CAR Device Reports Results

This chapter describes report output information for each device report. The chapter contains the following topics:

- Gateway Detail Report Results, on page 2
- Gateway Summary Report Results, on page 3
- Gateway and Route Utilization Report Results, on page 4
- Hunt Pilot Summary Report Results, on page 9
- Hunt Pilot Detail Report Results, on page 11
- Conference Call Detail Report Results, on page 13
- Conference Bridge Utilization Report Results, on page 14
- Voice Messaging Utilization Report Results, on page 15
- Trunk Utilization Report Results, on page 17
- Related Topics, on page 21
- Additional Documentation, on page 22

- Gateway Detail Report Results, on page 2
- Gateway Summary Report Results, on page 3
- Gateway and Route Utilization Report Results, on page 4
- Hunt Pilot Summary Report Results, on page 9
- Hunt Pilot Detail Report Results, on page 11
- Conference Call Detail Report Results, on page 13
- Conference Bridge Utilization Report Results, on page 14
- Voice Messaging Utilization Report Results, on page 15
- Trunk Utilization Report Results, on page 17
- Related Topics, on page 21
- Additional Documentation, on page 22

Gateway Detail Report Results

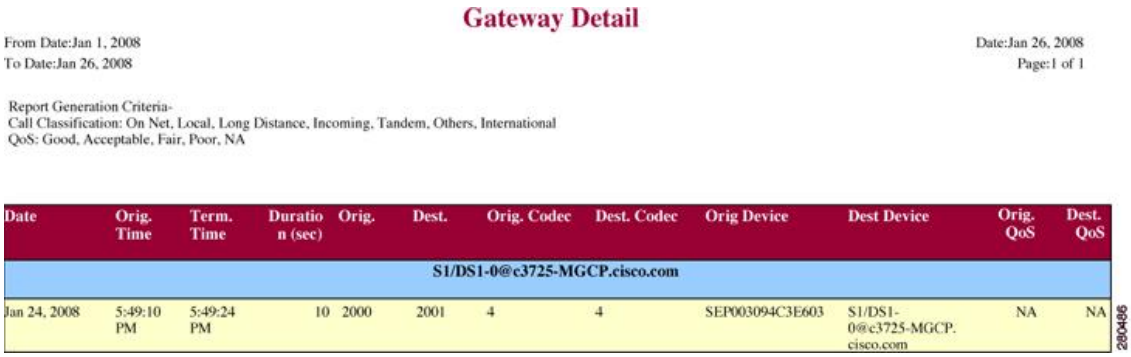
The Gateway Detail report includes the following fields. See the table.

Table 1: Gateway Detail Report Fields

Field	Description
Date	The date when the call went through the gateway.
Orig. Time	The time when the call went through the gateway.
Term. Time	The time that the call terminated.
Duration(s)	The duration, in seconds, that the call was connected. The duration specifies the difference between the Dest Connect and the Dest Disconnect times.
Orig	The directory number from which the call was placed.
Dest	The directory number to which the call was originally placed. If the call was not forwarded, this directory number should match the Final Destination number. If the call was forwarded, this field contains the original destination number of the call before it was forwarded.
Orig. Codec	The codec code (compression or payload code) that the call originator used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.
Dest. Codec	The codec code (compression or payload code) that the destination used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.
Orig. Device	The device name of the device that placed the call. For incoming and tandem calls, this field specifies the device name of the gateway.
Dest Device	The device name of the device that received the call. For outgoing and tandem calls, this field specifies the device name of a gateway. For conference calls, this field specifies the device name of the conference bridge.
Orig QoS	QoS depicts the voice-quality grade that was achieved for the calls.
Dest QoS	The QoS category that was experienced by the receiver of the call.

Figure 1: Gateway Detail Report, on page 3 displays sample output of the Gateway Detail Report in PDF format.

