should not be set up unless it is required.
- Database Reindexing Warehouse - Run a reindex task across one of the two SQL databases. The database admin team may already be performing this task and this job should not be set up unless it is required.

There are no options for any of these jobs within the scheduling. Details, Schedule, Success & Failure Notification, and Completed steps are all identical to the Report Job equivalents.

System Health Jobs

System Health jobs each check part of the collection and processing services. As with Database Jobs these will likely be configured by the Tiger engineer.

There are 4 types of health job and each has specific parameters:

- CDR Source Inactivity – Checks for data logged since the job last ran. Typically runs several times per hour. If no data is found for the period a message will be sent to the subscriber list on Success Notification.
- Parameters: Period in minutes to check for call data within; CDR Sources to check on job.
- Channel Group Seizure Queue Size – Prism holds and processes data on channel seizure, if this queue stalls for any reason it can result in missing or inaccurate channel group seizure dashboards and reports. This job sends an email to the Success Notification subscribers if the Queue grows beyond the set limit.
- Parameters: Channel Group Seizure Queue Row Limit
- ETL Queue Working Size – This queue is for call data going into the Warehouse database and may grow in size if something is holding up processing. This job will email subscribers on the Success Notification list if the size exceeds the limit.
- Parameters: ETL Queue Working Row Limit

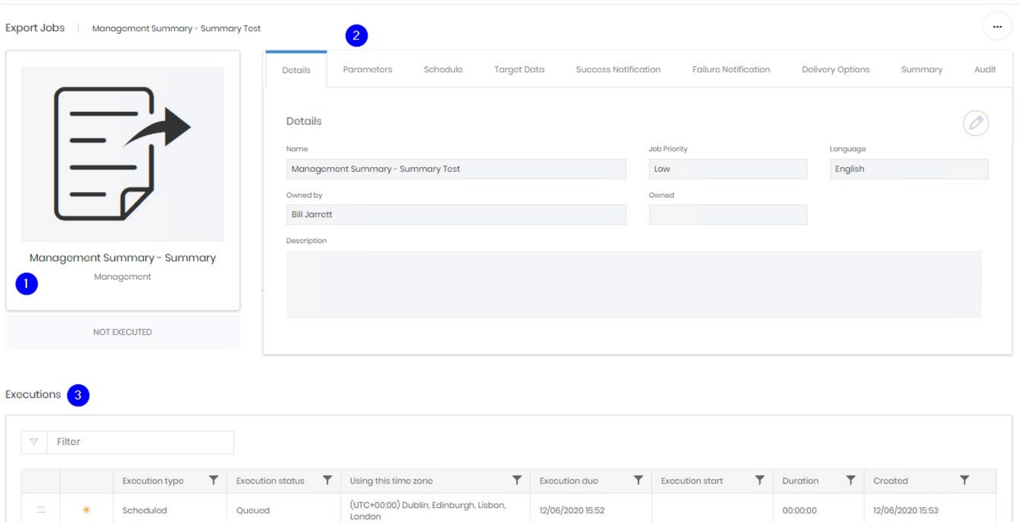
- ETL Service is Stopped – If the service that processes the above queue is stopped for any reason this job will email the subscribers of the Success Notification list.
- Parameters: None

The wizard for setting up health jobs has Definition and Parameter steps, Details, Schedule, Success & Failure Notifications, and Completed steps are identical to Report Job equivalents.

Job Detail Page

Each of the Search grids or Calendar Views allows direct access to jobs of the various types.

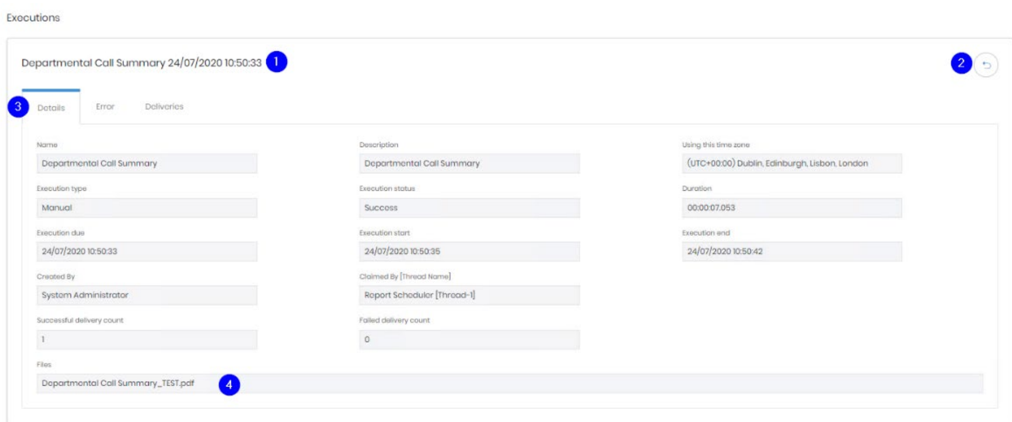
The detail page for a Job is split into three parts



1. The basic detail of the job and its most recent execution status
2. The configuration of the job. There is a tab here for every step of the creation wizard for the type of job. All of the same options and adjustments are in each tab. Additionally there is an Audit tab which contains the creation and last updated information for the job.
3. The bottom of the page shows the individual executions of this job in a grid. For standard grid controls see common features. Selecting an individual execution does not load a new page but opens the execution details in place of the search grid.

Execution Detail Page

The execution detail shows everything about a single run of a job



The name of the job and the time and date of the execution (1), a button to return to the search grid (2) and the three information tabs

Details

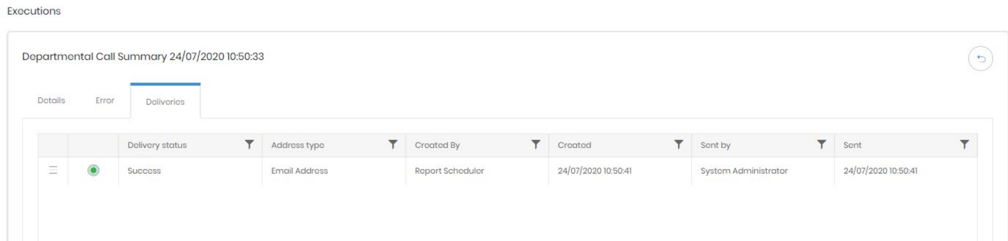
Shows scheduling and results information about the execution such as the date and time it was (is) scheduled to run and the current status, when the task started and ended (and the duration of the run), and whether any results were delivered or failed to deliver. If there is a file archived for the execution it can be viewed here (4).

Error

The Error tab shows details of any problems encountered while running the execution. Information in here may immediately shed light on any problems, or may assist the Support team to investigate more complex problems.

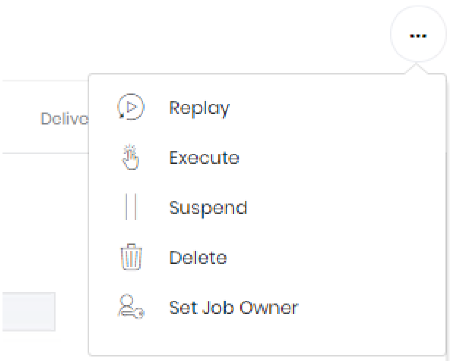
Deliveries

This tab shows notifications and file transfers for the execution. Email, ftp and file transfer deliveries are all shown here.



Actions

The ellipsis menu has a few more actions in it than in other sections of Prism

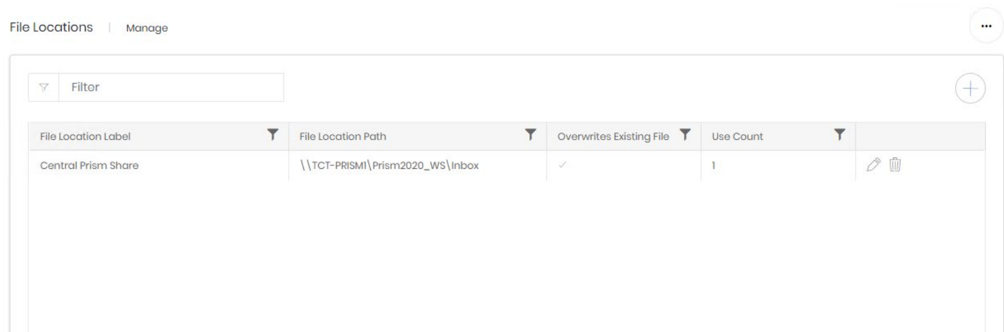


- Replay – runs an execution identical to the last one. Useful if an identified directory inaccuracy has been resolved.
- Execute – Manually start an execution now. This uses all configured settings but runs outside the normal schedule. This is the only way to run a job if the Schedule step was set to "Run Manually".
- Suspend – Leaves a job configured, but on hold until resumed (also from this menu).
- Delete – Deletes the job to the recycle bin
- Set Job Owner – Allows an existing Job to be given a new owner. This allows system admins to set up jobs and give them to users to maintain, or to reassign scheduled jobs if a user's role changes.

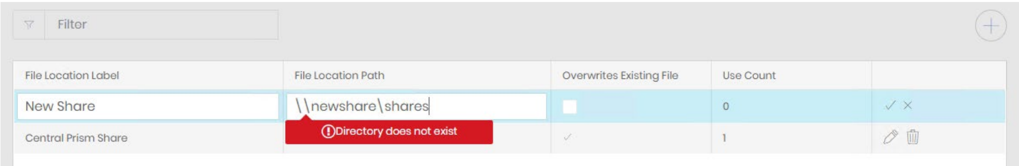
Administration

File Locations

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



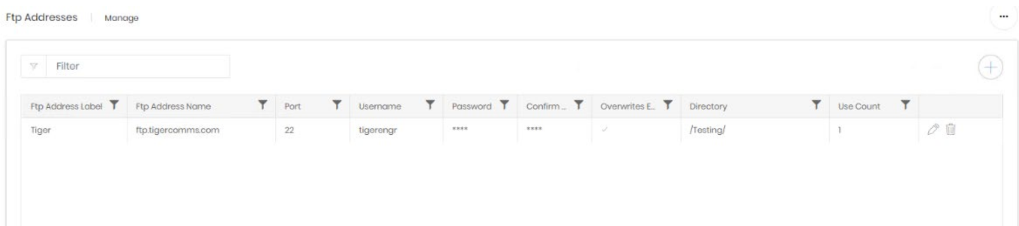
When a share is added or edited and saved Prism will attempt a connection to the directory. If it cannot reach the location a message will be displayed, and the page will remain in edit mode.



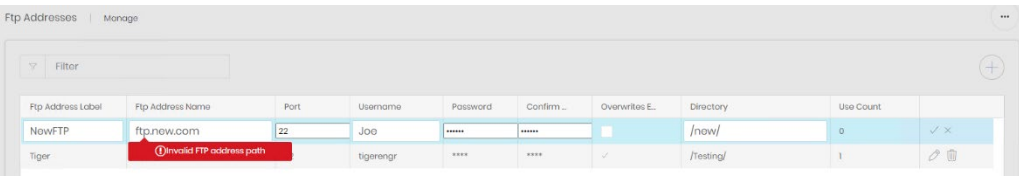
Shares may only be destroyed if their use count is 0.

FTP Locations

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



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



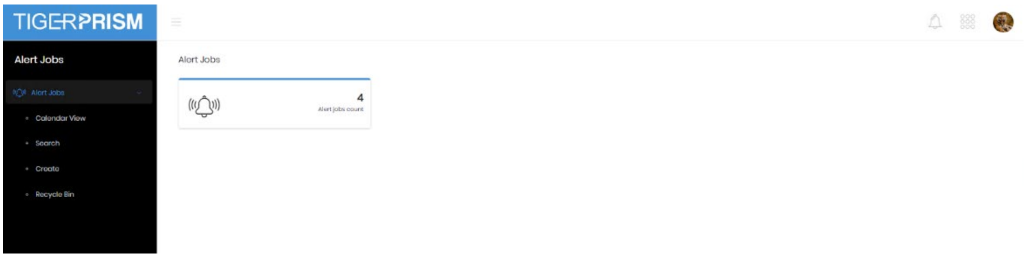
FTP Addresses may only be destroyed if their use count is 0.

Alert Jobs

If Prism has the alerting module configured there is another type of scheduled job. This has its own tile, and jobs do not appear on the Scheduled Jobs calendar view.

Prism can monitor data in the background, sending out alerts or reports only when certain criteria have been met. At the simpler end notifying users if emergency services have been called from the campus, or if a call over a certain cost has been made. More complex alerting can also be configured. For example, setting an alert if the total cost of international calls on a specific tariff within the current calendar month reaches a certain threshold, perhaps to alert users before bundled minutes are exceeded.

The Alert Jobs home page shows the number of configured jobs



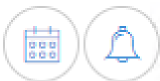
The Calendar View, Search and Recycle Bin options work in exactly the same way as for other scheduled jobs.

Creation works in exactly the same way as widget jobs, Alert jobs use widgets to define their criteria.

The difference between an alert job and a normal widget job is when it delivers results. An alert job will not send a success notification if the execution has zero results.

Additional Creation Options

Widget and Alert Jobs can be created from their own Analytics pages using the calendar or alert icons.



These will bypass the module choice, data source and definition stages.

Administrate \ Settings

Overview

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

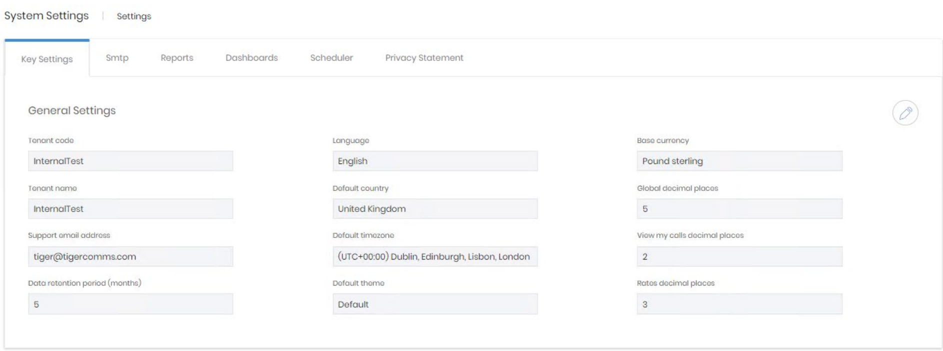
System Settings

General

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

Key settings

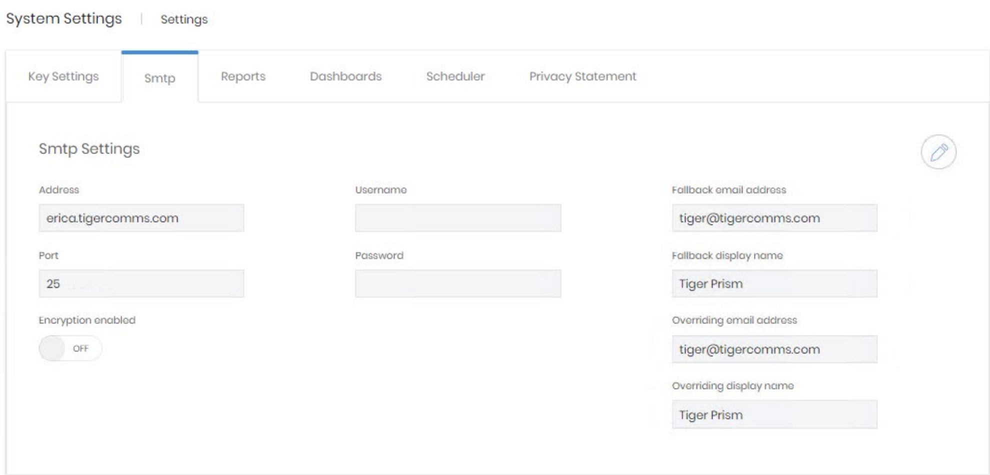
Key settings affect the whole Prism system, and most will not be changed after installation is complete. Great care should be taken before editing these settings.



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

SMTP

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

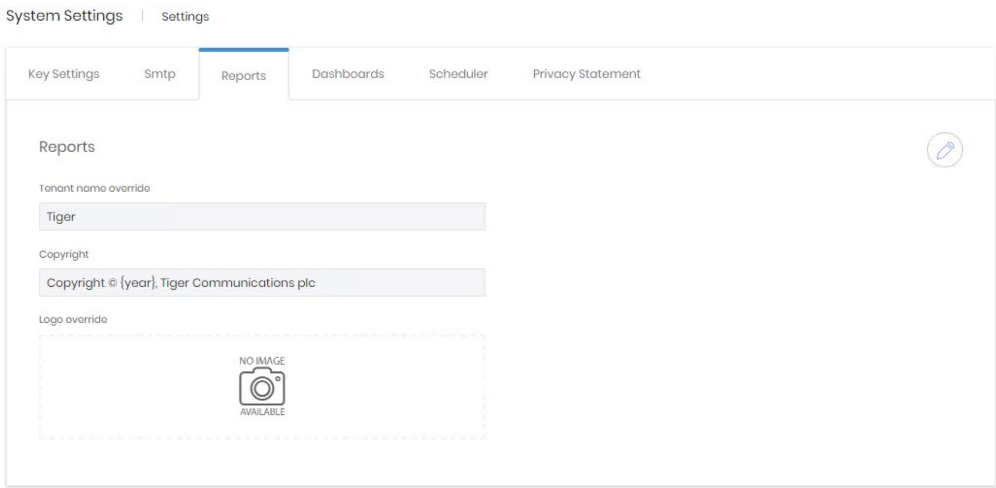


Address	SMTP server
Port	Port to use for the connection
Encryption Enabled	Enable if encrypted email is required and supported
Username and password	Credentials for connection to the SMTP server
Fallback email address	Used as the sender address if no address has been provided for an email sent from Prism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

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

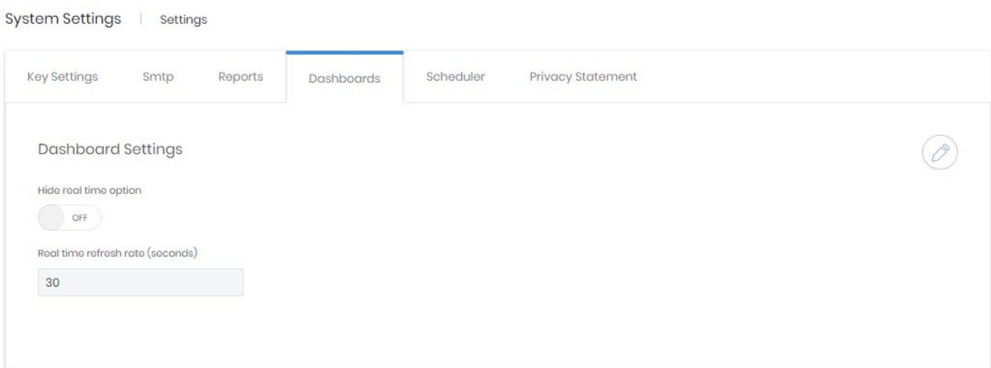
If the test fails a message will display with any details from the SMTP server.

Reports



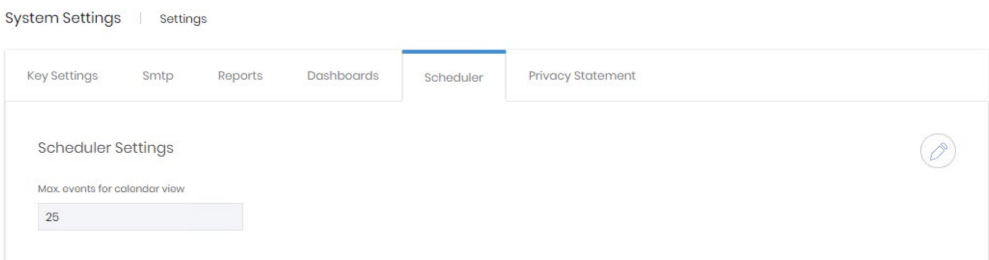
Tenant name override	Reports will display this in place of the actual tenant name
Copyright	Displayed on all reports.
Logo override	A company logo is displayed on reports. The correct logo for the tenant can be uploaded here. The image must be a GIF, JPG or PNG file.
Use default logo	When in edit mode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

Dashboards



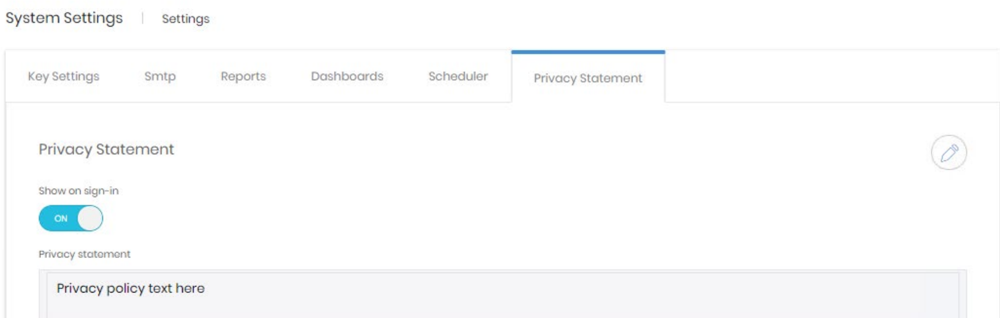
Hide real time option	Determines whether users see the option to view dashboard statistics updating regularly instead of displaying a specific or relative date range
Real time refresh rate	If the above option is ‘On’ this determines the refresh rate for dashboards displaying in real time.

Scheduler



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

Privacy statement



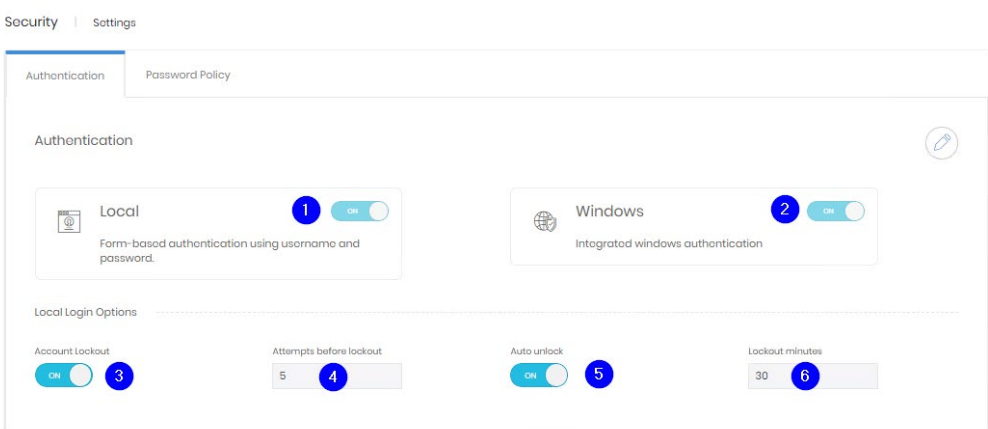
If policy dictates that Prism should have a privacy policy, it can be entered here. The control determines whether the message is shown to all users as they log in.

Security

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

Authentication

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



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

Password Policy

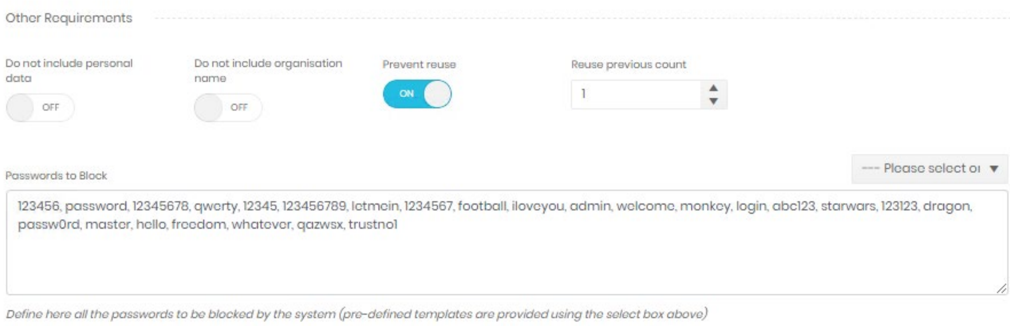
Prism’s password policy governs the passwords for local accounts. There are three basic areas within the policy section.

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

The second section relates to passwords’ required complexity.

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

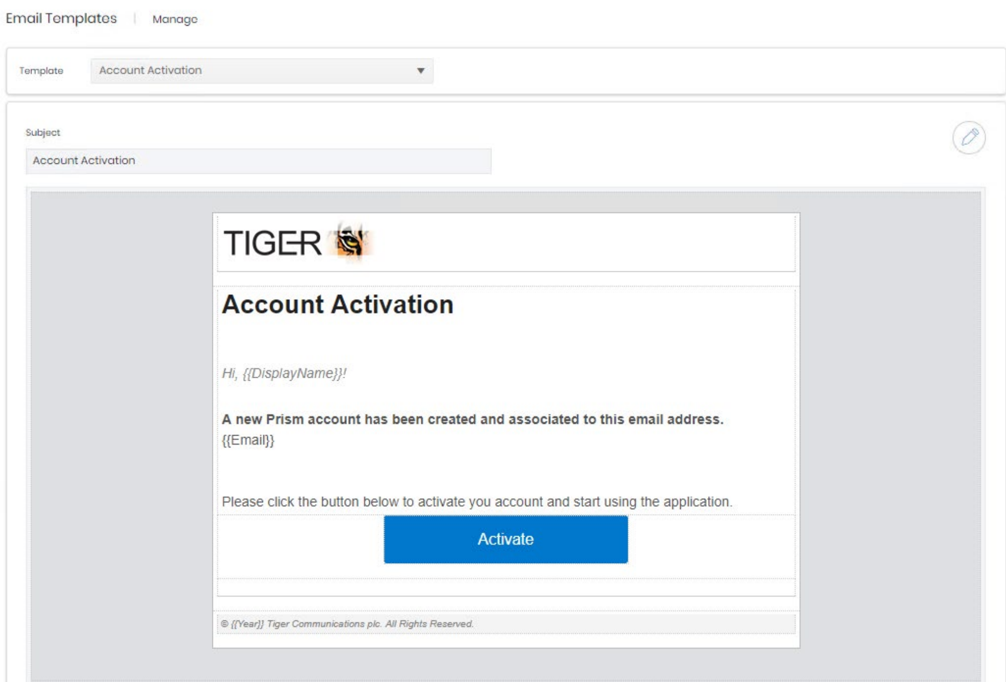
Finally, there is a space to input blocked passwords. These may be blocked by the organization or may simply be a list of common passwords sourced from elsewhere. Passwords to be blocked should be entered, comma-separated int the box. The drop-down menu above the box contains some template lists to start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



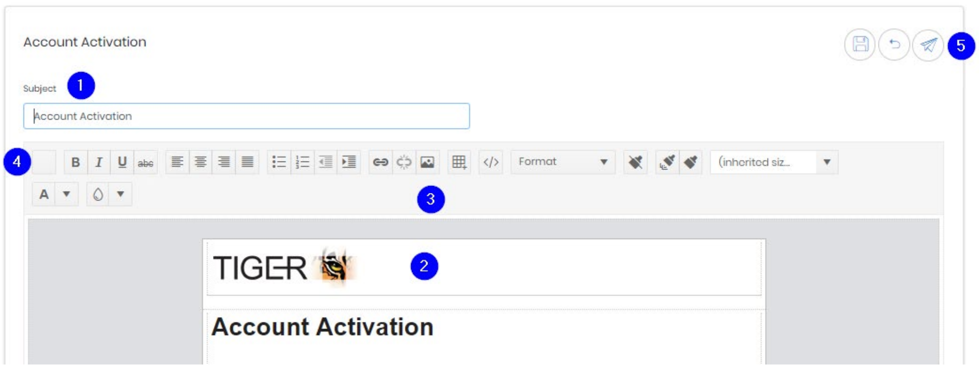
Email Templates

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

These templates can be viewed here.



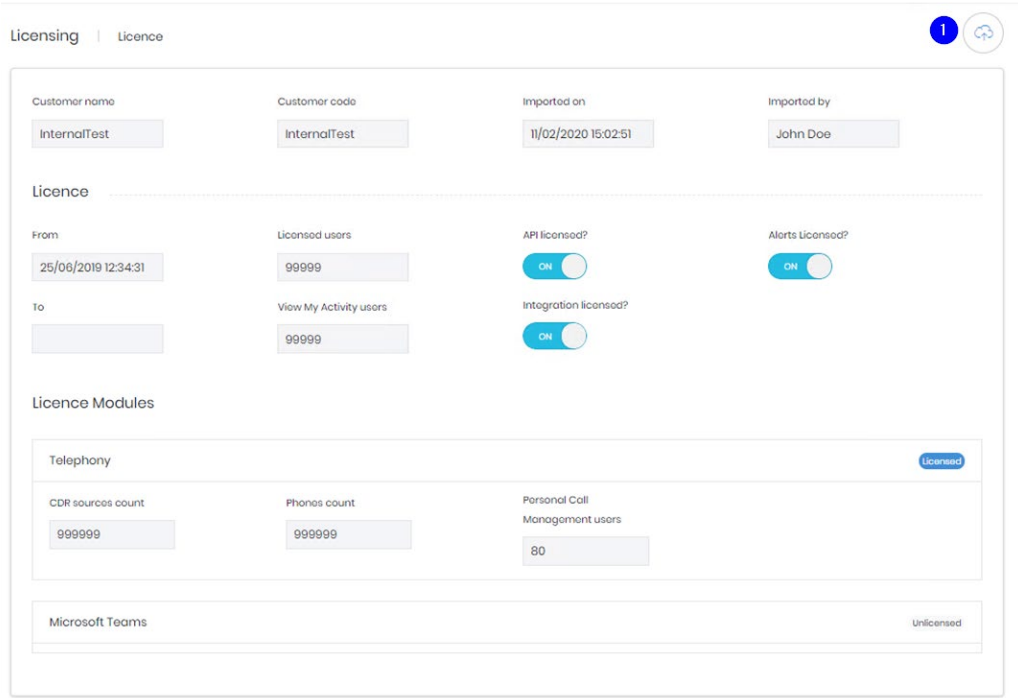
The templates can also be edited



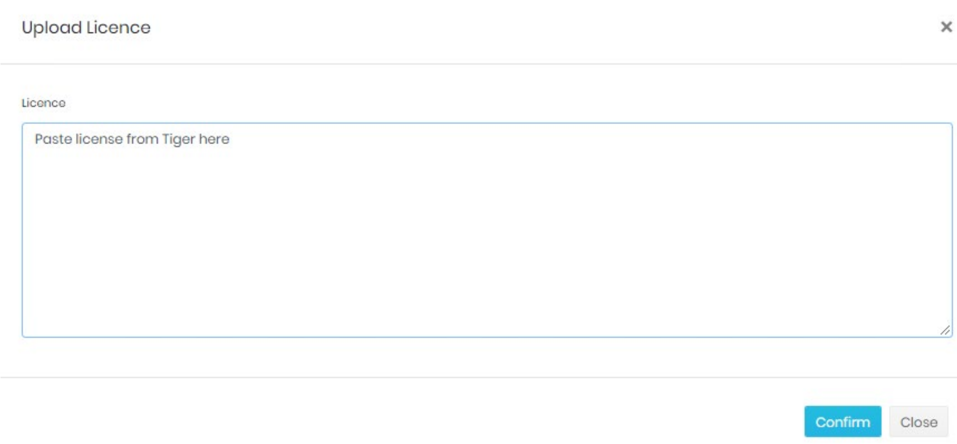
The subject can be altered (1) and the body (2) edited with some formatting options (3). The top left button (4) allows selection and insertion of available merge fields. A test email can be sent during the editing stage (5).

Licensing

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



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



Core Modules

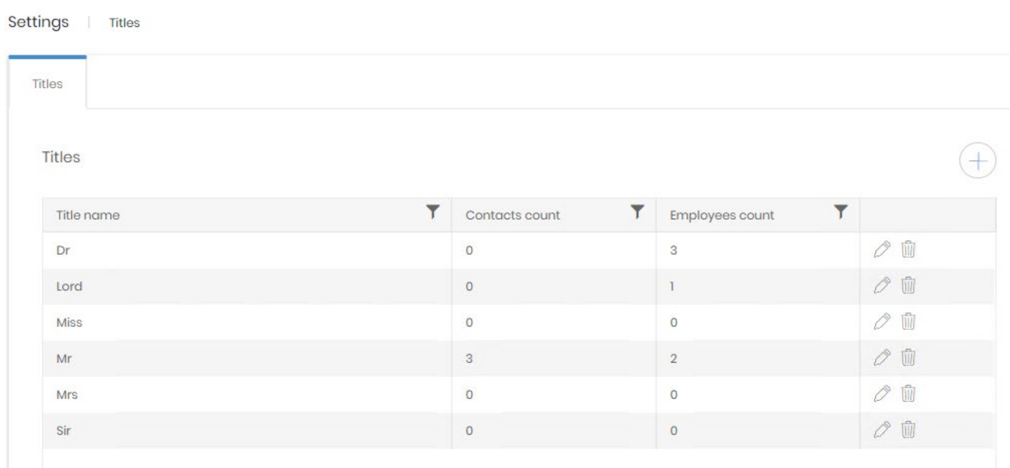
The core modules settings again collect settings together for easy access. These settings are all available in the modules Administer sections as well.

Enterprise

Titles

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

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

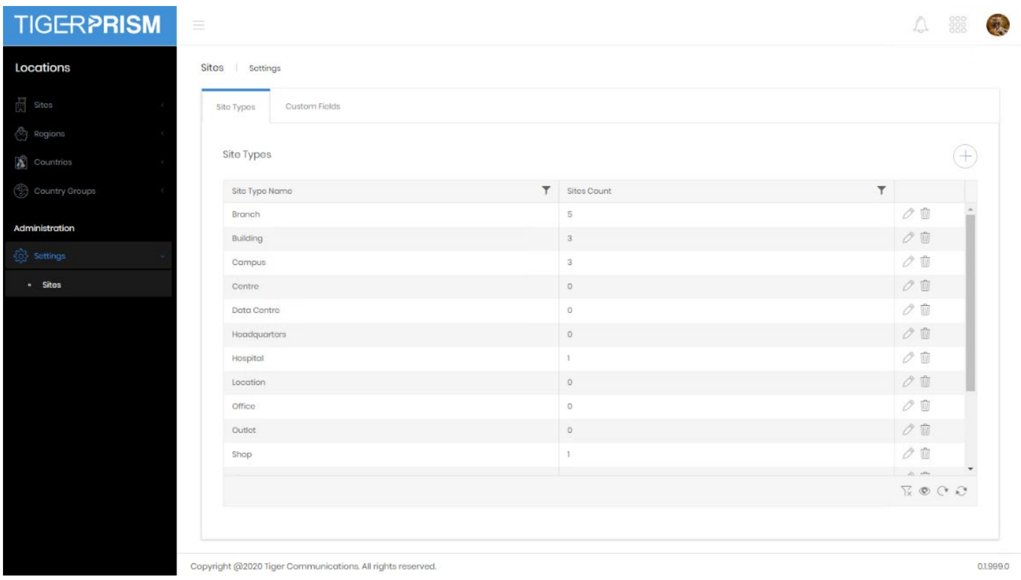


Locations

Site Types

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

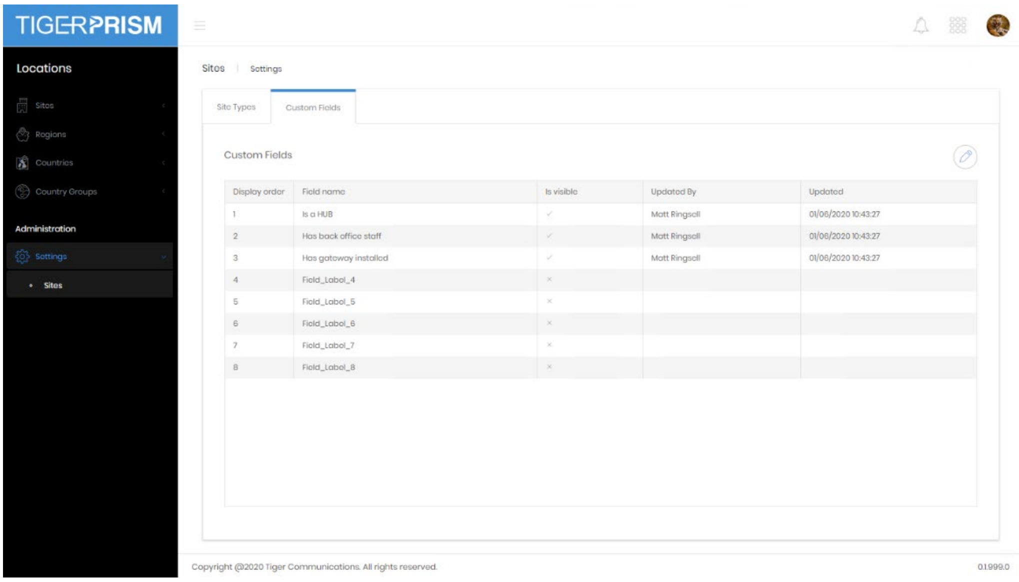
Site types define what each site represents. Headquarters, offices, branches, data centres, anything can be configured to help represent a company's structure.



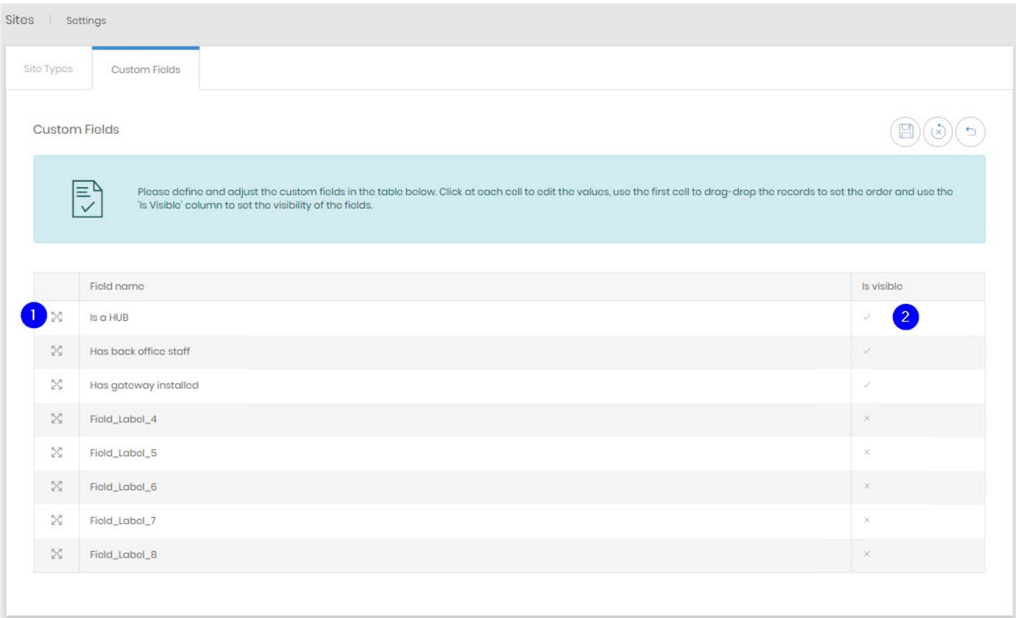
The Site Types pages shows a list of currently configured entries and how many sites currently use them. New entries can be added with the plus button and existing ones can be edited or deleted with the controls on each row. A Site Type cannot be destroyed if sites are currently using it.

Custom Fields

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



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



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

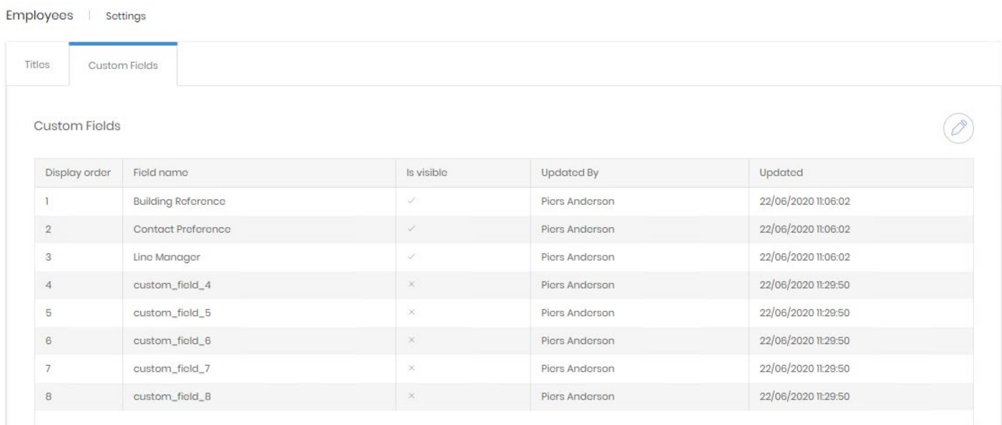
Note

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

Employee

Custom fields

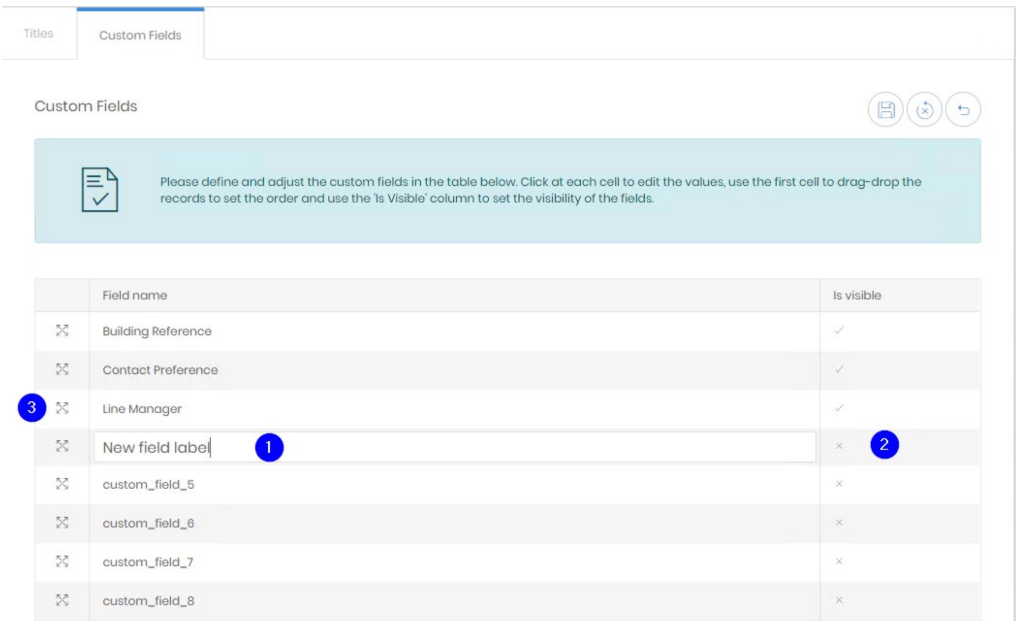
Enabled Custom fields appear in the details page for every employee.



Editing Custom Fields

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

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



7. Click on the label to edit the line directly.
8. 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.
9. Click and drag on the handle to reorder the fields.

Save when changes are complete.

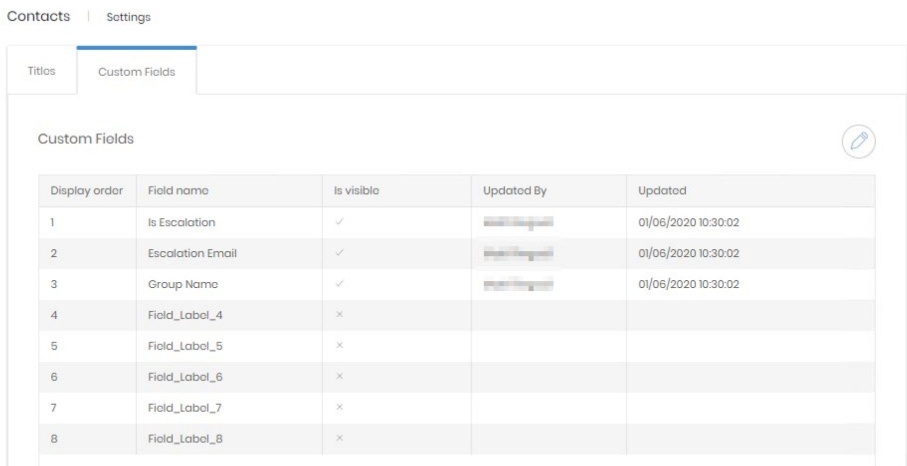
Note

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

Contacts

Custom Fields

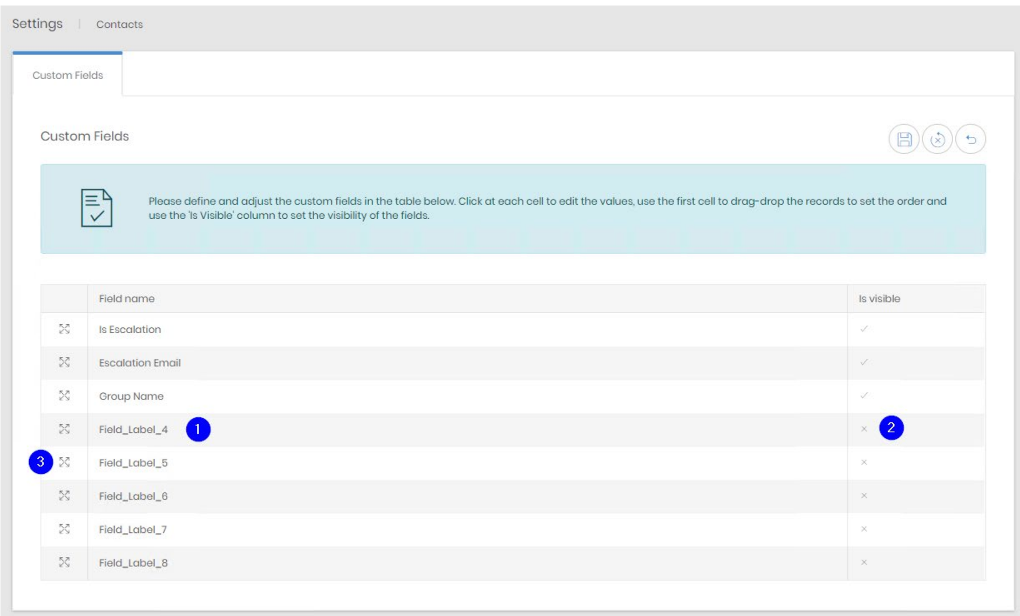
Enabled Custom fields appear in the details page for every contact.



Editing Custom Fields

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

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



4. Click on the label to edit the line directly.
5. 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.
6. Click and drag on the handle to reorder the fields.

Save when changes are complete.

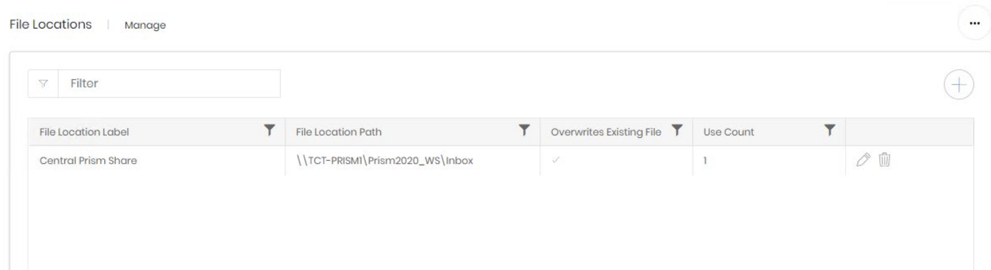
Note

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

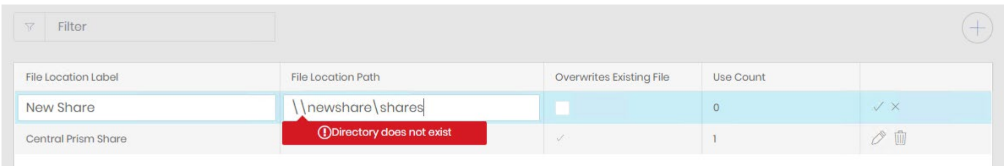
Scheduler

File Locations

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



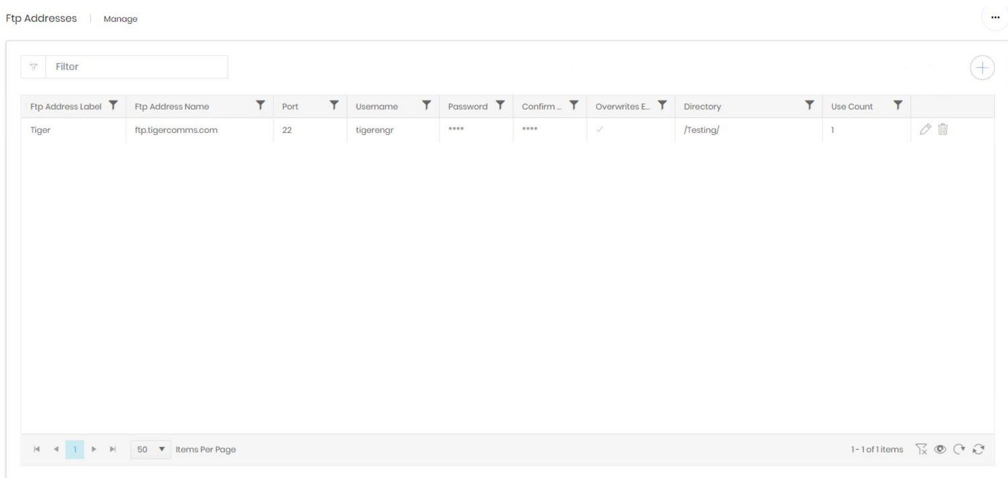
When a share is added or edited and saved Prism will attempt a connection to the directory. If it cannot reach the location a message will be displayed, and the page will remain in edit mode.



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

FTP Locations

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

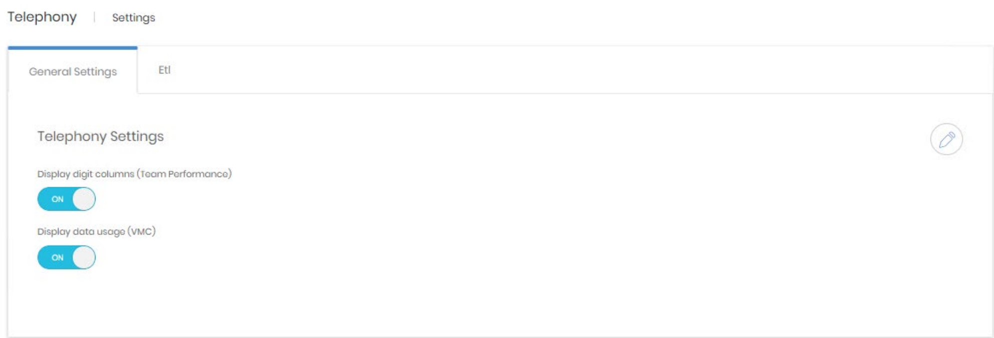


When an FTP location is added or edited and saved Prism will attempt a connection. If it cannot reach the server a message will be displayed, and the page will remain in edit mode.

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

Plugin Modules
Telephony

General Settings

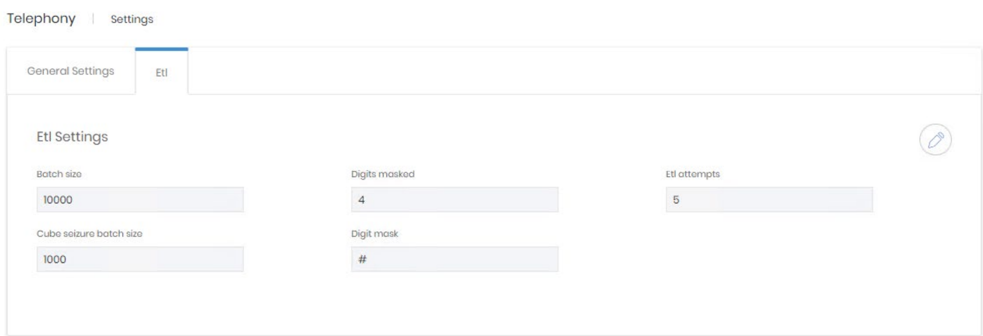


Display digit columns – controls whether the called and calling digits are displayed on the Team Performance dashboard.

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

ETL

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



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

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

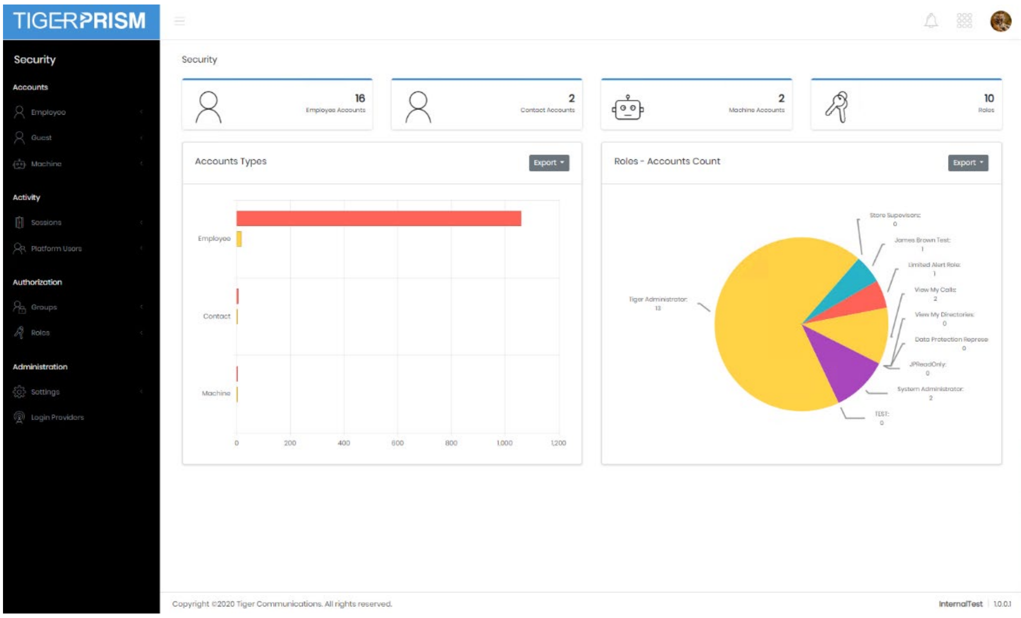
See the Employee Custom fields settings above for details on use.

Administrate \ Security

Overview

The security module handles account setup and oversight, including any SAML login providers, the definition of the roles that are assigned to accounts and which data is available to users. User sessions can be monitored and terminated from security.

The landing page displays a summary of the accounts assigned by type, and the number of roles defined in Prism across the top, while the two graphs show the number of accounts by type (displaying potential account holders as actors) and the number of accounts each role is assigned to.



Accounts

Type of Account

There are three account types in Prism.

Employee accounts are created from people defined in the Enterprise Employee section.

Guest accounts are created from people defined in the Enterprise Contact section.

Machine accounts are created here, generally for specific tasks.

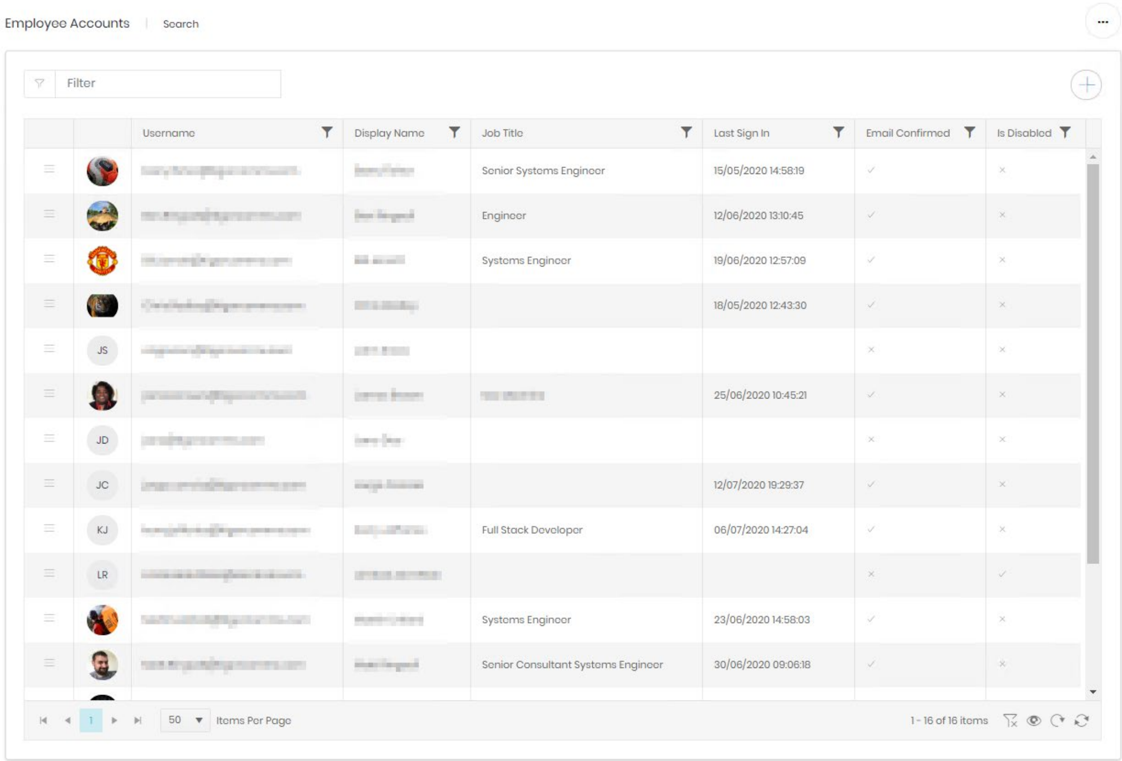
There is no difference in the function of employee, guest or machine accounts.

Search

The search grid shows all employee/guest accounts or machines depending on the section. For standard grid controls see common features.

Recycle Bin

When an account is deleted it goes into the recycle bin and can be restored it required again in the future. The recycle bin grid looks exactly like the search grid, but with an additional control on the right of each record to restore it.



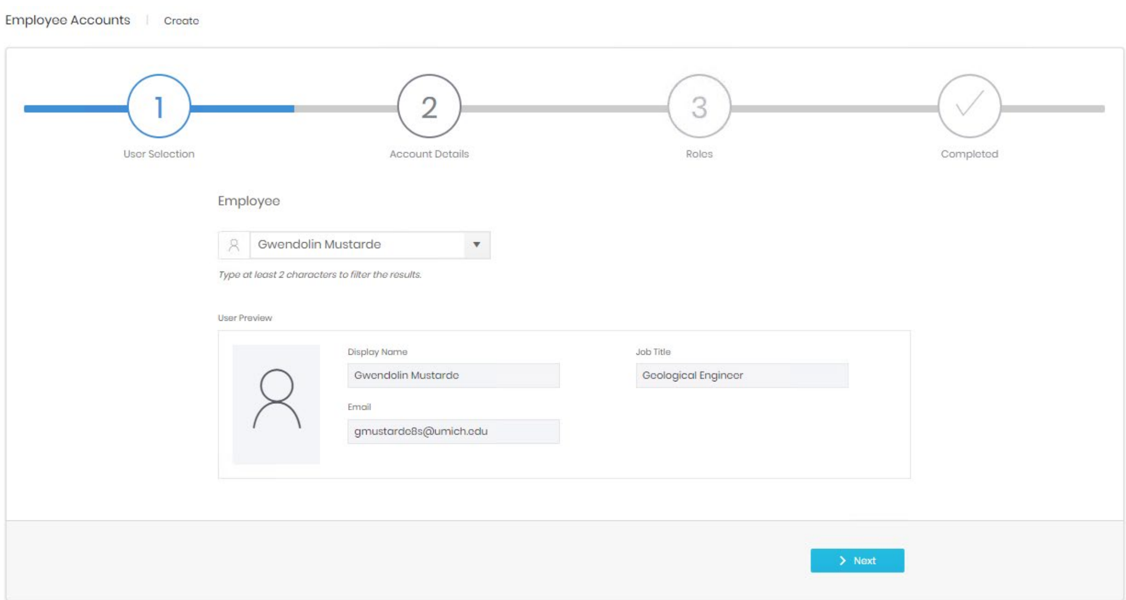
Account Creation

User Accounts

Employee and Guest account creation follow identical four step paths.

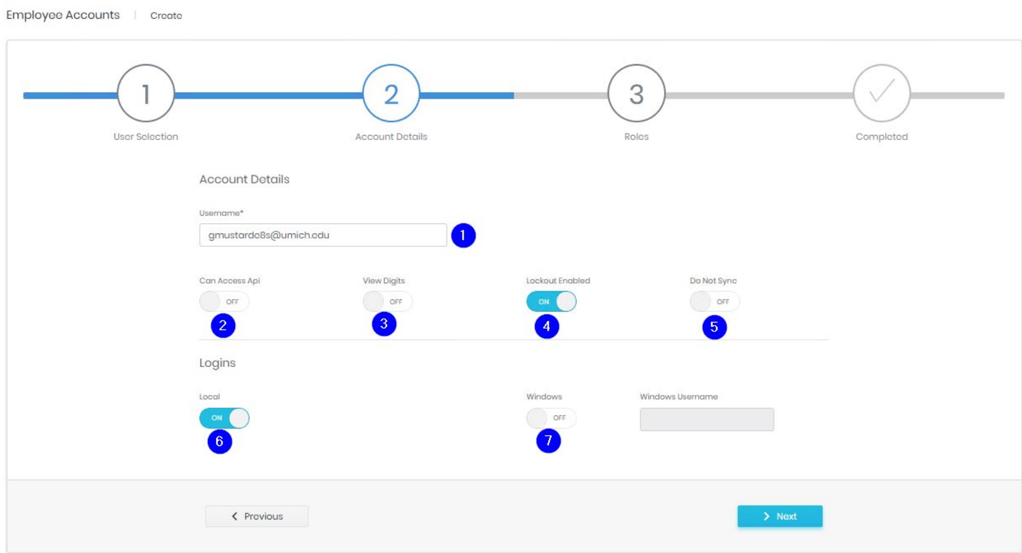
User Selection

The first stage is to find an existing employee or contact to create the account against. The search box will display an incremental search as a name is typed in. Select the user once found. The lower part of the screen will then show preview information to help confirm that to correct user has been selected.



Account Details

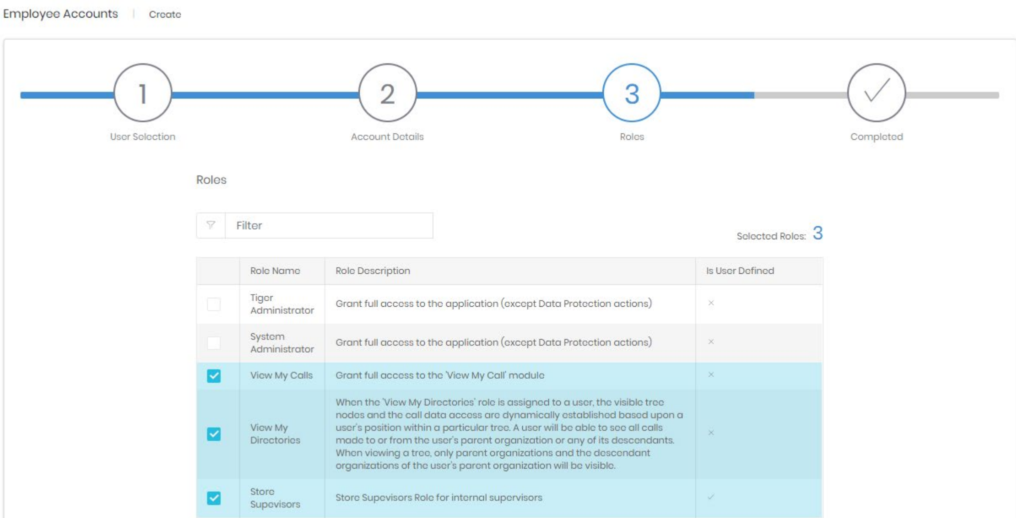
Once the correct user has been selected the second step is to configure some basic account information.



1. The username for the account. This defaults to the email address for the user.
2. Whether this account can make use of API functions.
3. Whether the account can see the called and calling numbers in Analyse modules. This affords digit privacy for all users while allowing the account to run reports.
4. If the account is to be locked out after a number of failed login attempts.
5. Should this this account be updated by directory integration. Most commonly this is set to On for most active accounts, but Off for accounts which have View My Activity access only.
6. Can the account log in using Prism local authentication or not?
7. Can the account log in with Windows authentication or not? If so the username to expect.

Roles

The third step is to allocate one or more roles to the account. Each role will build up a little more of what the account is allowed to do or access. Roles are defined in the Authorization\Roles section.

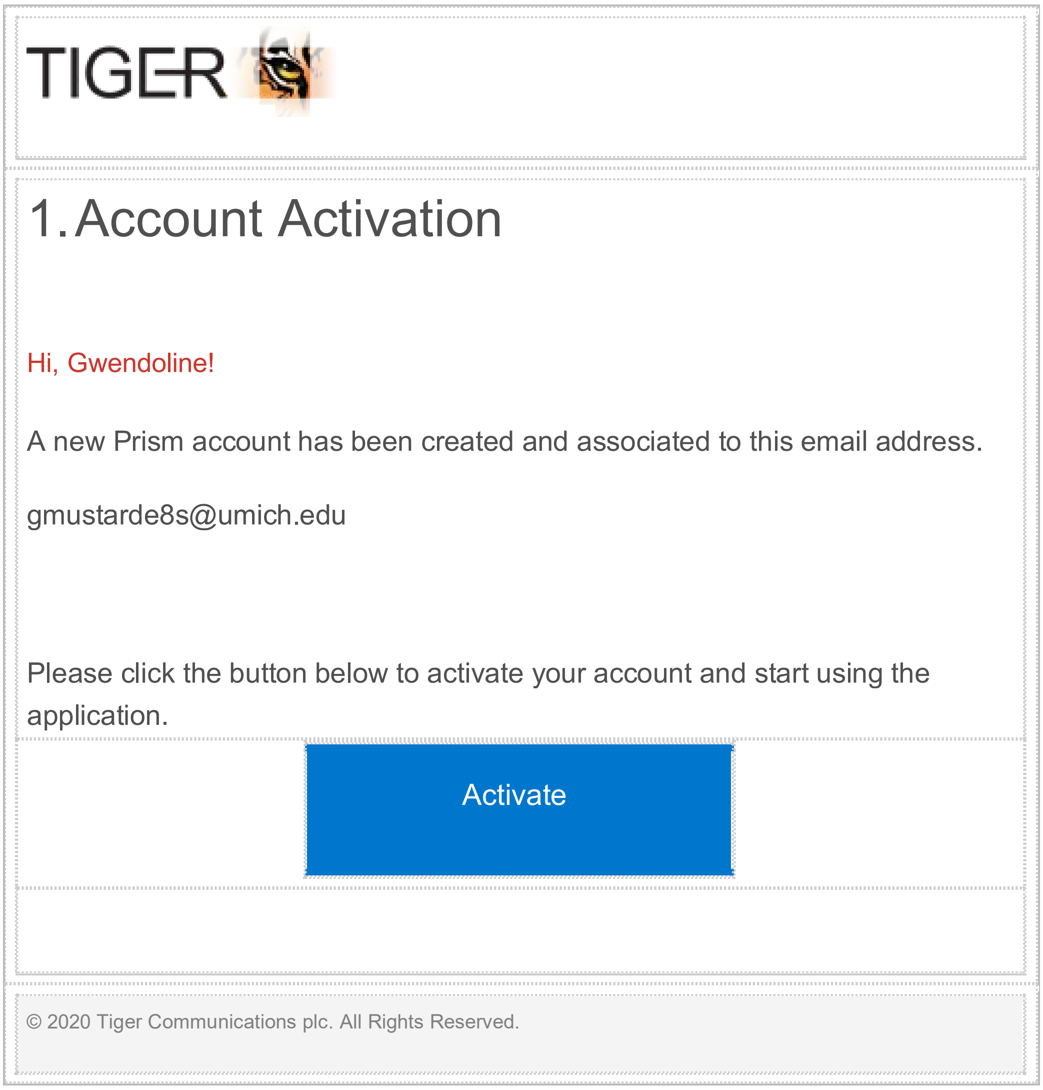


Completed

The final step is a summary of selections to confirm that everything is correct before account creation.

User Account Activation

As soon as a user account is created Prism sends an email to the user for account activation. The template for these emails can be edited in Settings for Security.



Until the user has responded to this, their account page will show a banner message to advise that the account is not activated, with a button to resend the activation email.

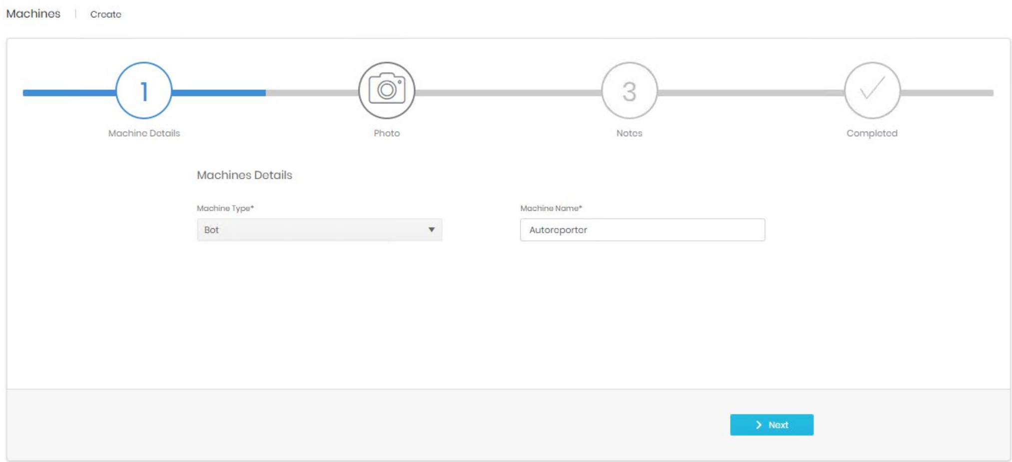
Machine Accounts

Machine Creation

Machines differ from user accounts. They are created here without accounts (as employees or contacts are created in Enterprise). The machine can then be given an account and assigned roles through its detail page later.

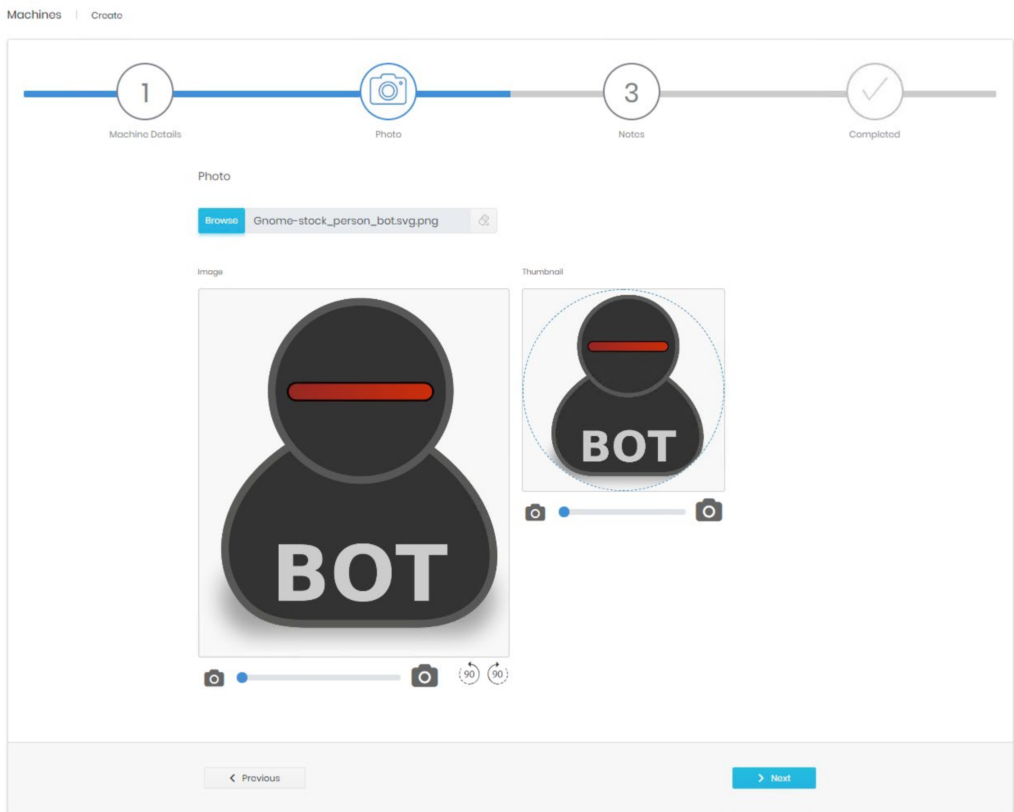
Machine Details

Choose a type for the machine, the types are functionally the same, but allow categorisation. Then enter a unique name.



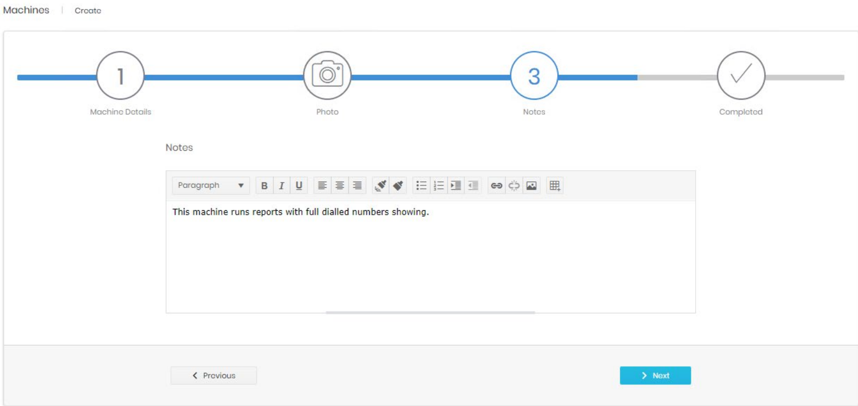
Photo

A picture can be assigned to help differentiate machines.



Notes

Notes can be added against the machine if required.

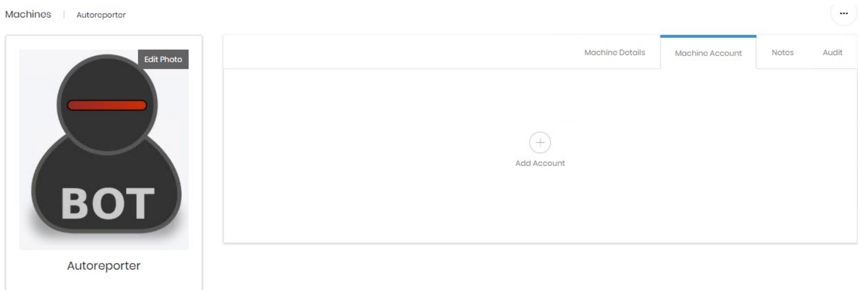


Completed

Shows a summary of the information entered before creation.

Machine Account Creation

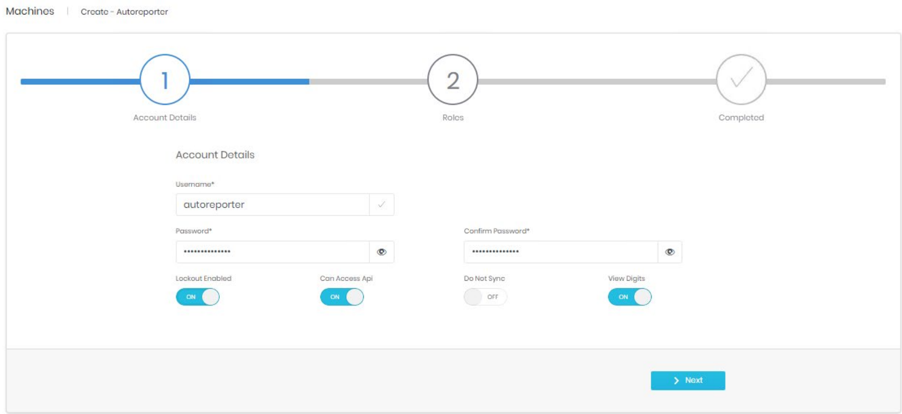
Once the machine itself is created, an account can be added to it. Find the machine in the search grid and go to the detail page. The second tab is Machine Account, this will be empty for a new machine.



Click ‘Add Account’, this will start a new wizard with three steps.

Account Details

All machine accounts are local login only, so this page is simpler than the user account equivalent.



Roles

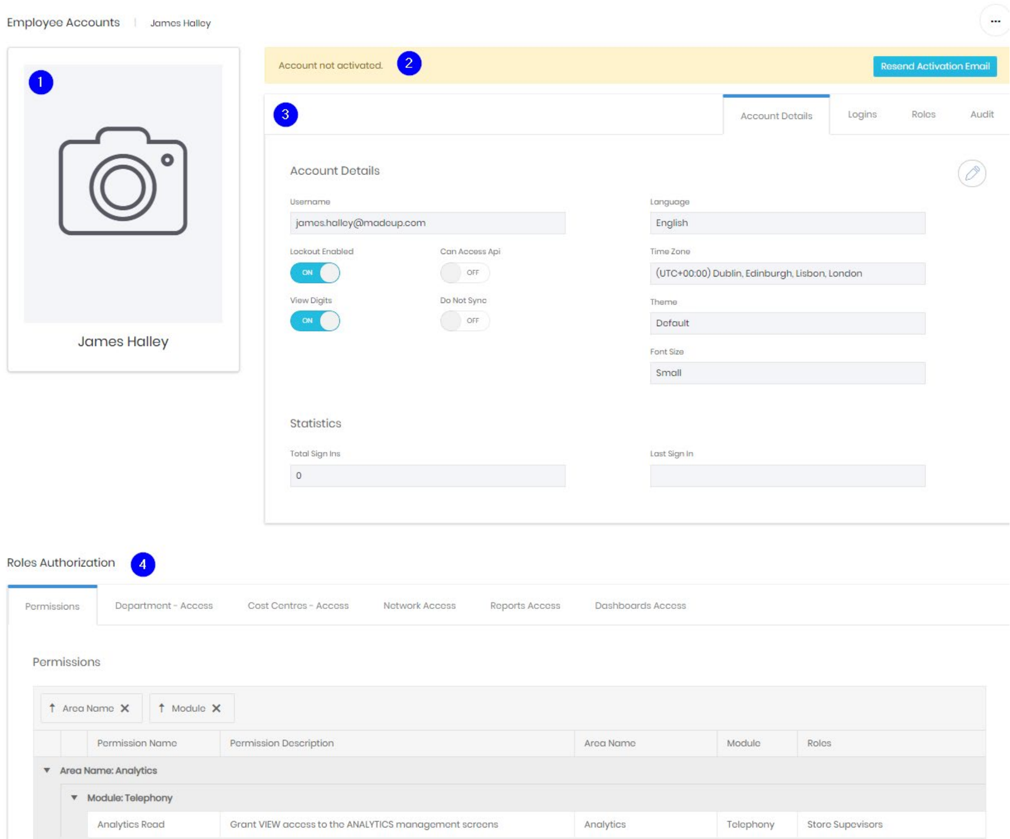
Roles are assigned in the same way as for User accounts

Completed

Shows a summary of the information entered before creation.

