



# CAR Reports QoS Values

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## Define QoS Values

QoS values get configured for lost packets, jitter, and latency based on good, acceptable, fair, or poor criteria.

If a call does not satisfy any of the criteria that are set for any of the four voice-quality categories, it receives a classification of NA (not applicable); likewise, if the system is not configured to generate CMR data (or if the CMR is bad), the CMR receives a classification of NA (not applicable).

Enter NA to ignore the values of a parameter. For example, a QoS parameter such as jitter, has NA, and the QoS is defined as good, which means that the QoS depends only on the values of latency and lost packets. All three parameters cannot have NA as values. Infinity designates the maximum value that is available for any parameter. If you specify a rule where a jitter value from 500 to Infinity is considered poor, a call with jitter greater than 500 receives a classification of poor.



**Note** Be aware that the classifications of “NA” and “Infinity” are case-sensitive.

This section describes how to define the QoS values.

### Procedure

**Step 1** Choose **Report Config > Define QoS**.

The Define Quality of Service window displays. The following table describes the QoS default values.

**Table 1: QoS Default Values**

QoS Parameter	Default
Lost Packets	Good - 0.00 to 15.00 Acceptable - 15.01 to 30.00 Fair - 30.01 to 45.00 Poor - 45.01 to infinity

QoS Parameter	Default
Jitter	Good - 0 to 20 Acceptable - 21 to 100 Fair - 101 to 150 Poor - 151 to infinity
Latency	No default values apply.

**Step 2** To add rows, check the check box for the row above which you want to add a new row and click the **Add Rows** link.

The new row gets added above the row that you checked, and the check box is cleared.

The rows represent the values that CAR uses to quantify the conditions good, acceptable, fair, and poor in the QoS reports. For each value set, enter the upper and lower limits in the From and To columns.

**Note** To delete rows, check the check box for the row that you want to delete and click the **Delete Rows** link.

**Step 3** For each value that you have set, choose the Quality of Service.

**Step 4** Click the **Update** button.

**Tip** To restore the default QoS values, click the **Restore Defaults** button.

## Related Topics

- [Generate CDR Analysis and Reporting](#)
- [Report Configuration](#)
- [CAR Rating Engine](#)
- [CAR Reports QoS Values, on page 1](#)
- [CAR Reports Notification Limits](#)

## Additional Documentation

- Administration Guide for Cisco Unified Communications Manager
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide