Assistant user reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.

- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.

- Individual users - Generate a billing report for their calls.

This chapter contains the following topics:

Note   Depending on your job function, you may not have access to every report that is described in this chapter.

Assistant usage reports

CAR provides call completion usage reports for the following Cisco Unified Communications Manager Assistant users: manager(s) and the configured/assigned assistant(s) that manage the calls of the manager(s). Only CAR administrators can generate Cisco Unified Communications Manager Assistant reports. The Cisco Unified Communications Manager Assistant menu allows you to choose all or a subset of managers or assistants by using simple search functionality that is based on partial or complete first or last name. You can generate these reports on demand in either PDF or CSV format and e-mail them. In addition, you can choose the time range and generate either detailed or summary level reports.

The manager reports can include calls that only managers handle for themselves, calls that only assistants handle for managers, and calls that qualify in either case. The summary report for a manager shows the number of calls of each call classification type, the total number of calls, and the total duration of all calls (in seconds) for each manager and/or assistant. The detail report for a manager shows the date, origination time, origination number (calling number), destination (called number), call classification, and duration (in seconds) for each call for each manager and/or assistants, and the cumulative duration total for the manager.

The assistant reports can include calls that only assistants handle for themselves, or calls that only assistants handle for managers, and calls that qualify in either case. The summary report for an assistant shows the number of calls of each type and total of them apart from duration for each manager (and/or assistant). The detail assistant report shows the date, origination time, origination (calling number), destination (called number), call classification, and duration (in seconds) for each call for all the managers (and/or assistant) and the cumulative duration total for the assistant.

This section contains the following procedures:

Generate manager call usage assistant reports

This section describes how to generate a manager call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate Cisco Unified Communications Manager Assistant reports.

Procedure

Step 1 Choose **User Reports** > **Cisco Unified Communications Manager Assistant** > **Manager Call Usage**.
The Call Usage for Manager window displays.

Step 2 From the Report Type drop-down list, choose either **Summary** or **Detail**.

Step 3 From the Calls handled by drop-down list, choose **Manager**, **Assistant for Manager**, or **Manager & Assistant for Manager**.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 In the Select Manager(s) box, either check the **Select All Manager(s)** check box and enter a manager ID or click the **Select Manager(s)** link to search for a manager ID and enter the ID(s) in the Manager Id field.

Step 6 Click **Add**.
The ID that you chose displays in the Selected Manager(s) box.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.
The report displays**.**

Step 8 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the Mail reports.
Note To remove a manager from the Selected Manager(s) list, highlight the ID and click **Remove**. To remove all managers from the list, click **Remove All**.

Related Topics

Generate assistant call usage assistant reports

This section describes how to generate an assistant call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate these reports.

Procedure

Step 1 Choose **User Reports** > **Cisco Unified Communications Manager Assistant** > **Assistant Call Usage**. The Call Usage for Assistant window displays.

Step 2 From the Report Type drop-down list, choose either **Summary** or **Detail**.

Step 3 From the Calls handled by drop-down list, choose **Assistant**, **Assistant for Manager**, or **Assistant & Assistant for Manager**.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 In the Select Assistant(s) box, either check the **Select All Assistant(s)** check box and enter an assistant ID or click the **Select Assistant(s)** link to search for an assistant ID and enter the ID(s) in the Assistant Id field.

Step 6 Click **Add**. The ID that you chose displays in the Selected Assistant(s) box.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 8 Click the **View Report** button. The report displays**.**

Step 9 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the Mail reports.

Note   To remove a manager from the Selected Assistant(s) list, highlight the ID and click **Remove**. To remove all assistants from the list, click **Remove All**.

Step 10 When you have added all users, click the **Close** button in the User Search window.

Related Topics

Related topics

- Generate CDR Analysis and reporting
- User reports overview
- Bills user reports

- Top N user reports

- IP phone service user reports

- Review user reports results

Additional documentation

- Cisco Unified Communications Operating System Administration Guide

- Cisco Unified Serviceability Administration Guide

- Cisco Unified Communications Manager Call Detail Records Administration Guide