Detail Page

User account detail pages are the same for both employee and guest accounts. Contacts can be given exactly the same rights as employees.



There are four areas of the detail page.

1. The name and any picture for the employee record
2. Space for a banner message about the account
3. Details about the account itself
4. A breakdown of the exact access the roles assigned to the account have granted

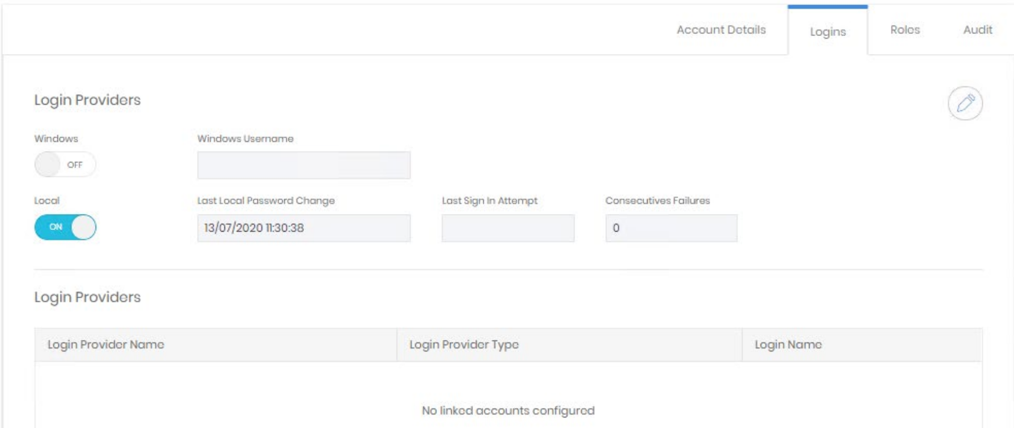
Account Details

The account details tab allows review and editing of the basic properties of the account. It has options for account lockout, API access, View Digits and Integration synchronization as well as some other user settings such as language, theme and font size. These can also be changed by the user in their own settings.

Lastly some login statistics are displayed, showing the number of time the account login has been used, and the date of the most recent login.

Logins

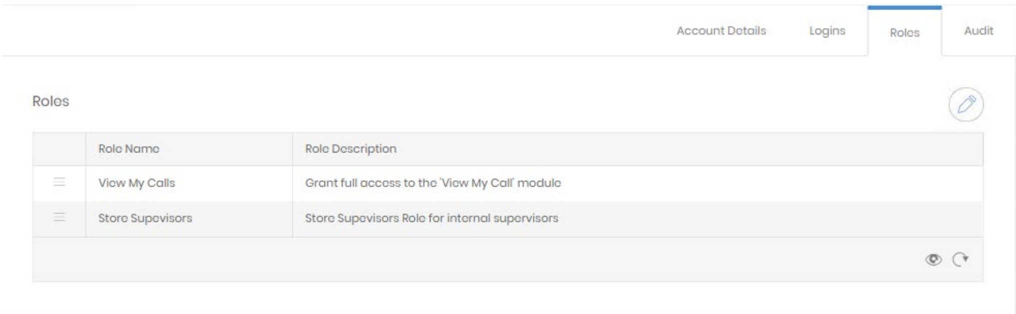
The logins tab shows details of any configured login mechanisms for the account.



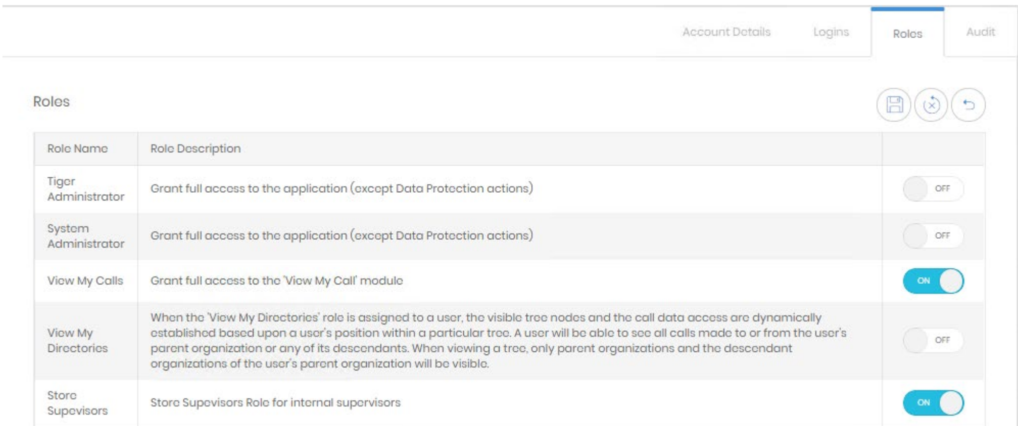
Local, Windows and any configured SAML providers can be enabled or disabled for the user here.

Roles

The roles tab lists all roles that have been assigned to the account.



Editing the page allows additional roles to be added, or existing ones to be removed.



Audit

The audit tab shows the details for account creation and last modification.

Roles Authorization

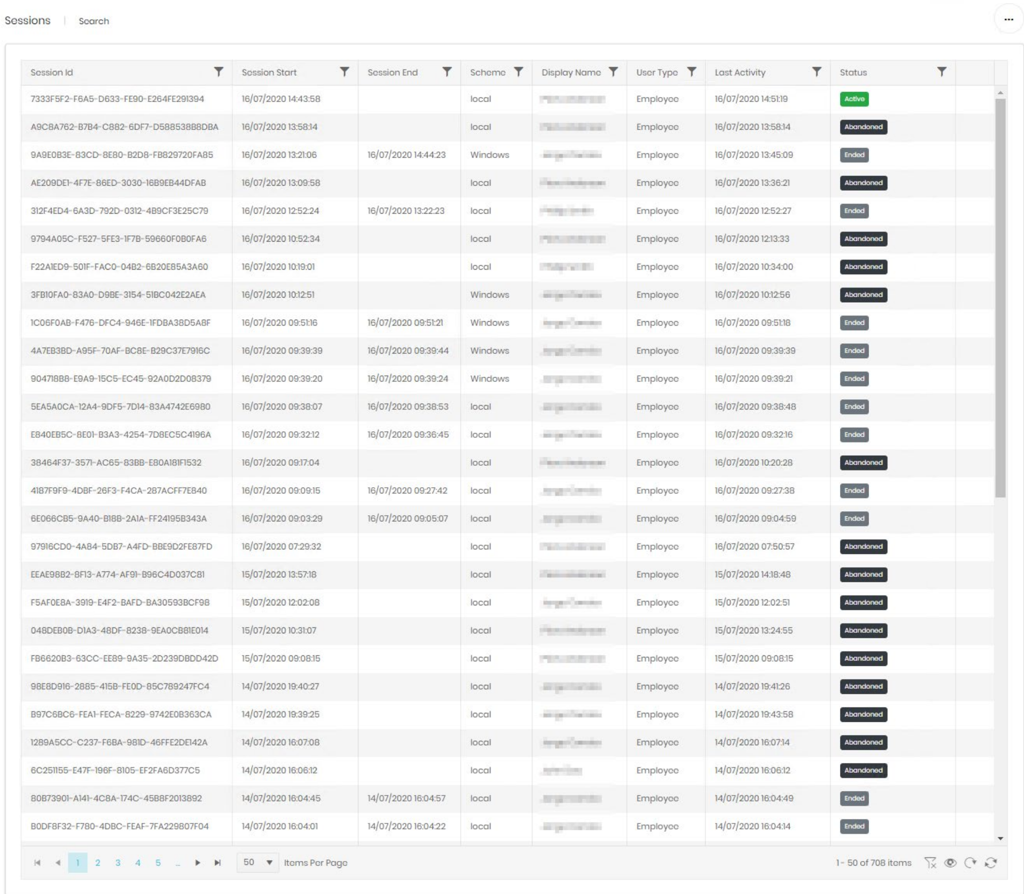
The lower part of the page shows the access available to the account based on the roles assigned.

Activity

Sessions

Search

The search grid allows visibility over which user accounts have active, abandoned or ended sessions. For standard grid controls see common features.



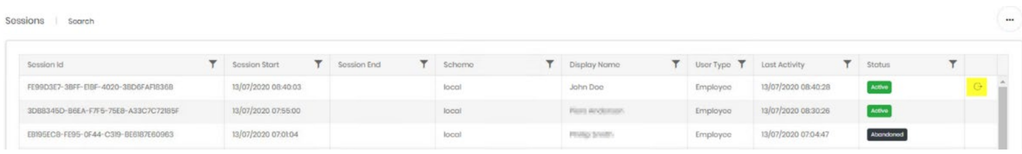
Sessions | Search

Session Id	Session Start	Session End	Scheme	Display Name	User Type	Last Activity	Status
7333F5F2-F6A5-D633-FE90-E264FE291394	16/07/2020 14:43:58		local	[illegible]	Employee	16/07/2020 14:51:19	Active
A9C8A762-B7B4-C882-6DF7-D588538B8DBA	16/07/2020 13:58:14		local	[illegible]	Employee	16/07/2020 13:58:14	Abandoned
9A9E0B3E-83CD-8E80-B2D8-FB829720FA85	16/07/2020 13:21:06	16/07/2020 14:44:23	Windows	[illegible]	Employee	16/07/2020 13:45:09	Ended
AE209DE1-4F7E-86ED-3030-16B9EB44DFAB	16/07/2020 13:09:58		local	[illegible]	Employee	16/07/2020 13:36:21	Abandoned
312F4ED4-6A3D-792D-0312-4B9CF3E25C79	16/07/2020 12:52:24	16/07/2020 13:22:23	local	[illegible]	Employee	16/07/2020 12:52:27	Ended
9794A05C-F527-5FE3-1F7B-59660F0B0FA6	16/07/2020 10:52:34		local	[illegible]	Employee	16/07/2020 12:13:33	Abandoned
F22A1ED9-501F-FAC0-04B2-6B20E85A3A60	16/07/2020 10:19:01		local	[illegible]	Employee	16/07/2020 10:34:00	Abandoned
3FB10FA0-83A0-D9BE-3154-51BC042E2AEA	16/07/2020 10:12:51		Windows	[illegible]	Employee	16/07/2020 10:12:56	Abandoned
1C06F0AB-F476-DFC4-946E-1FDBA38D5A8F	16/07/2020 09:51:16	16/07/2020 09:51:21	Windows	[illegible]	Employee	16/07/2020 09:51:18	Ended
4A7EB3BD-A95F-70AF-BC8E-B29C37E7916C	16/07/2020 09:39:39	16/07/2020 09:39:44	Windows	[illegible]	Employee	16/07/2020 09:39:39	Ended
904718B8-E9A9-15C5-EC45-92A0D2D08379	16/07/2020 09:39:20	16/07/2020 09:39:24	Windows	[illegible]	Employee	16/07/2020 09:39:21	Ended
5EA5A0CA-12A4-9DF5-7D14-83A4742E6980	16/07/2020 09:38:07	16/07/2020 09:38:53	local	[illegible]	Employee	16/07/2020 09:38:48	Ended
E840EB5C-8E01-B3A3-4254-7D8EC5C4196A	16/07/2020 09:32:12	16/07/2020 09:36:45	local	[illegible]	Employee	16/07/2020 09:32:16	Ended
38464F37-3571-AC65-83BB-E80A181F1532	16/07/2020 09:17:04		local	[illegible]	Employee	16/07/2020 10:20:28	Abandoned
4187F9F9-4DBF-26F3-F4CA-287ACFF7E840	16/07/2020 09:09:15	16/07/2020 09:27:42	local	[illegible]	Employee	16/07/2020 09:27:38	Ended
6E066CB5-9A40-B18B-2A1A-FF24195B343A	16/07/2020 09:03:29	16/07/2020 09:05:07	local	[illegible]	Employee	16/07/2020 09:04:59	Ended
97916CD0-4A84-5DB7-A4FD-BBE9D2FE87FD	16/07/2020 07:29:32		local	[illegible]	Employee	16/07/2020 07:50:57	Abandoned
EEAE98B2-8F13-A774-AF91-B96C4D037C81	15/07/2020 13:57:18		local	[illegible]	Employee	15/07/2020 14:18:48	Abandoned
F5AF0E8A-3919-E4F2-BAFD-BA30593BCF98	15/07/2020 12:02:08		local	[illegible]	Employee	15/07/2020 12:02:51	Abandoned
048DEB0B-D1A3-48DF-8238-9EA0CB81E014	15/07/2020 10:31:07		local	[illegible]	Employee	15/07/2020 13:24:55	Abandoned
FB6620B3-63CC-EE89-9A35-2D239DBDD42D	15/07/2020 09:08:15		local	[illegible]	Employee	15/07/2020 09:08:15	Abandoned
98E8D916-2885-415B-FE0D-85C789247FC4	14/07/2020 19:40:27		local	[illegible]	Employee	14/07/2020 19:41:26	Abandoned
B97C6BC6-FEA1-FECA-8229-9742E0B363CA	14/07/2020 19:39:25		local	[illegible]	Employee	14/07/2020 19:43:58	Abandoned
1289A5CC-C237-F6BA-981D-46FFE2DE142A	14/07/2020 16:07:08		local	[illegible]	Employee	14/07/2020 16:07:14	Abandoned
6C251155-E47F-196F-8105-EF2FA6D377C5	14/07/2020 16:06:12		local	[illegible]	Employee	14/07/2020 16:06:12	Abandoned
80B73901-A141-4C8A-174C-45B8F2013892	14/07/2020 16:04:45	14/07/2020 16:04:57	local	[illegible]	Employee	14/07/2020 16:04:49	Ended
B0DF8F32-F780-4DBC-FEAF-7FA229807F04	14/07/2020 16:04:01	14/07/2020 16:04:22	local	[illegible]	Employee	14/07/2020 16:04:14	Ended

1 2 3 4 5 ... 50 Items Per Page 1 - 50 of 708 items

Terminating sessions

From the grid active sessions can be terminated. You cannot end your own session, but any other active user should show a control on the right of the active session record.



Sessions | Search

Session Id	Session Start	Session End	Scheme	Display Name	User Type	Last Activity	Status
FE99D3E7-3BFF-E1BF-4020-38D6FAF18368	13/07/2020 08:40:03		local	John Doe	Employee	13/07/2020 08:40:28	Active
3D88345D-B6EA-F7F5-75E8-A33C7C72185F	13/07/2020 07:55:00		local	[illegible]	Employee	13/07/2020 08:30:26	Active
EB195EC8-FE95-0F44-C319-BE6187E60963	13/07/2020 07:01:04		local	[illegible]	Employee	13/07/2020 07:04:47	Abandoned

Platform Users

Not implemented at this time.

Authorization

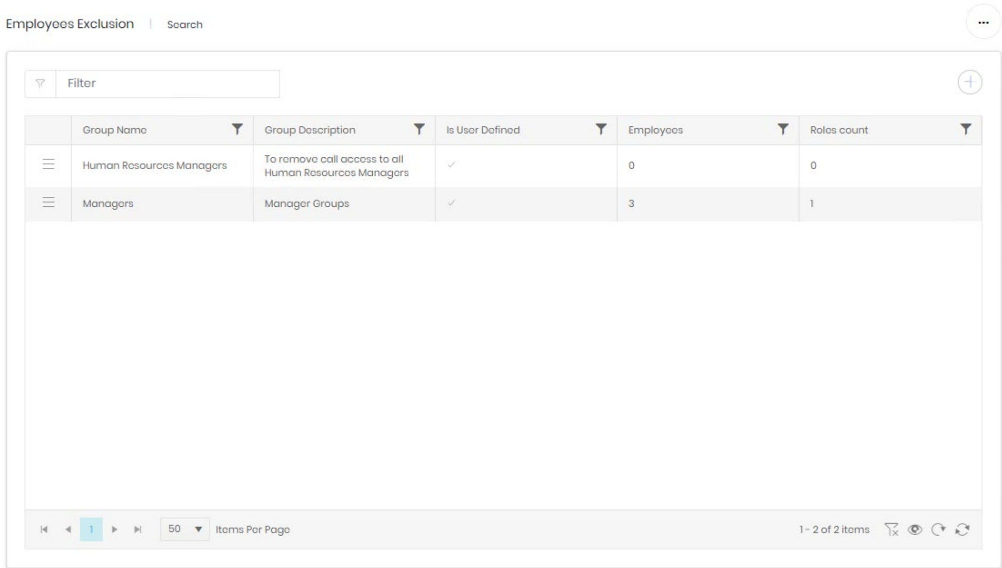
Overview

Users are authorised for access to the various functions and data in Prism by roles assigned to their account. Each role may have a set of permissions for system functions (e.g. Dashboards, or fixed charge read & write) and may have one or more Groups which convey access to specific parts of the system.

By defining groups and roles carefully, great flexibility can be given to which users are granted access to Prism's functions without having to configure users individually.

Groups

There are 10 types of Group, although many are similar. When a group type is selected from the navigation menu it displays a management grid. For standard grid controls see common features.



Each group type's grid will have slightly different columns relating to the counts of items included, and the number of roles to which the group is applied.

Creating Groups

Department/Cost Centres/Projects

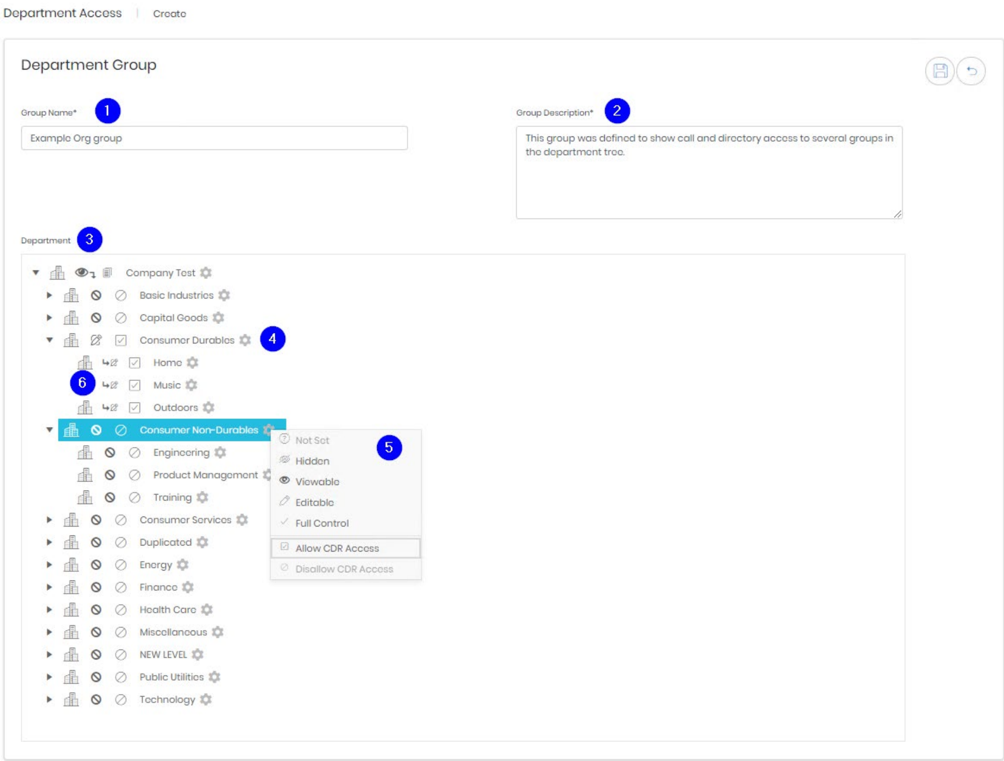
These three group types define specific access to each of the three directory trees.

There are two predefined groups in each type.

Tree Administrator gives the role access to the whole tree. Whether this is read only or not is determined by the role's permissions.

View My Directories is a special dynamic group which allows access to the organization which the current user is in, plus all descendant organizations. Whether this is read only or not is determined by the role's permissions.

Additional groups can be created for each of the three organization types and existing user defined ones can be viewed and edited from the management grid.



A new group requires a name and description (1 & 2). Below those is the tree showing the directory view chosen (3).

The organizations in the tree can be expanded to show their descendants. To the right of each organization name is a cog icon (4). When clicked this opens a menu with several controls (5). There are actually two aspects of access defined in this menu.

First is the management access level. This determines what the group allows a role to see and edit in the enterprise directory management screens. Icons corresponding to the chosen options are displayed to the left of the organization in the tree.

- Hidden – cannot be seen. This is the default state for all organisations when a group is created.
- Viewable – Can be seen in the directory, but no changes can be made.
- Editable – edits can be made to the organization's name and description. Fixed charges and tariffs assigned to it and any custom fields which have been enabled.
- Full control – All aspects of the organization can be changed, it can be moved, backdated, or deleted. New organizations can be created. This level is required to manage endpoint and authorization code assignments.

The second pair of controls govern whether or not the role can see call data for the organization.

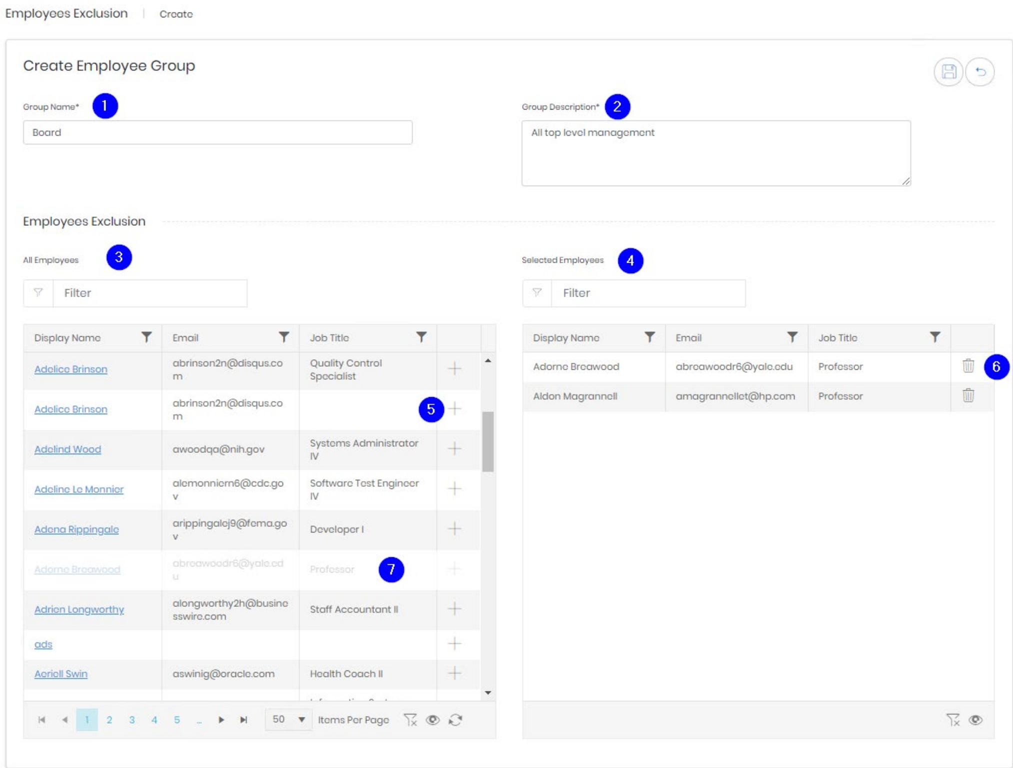
Note that when an organization's access is changed, all descendant organizations inherit that change (6). This is shown with a slightly different icon. This inherited state can be overridden by setting the specific Management or CDR Access for the descendants.

When the access changes for the group are complete click save. The new group will now be listed and available for selection when customising a role.

Employee Exclusion

After defining access to a section of one of the directory trees there may be individual employees whose data should not be available for example higher level managers, or HR staff. These members can be added to exclusion groups which will remove them from any access granted by Department, Cost Centre or Project Groups.

Create a new group from the management grid or select an existing one.



A new group requires a name and description (1 & 2). Below those are two grids showing all employees (3) and selected employees (4). Both grids use the standard grid controls details in common features.

Against each employee who should be added to the group click the plus (5), this will add the employee to the selected grid. To remove them click the bin icon (6).

Employees who are already selected are greyed but remain in the All Employees grid.

When the employee selections for the group are complete click save. The new group will now be listed and available for selection when customising a role.

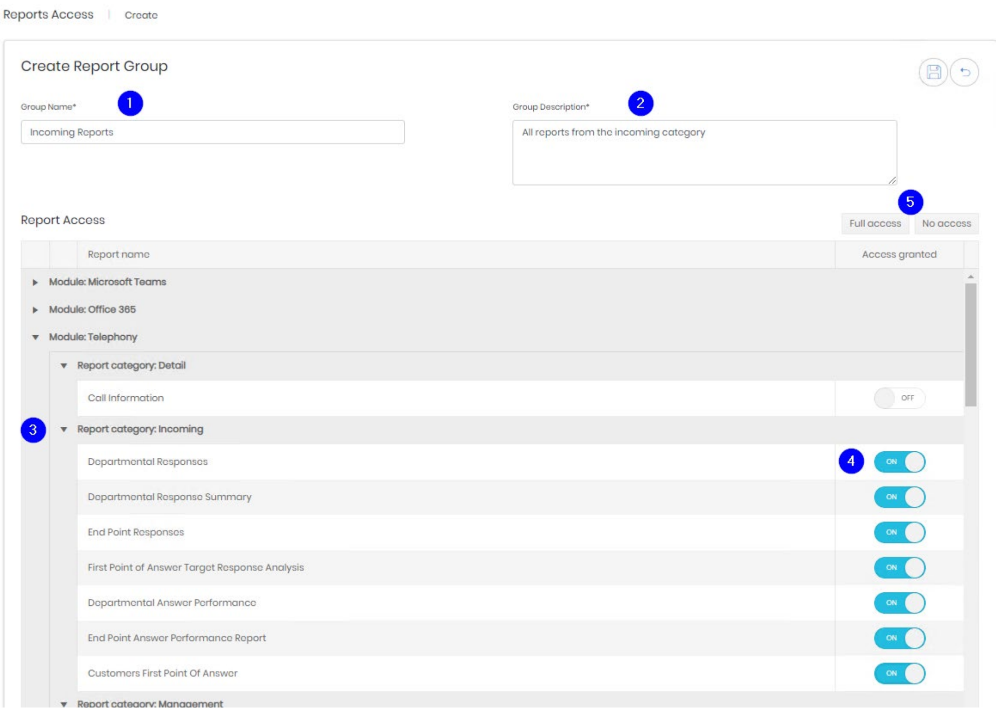
Network

Network groups allow CDR access for the CDR Source or channels specified in the group. This means that CDR access can be given or withheld on a geographical, or topological basis, in line with responsibilities.

Reports

Report groups determine which specific reports are available to a role. There is a predefined group, Reports Administrator, which allows access to all reports, but groups can be set up to allow more restricted report types to users.

Create a new group from the management grid or select an existing one.



A new group requires a name and description (1 & 2). The list (3) shows all reports from every licenced module and can be collapsed or expanded with the controls on the left. For each report that the group should allow access to set the slider to "On" (4). Two specific controls allow all sliders to be set on or off (5).

When the report selections for the group are complete click save. The new group will now be listed and available for selection when customising a role.

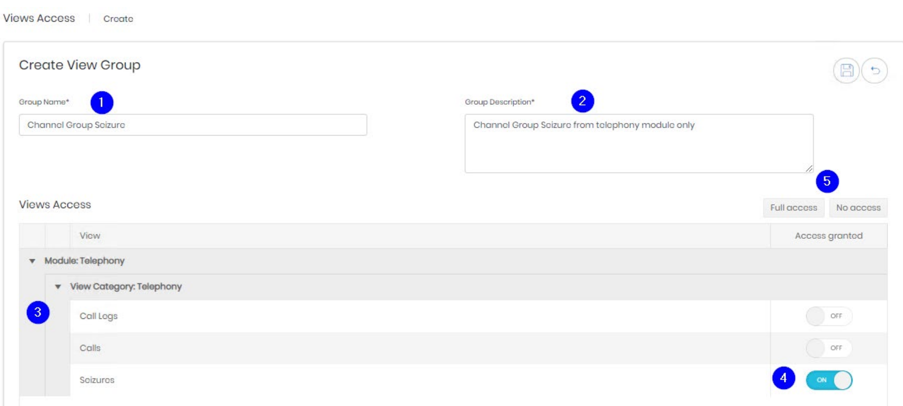
Exports

Export groups work in exactly the same way as Report groups.

Views

Views access groups control which elements of analytics are available to roles. There is a predefined group, Views Administrator, which allows access to all views in all modules.

Create a new group from the management grid or select an existing one.



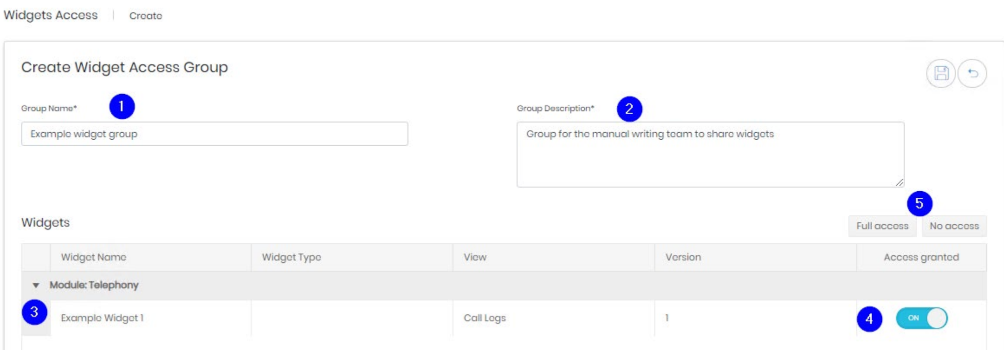
A new group requires a name and description (1 & 2). The list (3) shows all views from every licenced module and can be collapsed or expanded with the controls on the left. For each view that the group should allow access to set the slider to “On” (4). Two specific controls allow all sliders to be set on or off (5).

When the view selections for the group are complete click save. The new group will now be listed and available for selection when customising a role.

Widgets

Widget groups allow access to sets of saved analytics widgets. This allows a team to create and share widgets between them, or an administrator to create either one widget to distribute to many teams, or several widgets to deploy via a group to one or more roles.

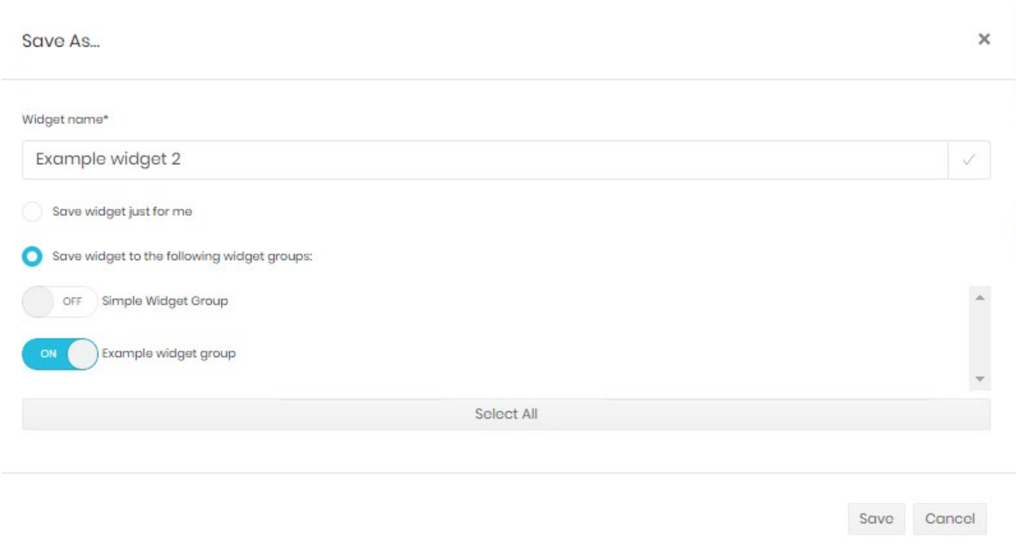
Create a new group from the management grid or select an existing one.



A new group requires a name and description (1 & 2). The list (3) shows all widgets from every licenced module and can be collapsed or expanded with the controls on the left. Each widget can be allocated to the group by setting the slider to “On” (4). Two specific controls allow all sliders to be set on or off (5).

When the widget selections for the group are complete click save. The new group will now be listed and available for selection when customising a role.

Widget groups do not have to contain widgets on creation, they can be created empty for one or more roles to share. When a widget has been defined in analytics it can be saved to a widget group (or several groups) instead of privately.

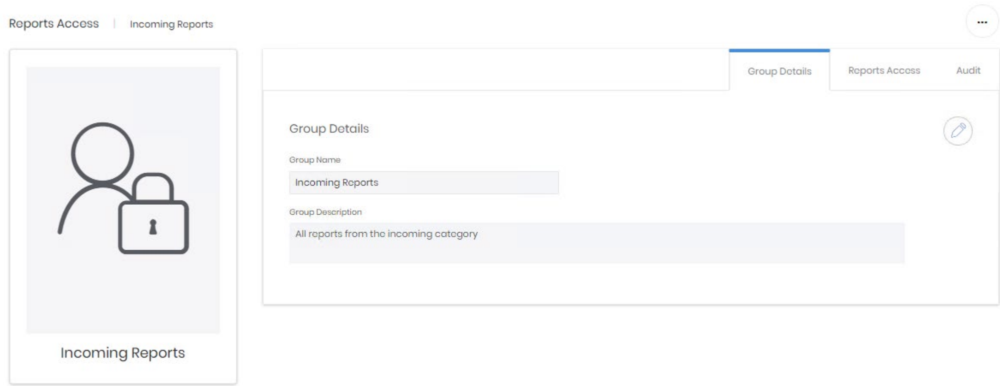


Dashboards

Dashboards groups work in exactly the same way as Report groups.

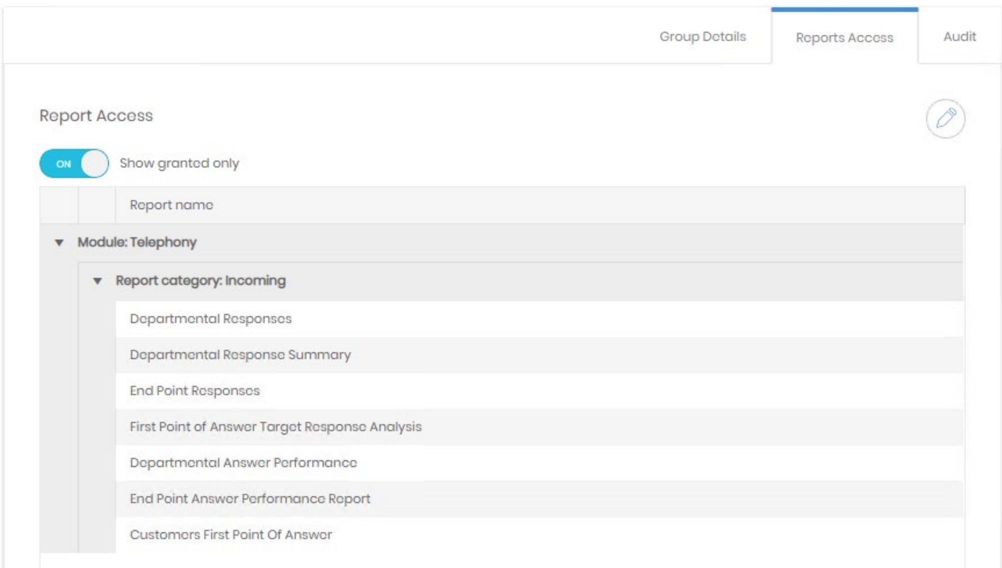
Editing existing groups

Existing groups can be viewed in the management grid for each. The detail page for a group shows three tabs.

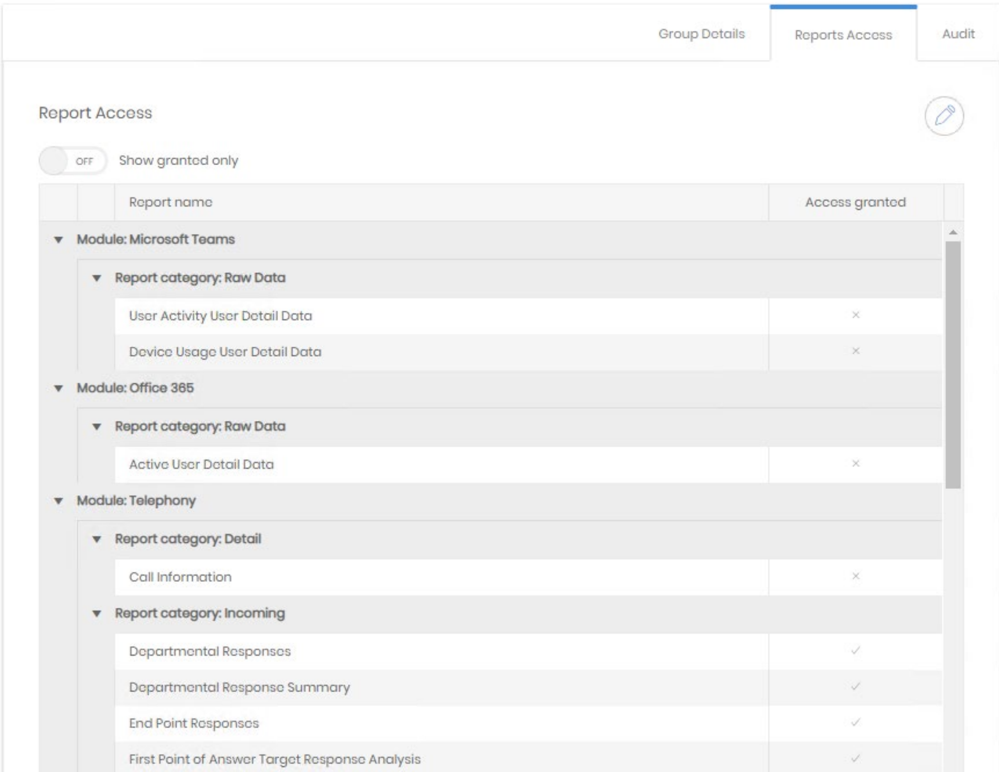


The first shows the name and description, both can be edited here

The second shows a version of the definition screen from group creation. Sometimes simplified to show only those items that have been selected.



Although the ‘Show granted only’ control can be switched off to show the other options available



These options can be adjusted by editing this tab.

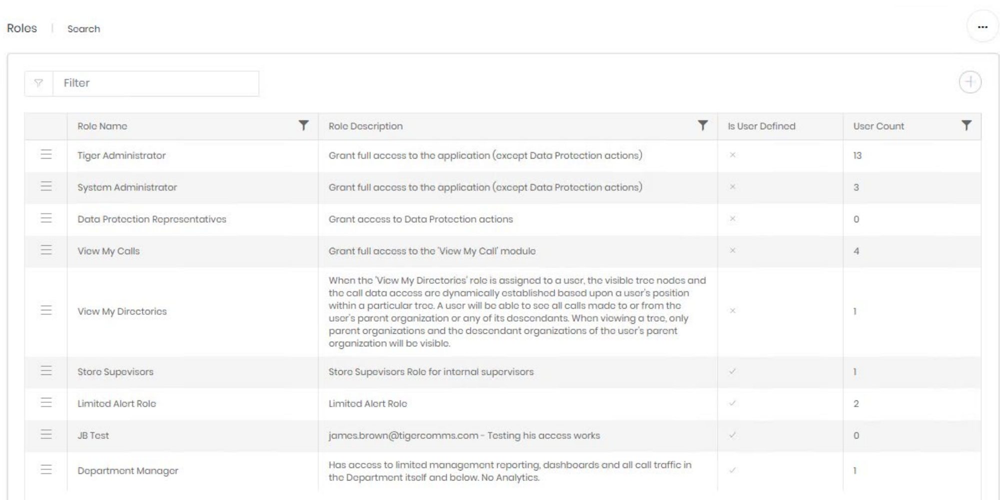
The Audit tab shows creation and last updated details.

Roles

Each role can contain a set of permissions and one or more groups, although neither is required – a role can just supply group access or just permissions. A user account’s functional and data access is defined by the sum of what is provided by the roles assigned to it. Excepting Employee Exclusion Groups roles only add levels of access.

Search

The roles available can be found in the search grid. For standard controls see common features.



Role Name	Role Description	Is User Defined	User Count
Tiger Administrator	Grant full access to the application (except Data Protection actions)	×	13
System Administrator	Grant full access to the application (except Data Protection actions)	×	3
Data Protection Representatives	Grant access to Data Protection actions	×	0
View My Calls	Grant full access to the 'View My Call' module	×	4
View My Directories	When the 'View My Directories' role is assigned to a user, the visible tree nodes and the call data access are dynamically established based upon a user's position within a particular tree. A user will be able to see all calls made to or from the user's parent organization or any of its descendants. When viewing a tree, only parent organizations and the descendant organizations of the user's parent organization will be visible.	×	1
Store Supevisors	Store Supevisors Role for internal supervisors	✓	1
Limited Alert Role	Limited Alert Role	✓	2
JB Test	james.brown@tigercomms.com - Testing his access works	✓	0
Department Manager	Has access to limited management reporting, dashboards and all call traffic in the Department itself and below. No Analytics.	✓	1

There are several pre-defined roles in Prism, these cannot be edited.

Tiger Administrator – Full access to all aspects of the system, except Data Privacy actions. A Tiger Administrator can appoint a Data Protection Agent but cannot perform the forget process.

System Administrator - Full access to all aspects of the system, except Data Privacy actions.

Data Protection Representatives – This role cannot be assigned in the usual way but is added to accounts via the Data Privacy module. It allows the forget actions required under EU and UK law.

View My Calls – Usually assigned by directory integration. This is a role that gives access to the simple View My Activity module, allowing users to see their own calls and maintain a phone book to define personal and business numbers.

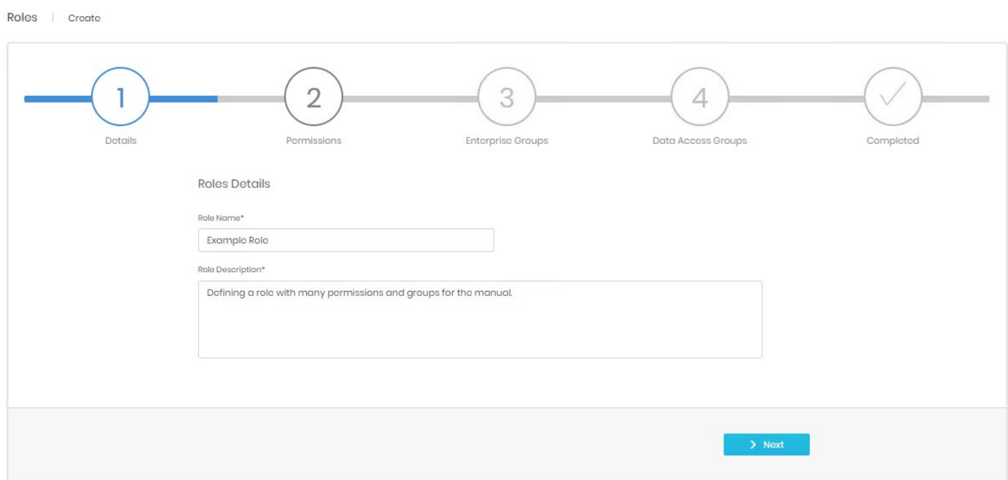
View My Directories – A special role allowing access to the user's organization in the directory tree and all descendant organizations. Ideal for manager roles. Access granted by this role will adjust depending on the directory position of the user at the time.

Create

Additional roles can be created for more specific access requirements. It is worth taking time to consider how to structure the roles in your system, especially if there are a large number of users with different requirements. Making several simpler roles instead of one or two complex ones might lead to an easier time when configuring accounts in the future. Providing a detailed explanatory description for each role is strongly recommended.

New roles are created with a five step wizard.

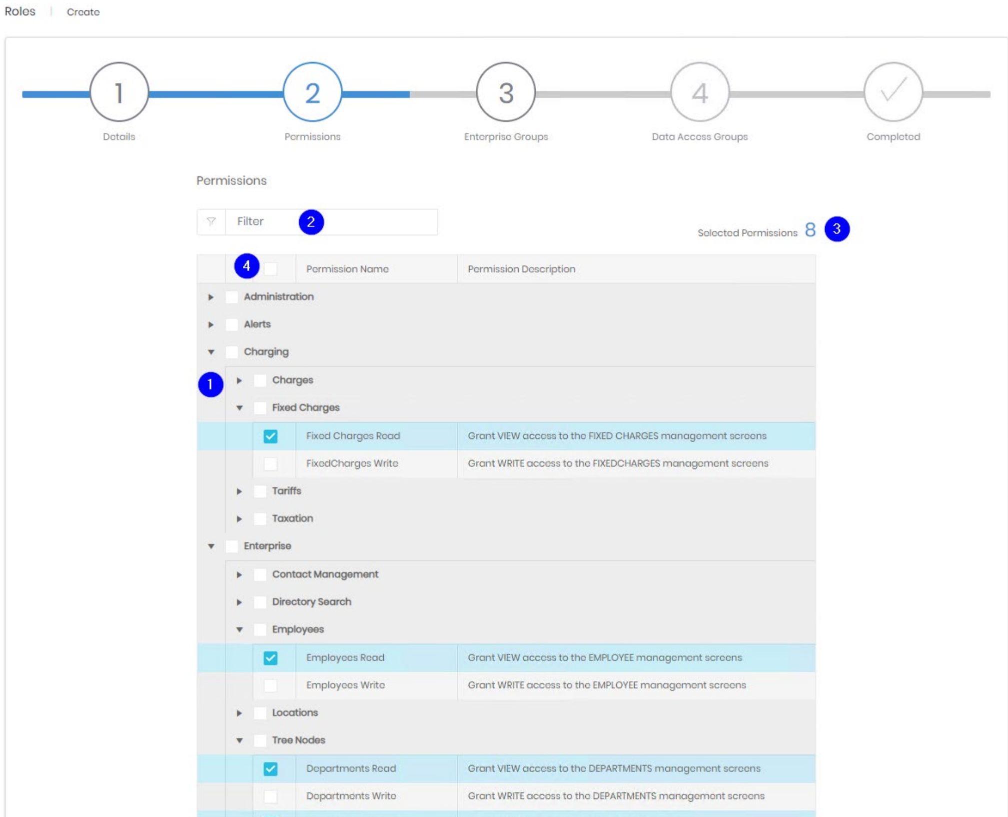
Details



Step 1 requires a name and description for the role. Tiger strongly advises that the description be complete so that a role can be chosen from the list when creating or updating an account, instead of needing to be opened to see what it grants.

Permissions

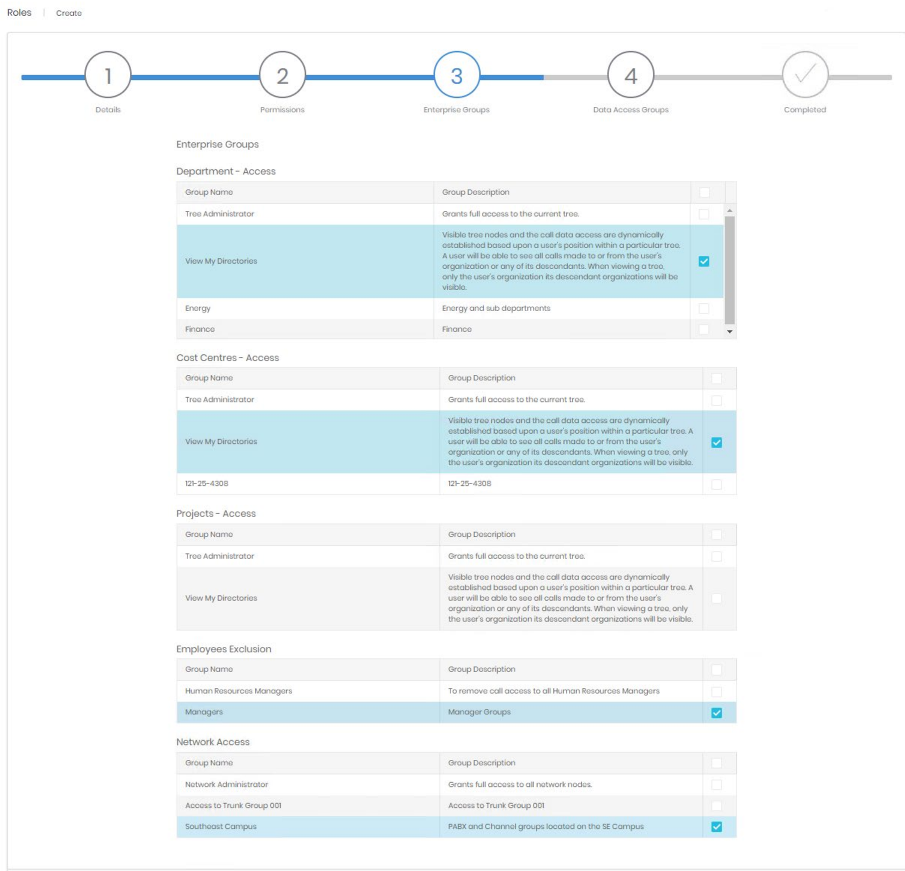
Step 2 selects the permissions for the role. Permissions provide functional access to aspects of Prism. For example, the ability to see the Enterprise Directory management screens is needed in addition to groups defining access to parts of the directory.



The permissions tree is grouped by module and can be expanded or collapsed with the controls on the left (1). The items displayed can also be filtered to find types of or specific permissions (2). The number of selections is displayed at the top (3) and these selections are retained through different filtering, expansion or collapsing operations. There is a select/deselect all box at the top of the tree (4) to reset selections, or to start with everything and reduce permissions if that is easier for the role.

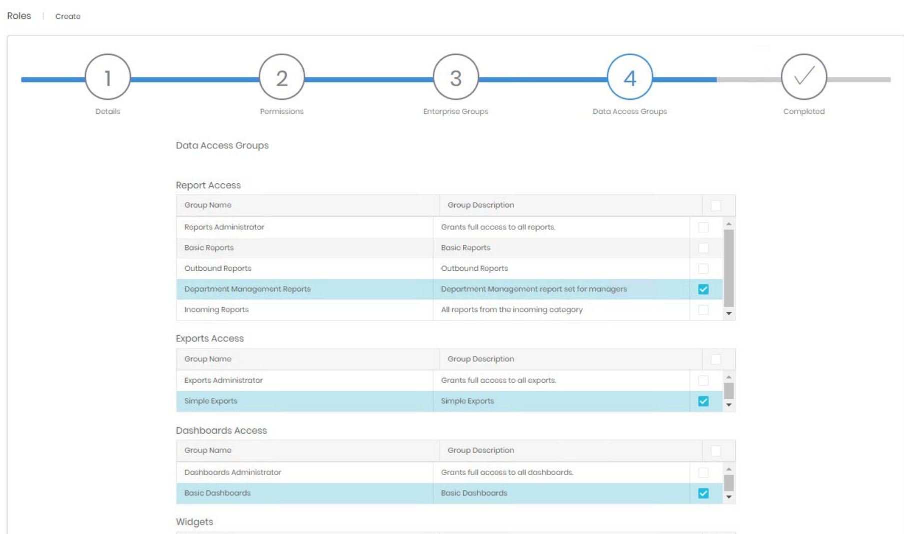
Enterprise Groups

The enterprise groups step will list all defined groups dealing with the Enterprise module. That includes all three directory trees, Network groups and employee exclusions. Each set of groups is listed individually, and each set has a select all box available.



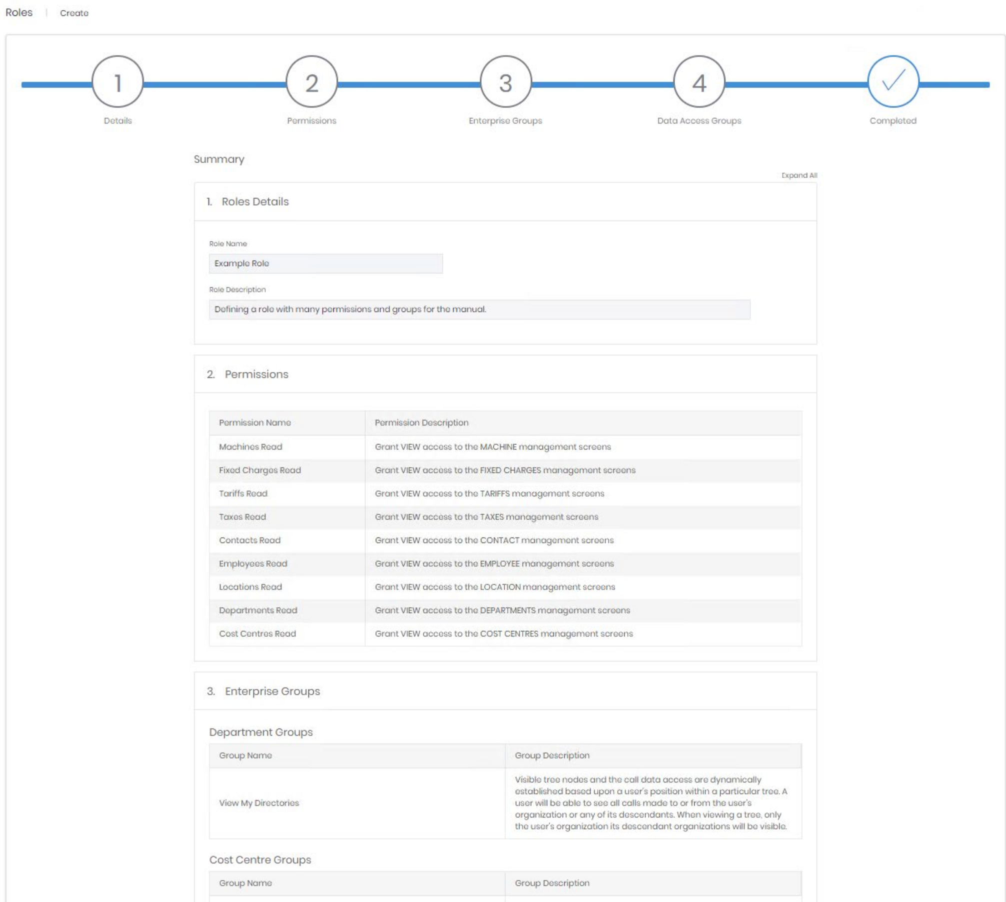
Data Access Groups

The next step is to assign data access to the role. The remaining types of group are listed in this stage. As with Enterprise groups the types are grouped together.



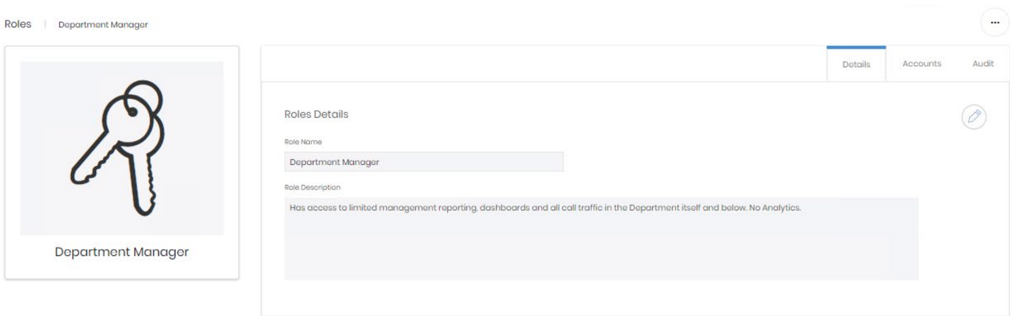
Completed

Shows a summary of the information entered before creation.

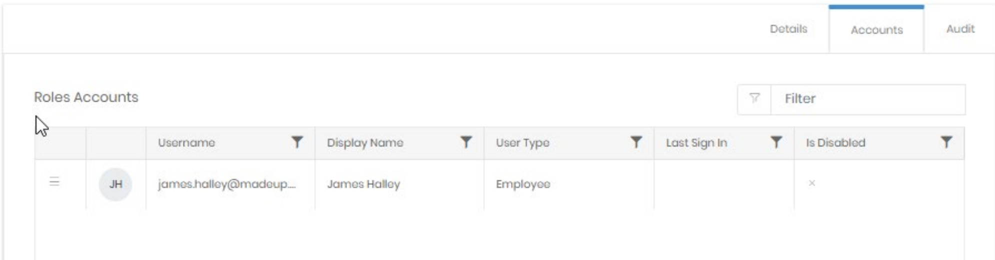


Detail Page and Editing Roles

The details page for a role has two main sections. The top of the page shows three tabs. The first shows the name and description of the role.

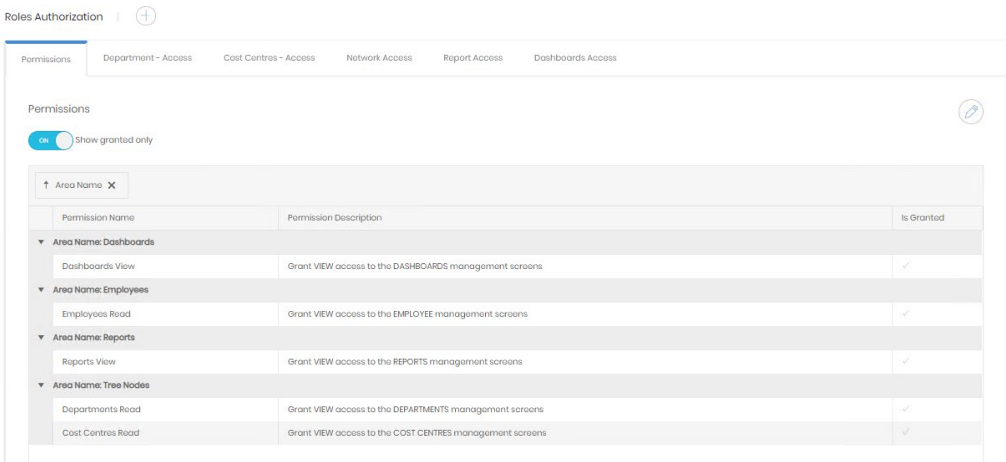


The second tab lists the accounts which are using the role.

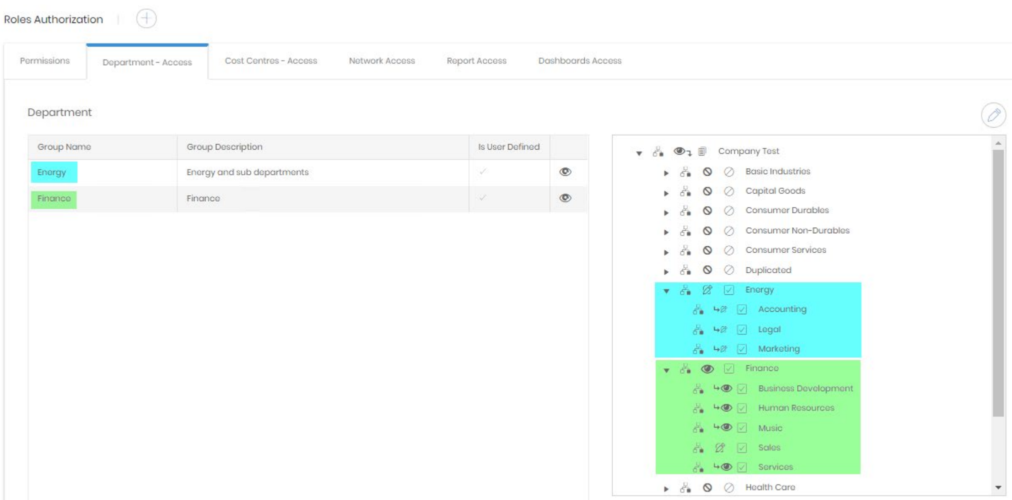


The audit tab shows the details for role creation and last modification.

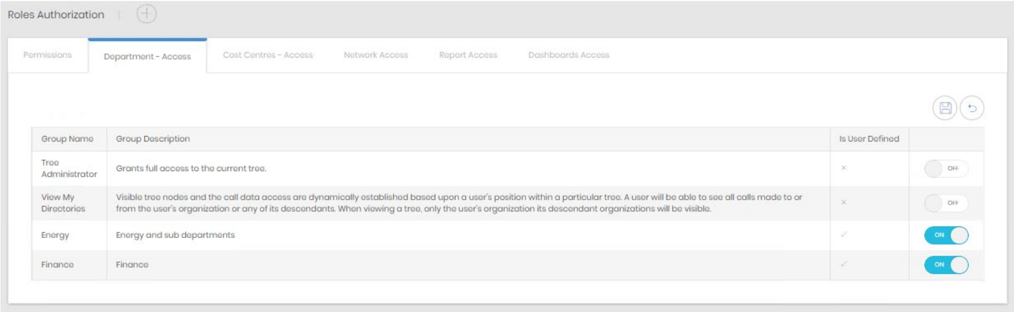
The bottom part of the page shows the results of the various groups and permissions applied to the role. Tabs will only show on the display if an appropriate group is applied. In the example below there is no Projects access granted to the role, so there is no ‘Project – Access’ tab.



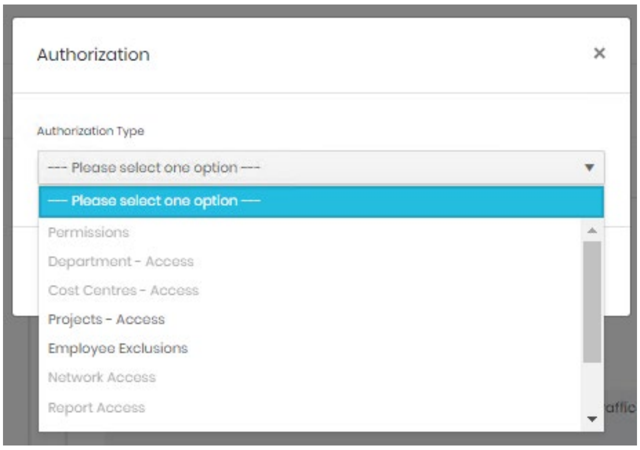
Otherwise each tab shows the sum of the groups applied. If two permissions groups are applied the permissions tab will list all granted permissions from both. The directory tree for Department/Cost Centre/Projects Access shows the resulting access form all groups applied. The role below has two department access groups applied, so shows access (of different types) applied to organizations in the view.



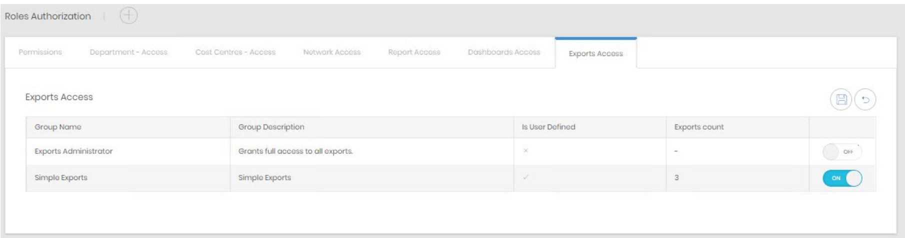
The method to add additional groups to a role depends on what group types are applied already. In the above examples there are permission groups, department and cost centres, and network enterprise groups, and report and dashboard Data Access groups. To add further groups of any of these types, navigate to the appropriate tab and edit the tab. This will show the group list for the type and allow selection or deselection of individual groups.



If there is not a group of that type already then click the + next to Roles Authorization to add a new type of authorization. A list will display, with existing types greyed out.



Select the new group type and confirm. The tab will be added, and a list of available groups shows for selection. Remember that additional permissions may be required if new Enterprise or Data Access tabs are added.

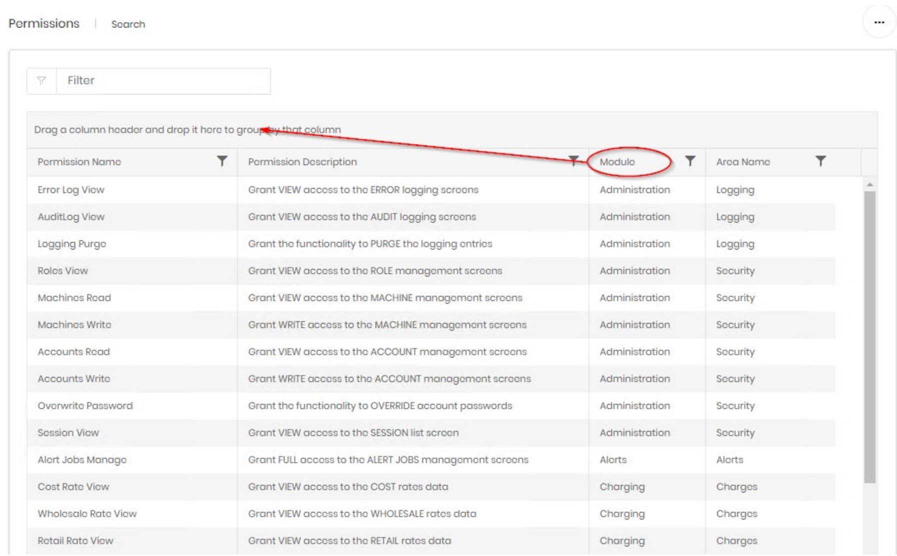


Once saved the role is updated. The effect is immediate and all accounts with that role will have the revised access levels.

Permissions

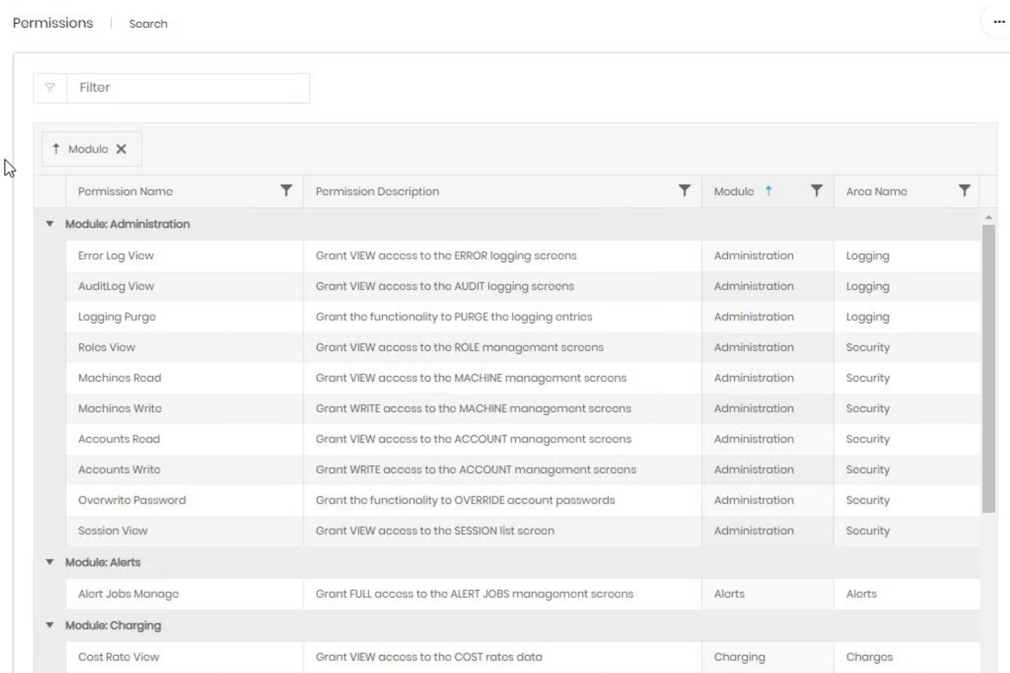
The permissions section has a full list of available permissions for reference. The permissions are presented in a grid and there is a general filter as well as the normal column filters. However, the permissions grid has one additional feature. Each of the column headings can be dragged above the header bar to form a group.

For example, here is the default display,



Permission Name	Permission Description	Module	Area Name
Error Log View	Grant VIEW access to the ERROR logging screens	Administration	Logging
AuditLog View	Grant VIEW access to the AUDIT logging screens	Administration	Logging
Logging Purge	Grant the functionality to PURGE the logging entries	Administration	Logging
Roles View	Grant VIEW access to the ROLE management screens	Administration	Security
Machines Read	Grant VIEW access to the MACHINE management screens	Administration	Security
Machines Write	Grant WRITE access to the MACHINE management screens	Administration	Security
Accounts Read	Grant VIEW access to the ACCOUNT management screens	Administration	Security
Accounts Write	Grant WRITE access to the ACCOUNT management screens	Administration	Security
Overwrite Password	Grant the functionality to OVERRIDE account passwords	Administration	Security
Session View	Grant VIEW access to the SESSION list screen	Administration	Security
Alert Jobs Manage	Grant FULL access to the ALERT JOBS management screens	Alerts	Alerts
Cost Rate View	Grant VIEW access to the COST rates data	Charging	Charges
Wholesale Rate View	Grant VIEW access to the WHOLESALE rates data	Charging	Charges
Retail Rate View	Grant VIEW access to the RETAIL rates data	Charging	Charges

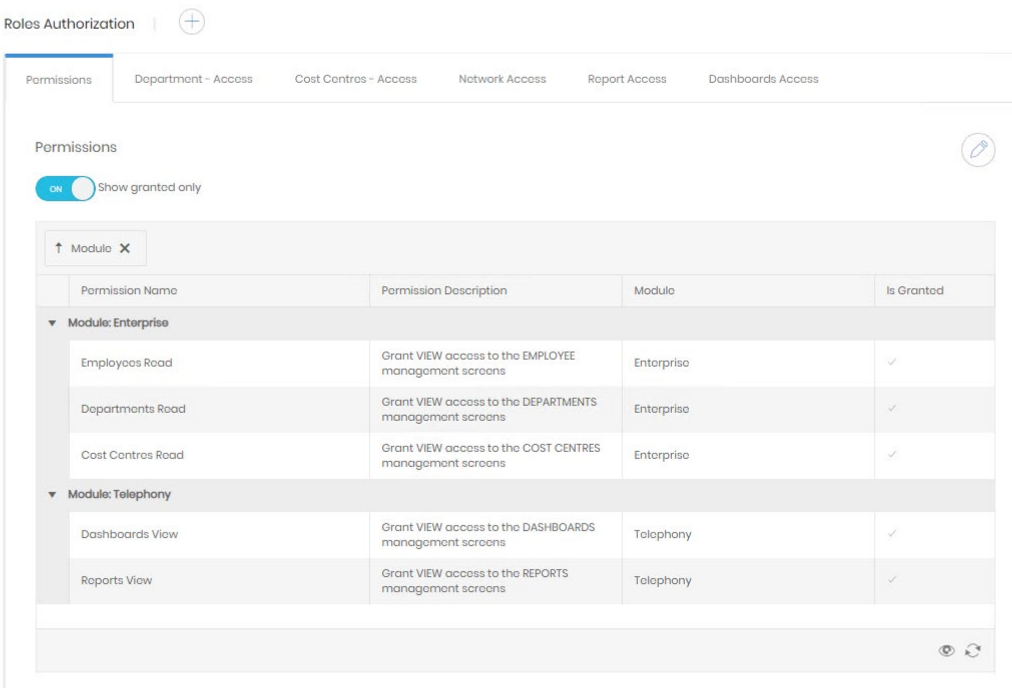
By dragging the module header up, all permissions are grouped by their module



Permission Name	Permission Description	Module	Area Name
Module: Administration			
Error Log View	Grant VIEW access to the ERROR logging screens	Administration	Logging
AuditLog View	Grant VIEW access to the AUDIT logging screens	Administration	Logging
Logging Purge	Grant the functionality to PURGE the logging entries	Administration	Logging
Roles View	Grant VIEW access to the ROLE management screens	Administration	Security
Machines Read	Grant VIEW access to the MACHINE management screens	Administration	Security
Machines Write	Grant WRITE access to the MACHINE management screens	Administration	Security
Accounts Read	Grant VIEW access to the ACCOUNT management screens	Administration	Security
Accounts Write	Grant WRITE access to the ACCOUNT management screens	Administration	Security
Overwrite Password	Grant the functionality to OVERRIDE account passwords	Administration	Security
Session View	Grant VIEW access to the SESSION list screen	Administration	Security
Module: Alerts			
Alert Jobs Manage	Grant FULL access to the ALERT JOBS management screens	Alerts	Alerts
Module: Charging			
Cost Rate View	Grant VIEW access to the COST rates data	Charging	Charges

Additional fields can be used to group further, a grouping level can be removed by clicking the ‘X’ in the grouping bar.

The same functionality is available when viewing and editing permissions on a role’s detail page.


Roles Authorization
Permissions
Department - Access
Cost Centres - Access
Network Access
Report Access
Dashboards Access
Permissions
ON
Show granted only
Module
Permission Name
Permission Description
Module
Is Granted
Module: Enterprise
Employees Read
Grant VIEW access to the EMPLOYEE management screens
Enterprise
Departments Read
Grant VIEW access to the DEPARTMENTS management screens
Enterprise
Cost Centres Read
Grant VIEW access to the COST CENTRES management screens
Enterprise
Module: Telephony
Dashboards View
Grant VIEW access to the DASHBOARDS management screens
Telephony
Reports View
Grant VIEW access to the REPORTS management screens
Telephony

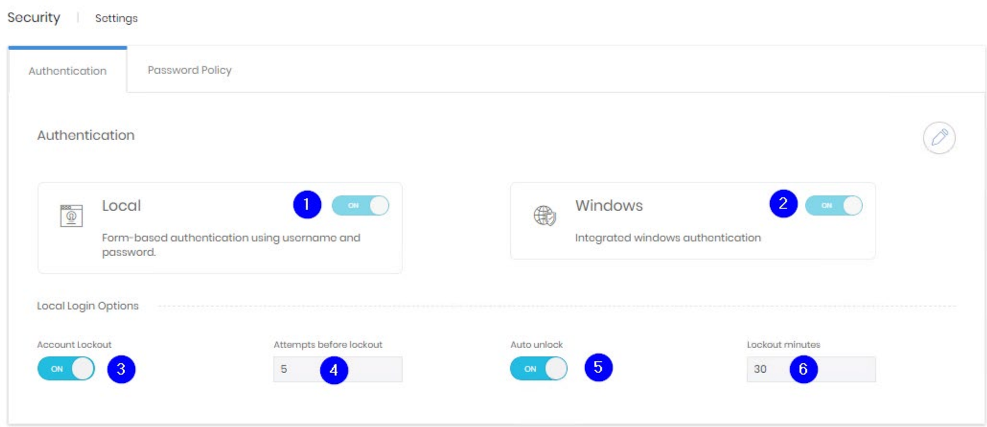
Administration

Settings

General
General security settings are broken into two sections.

Authentication

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



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

Password Policy

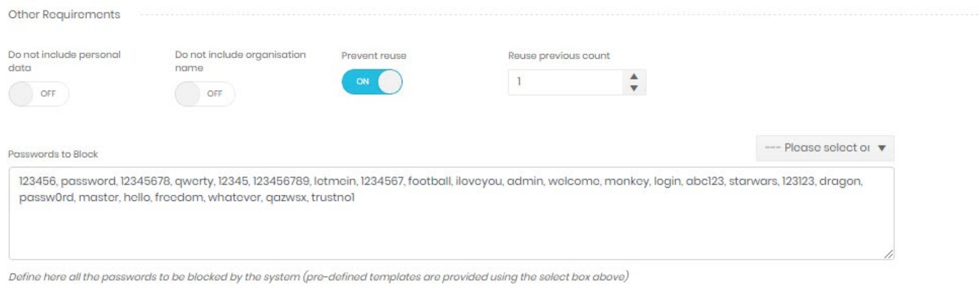
Prism's password policy governs the passwords for local accounts. There are three basic areas within the policy section.

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

The second section relates to passwords' required complexity.

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

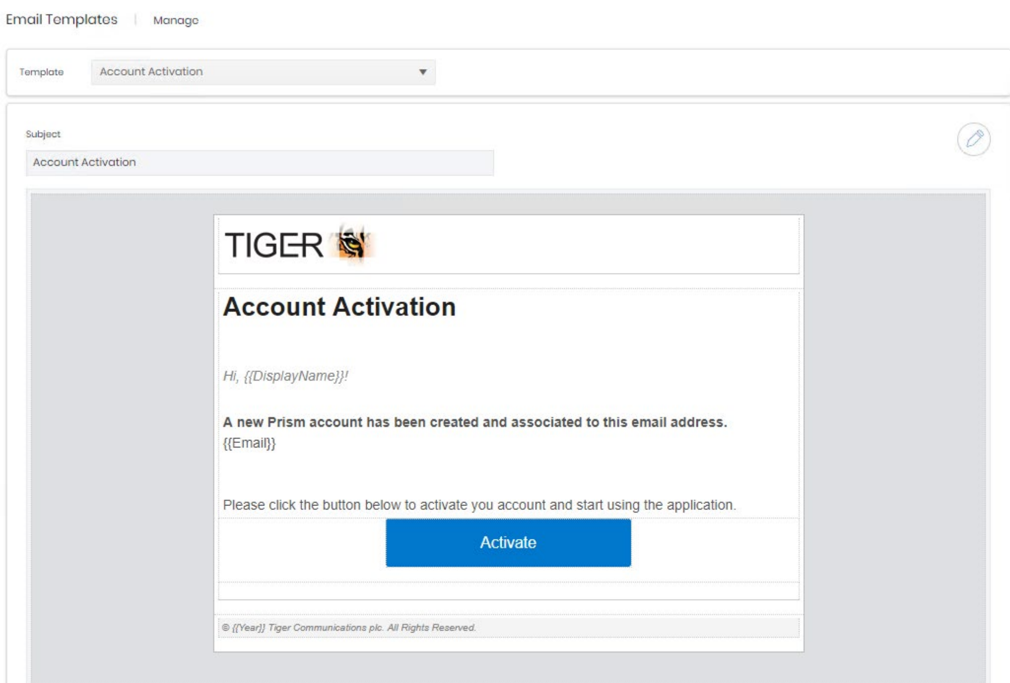
Finally, there is a space to input blocked passwords. These may be blocked by the organization or may simply be a list of common passwords sourced from elsewhere. Passwords to be blocked should be entered, comma-separated int the box. The drop-down menu above the box contains some template lists to start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



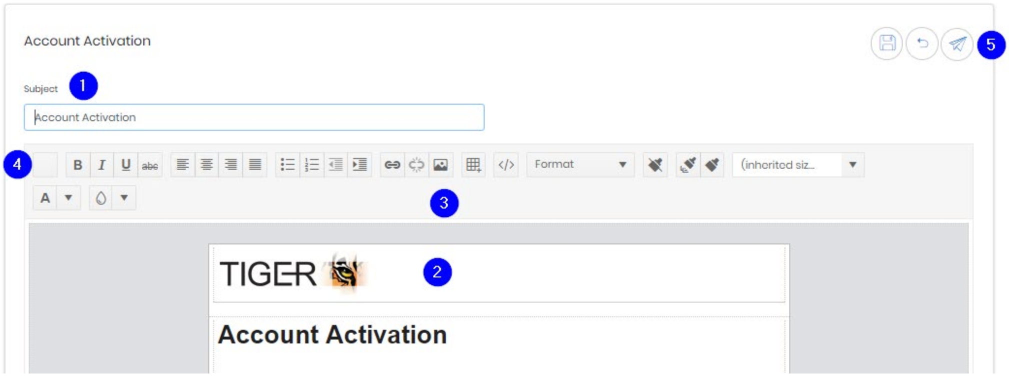
Email Templates

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

These templates can be viewed here.



