

Tiger Prism Release Notes

2018.R1 Release

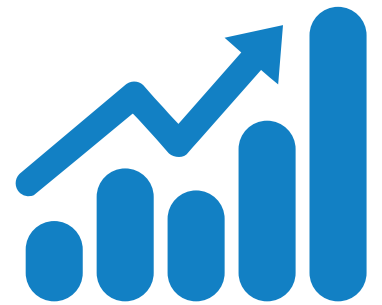


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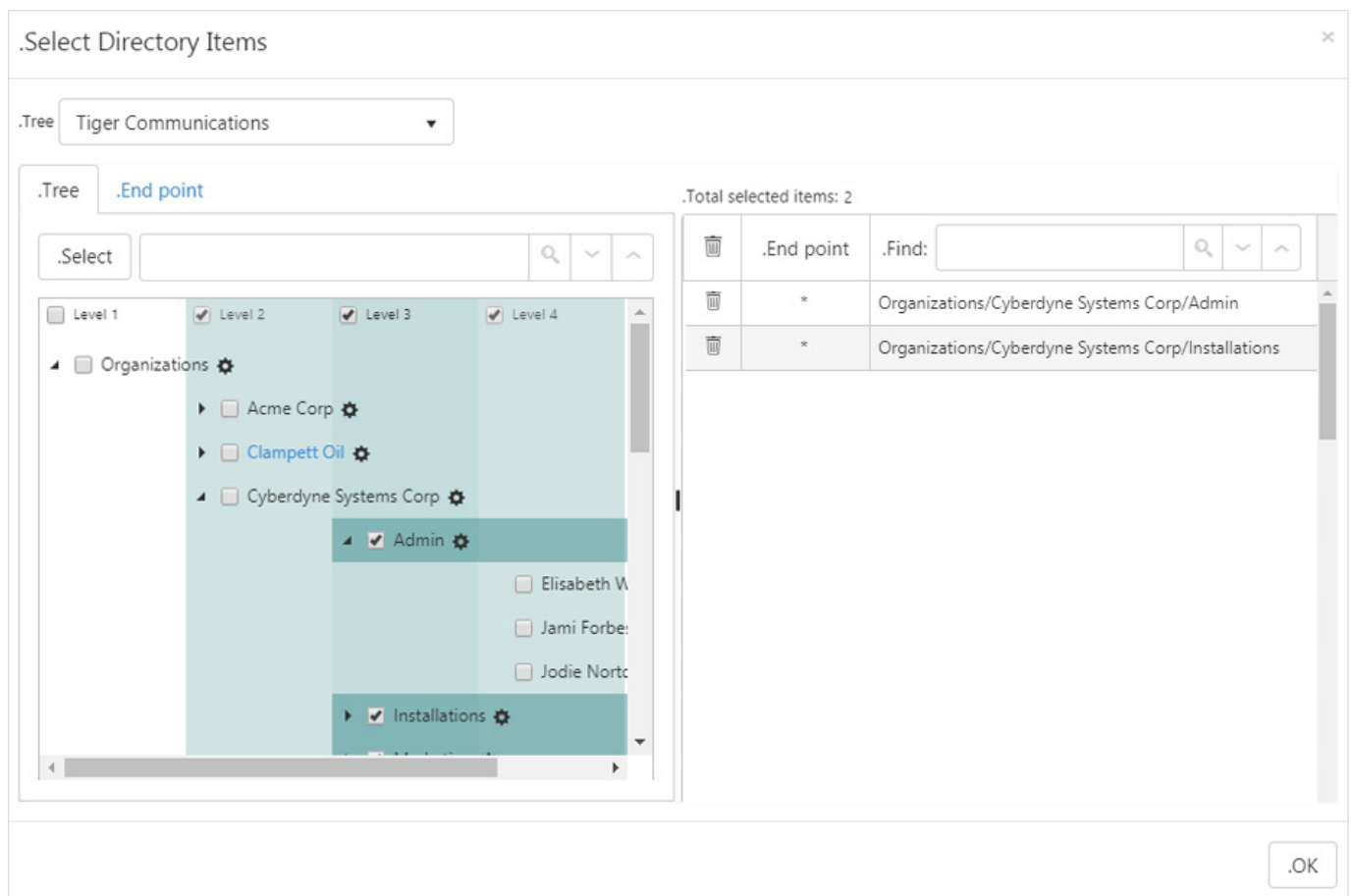
Overview

