



Generating and Viewing Reports

You can view monthly reports and customize reports for specific date ranges. Your reports use the language, locale, and time zone settings configured on the **Company Information** page. See [Configuring Your Company Information](#) for more information.



Note

When your system is newly deployed or recently upgraded, there is no data available for any of the reports except the Customized Details Report until the end of the first month. In that case, the **Download** links and all the other reports described in this section are not available until after the end of the first month.

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Downloading Monthly Reports

You can view and download monthly summary reports from this page. Reports are displayed in PDF format.

Procedure

- Step 1** Sign in to the Administration site.
 - Step 2** Select **Reports**.
 - Step 3** Select the **Download** link for the monthly report you want to view.
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About Monthly Reports

Your Monthly Summary Report contains the following sections:

System Summary Report

Your System Summary Report contains the following reports:

- **Service Adoption**—This report displays a graph depicting the number of unique hosts and attendants over the previous three months and the expected growth rate over the next three months.
- **User Licenses**—This report displays the percentage of purchased licenses your are using and a graph depicting the number of licenses used over the past three months and the expected growth rate over the next three months. You can use these numbers to predict future license usage and adjust your license purchases accordingly. See [Managing Licenses](#) for more information.
- **System Size**—This report displays your meeting participant peak and the percentage of system size that peak usage consumed. The graph depicts the meeting participant peaks over the past three months and the expected growth rate over the next three months.
- **Storage**—This report displays the storage usage of your data archive and recordings both as a percentage of total storage space and in total gigabytes (GB). The graph depicts the total storage over the past three months and expected growth rate over the next three months. Use this report to monitor your storage usage. If you need to add additional storage space you must manually copy your existing storage data archive and recordings to your new storage server before you activate it.



Note This report only appears if you have configured a storage server. See [Configuring a Storage Server](#) for more information.

- **Network**—This report displays the following:
 - Your peak network bandwidth consumption in Mbps.
 - A graph depicting the peak network bandwidth consumption in Mbps over the past three months and the expected growth rate over the next three months (the red bar indicates maximum network bandwidth).
 - A pie chart indicating the percentage of bandwidth consumed by each of your system resources.
- **System Planned Downtime & Unplanned Outage**—This report displays the following:
 - Your average system uptime over the past three months.
 - The average time of your unplanned system outages over the past three months.
 - The average number of meetings disrupted due to outages over the past three months.
 - A graph depicting the planned downtime and unplanned outages over the past three months and the expected growth rate over the next three months.



Note Increased downtime is sometimes a reflection of increased usage. Be sure to compare your downtime statistics with the usage statistics displayed in other reports.

Meeting Summary Report

Your Meeting Summary Report contains the following reports:

- Meeting Status—This report displays a graph depicting the meeting status over the past month, the percentage of meetings that experienced problems, and the total number of meetings held during the month. For real-time meeting status, see your dashboard. See [About Your Dashboard](#) for more information.
- Meeting Size—This report displays a graph depicting the sizes of the meetings held on your system over the past month, a breakdown of the meeting sizes, and detailed information about the largest meeting held during the month.
- Meeting Feature Usage—This report displays the following:
 - The most used feature over the past month including the total number of minutes the feature was used.
 - The fastest growing feature on your system over the past month including the growth rate.
 - A graph depicting usage in minutes for each feature on your system.
 - A graph depicting the growth rate of the fastest growing feature on your system.
- Top Active Participant Email Domains—This report displays the following:
 - A graph depicting the top active participant email domains.
 - A breakdown of the participant email domains.
 - A listing of the top three email domains used by meeting participants on your system.
- Peak Day and Hour—This report displays two graphs. The first graph depicts the busiest day of the week over the past month. The second graph depicts the busiest time of day on your system over the past month.

Generating Customized Details Reports

Procedure

Step 1 Sign in to the Administration site.

Step 2 Select **Reports > Customize your report**.

Step 3 Select the date range of the reports you want to view and select **Submit**.

The default is the most recent month. You can select a date range extending up to six months back.

The **Customized Report Request Submitted** page appears displaying the dates of your customized report. An email is sent to you with a link to your customized report in CSV format.

Step 4 Select **Done**.

About Customized Details Reports

When you generate customized details reports, you receive an email containing an archive with the following reports in CSV format:

- Meeting Report—This report contains information on all meetings that took place during the specified period and includes the following fields:
 - MeetingID—The unique conference ID generated by your system when the meeting was scheduled.
 - Meeting Number—The Cisco WebEx meeting number.
 - Subject—The name of the meeting configured by the host.
 - HostName—The meeting host.
 - Start Time—The starting time and date of the meeting.
 - Duration—Duration of the meeting in minutes.
 - Number of Participants
 - Status
 - Number of Call-In Audio Minutes
 - Number of Call-Back Audio Minutes
 - Number of VoIP Minutes
 - Number of Video Minutes
 - Number of Recording Minutes
 - Number of WebSharing Minutes
 - Participants—A list of the meeting participants.
 - TrackingCodes—The tracking codes applied by the host when scheduling the meeting.

- Network Bandwidth Utilization Report—This report contains a list of network bandwidth consumption for each day in the specified period for each of the following features:
 - Maximum Bandwidth Consumption for Audio (mbps)
 - Maximum Bandwidth Consumption for Audio VoIP (mbps)
 - Maximum Bandwidth Consumption for Video (mbps)
 - Maximum Bandwidth Consumption for Web Sharing (mbps)

A consumption of 0 (zero) indicates that the feature was not used on that date. A consumption of less than 1 is displayed if less than 1 Mbps was consumed on the specified date.

Network bandwidth consumption for video includes video from cameras and video file sharing from web meetings. If video is disabled for your site, you cannot turn on a camera for video but you can still share video files. This results in some network bandwidth consumption for video which is included in reports. This is the only situation that causes network bandwidth consumption for video when video is disabled for a site.

- Storage Capacity Utilization Report—This report displays the total disk space used as of the listed date and the number of recorded meetings that occurred for each date.



Note This report is only included if you have configured a storage server. See [Configuring a Storage Server](#) for more information.

- **System Downtime Report**—This report contains system downtime information for the specified period and includes the following fields:
 - **Category**—Out of Service or Maintenance. Out of Service indicates an outage. Maintenance indicates a planned maintenance window.
 - **Service**—Lists the affected features.
 - **Start of Downtime**—Date and time the downtime started.
 - **End of Downtime**—Date and time the downtime ended.
 - **Number of Meetings Disrupted**—Lists the number of meetings disrupted. This field is blank for Maintenance downtimes because those are planned. If no meetings were scheduled during an Out Of Service downtime the number is 0.

- **User License Utilization Report**—There are two versions of this report. One version displays license usage for the past 30 days and is titled `UserLicenseUtilizationReportForLastMonth.csv` and the other version displays license usage for the current month (the first day of the month through the current day) and is titled `UserLicenseUtilizationForThisMonth.csv`. Each of these reports includes the following fields:
 - **User Name**—The user name of the meeting host.
 - **E-mail address**—Email address of the meeting host.
 - **Meeting ID**—The unique conference ID generated by your system when the meeting was scheduled.
 - **Meeting Number**—The Cisco WebEx meeting number.
 - **Start Time**—The date and time the meeting started.
 - **Simultaneous Meeting**—Indicates the number of simultaneous meetings scheduled by the same user. Each simultaneous meeting that is recorded results in an additional line added to this report for the user who scheduled the simultaneous meeting.