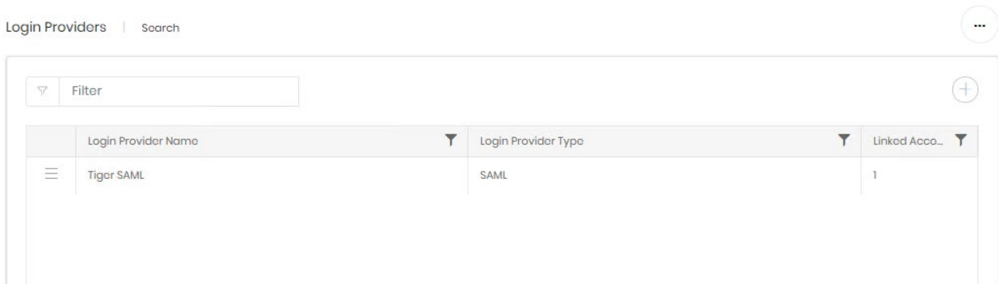
The templates can also be edited



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

Login Providers

Prism can be configured to allow authorisation via additional SAML providers. Initially displayed is a grid containing currently configured providers

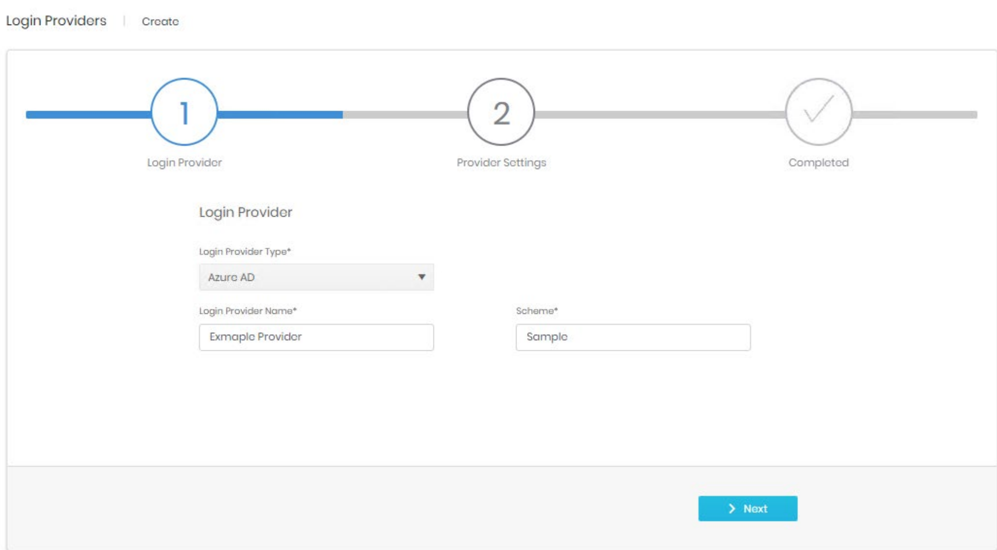


Create

Adding a new provider starts a three step wizard.

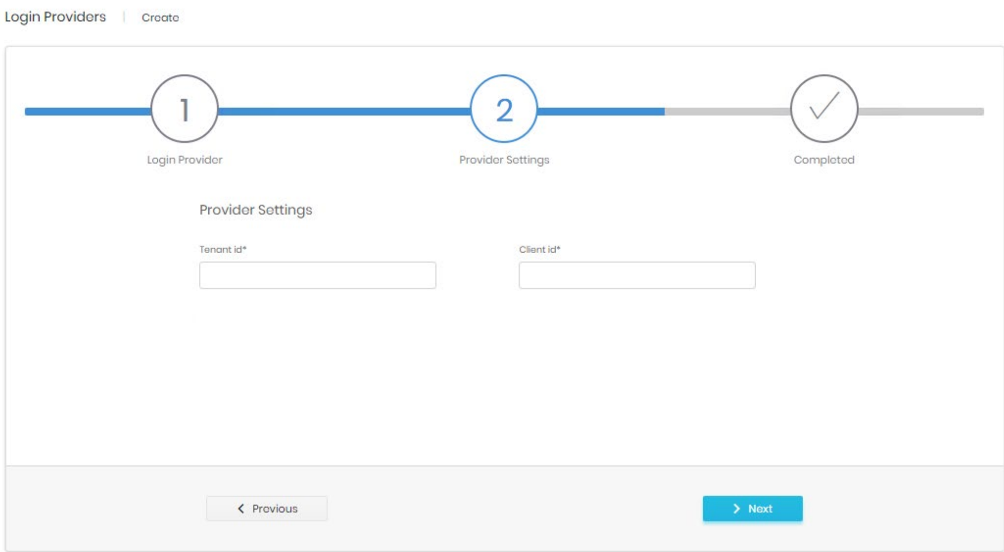
Login Provider

Select the provider type and enter a name and scheme for the entry.

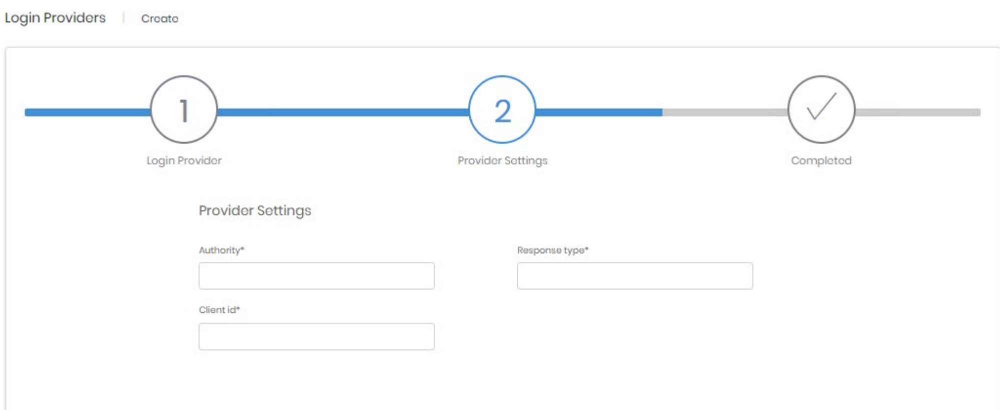


Step 2 will vary depending on the provider type selected.

For Azure AD type the Tenant id and Client id are required



For OpenIdConnect type Authority, Response Type, and Client id are needed.

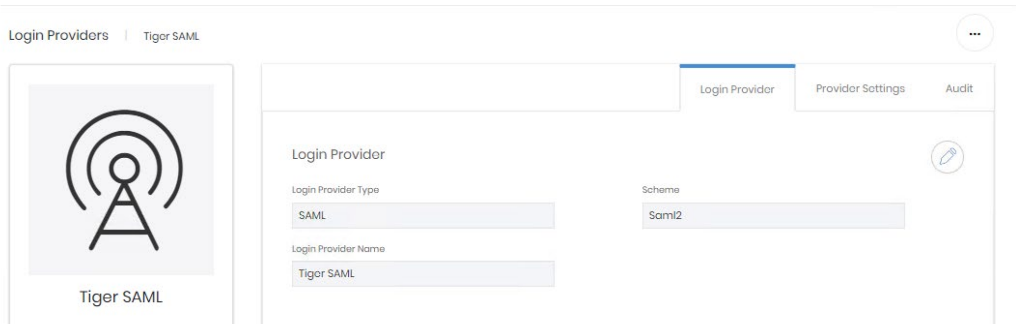


Completed

Shows a summary of the information entered before creation.

Detail Page

The detail for a provider has three tabs. The first two reflect the details entered at creation and can be edited if necessary.



The audit tab shows the details for account creation and last modification.

Administrate \ Auditing

Overview

The auditing module allows administrators to see which areas of Prism are getting the most use and to check on specific errors reported by users.

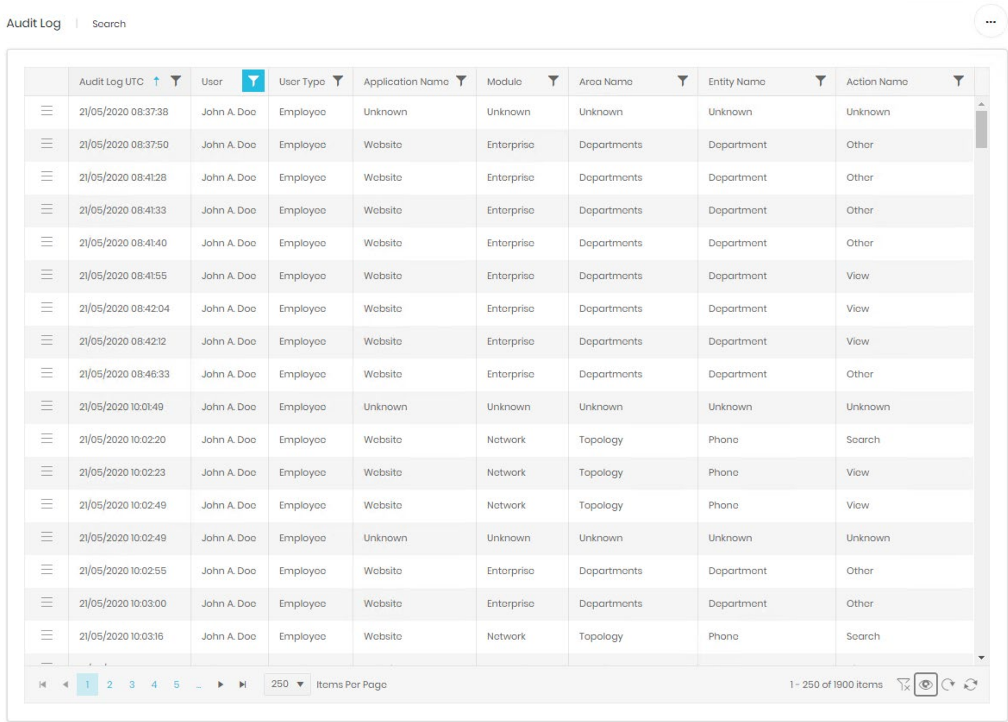
The auditing landing page shows a dashboard including daily and weekly audit and error counts, and a graph showing a breakdown for both types by product area.

Audit Log

Every time that a record is created, deleted or updated an audit log is made. These audit records can be used to track which employee or contact performed those actions.

Search

The search function presents a grid containing all held audit records. Most of the standard grid controls from common features are available.



Audit Log | Search

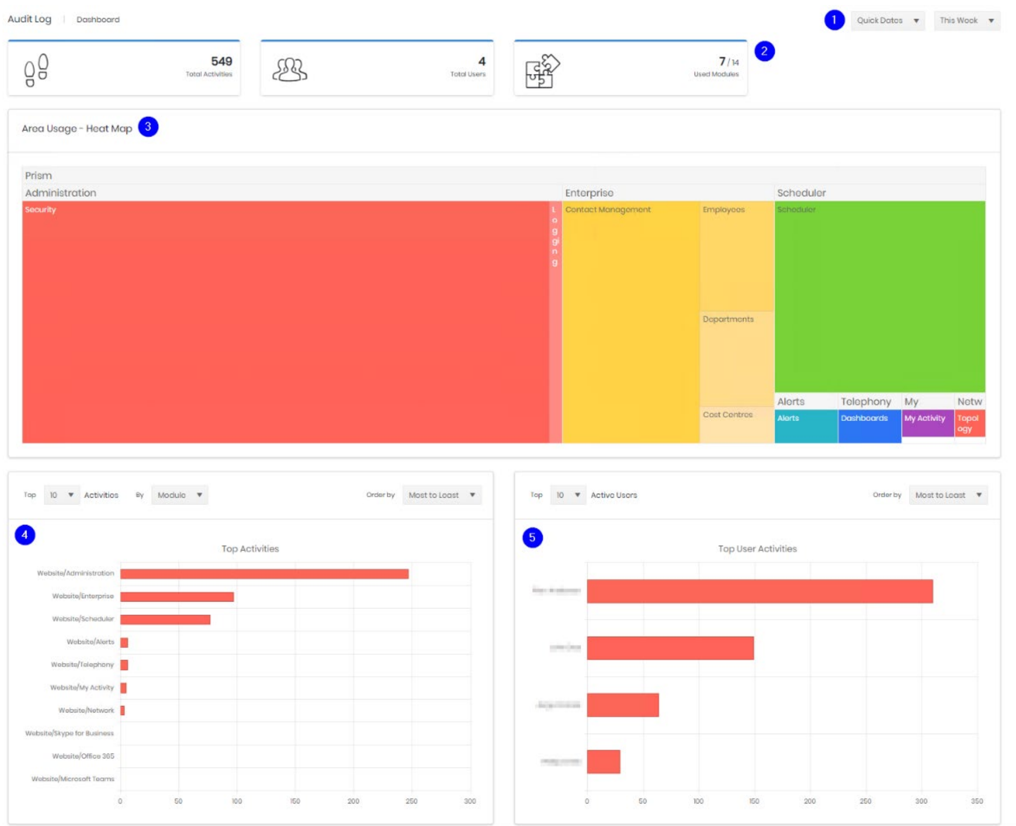
	Audit Log UTC	User	User Type	Application Name	Module	Area Name	Entity Name	Action Name
	21/05/2020 08:37:38	John A. Doe	Employee	Unknown	Unknown	Unknown	Unknown	Unknown
	21/05/2020 08:37:50	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 08:41:28	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 08:41:33	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 08:41:40	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 08:41:55	John A. Doe	Employee	Website	Enterprise	Departments	Department	View
	21/05/2020 08:42:04	John A. Doe	Employee	Website	Enterprise	Departments	Department	View
	21/05/2020 08:42:12	John A. Doe	Employee	Website	Enterprise	Departments	Department	View
	21/05/2020 08:46:33	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 10:01:49	John A. Doe	Employee	Unknown	Unknown	Unknown	Unknown	Unknown
	21/05/2020 10:02:20	John A. Doe	Employee	Website	Network	Topology	Phone	Search
	21/05/2020 10:02:23	John A. Doe	Employee	Website	Network	Topology	Phone	View
	21/05/2020 10:02:49	John A. Doe	Employee	Website	Network	Topology	Phone	View
	21/05/2020 10:02:49	John A. Doe	Employee	Unknown	Unknown	Unknown	Unknown	Unknown
	21/05/2020 10:02:55	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 10:03:00	John A. Doe	Employee	Website	Enterprise	Departments	Department	Other
	21/05/2020 10:03:16	John A. Doe	Employee	Website	Network	Topology	Phone	Search

1 2 3 4 5 ... 250 Items Per Page 1 - 250 of 1900 items

From the grid the full details of an audit record can be accessed.

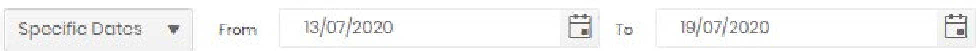
Dashboard

The audit dashboard provides a graphical overview to audit statistics.



There are several areas on the dashboard.

1. The date range covered by the various parts of the dash are controlled by the date pickers.
    - If the first is set to Quick Dates then the options in the second are a series of relative times (‘Last month’, ‘This Week’, ‘December 2019’)
    - If the first choice is specific dates the controls switch to allow a ‘from’ and ‘to’ date selection

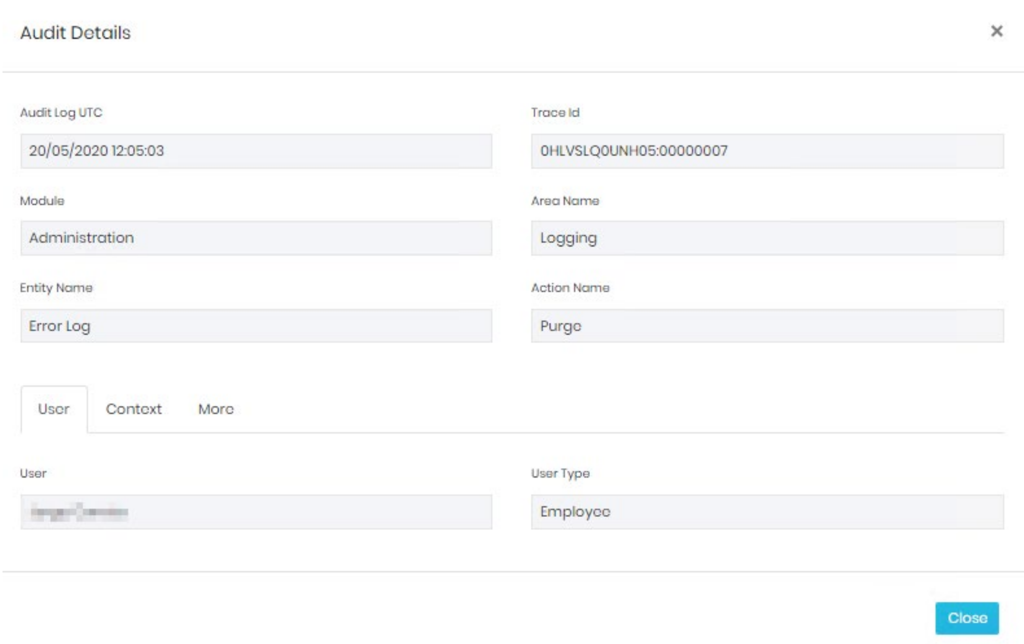


2. The three tiles show the numbers of activities performed, the number of unique users logged in, and the number of unique Prism modules accessed within the defined dates.
3. The heat map gives a visual representation of area activity.
4. The top activity graph again shows activity use but allows a deeper look at the specific activities in most use. It can be switched to show top 10, top 25, or all activities, and the activity groupings can be as broad as Application, drilling further down through Module, Area, Entity to individual Action.
5. The last graph shows the most (or least) active users. Although users must have logged on at least once in the time frame to be counted.

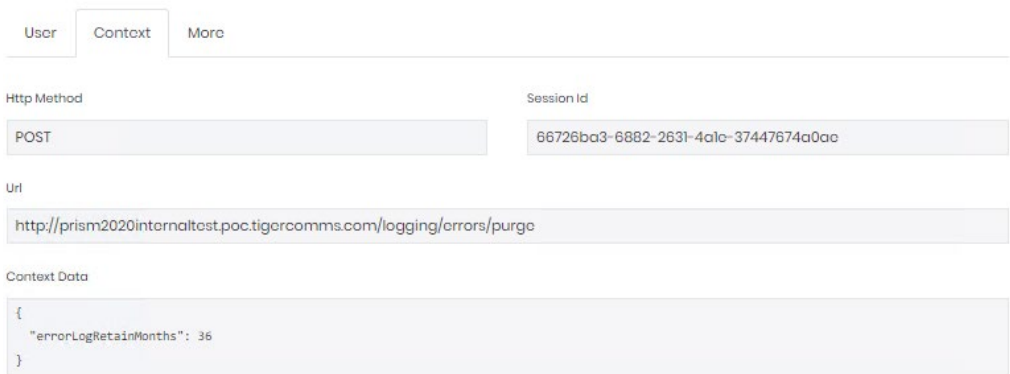
Audit detail

From the search grid an individual action can be opened to show all audit details. By default, these open as a dialogue in the existing tab, but can be opened in a new tab or window if necessary. The record shows all the information available in the grid columns over three tabs, in addition the Context and More tabs show more information about the specific action than can be gathered from the grid. This may assist in troubleshooting any issues encountered.

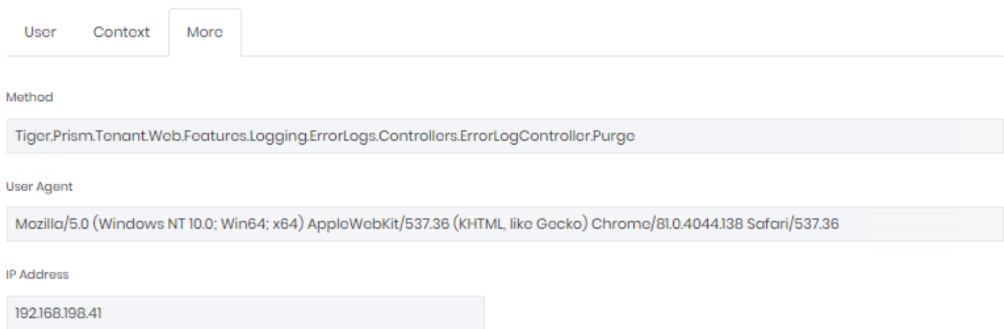
User



Context



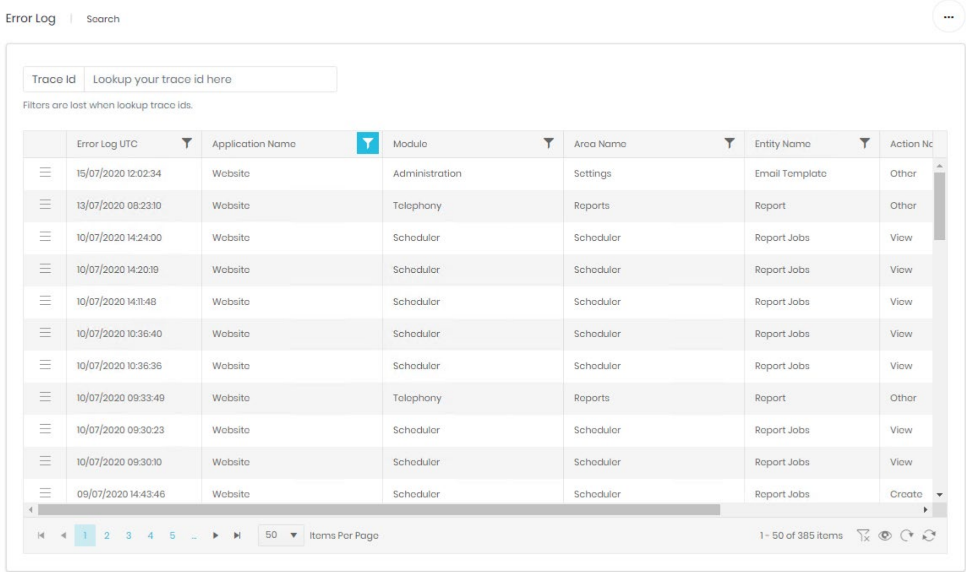
More



Error Log

Search

The search function presents a grid containing all held error records. Most of the standard grid controls from common features are available. Additionally, a specific Trace Id can be searched for whether or not the trace id field is displayed.



Dashboard

The error log dashboard provides a graphical overview to error statistics.

There are several areas on the dashboard.

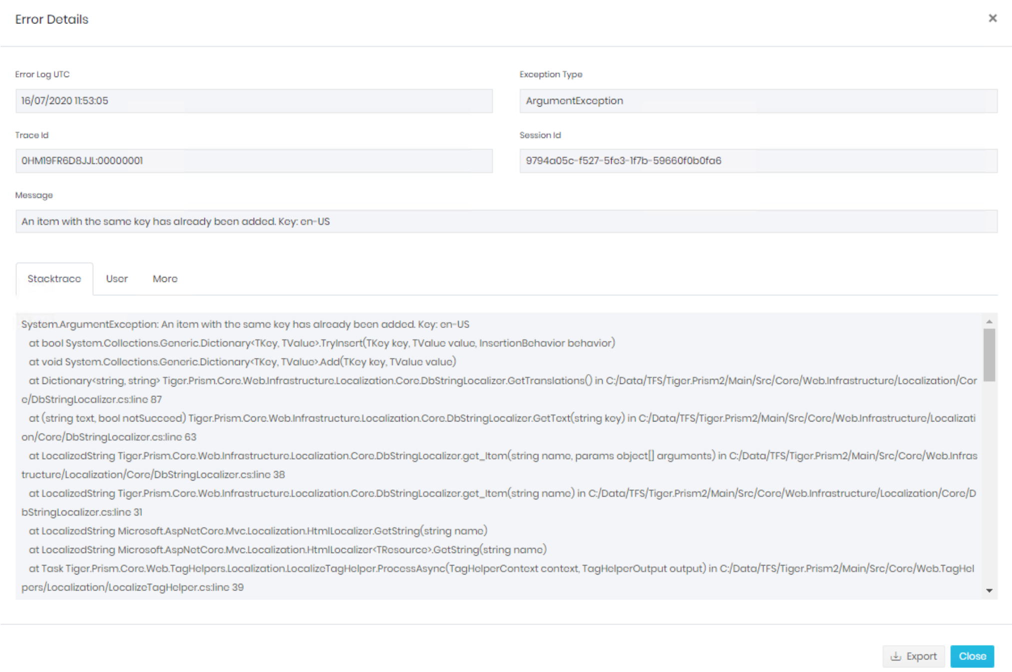
1. The date range covered by the various parts of the dash are controlled by the date pickers.
   - If the first is set to Quick Dates then the options in the second are a series of relative times (‘Last month’, ‘This Week’, ‘December 2019’)
   - If the first choice is specific dates the controls switch to allow a ‘from’ and ‘to’ date selection

2. The four tiles show
   - the numbers of errors encountered
   - the most frequently individual error, and the percentage it makes up of all errors
   - the highest number of errors in any one module
   - The lowest number of errors in any one module
3. The pareto chart shows the top 10 (or 25 or all) errors with how many occurrences of each there have been.
4. The last graph shows the top errors again but allows a deeper look at where the specific errors are happening It can be switched to show top 10, top 25, or all errors, and the error grouping can be as broad as Application, drilling further down through Module, Area, Entity to individual Action.

Error detail

From the search grid an individual error can be opened to show all its details. By default, these open as a dialogue in the existing tab, but can be opened in a new tab or window if necessary.

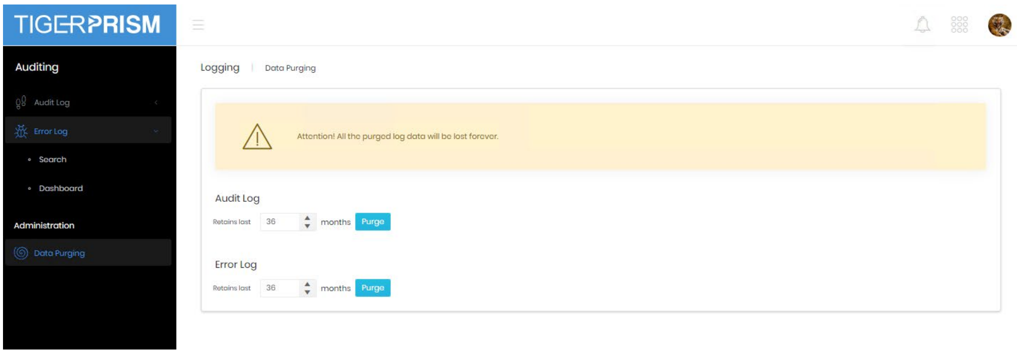
The record shows all the information available in the grid columns over three tabs, in addition the Stacktrace and More tabs show more information about the specific action than can be gathered from the grid. This may assist in troubleshooting any issues encountered and may be requested by System admins or the Tiger Support team. To aid with this there is an export button provided.



Administration

Data Purging

Administrators can purge Prism’s audit and error logs independently from this screen. Select the number of months to retain and click purge against the appropriate log type. A confirmation dialogue will display, and the data can then be removed permanently from the database.

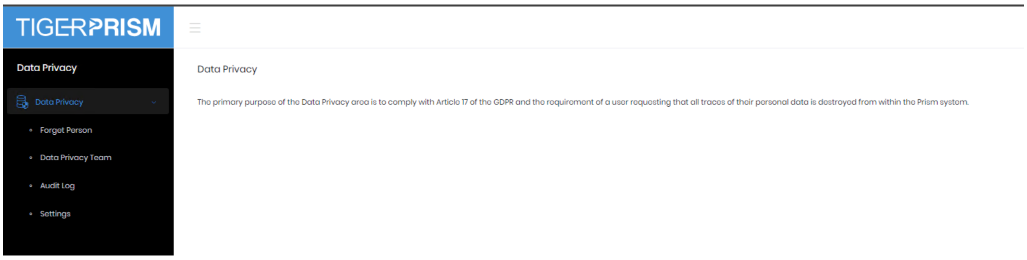


Data Privacy

Overview

Prism's Data Privacy module allows the software to comply with Article 17 of the General Data Protection Legislation. It takes an employee record and anonymises all warehoused data relating to that person. That way the calls are still available for overall statistics, but it is no longer possible to see who made or received them.

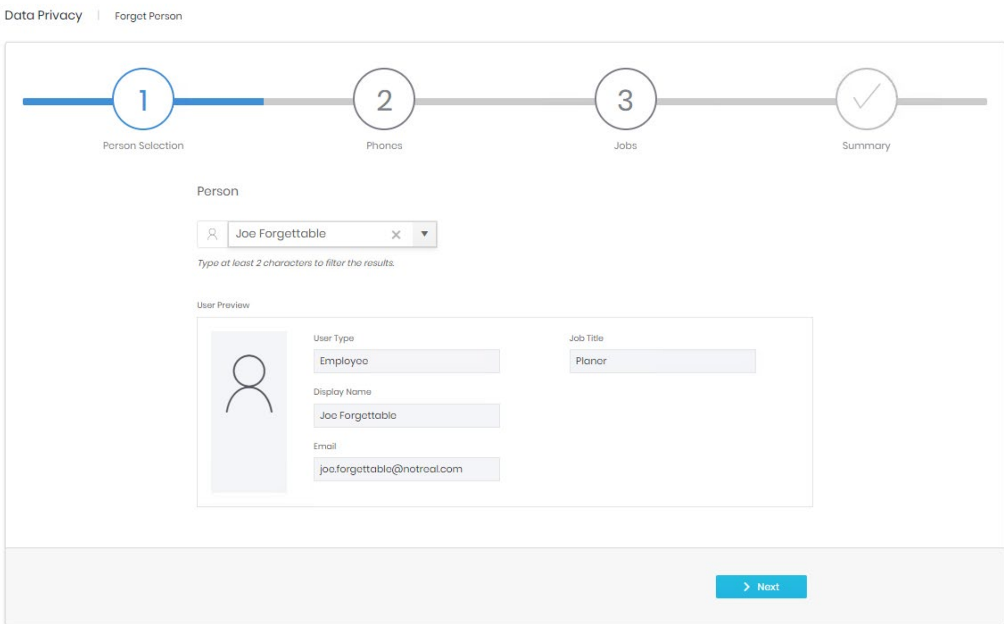
This process is irreversible, both by customers and Tiger engineers.



Forget Person

The process of forgetting an individual is passed through a wizard.

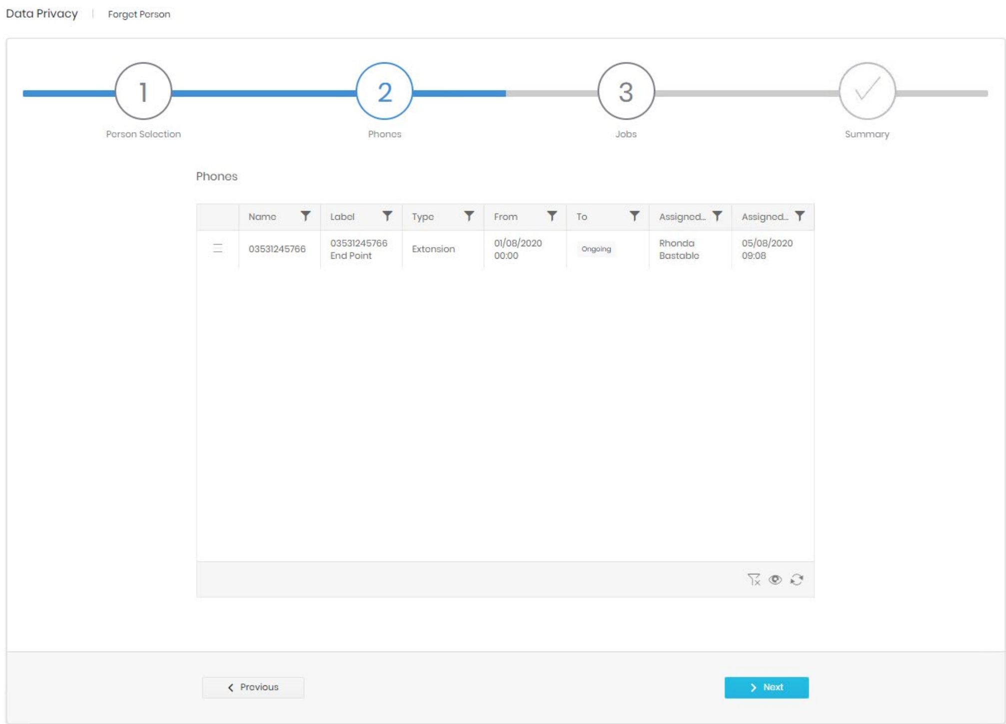
Person Selection



The first step is an incremental search for the employee name. A preview of the selection's properties is shown to help confirm that the right employee is used.

Phones

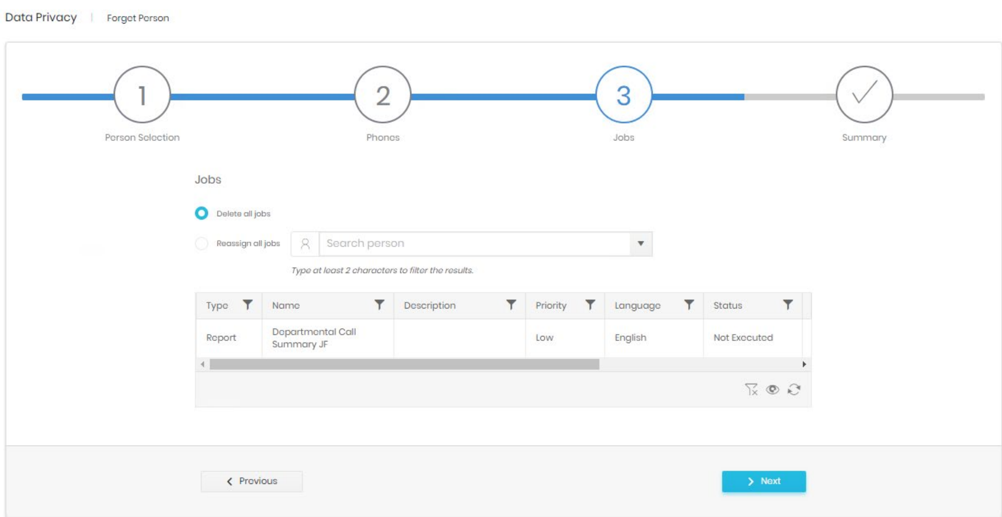
The second step displays phone assignments for the employee. This allows the detail of the phones to be checked.



Jobs

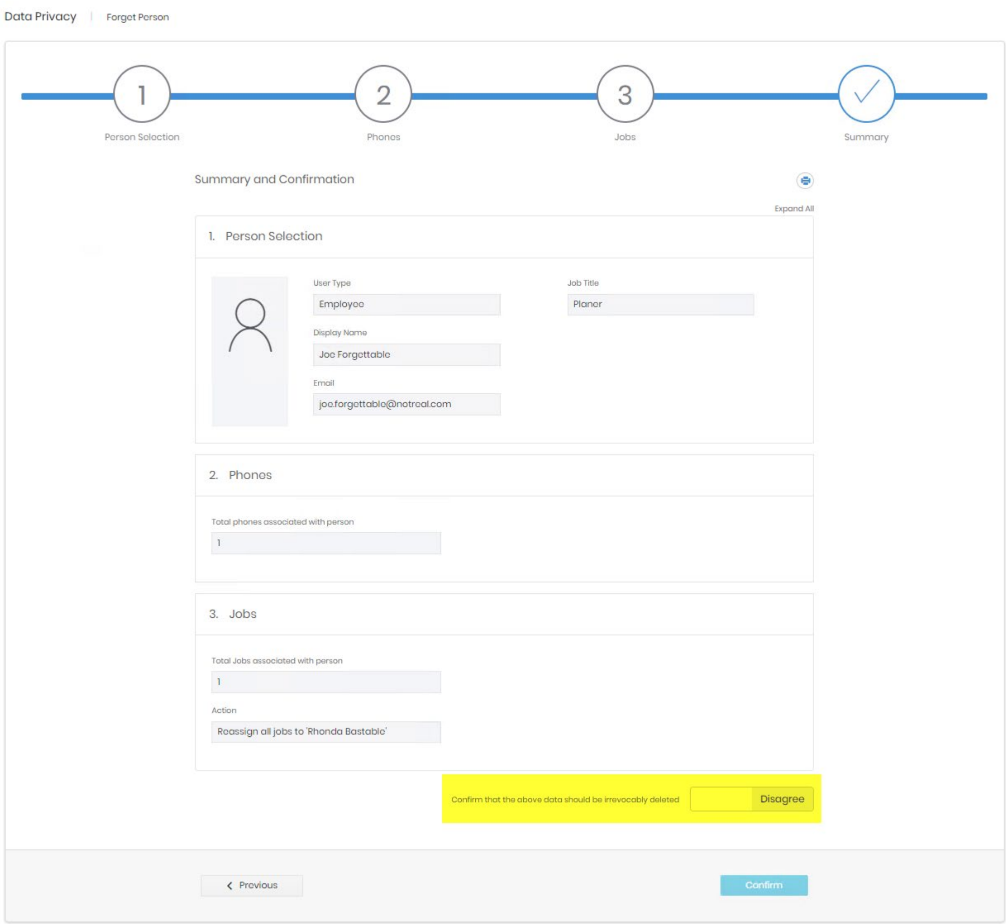
The third step displays all scheduled jobs which are owned by the data subject.

If the employee owns any jobs there are two options provided, either delete the jobs, or reassign all of them to a nominated user. This could be a replacement, or just to an admin to hold until a decision is made on each job.

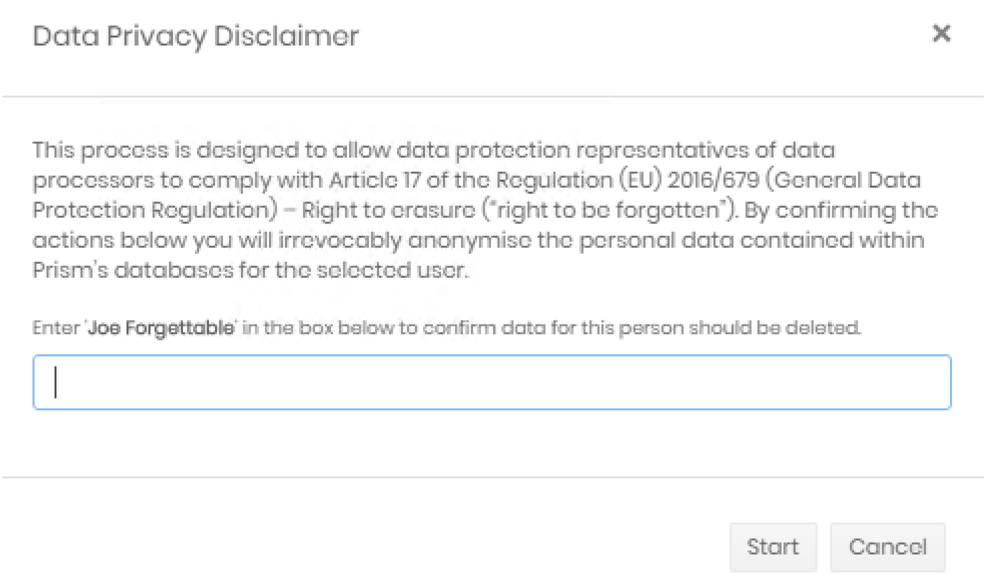


Summary

The summary screen displays the selections made, and provides the first of several confirmation steps. The slider must be set to 'Agree' before Confirm is enabled.



On Confirm, a second confirmation box is displayed. The full name of the data subject must be typed into the box to allow the process to begin.



Once start is pressed the process is irrevocable. A further box is displayed which allows a copy of the summary to be printed. This may be required for audit purposes. If not a simple continue option is also available.

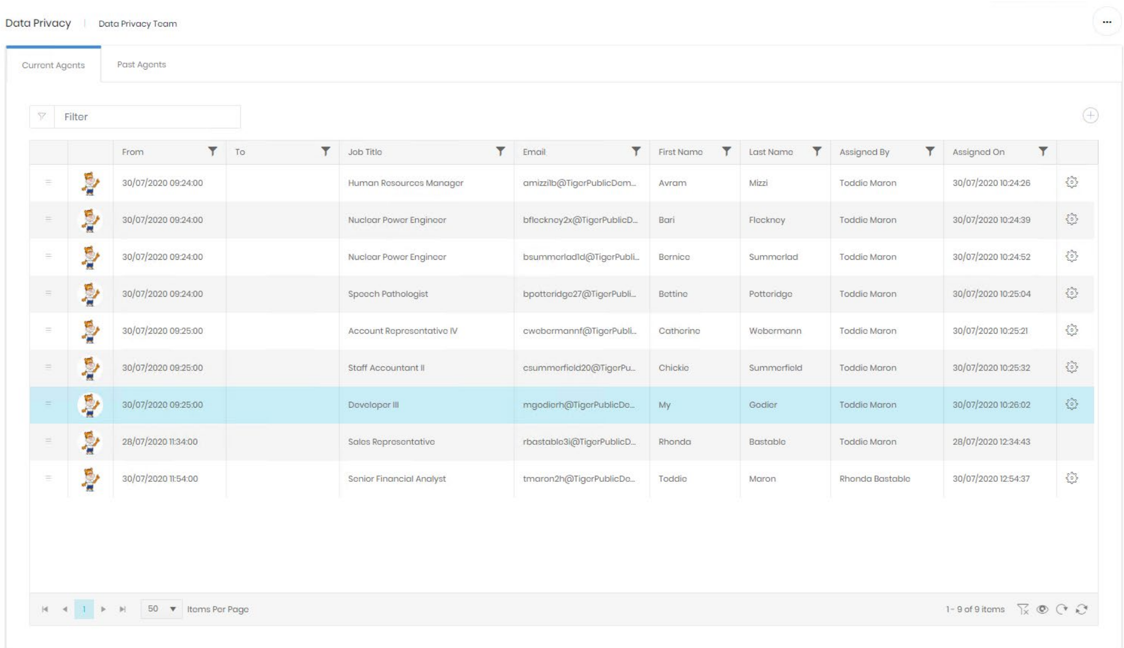
Data Privacy Deletion Details For Joe Forgettable (forgotten on 05/08/2020)

User Type	-	Employee
Display Name	-	Joe Forgettable
Email	-	joe.forgettable@notreal.com
Job Title	-	Planer
Phones	-	03531245766 - 03531245766 End Point (Extension)
Jobs	-	Reassign all jobs to 'Rhonda Bastable'

If it has been configured (again depending on individual company policy) the summary detail will be emailed to the specified email as well.

Data Privacy Team

Access to the Data Privacy module is not governed through the normal authorisation mechanism, but is determined by the Data Privacy Team Leader, who is created by a system administrator. The team leader is then able to add agents to the team. Any employee with an existing Prism account can be added to the team.


Data Privacy | Data Privacy Team

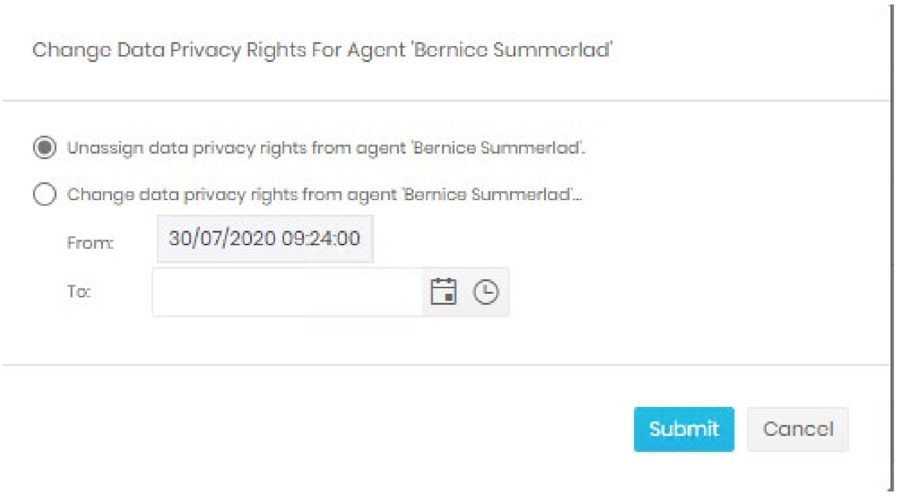
Current Agents | Past Agents

Filter

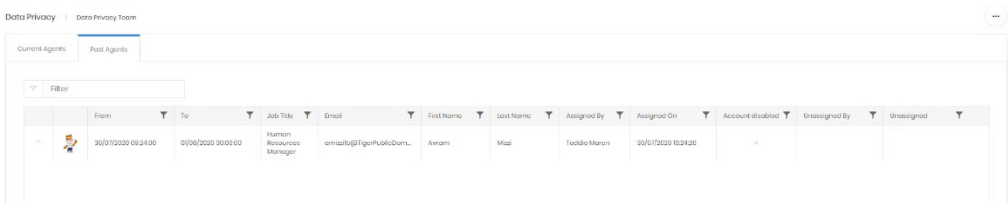
From	To	Job Title	Email	First Name	Last Name	Assigned By	Assigned On
30/07/2020 09:24:00		Human Resources Manager	amizzilb@TigerPublicDom...	Avram	Mizzi	Toddie Maron	30/07/2020 10:24:26
30/07/2020 09:24:00		Nuclear Power Engineer	bfleckney2x@TigerPublicD...	Bari	Fleckney	Toddie Maron	30/07/2020 10:24:39
30/07/2020 09:24:00		Nuclear Power Engineer	bsummerlad1d@TigerPubli...	Bernice	Summerlad	Toddie Maron	30/07/2020 10:24:52
30/07/2020 09:24:00		Speech Pathologist	bpotteridge27@TigerPubli...	Bettine	Potteridge	Toddie Maron	30/07/2020 10:25:04
30/07/2020 09:25:00		Account Representative IV	cwebermannf@TigerPubli...	Catherine	Webermann	Toddie Maron	30/07/2020 10:25:21
30/07/2020 09:25:00		Staff Accountant II	csummerfield20@TigerPu...	Chickie	Summerfield	Toddie Maron	30/07/2020 10:25:32
30/07/2020 09:25:00		Developer III	mgodierh@TigerPublicDo...	My	Godier	Toddie Maron	30/07/2020 10:26:02
28/07/2020 11:34:00		Sales Representative	rbastable3i@TigerPublicD...	Rhonda	Bastable	Toddie Maron	28/07/2020 12:34:43
30/07/2020 11:54:00		Senior Financial Analyst	tmaron2h@TigerPublicDo...	Toddie	Maron	Rhonda Bastable	30/07/2020 12:54:37

50 Items Per Page 1 - 9 of 9 items

Note that agents have 'From' and 'To' dates. Access can be given for a defined time and automatically revoked. The cog icon gives options for the agent including adjusting or setting those dates.

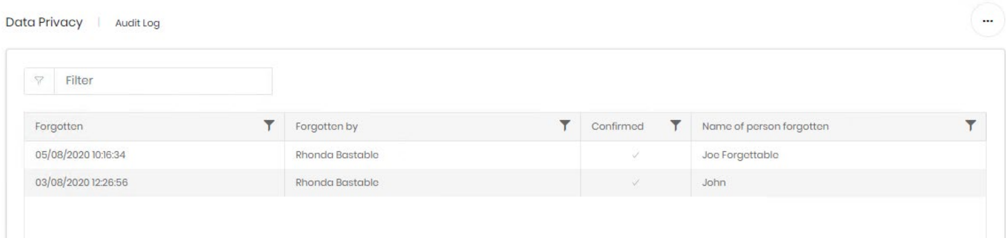


A team member can leave the team in three ways. Their Prism account is disabled, their 'To' date is reached, or they are removed by the team leader. At this point they will show in the Past Agents tab.



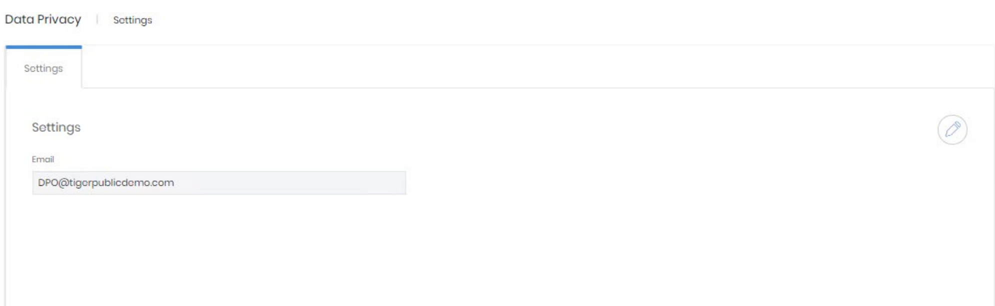
Audit Log

The audit log lists simple information to demonstrate that Prism has forgotten the data for a data subject. The subject's name, date of operation, and agent responsible are shown. This allows reference if, for example, a backup is restored and forget operations need to be repeated to fulfil data privacy obligations.



Settings

There is only one setting for Data Privacy. An email address can be set up to receive a summary of ant forget operation. This may be required for an audit trail per company policy.



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.

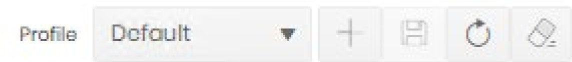
Once in the Dashboard Interface, depending on your access rights, you will be able to view and interact with a range of options. Click Dashboards to open the menu and select the one you want to use. Each of the predefined Dashboards is described briefly in the sections below.

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.



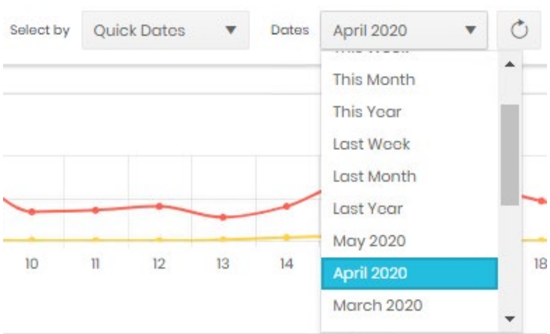
When you have configured a Dashboard, press save to retain that profile. Click the '+' button to create and name a new profile.

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.

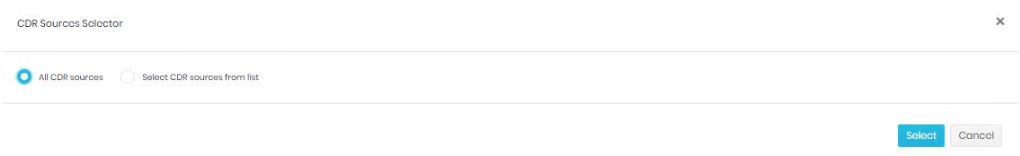


If relative dates are selected a single choice is provided with relative options

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.



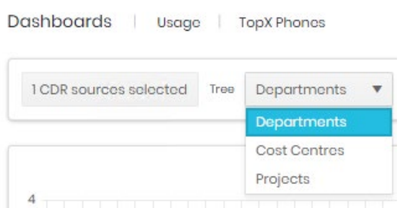
If the second option is selected a Source selection dialogue is displayed

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

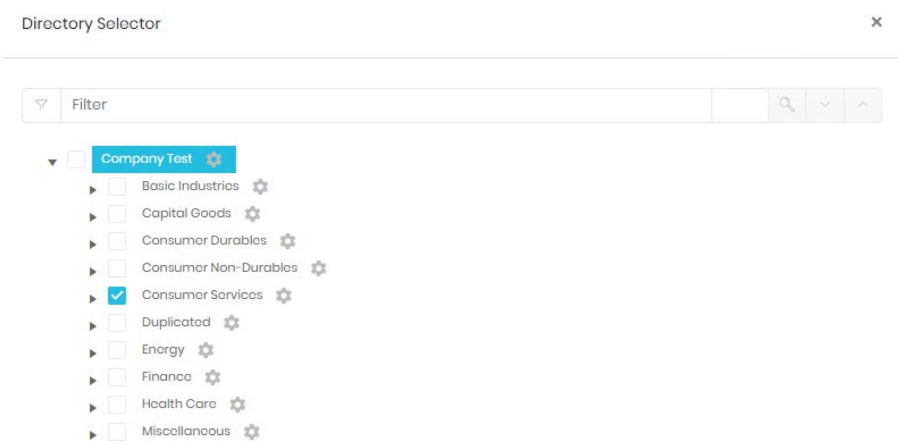
Tree and Organization Selection

Where relevant directory selections can be made in two stages.

Initially the directory tree can be selected.



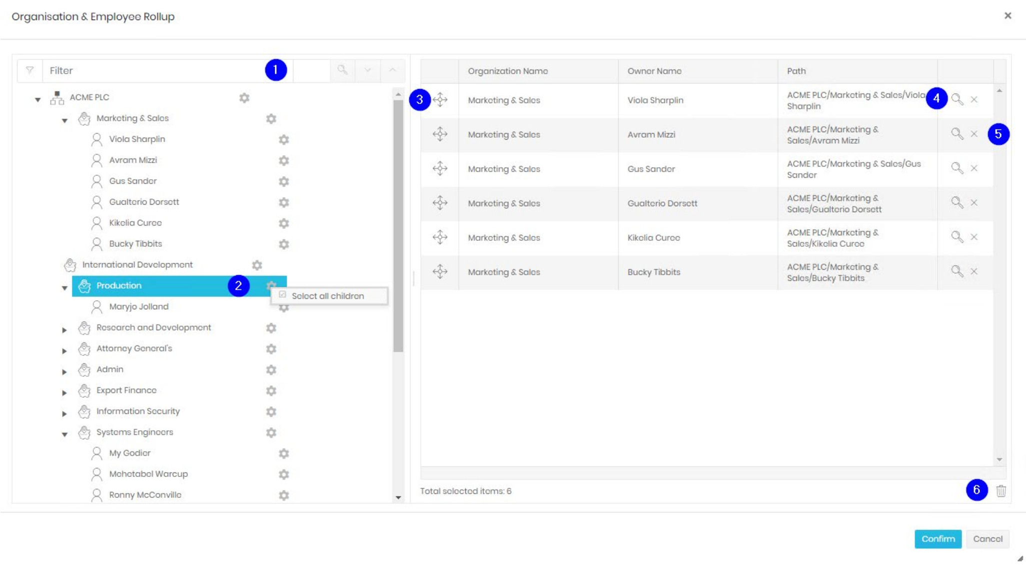
If the whole tree is not required a second option opens the directory selector. Organizations from the selected tree can be searched for in the filter box and selected individually.



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

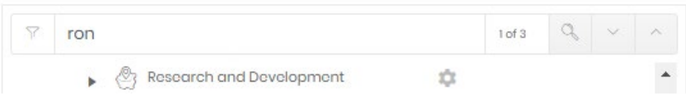
Organization & Employee Rollup

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.

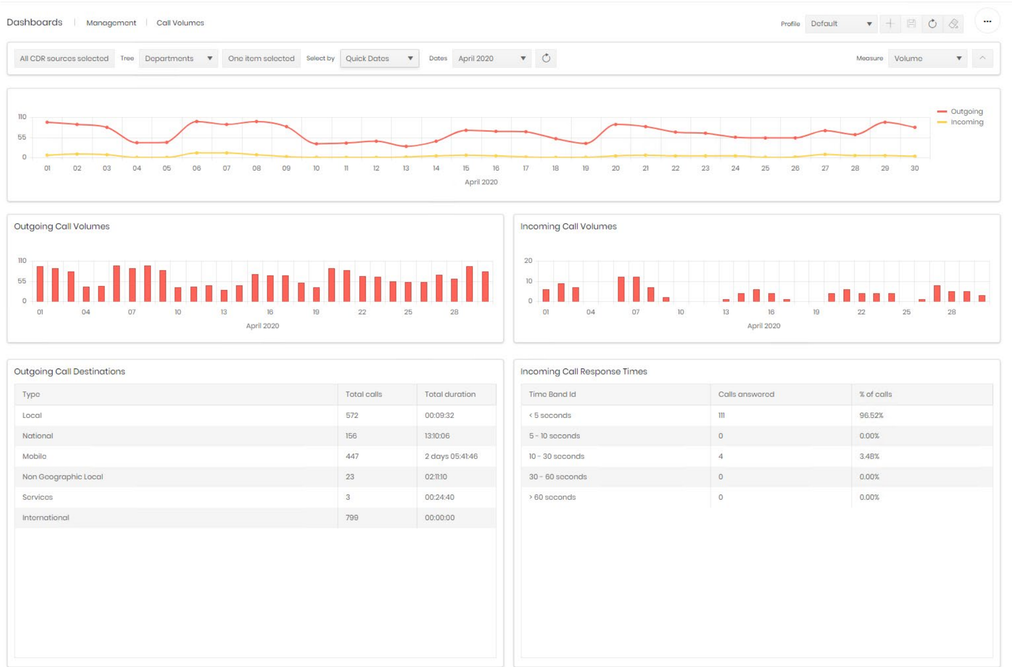
When items have been added, they can be reordered by dragging their handles (3).

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

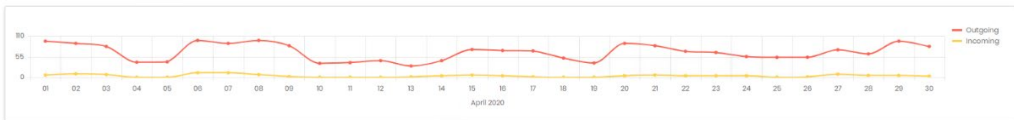
Call Volumes

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.



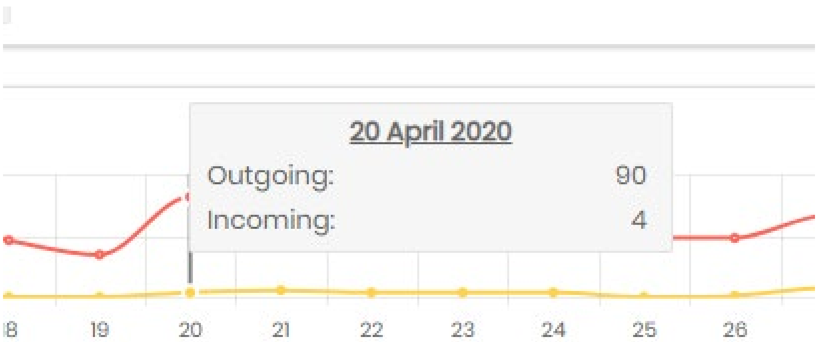
Most of the controls are covered in the common controls section above, on the right are two options which relate to the timeline graphs. One adjusts what the timeline plots against time. The choices are Call Volume, Duration or one of the three charges (cost, wholesale, or retail). The control on the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

Timeline



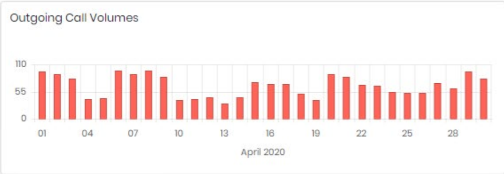
The timeline graph breaks down call data by direction, and can show Volume, Duration or Charge. The legend on the right also acts as a direction selection. Clicking on a call direction will select/deselect that direction on the graph. Deselected directions are show in grey.

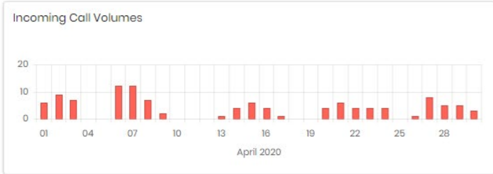
Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



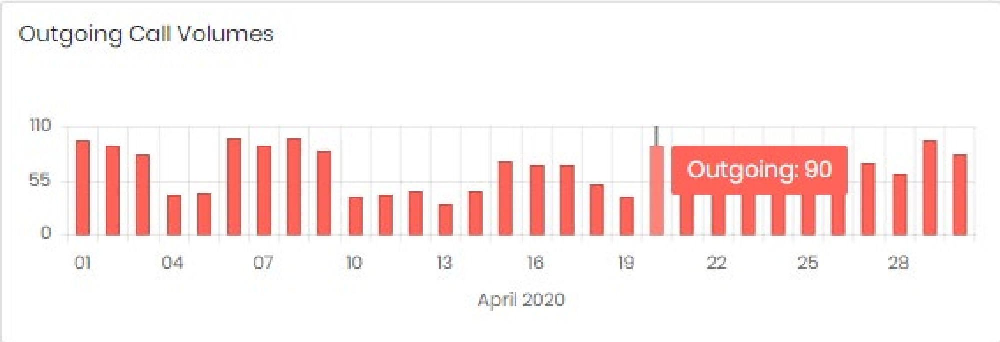
Outgoing/Incoming Call Volume

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.

Outgoing Call Destinations

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

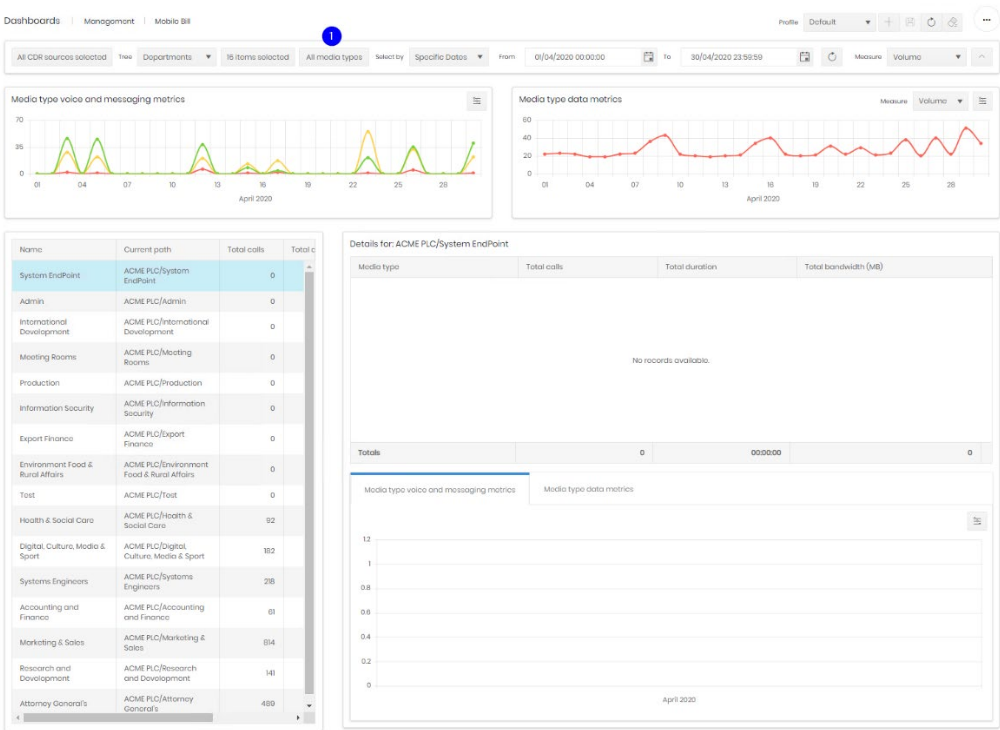
The second table on the Dashboard shows response statistics for incoming calls. The table can be sorted by any column and the columns can be reordered by dragging them.

Incoming Call Response Times

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

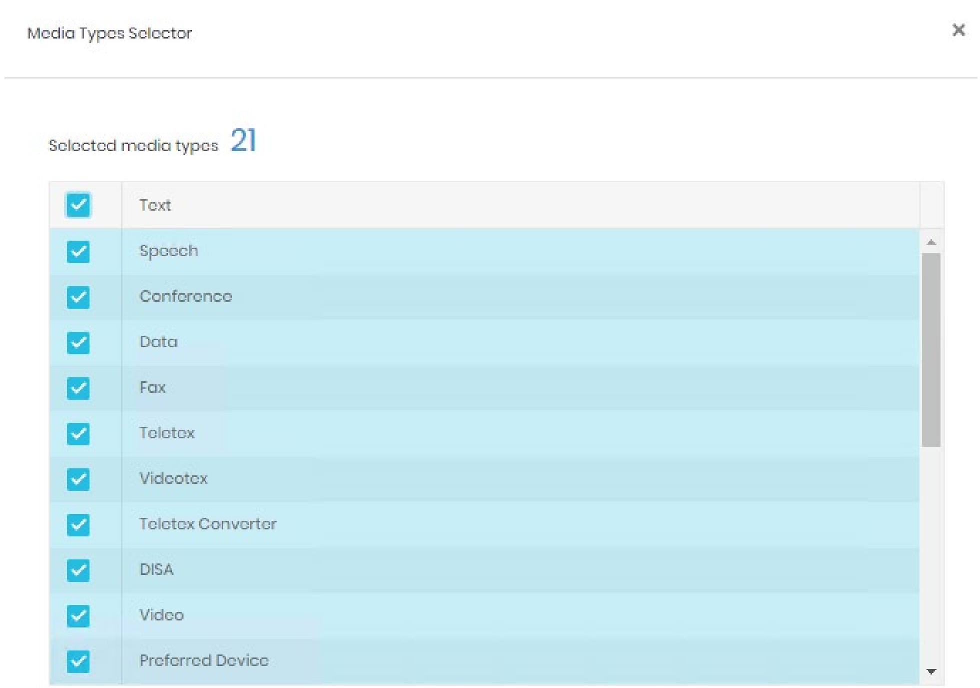
The Mobile Bill dashboard gives an overview of all mobile traffic.



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:

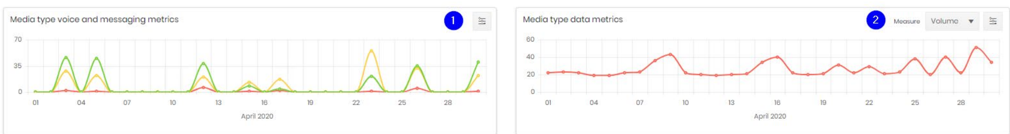
Media Types (1). This will open a selection dialogue allowing data to be filtered on specific media types.



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.

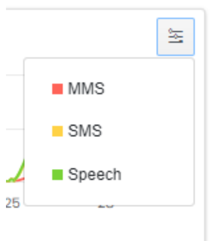
Media Type Metrics

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



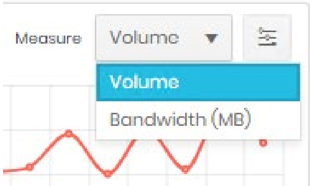
Both have additional controls.

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



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.

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.

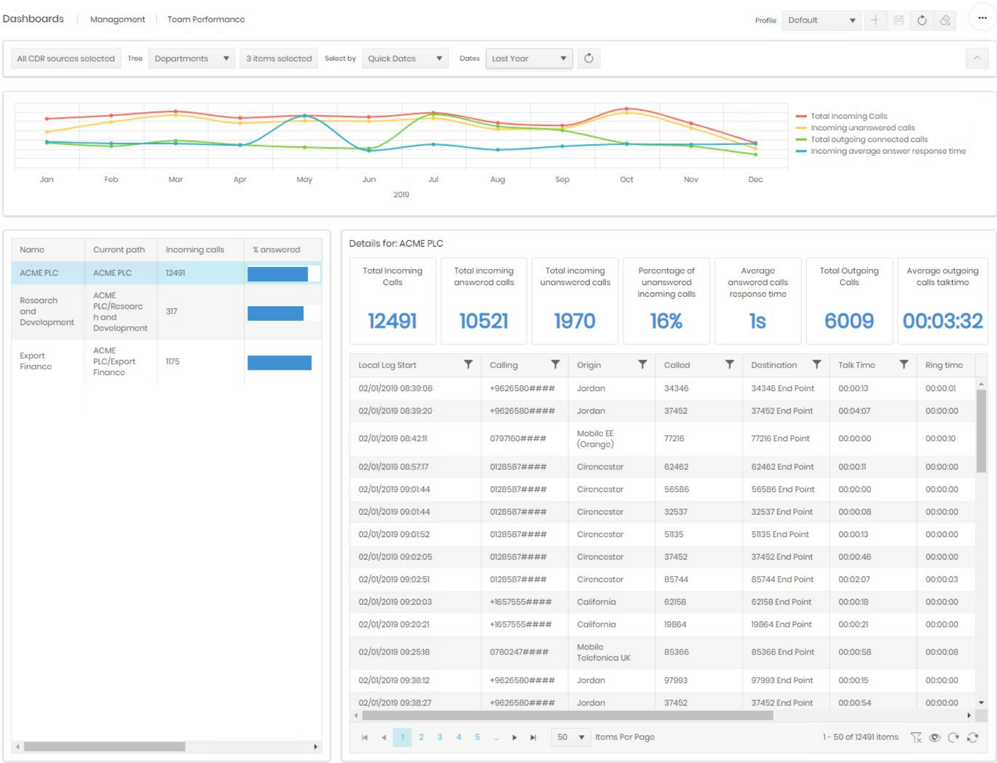
Details for: ACME PLC/Research and Development

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.

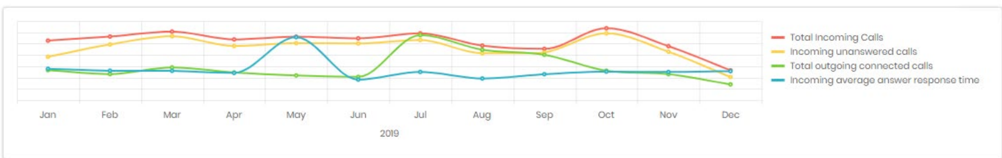


The Team Performance Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen, the tiles and table in the lower section are further controlled by selection from the table of included organizations.

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

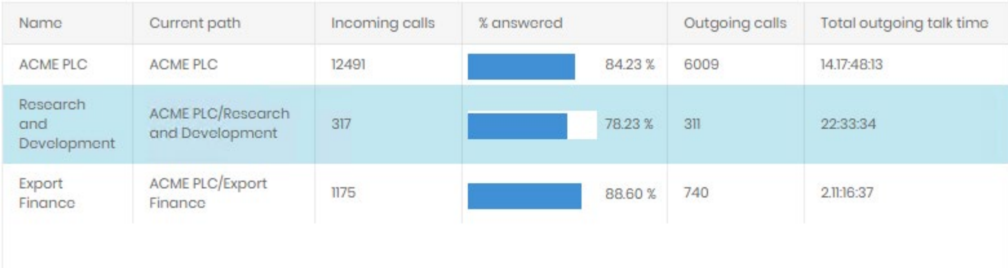
The timeline graph shows volumes of different call types. Each line on the graph can be disabled/enabled by clicking its entry in the legend.



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.

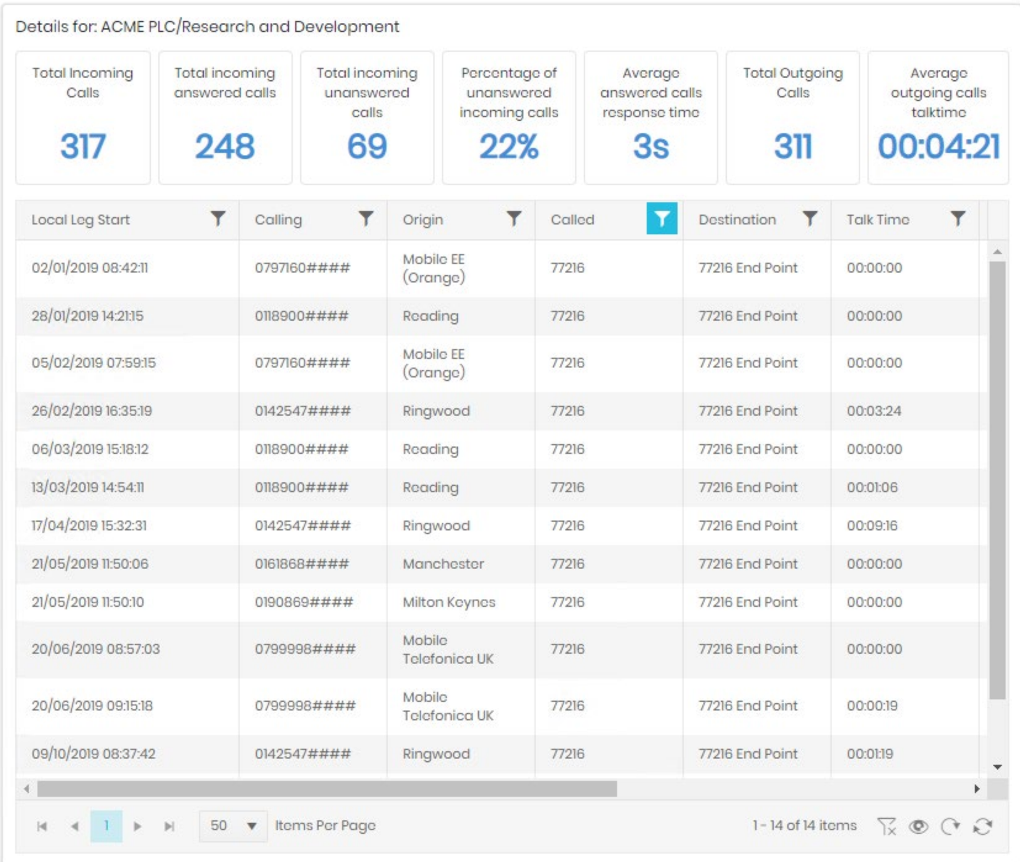
Note that it is useful to add descendant organizations as well as their parents if more detail is needed on the dashboard. If a parent organization is selected, its statistics will include all descendants. For example, if the root entry of the tree is selected, the figures will cover all organizations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



Name	Current path	Incoming calls	% answered	Outgoing calls	Total outgoing talk time
ACME PLC	ACME PLC	12491	84.23 %	6009	14:17:48:13
Research and Development	ACME PLC/Research and Development	317	78.23 %	311	22:33:34
Export Finance	ACME PLC/Export Finance	1175	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	Total incoming answered calls	Total incoming unanswered calls	Percentage of unanswered incoming calls	Average answered calls response time	Total Outgoing Calls	Average outgoing calls talktime
317	248	69	22%	3s	311	00:04:21

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 | 50 Items Per Page | 1 - 14 of 14 items

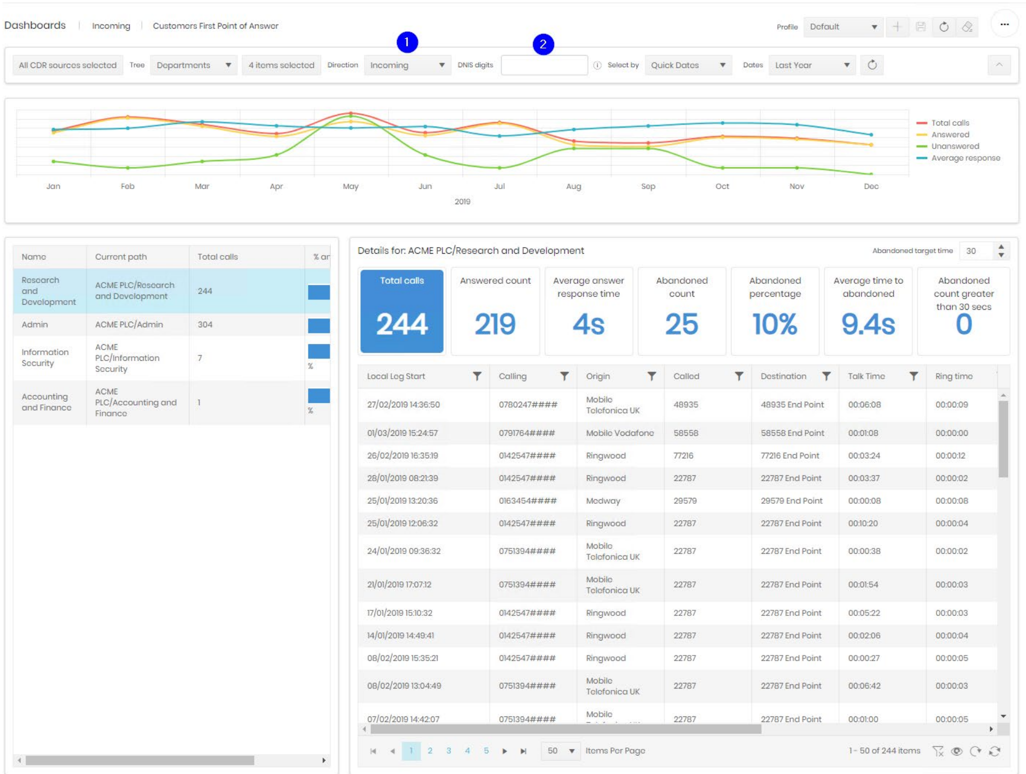
The individual tiles provide rapid access to term performance stats relating to incoming calls and their answer rates, as well as outgoing calls and the time spent on them.

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:

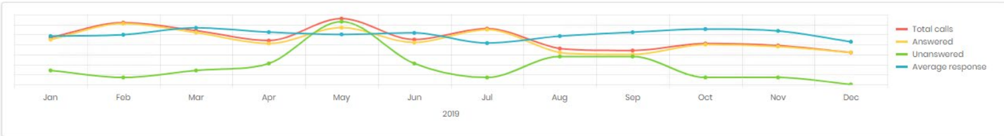
    % Matches any string of zero or more characters. For example, %787% finds all texts containing 787.

    _ Matches any single character. For example, 1_3 finds 123, 193, 1A3...

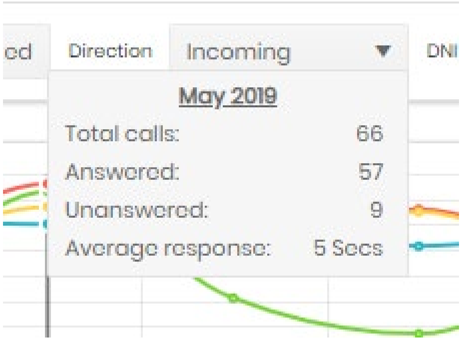
    [] Matches any single character within the specified range ([a-f]) or set ([abcdef]). For example, 0[1-4]% finds all entries beginning with 01, 02, 03 and 04.

    [^] 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 appoint 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.