Tiger Prism 2018.R1 focuses on continuing to resolve customer support items, but also adds new reports for users as well as improving Departmental reports. Finally, the adoption of the General Data Protection Regulation has prompted a new Data Privacy module, designed for Data Protection teams to handle erasure requests.

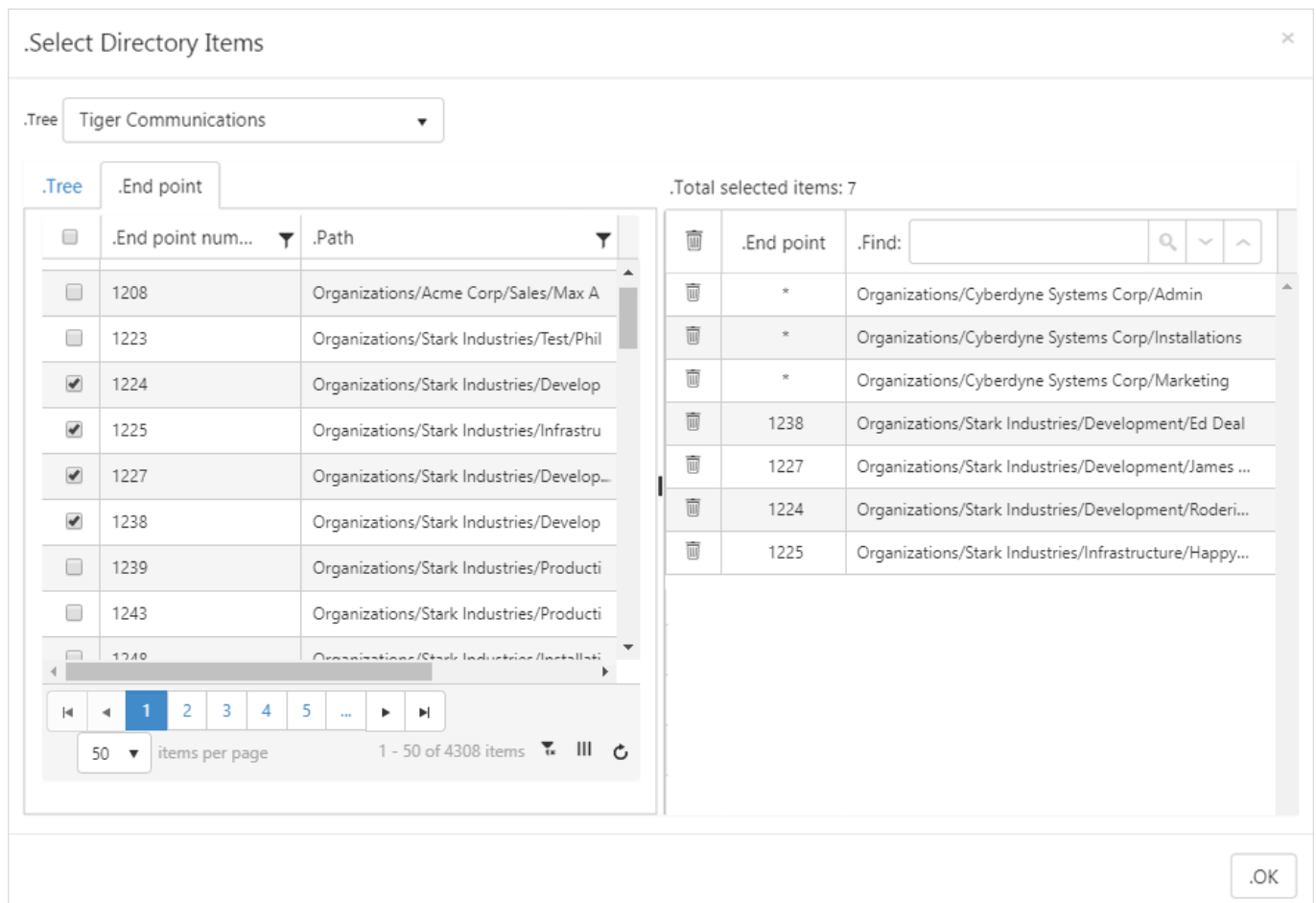
Reports

All Reports

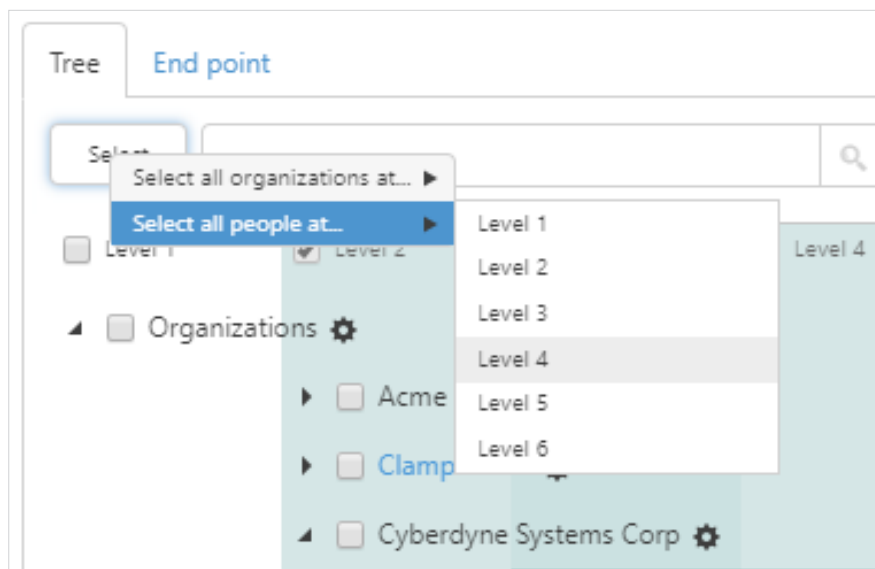
The Directory item selector has been changed to make it easier to select items and see what is selected in the preview on the right.



The new picker switches between Trees and End points selection allowing a choice or combination of selections.



Also new is the option to select all organizations or people at a specific level with an easy menu selection:



New Reports

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 or not they are assigned to a user or tree.

TIGERPRISM		ACTIVE END POINTS REPORT										
		Public Demo										
		Generated by: Eddie March										
		25/06/2018 00:00 to 30/06/2018 23:59 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)										
		Top 10 cdr sources sorted by Calls descending.										
End Point Count	Cdr Source	Total			Incoming Internal		Incoming External		Outgoing Internal		Outgoing External	
		Calls	Talk Time	Base Cost	%	Duration	%	Duration	%	Duration	%	Duration
3592	Fixed Voice 2	105,272	2476:35:56	20,121.16	10.90%	270:00:19	43.54%	1078:17:40	10.90%	270:00:19	34.66%	858:17:38
93	Fixed Voice	1,321	77:30:43	372.88	14.89%	11:32:25	33.12%	25:40:23	14.89%	11:32:25	37.10%	28:45:30
21	Mobile Voice	811	28:52:32	23.50	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	28:52:32
21	Mobile Voice 2	811	28:52:32	23.50	0.00%	00:00:00	0.00%	00:00:00	0.00%	00:00:00	100.00%	28:52:32

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.

TIGERPRISM		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	


Unassigned Clients

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.

