FAC/CMC system 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 calls by each user.

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

Only CAR administrators can generate Forced Authorization Code (FAC)/Client Matter Code (CMC) reports.

The following sections describe how to configure FAC/CMC reports:

Generate Client Matter Code reports

Only CAR administrators can generate the Client Matter Code report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relates to each CMC.

The following procedure describes how to generate a report that shows the usage of specific client matter codes.

Procedure

Step 1 Choose **System Reports** > **FAC/CMC** > **Client Matter Code**.
The Call Details for Client Matter Code window displays a list of all client matter codes that are configured in the system.

Step 2 In the List of Client Matter Codes box, choose the codes that you want included in the report.
Note   You can choose up to 100 Client Matter Codes.

Step 3 To add the chosen code(s) to the Selected Client Matter Codes box, click the down arrow.
The report will include all codes, for which data is available, that are listed in this box.

Step 4 In the From Date and To Date pull-down list boxes, enter the date range of the period for which you want to see Client Matter Code information.

Step 5 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 6 Click **View Report**.
The report displays.

Step 7 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in Mail reports.

Generate Authorization Code Name reports

Only CAR administrators can generate the Authorization Code Name report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relates to each chosen authorization code name.

Note   For security purposes, the authorization code does not display; instead, the authorization code name (description) displays.

The following procedure describes how to generate a report that shows the usage of specific authorization code names.

Procedure

Step 1 Choose **System Reports** > **FAC/CMC** > **Authorization Code Name**.
The Call Details for Authorization Code Name window displays a list of all authorization code names that are configured in the system.

Step 2 In the List of Authorization Code Names box, choose the code names that you want included in the report.

Note You can choose up to 30 code names.

Step 3 To add the chosen code name(s) to the Selected Authorization Code Names box, click the down arrow. The report will include all code names, for which data is available, that are listed in this box.

Step 4 In the From Date and To Date drop-down list boxes, enter the date range of the period for which you want to see authorization code name information.

Step 5 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 6 Click **View Report**. The report displays.

Step 7 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in Mail reports.

Related Topics

Generate Authorization Level reports

Only CAR administrators can generate the Authorization Level report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relate to each chosen authorization level.

The following procedure describes how to generate a report that shows the usage of specific authorization levels.

Procedure

Step 1 Choose **System Reports** > **FAC/CMC** > **Authorization Level**. The Call Details by Authorization Level window displays a list of all authorization levels that are configured in the system.

Step 2 In the List of Authorization Levels box, choose the levels that you want included in the report.

Step 3 To add the chosen level(s) to the Selected Authorization Levels box, click the down arrow. The report will include all levels, for which data is available, that are listed in this box.

Note Only FAC authorization levels reports that are associated with Route Patterns will get generated.

Step 4 In the From Date and To Date drop-down list boxes, enter the date range of the period for which you want to see authorization level information.

Step 5 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 6   Click **View Report**.
The report displays.

Step 7   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.

Related Topics

Related topics

- Generate CDR Analysis and reporting
- CAR system reports
- QoS system reports
- Traffic system reports
- Malicious call details system reports
- Precedence call summary system reports
- System reports
- CDR error system reports
- System 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