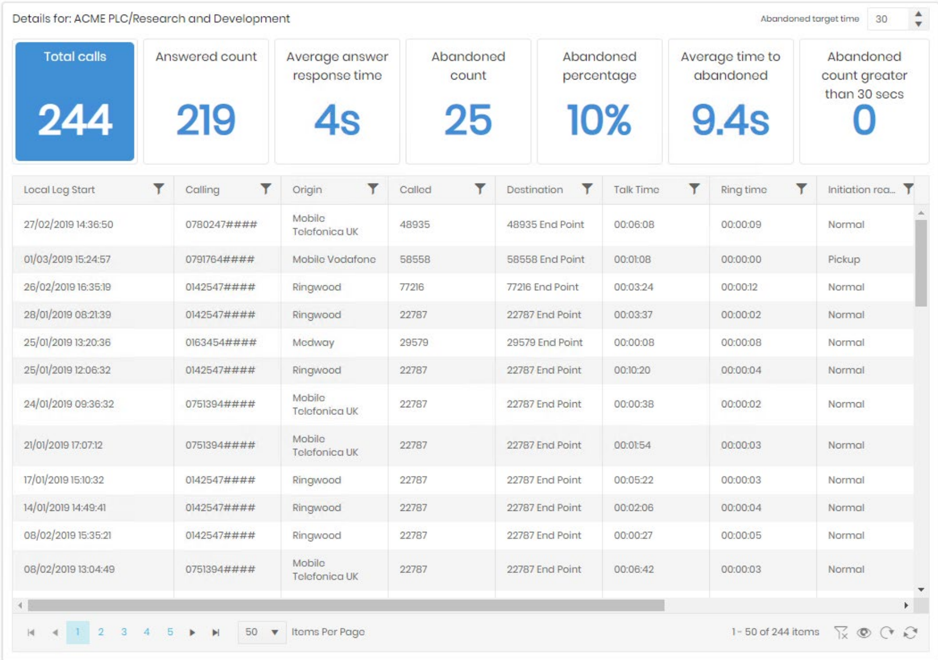
Name	Current path	Total calls	% answered
Research and Development	ACME PLC/Research and Development	244	89.75 %
Admin	ACME PLC/Admin	304	98.03 %
Information Security	ACME PLC/Information Security	7	100.00 %
Accounting and Finance	ACME PLC/Accounting and Finance	1	100.00 %

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.

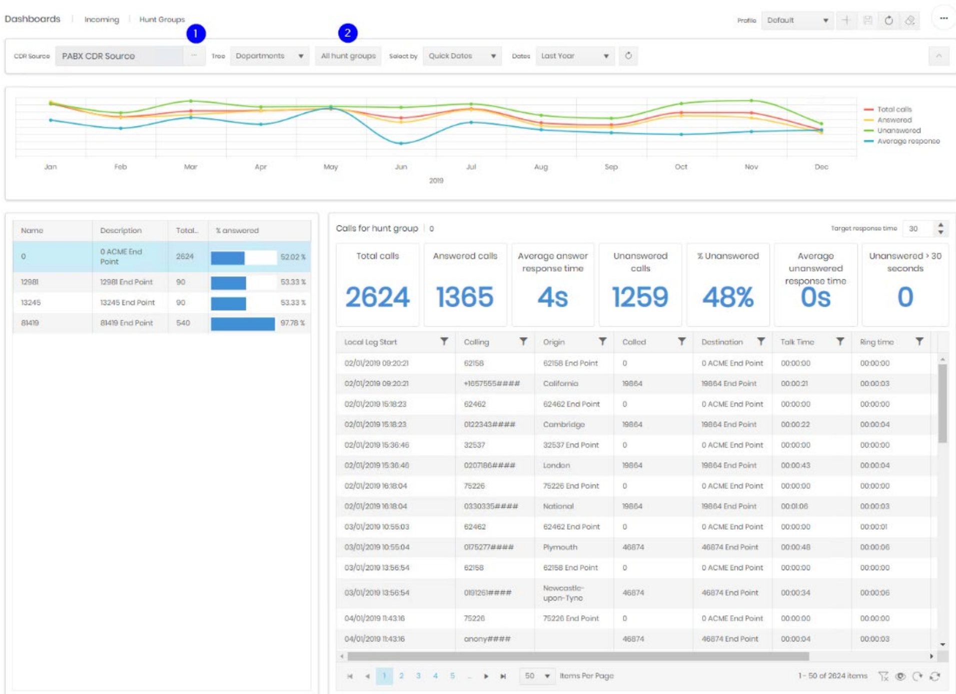
The individual tiles provide rapid access to call and answer statistics.

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.

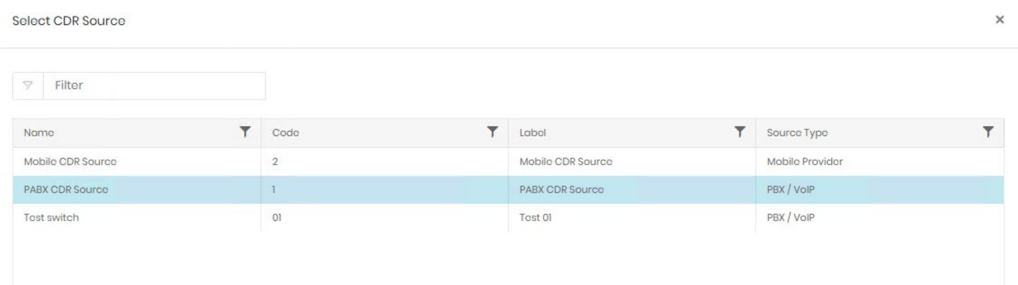


Hunt Groups

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.



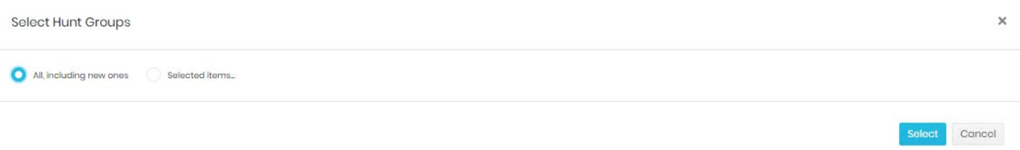
Date and organization selection are handled with the controls defined above in Common Controls. However, the CDR selection is different. For this dashboard only one CDR Source can be selected for display. Clicking the ellipsis (1) opens a selector.



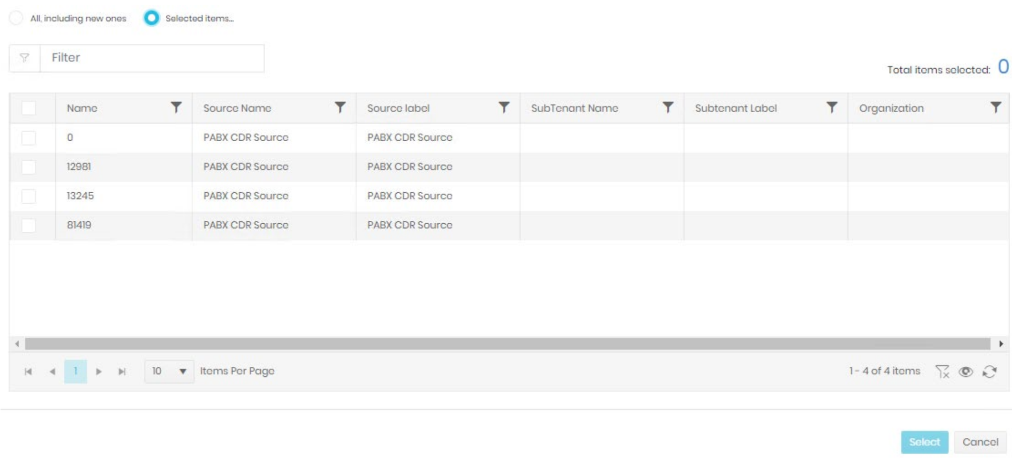
Name	Code	Label	Source Type
Mobile CDR Source	2	Mobile CDR Source	Mobile Provider
PABX CDR Source	1	PABX CDR Source	PBX / VoIP
Test switch	01	Test 01	PBX / VoIP

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.



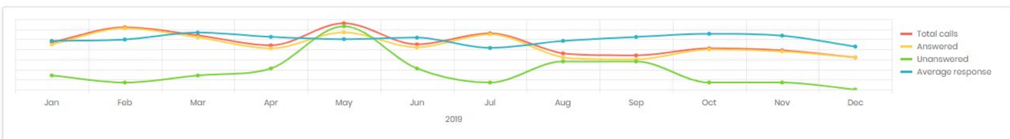
If the second option is selected a Group selection dialogue is displayed



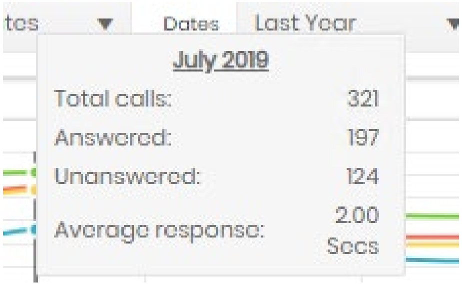
Name	Source Name	Source label	SubTenant Name	Subtenant Label	Organization
0	PABX CDR Source	PABX CDR Source			
12981	PABX CDR Source	PABX CDR Source			
13245	PABX CDR Source	PABX CDR Source			
81419	PABX CDR Source	PABX CDR Source			

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.

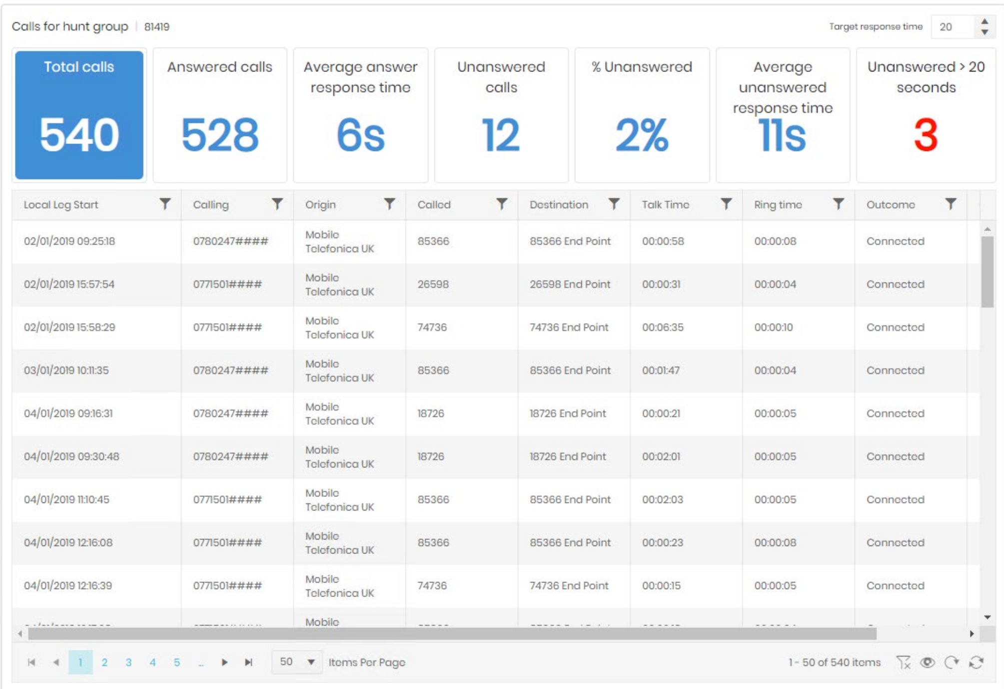
Hunt Group Selection

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.



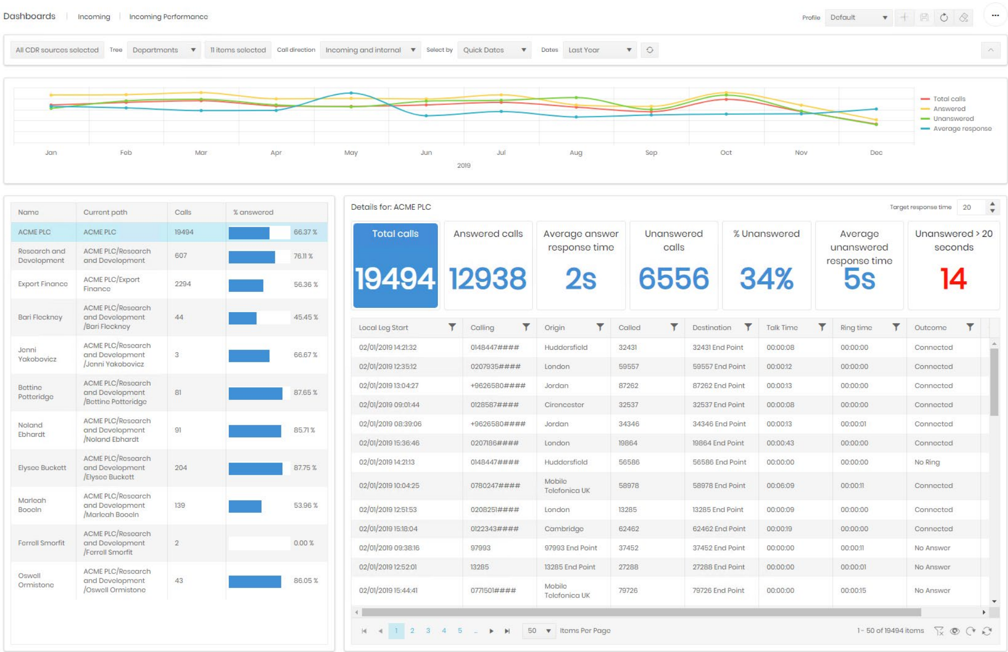
Local Log Start	Calling	Origin	Called	Destination	Talk Time	Ring time	Outcome
02/01/2019 09:25:18	0780247####	Mobile Telefonica UK	85366	85366 End Point	00:00:58	00:00:08	Connected
02/01/2019 15:57:54	0771501####	Mobile Telefonica UK	26598	26598 End Point	00:00:31	00:00:04	Connected
02/01/2019 15:58:29	0771501####	Mobile Telefonica UK	74736	74736 End Point	00:06:35	00:00:10	Connected
03/01/2019 10:11:35	0780247####	Mobile Telefonica UK	85366	85366 End Point	00:01:47	00:00:04	Connected
04/01/2019 09:16:31	0780247####	Mobile Telefonica UK	18726	18726 End Point	00:00:21	00:00:05	Connected
04/01/2019 09:30:48	0780247####	Mobile Telefonica UK	18726	18726 End Point	00:02:01	00:00:05	Connected
04/01/2019 11:10:45	0771501####	Mobile Telefonica UK	85366	85366 End Point	00:02:03	00:00:05	Connected
04/01/2019 12:16:08	0771501####	Mobile Telefonica UK	85366	85366 End Point	00:00:23	00:00:08	Connected
04/01/2019 12:16:39	0771501####	Mobile Telefonica UK	74736	74736 End Point	00:00:15	00:00:05	Connected

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.

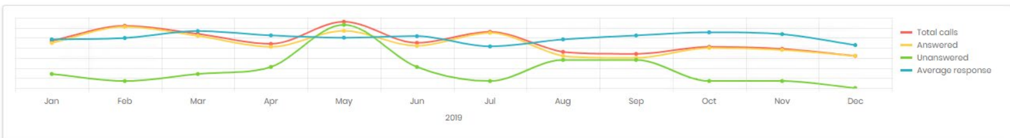
Incoming Performance

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.

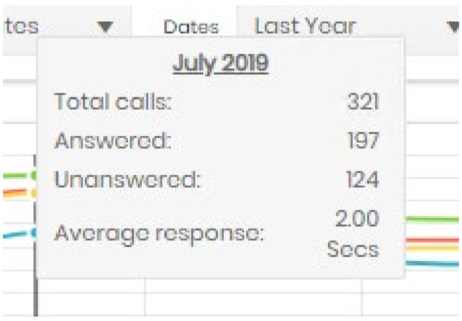


Most of the controls are covered in the common controls section above, Direction allows a choice between displaying incoming calls, internal calls, or both and the control on the far right hides or shows the timeline chart. Once the selection is complete click the refresh button to update all displays.

Timeline



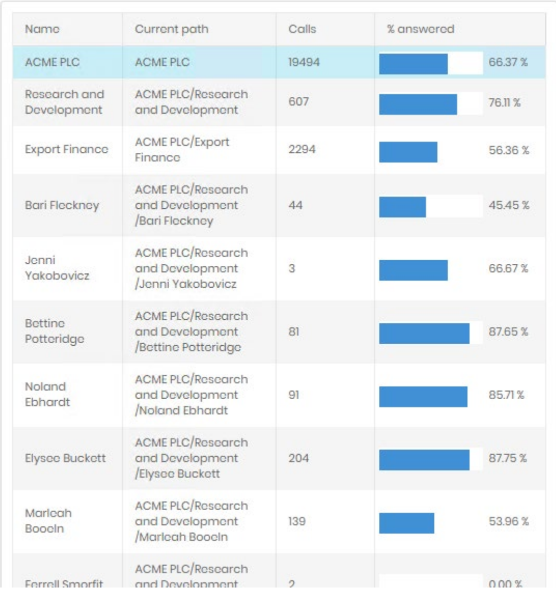
The timeline graph shows trends for total calls, answered calls, unanswered calls, and the average call response time. Hovering over appoint will give detailed information.



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

Organization and Employee Selection

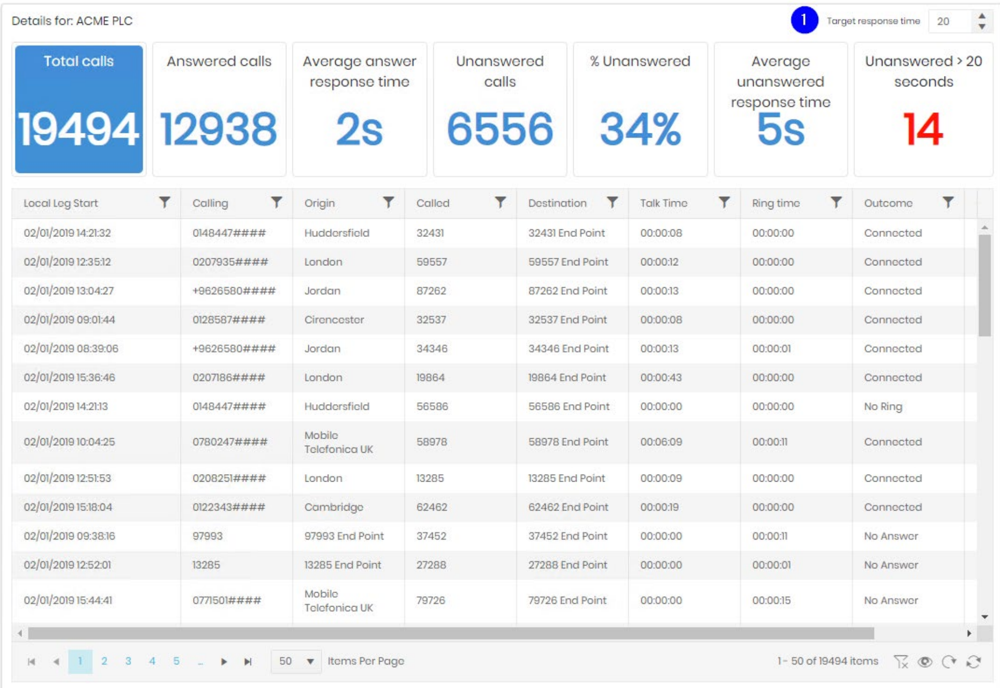
The items selected in the Organization and Employee rollup on the filter bar are displayed here, with some summary statistics. Selection of an item in this table adjusts what the detail tiles and table display.



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 Fleckney	ACME PLC/Research and Development /Bari Fleckney	44	45.45 %
Jenni Yakobovicz	ACME PLC/Research and Development /Jenni 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 Buckett	ACME PLC/Research and Development /Elysee Buckett	204	87.75 %
Marleah Booeln	ACME PLC/Research and Development /Marleah Booeln	139	53.96 %
Ferrell Smorfit	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 12:35:12	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####	Mobile 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####	Mobile Telefonica UK	79726	79726 End Point	00:00:00	00:00:15	No Answer

1 2 3 4 5 .. 50 Items Per Page 1 - 50 of 19494 items

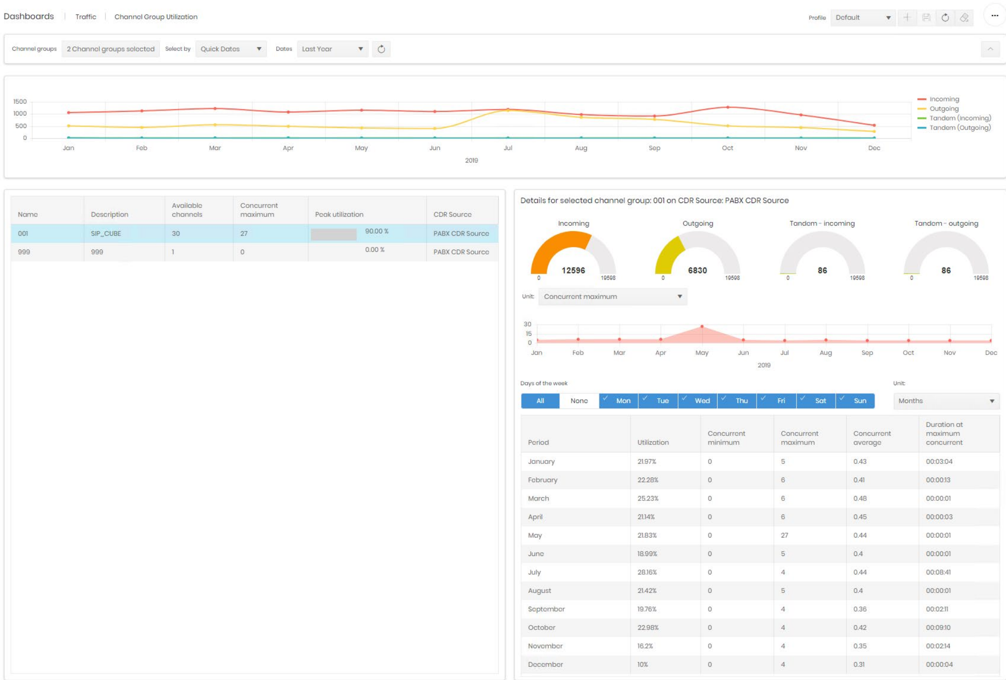
The individual tiles provide rapid access to call and answer statistics, and the target response time (1) defines the threshold for the last tile.

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.

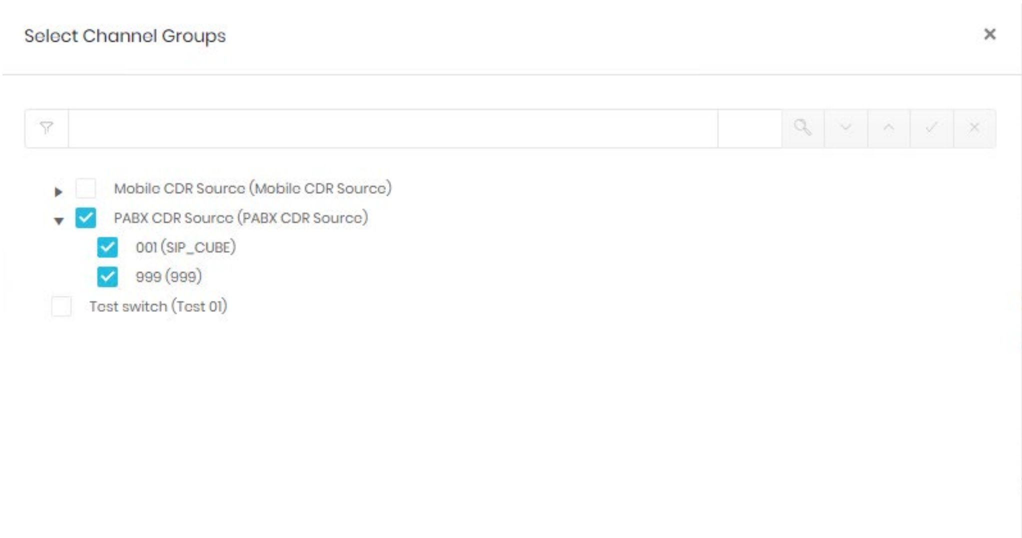
Traffic

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.



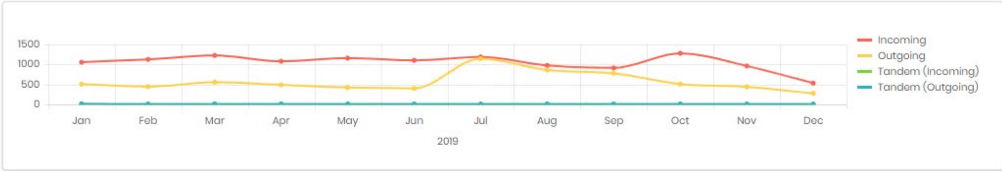
Most of the controls are covered in the common controls section above, Channel Group Selection replaces CDR Source Selection.



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.

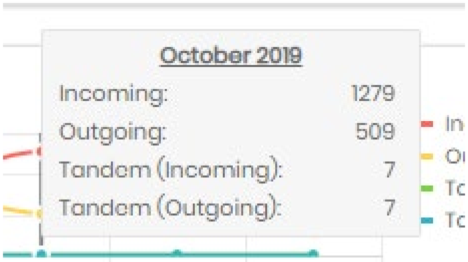
The control on the far right hides or shows the timeline chart. Once the selection is complete click the refresh button to update all displays.

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.

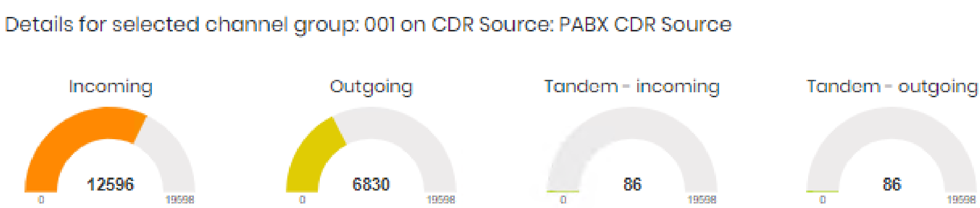
Name	Description	Available channels	Concurrent maximum	Peak utilization	CDR Source
001	SIP_CUBE	30	27	90.00 %	PABX CDR Source
999	999	1	0	0.00 %	PABX CDR Source

Detail Graphs and Table

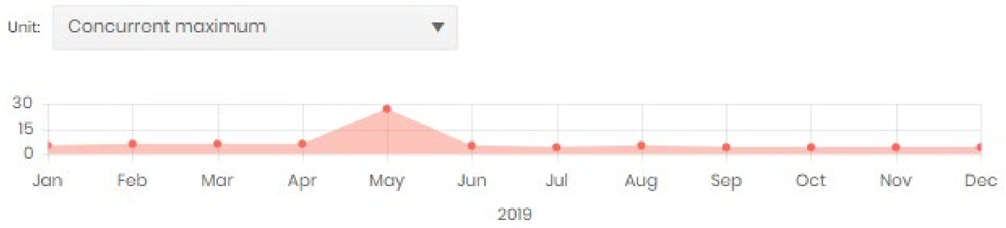
These display information directly related to the item chosen in the Channel Group Selection table. The selected group is displayed above the graphs.

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.



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 it 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:

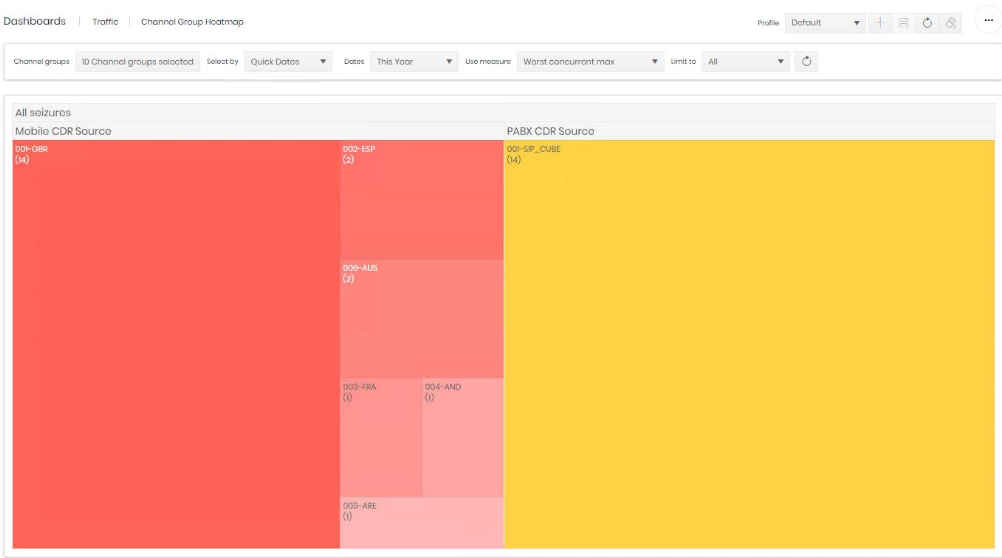
Months

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

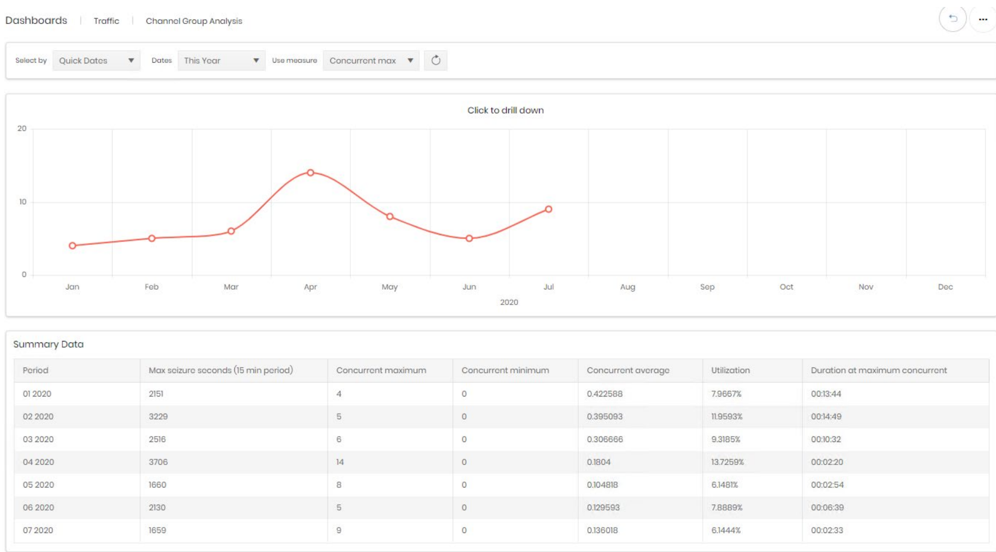
Channel Group Heatmap

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.



Period	Max seizure seconds (15 min period)	Concurrent maximum	Concurrent minimum	Concurrent average	Utilization	Duration at maximum concurrent
01 2020	2151	4	0	0.422588	7.9667%	00:13:44
02 2020	3229	5	0	0.395093	11.9593%	00:14:49
03 2020	2516	6	0	0.306666	9.3185%	00:10:32
04 2020	3706	14	0	0.1804	13.7259%	00:02:20
05 2020	1660	8	0	0.104818	6.1481%	00:02:54
06 2020	2130	5	0	0.129593	7.8889%	00:06:39
07 2020	1659	9	0	0.136018	6.1444%	00:02:33

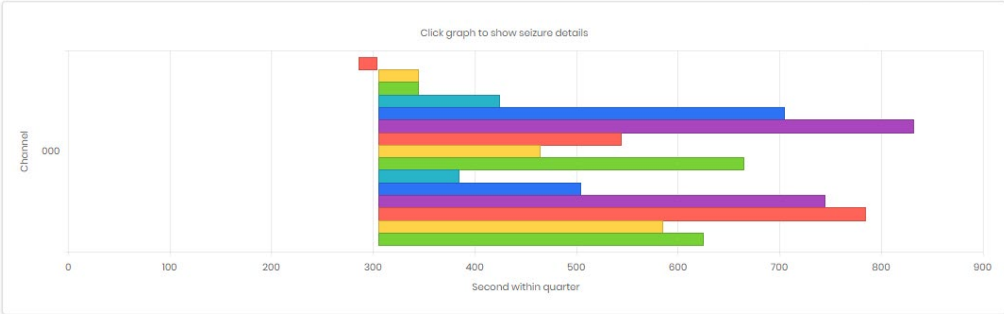
The timeline can be set against one of several measures (utilisation, concurrent max, concurrent, max duration, concurrent min, concurrent average, and peg count). The Table shows summary data for each point on the graph.

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.

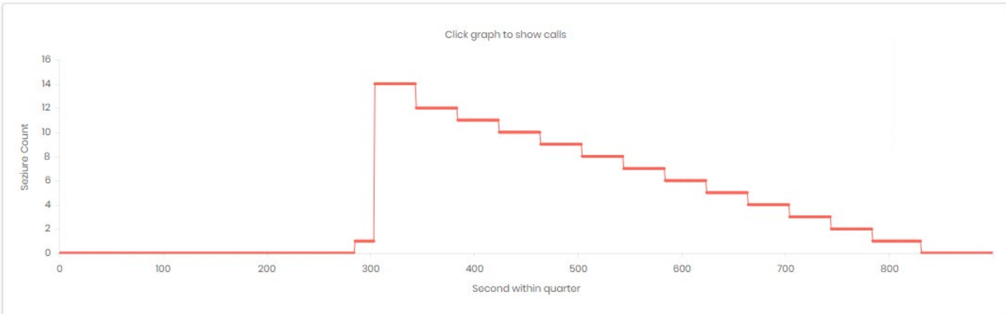
The final level shows the specific seizures for the bin selected, and the focus can be shifted 15 minutes in either direction to see seizures before and after the focussed period.

The details for the bin are shown in three ways:

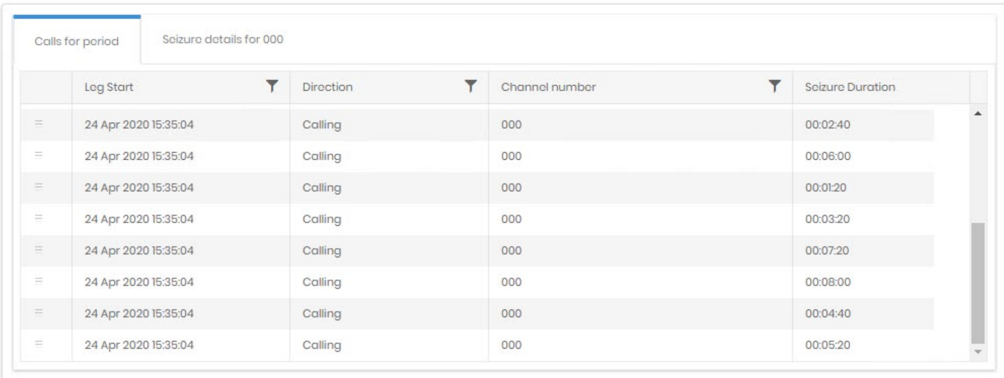
A graphical representation of the seizure overlaps.



A second graph showing the seizure count over time.



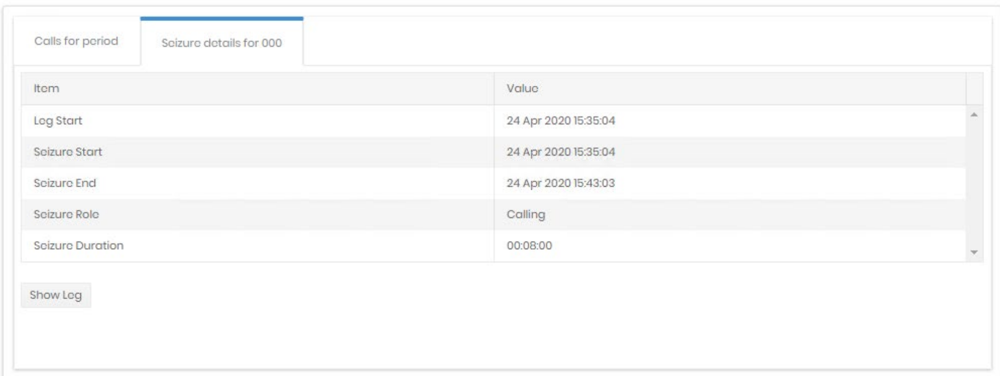
At the bottom of the page two tables show the legs involved in the channel seizures,



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

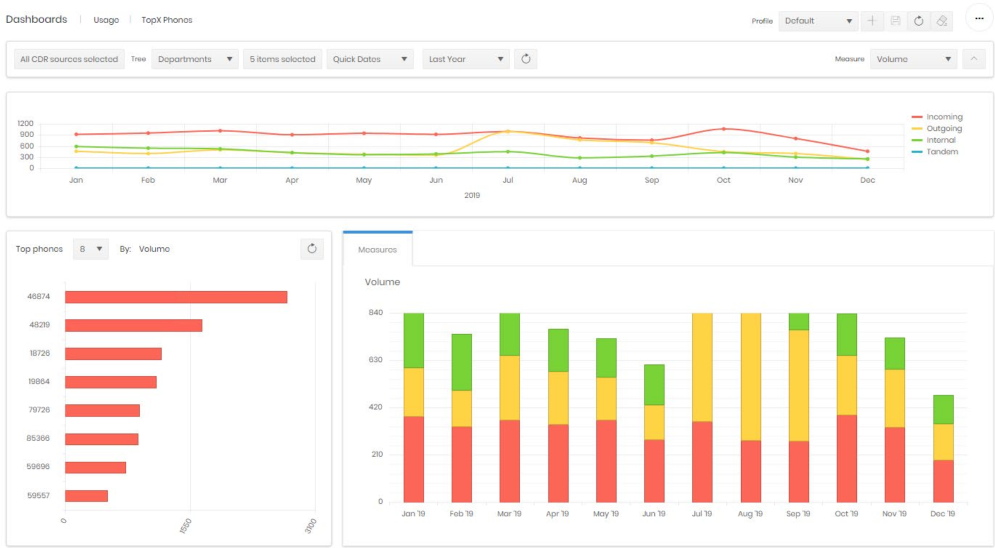
Both tables have the option to show the full details of the call a leg is involved in in a new tab.

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

Usage

Top X Phones

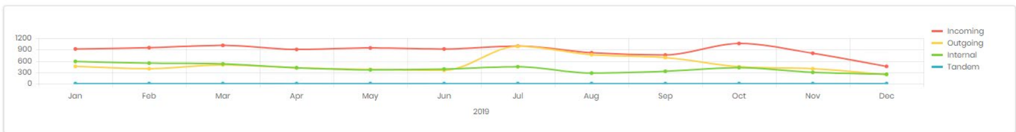
The Top X Phones Dashboard consists of three individual displays. The data in each area is based on the selections made in the controls at the top of the screen.



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.

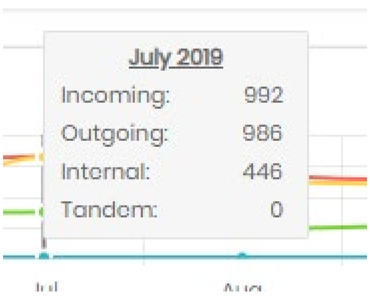
Once the selection is complete click the refresh button to update all displays.

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 show in grey.

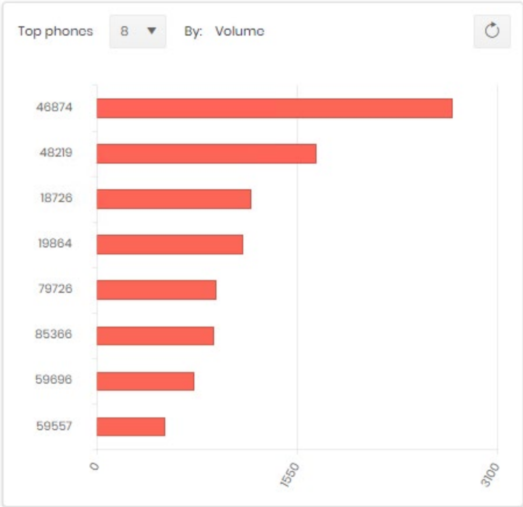
Hovering over a point on the graph will show a numerical value for each enabled direction for that point.



