

# Tiger Prism Spark Analytics

Prism is a reporting and analytics tool used to measure and monitor activities, utilisation and adoption of your Cisco Spark service along with Cisco Webex and UCM metrics

## Product Overview

Tiger Communications is an international market leader specialising in Unified Communication and Collaboration Analytics. We have nearly 40 years' experience in delivering business intelligence and management information to global corporates, public sector organisations and SMEs. Tiger have partnered with Cisco since 2003 and our solutions appear in the approved Marketplace.

**Features Include**



Extended Reporting History,  
not limited to 3 month window



Determine Call Quality



Observe Registered  
and Active Hosts



Understand Spark space  
activities and volumes



Deliver information and data to  
Spark Spaces as it happens



Measure employee adoption  
of the Spark service

## What is Spark

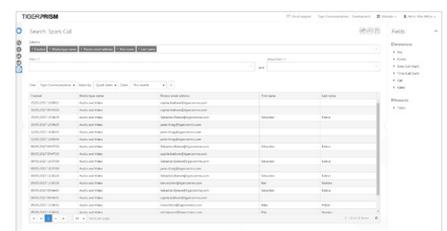
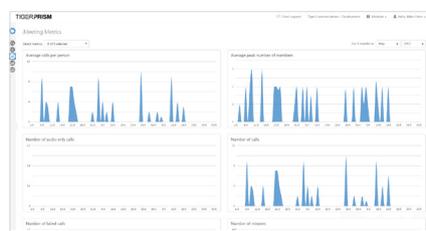
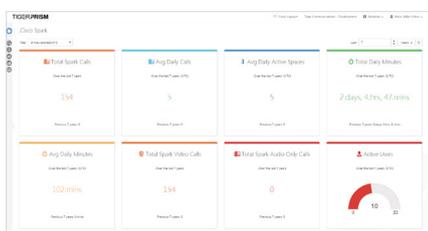
Cisco Spark offers clients a full business collaboration package and service based in the Cisco cloud. This service allows customers to connect via messaging, virtual meetings and to call anyone no matter what time it is or where in the world they are. This enables the user to have a virtual workspace to share, prepare and orchestrate projects together, with teams.

### Tiger Prism Spark Integration

In a complicated world, Tiger likes to keep things simple. That is why our Cisco Spark integration is no different.

Tiger interrogate the Spark API to collect information about meetings, messages, people and call quality. These metrics are available in easy to use dashboards and reports so that you can monitor how you organisation is utilising the technology.

In addition, all of your data and alerts can be easily scheduled from Prism to deliver in your own personalised Spark spaces via our Spark Bot. This ease of information will allow the user to rapidly have discussions within their chosen team about specific data from their Prism system.



## Alerting

Receive notifications of events



- ▶ Receive notification of events, based on data queries known as Widgets
- ▶ Widgets evolve with your business needs
- ▶ Schedule alerts based on specific criteria i.e Active Users or Total Meetings

## Analytics

Monitor activity and present data



- ▶ User friendly dashboards
- ▶ Powerful analytics feature allows you present data the way you need it
- ▶ Visualise data for quick insights into costs, quality, bandwidth, performance, Usage and Adoption

## Measuring Adoption

Measure how the service is utilised



- ▶ Measure the rate of adoption to calculate the ROI of deployment
- ▶ Visualise the engagement generated by investment
- ▶ Identify potential training gaps or lack of understanding