TIGERPRISM		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
1243	1243	01/01/2017	31/12/9999


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 Public Demo Generated by: Eddie March 01/06/2018 00:00 to 30/06/2018 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	%
Stark Industries	642	635	98.91%	1	0.16%	6	0.93%	492	77.48%	106	16.69%	37	5.83%	0	0.00%	0	0.00%
Admin	255	254	99.61%	1	0.39%	0	0.00%	234	92.13%	19	7.48%	1	0.39%	0	0.00%	0	0.00%
Bethany Cabe	9	9	100.00%	0	0.00%	0	0.00%	7	77.78%	2	22.22%	0	0.00%	0	0.00%	0	0.00%
Erica Sondheim	246	245	99.59%	1	0.41%	0	0.00%	227	92.65%	17	6.94%	1	0.41%	0	0.00%	0	0.00%
Development	134	133	99.25%	0	0.00%	1	0.75%	132	99.25%	0	0.00%	1	0.75%	0	0.00%	0	0.00%
Anton Vanko	8	7	87.50%	0	0.00%	1	12.50%	7	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Carl Walker	30	30	100.00%	0	0.00%	0	0.00%	30	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Ed Deal	8	8	100.00%	0	0.00%	0	0.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Gray Armond	21	21	100.00%	0	0.00%	0	0.00%	21	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Harold Marks	1	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
James Rupert Rhodes	22	22	100.00%	0	0.00%	0	0.00%	22	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Ralp Roberts	2	2	100.00%	0	0.00%	0	0.00%	1	50.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%
Roderick Withers	42	42	100.00%	0	0.00%	0	0.00%	42	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Directors	27	27	100.00%	0	0.00%	0	0.00%	27	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Lee Clayton	17	17	100.00%	0	0.00%	0	0.00%	17	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Tony Stark	10	10	100.00%	0	0.00%	0	0.00%	10	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Facilities Management	226	221	97.79%	0	0.00%	5	2.21%	99	44.80%	87	39.37%	35	15.84%	0	0.00%	0	0.00%
Arturos Benning	100	96	96.00%	0	0.00%	4	4.00%	36	37.50%	45	46.88%	15	15.63%	0	0.00%	0	0.00%
David Beaumont	8	8	100.00%	0	0.00%	0	0.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

FPA Target Response Analysis

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

 FIRST POINT OF ANSWER TARGET RESPONSE ANALYSIS Public Demo Generated by: Eddie March 01/06/2018 00:00 to 30/06/2018 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 %
01 June 2018	0	3	2	66.67%	1	33.33%	00:00:00	0	0.00%	00:00:00	0	0.00%
02 June 2018	0	1	0	0.00%	1	100.00%	00:00:09	0	0.00%	00:00:00	0	0.00%
04 June 2018	0	2	2	100.00%	0	0.00%	00:00:00	0	0.00%	00:00:00	0	0.00%
05 June 2018	0	3	1	33.33%	2	66.67%	00:00:05	0	0.00%	00:00:00	0	0.00%
08 June 2018	0	6	2	33.33%	3	50.00%	00:00:05	1	16.67%	00:00:07	0	0.00%
09 June 2018	0	5	0	0.00%	5	100.00%	00:00:07	0	0.00%	00:00:00	0	0.00%
10 June 2018	0	3	1	33.33%	2	66.67%	00:00:04	0	0.00%	00:00:00	0	0.00%
11 June 2018	0	3	0	0.00%	3	100.00%	00:00:06	0	0.00%	00:00:00	0	0.00%
12 June 2018	0	2	2	100.00%	0	0.00%	00:00:00	0	0.00%	00:00:00	0	0.00%
15 June 2018	0	3	1	33.33%	2	66.67%	00:00:05	0	0.00%	00:00:00	0	0.00%
16 June 2018	0	2	0	0.00%	2	100.00%	00:00:08	0	0.00%	00:00:00	0	0.00%
17 June 2018	0	4	3	75.00%	1	25.00%	00:00:01	0	0.00%	00:00:00	0	0.00%
18 June 2018	0	3	0	0.00%	3	100.00%	00:00:09	0	0.00%	00:00:00	0	0.00%
19 June 2018	0	9	2	22.22%	7	77.78%	00:00:07	0	0.00%	00:00:00	0	0.00%
22 June 2018	0	1	1	100.00%	0	0.00%	00:00:00	0	0.00%	00:00:00	0	0.00%
23 June 2018	0	5	1	20.00%	4	80.00%	00:00:07	0	0.00%	00:00:00	0	0.00%
24 June 2018	0	6	1	16.67%	5	83.33%	00:00:08	0	0.00%	00:00:00	0	0.00%

End Point Answer Performance

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

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	%
Facilities Management	218	218	538	536	99.6	0	0.0	9	1.7	322	59.9	136	25.3	80	14.9	0	0.0	0	0.0
Facilities Management	509	509	80	80	100.0	0	0.0	0	0.0	80	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Meeting Rooms	236	236	5	5	100.0	2	40.0	0	0.0	5	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Production	239	239	212	212	100.0	0	0.0	0	0.0	212	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Production	1239	1239	213	213	100.0	0	0.0	0	0.0	213	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Facilities Management	508	508	49	49	100.0	0	0.0	0	0.0	49	100.0	0	0.0	0	0.0	0	0.0	0	0.0
Sales	287	287	180	135	75.0	0	0.0	9	5.0	117	65.0	7	3.9	56	31.1	0	0.0	0	0.0
Directors	232	232	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

Batch Scheduling

A new reporting method available for Departmental reports only. There is an extra step added to the scheduling wizard to create a batch email template and to allow selection of the directory items to be run in the batch report.

Create Report Job ← → 📄

Report
Name
Schedule
Target Data
Batch
Parameters

Success Notification
 Failure Notification
 Delivery Options
 Summary

Run job as normal

Batch process job - the job will be run for each value specified on the parameters page for the following batch parameter

Batch control: Directory Items Batch message template

If selected, the following Parameters step included a selection process for the directory items that are to have their own report jobs.

Tree **End point**
Total selected items: 2

Select

- ▶ Soylent Corp ⚙
- ▶ **Stark Industries** ⚙
 - ▶ Accounts ⚙
 - ▶ Admin ⚙
 - ▶ Development ⚙
 - ▶ Directors ⚙
 - ▶ Engineering ⚙
 - ▶ **Facilities Management** ⚙

	.End point	.Find:	
<input type="checkbox"/>	*	Tony.Stark@starkindustries.com	Organizations/Stark
<input checked="" type="checkbox"/>	*	Pepper.Potts@starkindustries.com	Organizations/Stark

The reports use emails taken from the tree level or they can be added during report configuration or editing. Updates to the directory do not update the reports' email configurations, these must be updated manually in the scheduler. Once the report has begun to produce outputs selecting the it in Schedule's search shows the individual split out results under each execution.

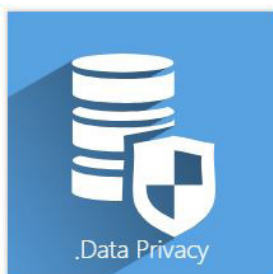
Portal

User Interface

Now displays recently used modules for each user. The number shown can be adjusted in “My settings”.



Data Privacy Module



Prism is now updated to allow a combination of deletion and anonymisation to fulfil the Right to Erasure requirement of the GDPR through the Data Privacy module.

The initial Data Privacy user can only be assigned by a Tiger engineer, but Tiger’s engineering account does not have access to the module itself. This means that Erasure requests can only be fulfilled by nominated Data Protection representatives of the data controller.

Once a Data Privacy user has been configured, that user can assign access to others in the Company as required.

Use is fairly simple, search the directory for the user who has made the RtE request and check the user/account details. If you proceed you have a few choices to make as to what detail is to be anonymised (some Companies will classify certain data types as legitimate interest and deny the erasure request).

Once checked Prism will ask for confirmation and then anonymise all data for the individual. This process is irreversible.

* Please note, availability of any of the features shown in this document is dependent upon your UC or telephony system, some may require the purchase of additional licensing. If in doubt, please contact your Tiger Account Manager.

► To find out more about the Tiger Solution go to www.tigercomms.com