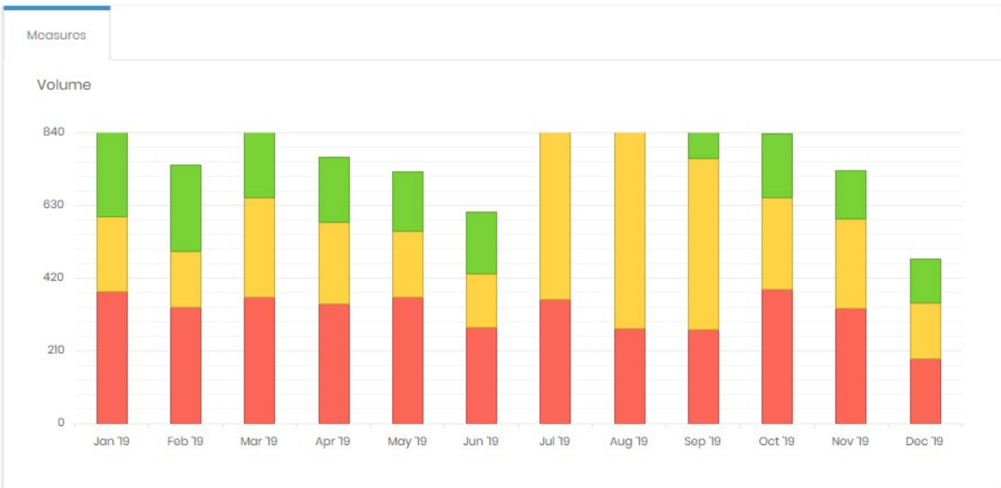
Top Phones

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).

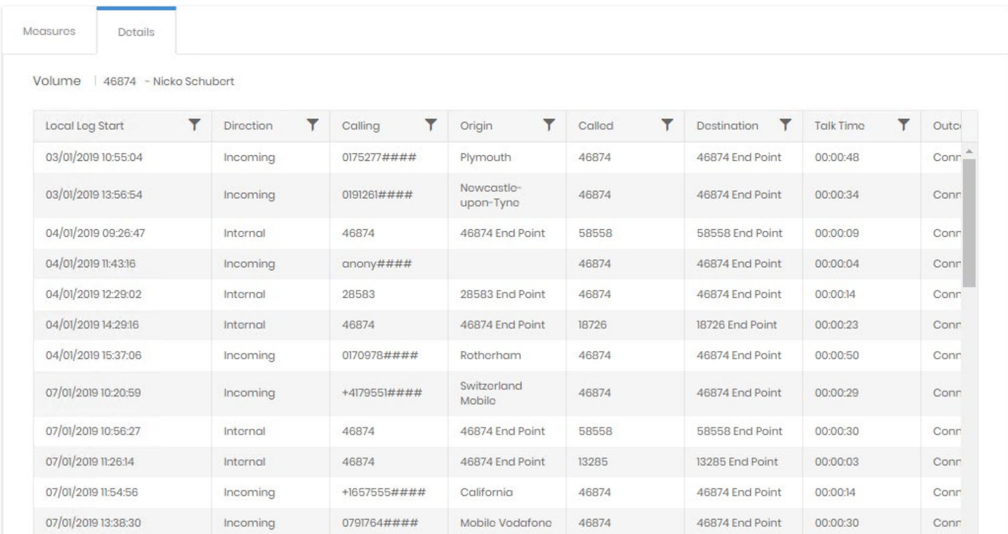
The first graph shows a ranking of the top X phones based on the measure chosen above.



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.



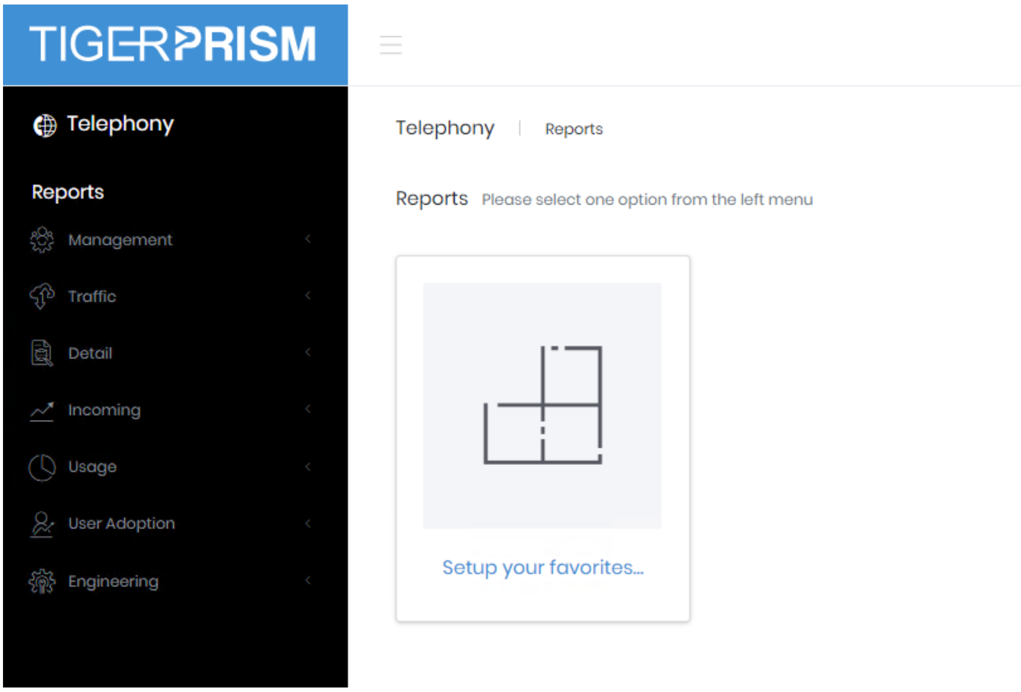
Local Log Start	Direction	Calling	Origin	Called	Destination	Talk Time	Outc
03/01/2019 10:55:04	Incoming	0175277####	Plymouth	46874	46874 End Point	00:00:48	Conr
03/01/2019 13:56:54	Incoming	0191261####	Newcastle-upon-Tyne	46874	46874 End Point	00:00:34	Conr
04/01/2019 09:26:47	Internal	46874	46874 End 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 11:26:14	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

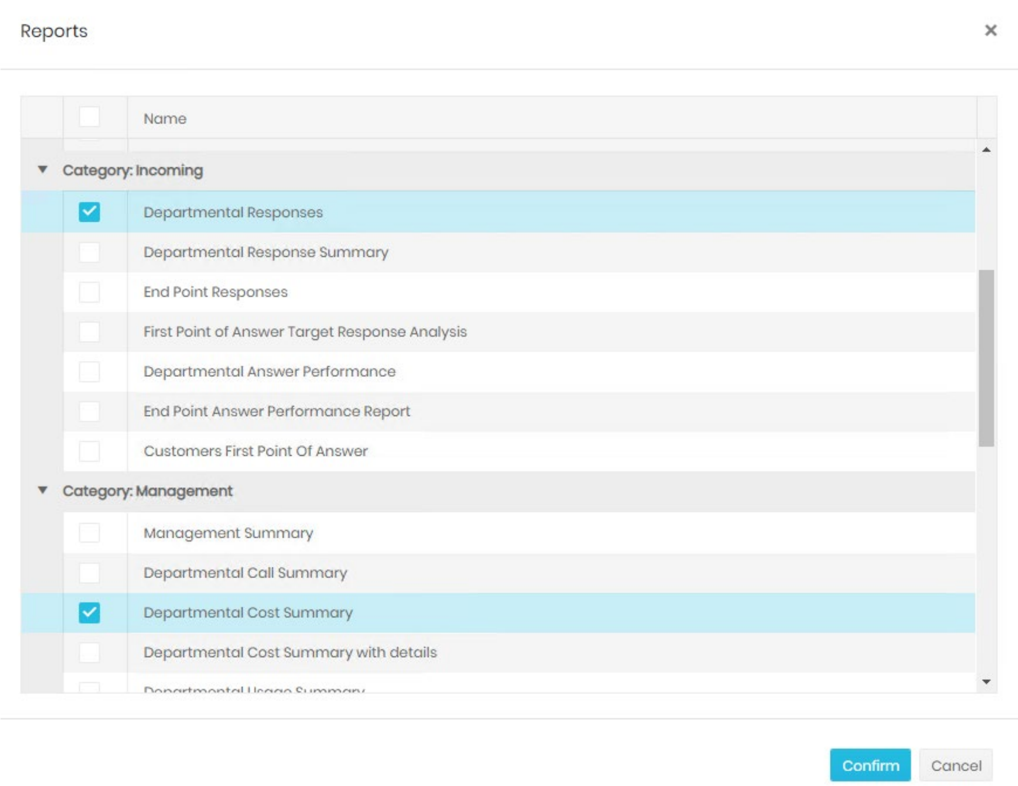
Overview

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.

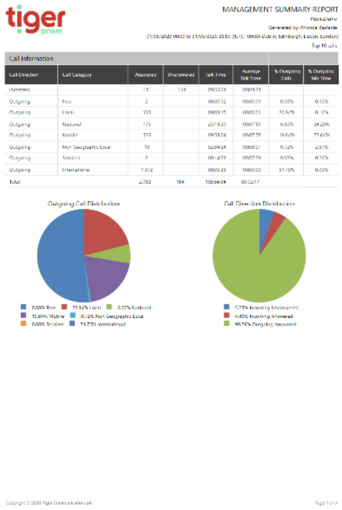
Management Reports

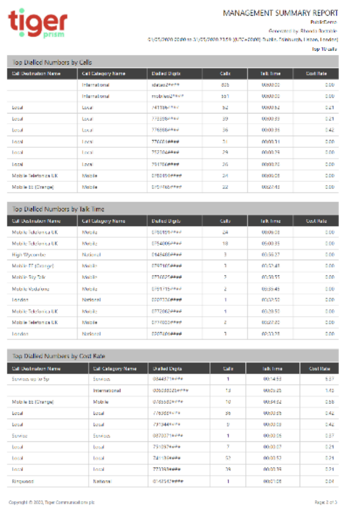
Management Summary

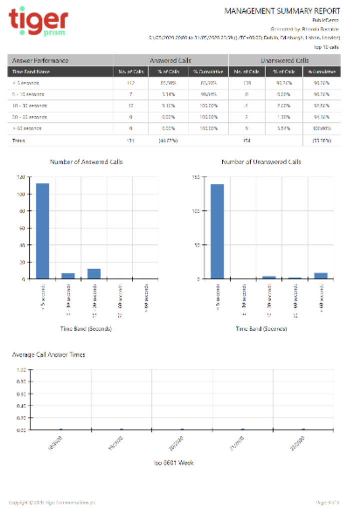
The Management Summary report gives a high-level overview of performance by presenting 3 levels of chart and graphical information. The output is affected by the Parameter settings to the right of the screen.

The first section presents Call Information data within a table, with totals at the bottom of each column.

Below this pie charts demonstrate Outgoing Call Distribution and Call Direction Distribution for a pictorial representation of the table data.







The second page of the report presents 3 tables of data for the Top Dialled Numbers by Calls, by Talk Time and by Cost. The number of records within each section corresponds with the Top X setting selected within the report Parameters section.

The final section of the Management Summary report shows performance detail.

The table at the top displays Answer Performance broken down into Answered and Unanswered Calls, with totals at the bottom of each column.

Bar charts give a graphical representation of the data based on Number of Answered Calls and Number of Unanswered Calls.

A line graph shows Average Call Answer Times.

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	3.89	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 Bilfoot	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
Kikelia Curee	126	0.00	02:22:40

 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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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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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)

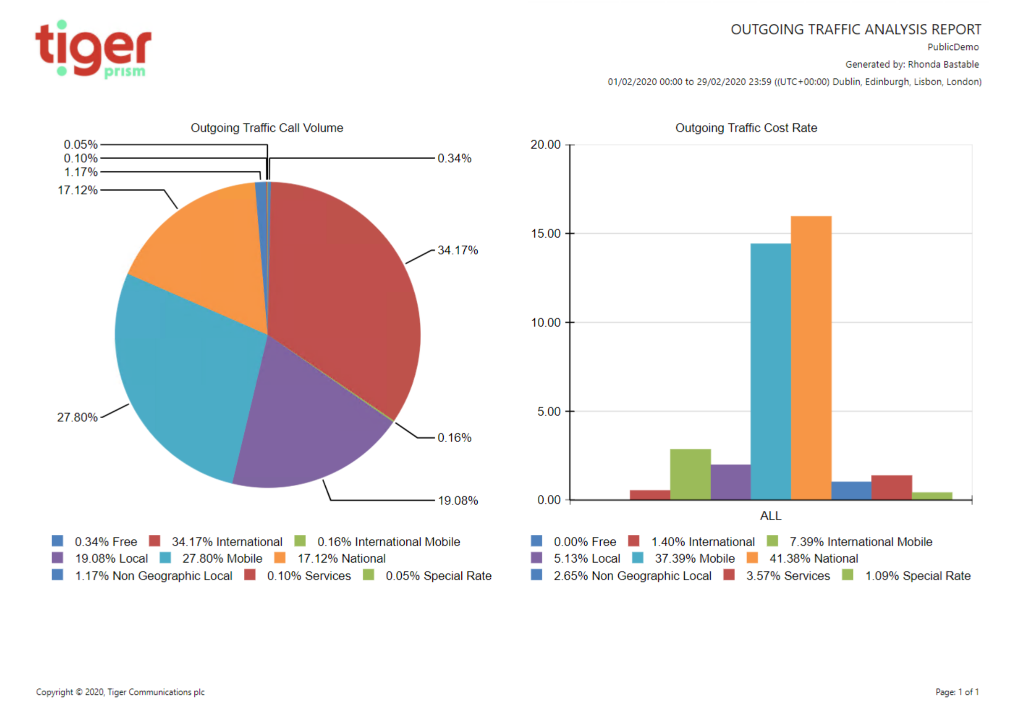
	Non Roaming							Roaming							Total	
	Voice			Data		Messages		Voice			Data		Messages			
	Calls	Duration	Cost Rate	Vol MB	Cost Rate	Count	Cost Rate	Calls	Duration	Cost Rate	Vol MB	Cost Rate	Count	Cost Rate	Calls	Cost Rate
Accounting and Finance	10	00:33:55	0.00	505.46	0.00	2	0.00	0	00:00:00	0.00	0.00	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.

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.

		Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
End Point	Cdr Source	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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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
PublicDemo
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 Booeln)	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 Ormistone)	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 (Kikelia Curee)	ACME PLC
PABX CDR Source	52975	System EndPoint	ACME PLC
PABX CDR Source	53383	System EndPoint	ACME PLC

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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	idatao2####		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	idatao2####		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	idatao2####		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	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:32:39	Outgoing	07802471419	Avram Mizzi	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:29:14	Outgoing	07734558989	Gualterio Dorsett	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	21:19:25	Outgoing	07917644747	Bettine Potteridge	idatao2####		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	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:21:47	Outgoing	07902471419	Corry Bilfoot	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:03:50	Outgoing	07801764581	Marleah Booeln	mobileo2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected
31/05/2020	20:02:46	Outgoing	07753774868	Catherine Webermann	idatao2####		00:00:00	00:00:00	0.00	Normal	Normal	Connected

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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%	1	0.84%	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%	1	0.84%	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
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 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	Maryjo 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 Sharplin	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 Ormistone	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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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
PublicDemo
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)

								Answered in (seconds)						VoiceMail			
	Total	Ans'd < 25		Busy		Unanswered		Ans'd 0-5		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	39.39%	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	**1,054**	**809**	**76.76%**	**0**	**0.00%**	**243**	**23.06%**	**749**	**71.06%**	**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			
										Ans'd <= 5		Ans'd <= 10		Ans'd > 10		Calls		Messages	
				Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	In	%	Left	%
Marketing & Sales - [Viola Sharplin]	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 - [Oswell Ormistone]	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 Ebhardt]	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 - [Maryjo 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 - [Maryjo 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 Booeln]	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 Baraclough]	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 Baraclough]	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 Baraclough]	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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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 Fleckney	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 Baraclough	9	8	88.89%	00:00:06	1	11.11%	00:00:05	0
Marleah Booeln	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 Ormistone	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
Toddie Maron	5	4	80.00%	00:00:14	1	20.00%	00:00:02	0
Viola Sharplin	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**

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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 Drn	Av Rng	Calls	% Missed	Av Rng	Calls	Av Drn	Calls	Av Drn	Calls	Av Drn	Calls	Av Drn	Calls	Av Drn
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	Kikelia 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	Kikelia 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 Dialled Numbers

The High / Low Dialled 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

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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
0750088####	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
0796688####	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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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
07808739852	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
07734558989	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 Booeln	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	Kikelia Curee	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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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
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 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
Toddie 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 Booeln	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
Kikelia 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 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
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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User Adoption Reports

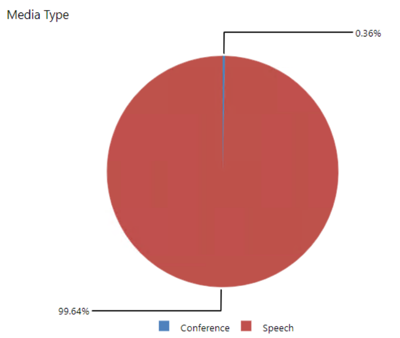
Media and Device Analysis

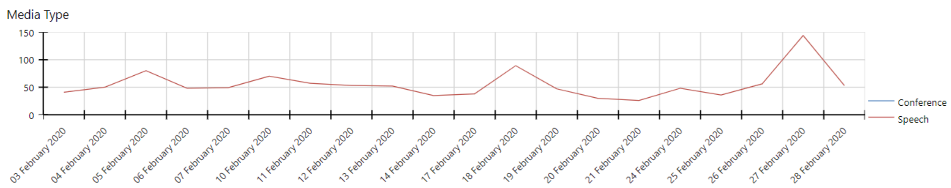
The Media and Device Analysis report presents one page for each media type or device defined. A pie-chart shows percentage usage for each type. A table presents the data and a line chart plots the usage statistics. The output is affected by the Parameter settings to the right of the screen.

Media Analysis

MEDIA AND DEVICE 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)

Media Type	Calls	Talk Time	Cost Rate
Conference	4	00:01:41	0.23
Speech	1,102	32:32:13	33.41
Total:	**1,106**	**32:33:54**	**33.64**

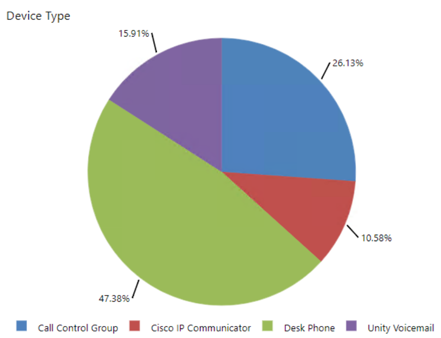


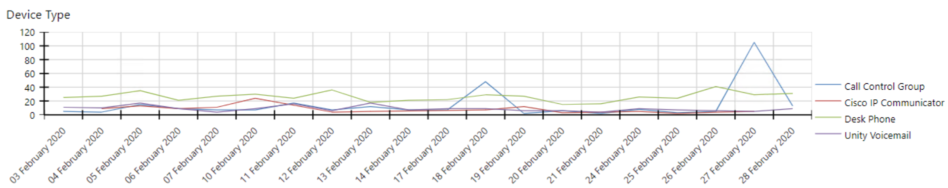


Device Analysis

MEDIA AND DEVICE 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)

Device Type	Calls	Talk Time	Cost Rate
Call Control Group	289	00:00:00	0.00
Cisco IP Communicator	117	02:11:29	4.60
Desk Phone	524	30:22:25	29.04
Unity Voicemail	176	00:00:00	0.00
Total:	**1,106**	**32:33:54**	**33.64**





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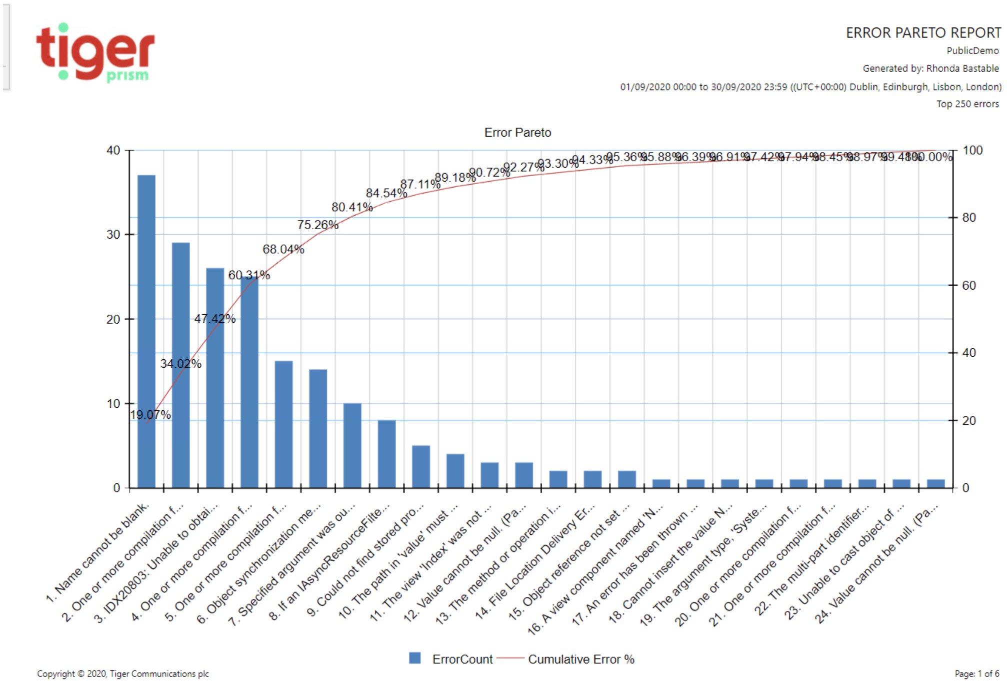
Engineering

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\Shared_LayoutNoMenus.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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Database Sizing Report

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

tiger prism

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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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.

tiger prism

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.

		Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
Endpoint Count	Cdr Source	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

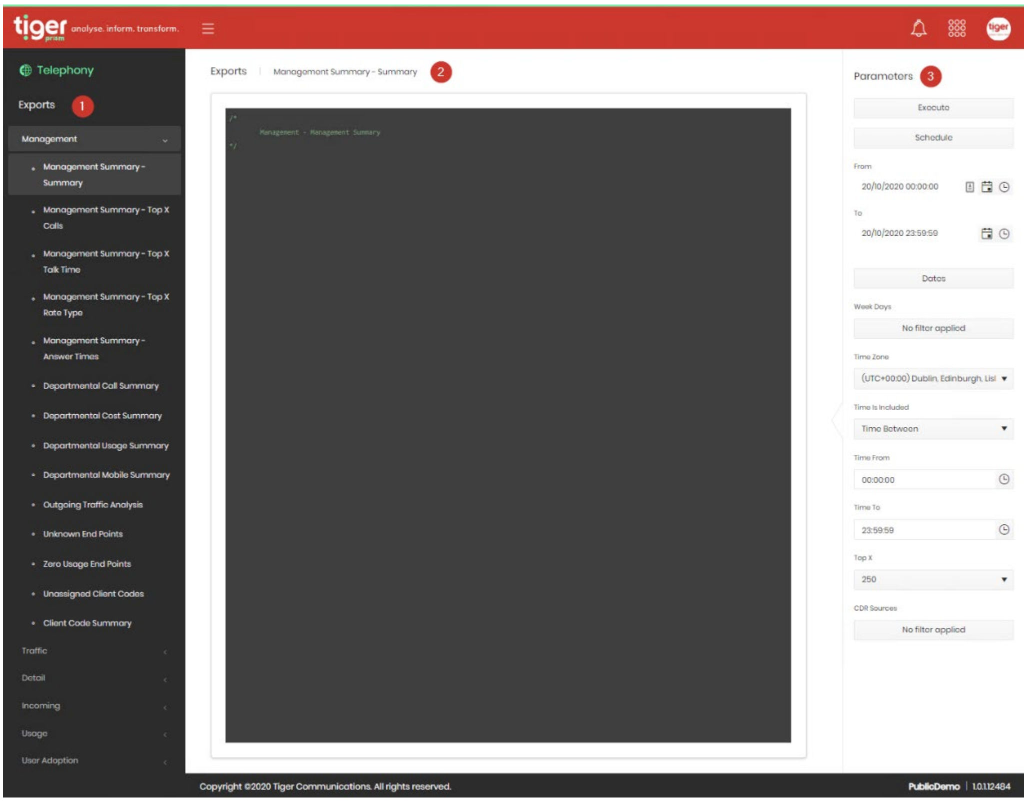
Exports

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.

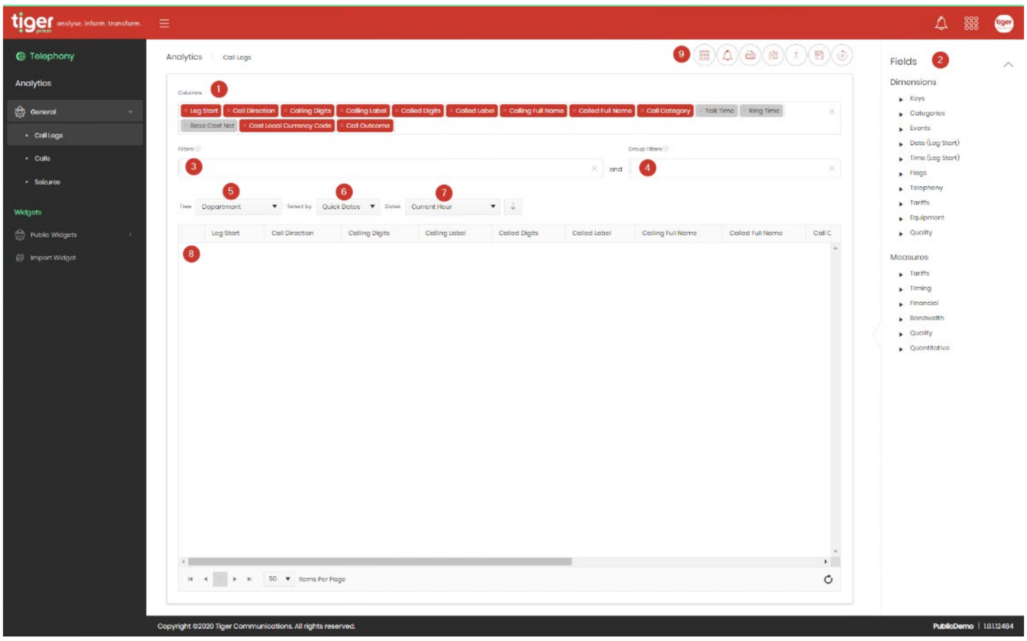
Analytics

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

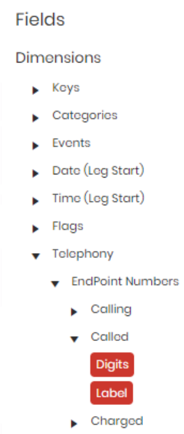
The main screen is populated with a set of default fields in the Columns section. Items placed in this area will appear as columns in the results.

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.



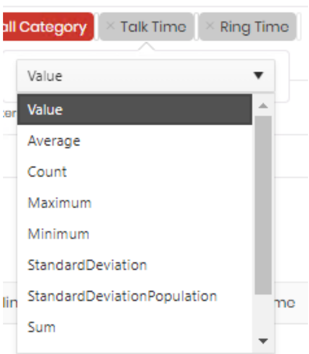
Select from the options for dimensions and measures.

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.

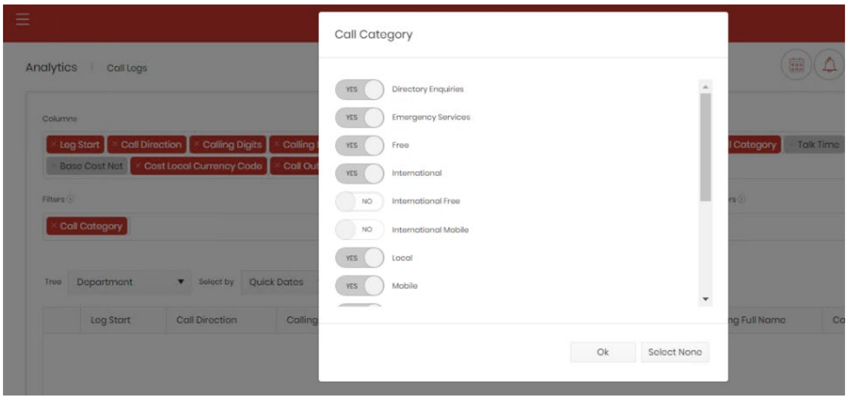
Measures can have calculations applied within the Columns area. Click on an included measure to see the available options.



Filtering

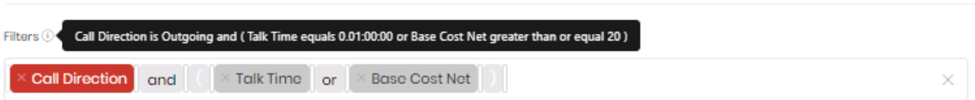
Drag fields from the Columns area to the Filters section to apply filtering to the results.

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.

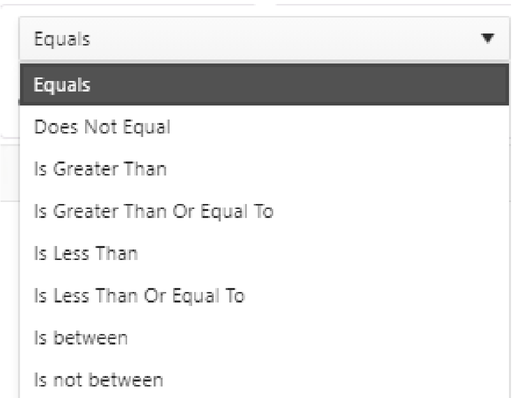


Apply Group Filters to aggregate the results and filter your results. Drag measures from the Columns area to the Group Filters section to apply filtering to the results. In this way you can, for instance, group the results to show the Base Cost sum, where the value is greater than £50.00

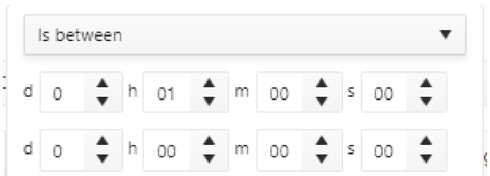
Filter Types

For filtering fields there are several context sensitive options

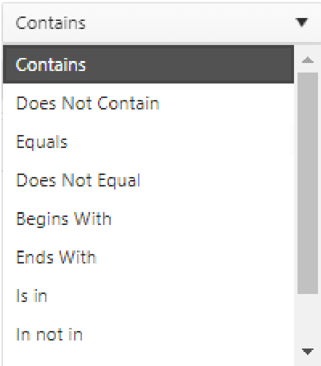
For numerical measures calculations are shown



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

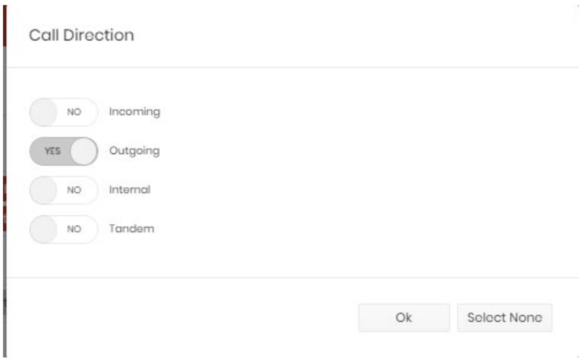


Base fields, names, labels etc have standard string filters



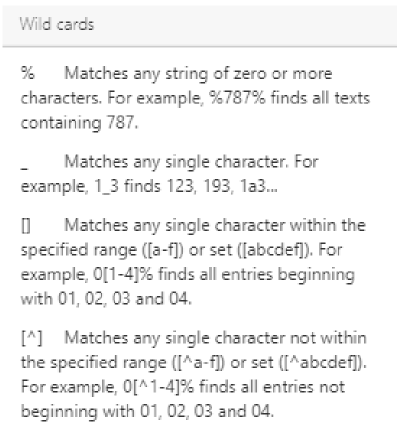
Digit fields allow a list of included or excluded digit strings. These strings can use wildcards.

Some fields have specific choices, for example Call Direction



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

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



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.

At the bottom left of the results table you can toggle through the pages and set the quantity of items per page to display.

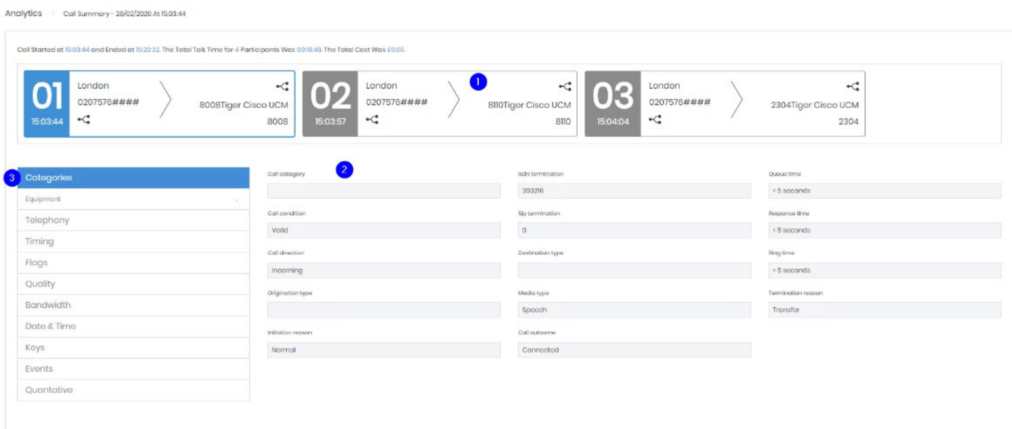
	Leg start	Call direction	Calling digits	Calling label	Called digits	Called label	Call category	Talk time	Ring time	Base cost	Cost base currency code
	13/07/2018 23:56:25	Outgoing	07779000034	Daphne Cortez	mobileo*****			00:00:00	00:00:00	0.00	GBP
	13/07/2018 23:56:25	Outgoing	07779123006	07703190742	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	Joesph 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

The bottom right of the screen confirms the total number of items in the current view and provides a refresh button.

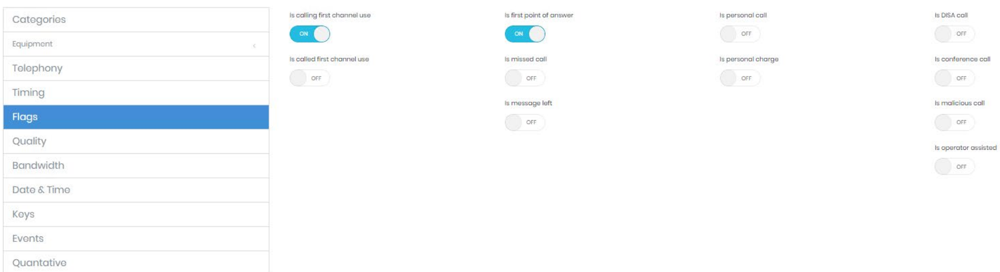
The details icon on the left of each row shows an individual record in full detail. This option is not available in aggregated analytics.

Record Detail

For call legs or calls analytics there ais 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.



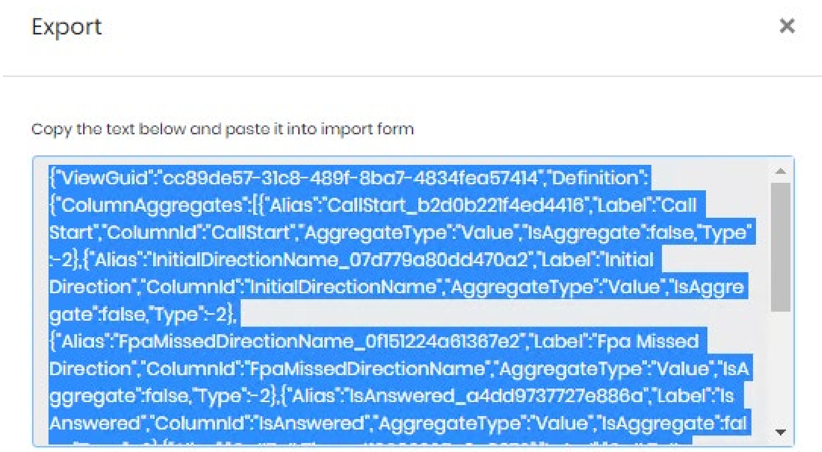
Clicking on each leg (1) will alter the information displayed below to that specific part of the call. Each legs’ detail section (2) has various categories down the left hand side (3) which will alter the displayed information.



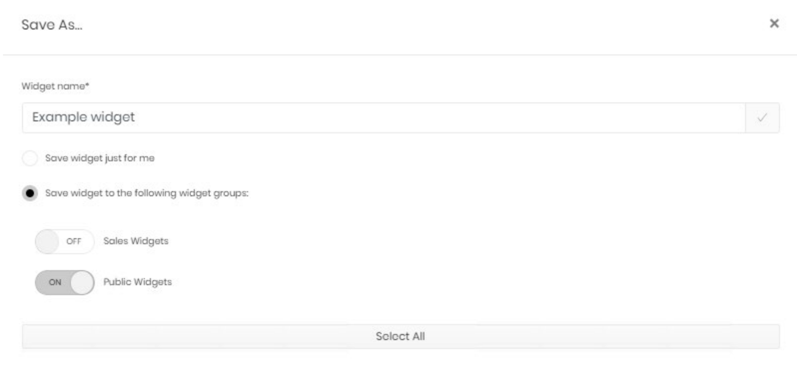
Actions

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.



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.



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

Aggregated Queries

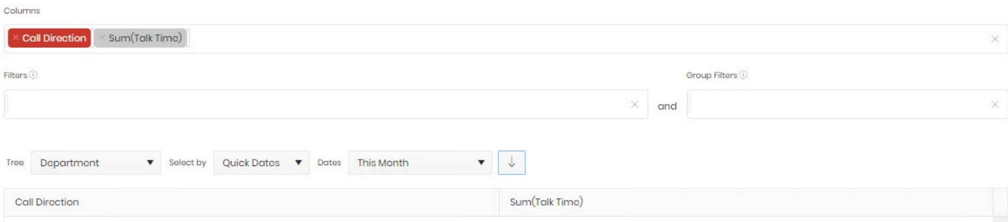
Analytics can go beyond a simple filtered list of call legs, allowing for analysis of the data in a number of ways.

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

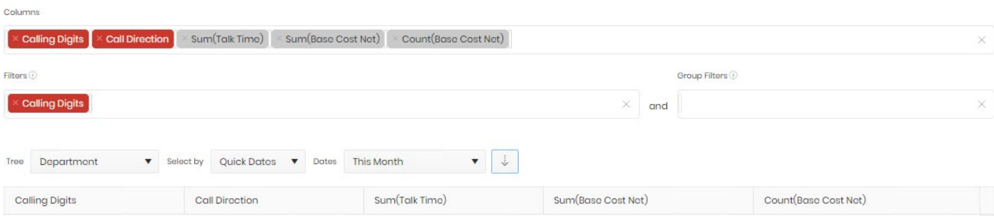
It is recommended that all columns are cleared before beginning an aggregated report and to build the query up slowly until reaching the required results. All dimensions included will act to group the call legs, so the key is to keep it simple and use as few objects as possible.

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.



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.



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.