Figure 1: Gateway Detail Report



Gateway Detail

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 1

Report Generation Criteria-
Call Classification: On Net, Local, Long Distance, Incoming, Tandem, Others, International
QoS: Good, Acceptable, Fair, Poor, NA

Date	Orig. Time	Term. Time	Duration (sec)	Orig.	Dest.	Orig. Codec	Dest. Codec	Orig Device	Dest Device	Orig. QoS	Dest. QoS
S1/DS1-0@c3725-MGCP.cisco.com											
Jan 24, 2008	5:49:10 PM	5:49:24 PM	10	2000	2001	4	4	SEP003094C3E603	S1/DS1-0@c3725-MGCP.cisco.com	NA	NA

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Gateway Summary Report Results

The Gateway Summary report includes the following fields. See the following table.

Note The Gateway Summary report segregates calls for each call classification that the user selects and divides the calls based on QoS type.

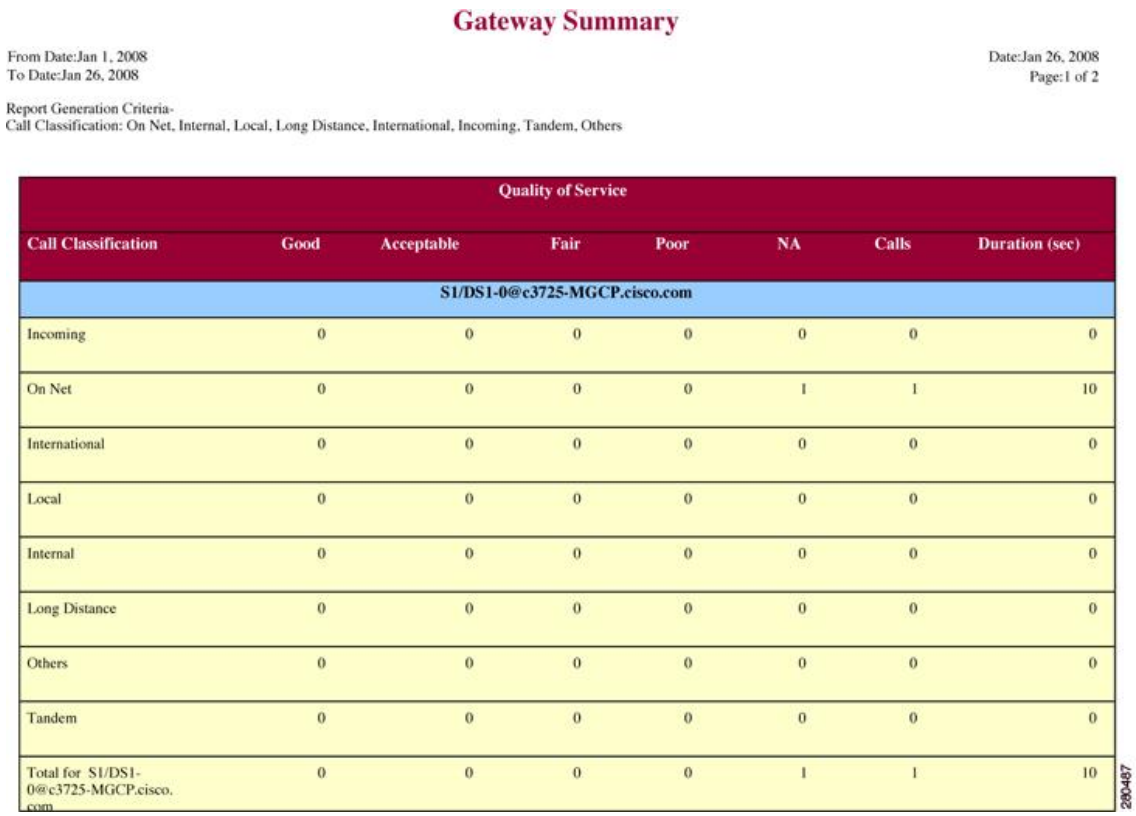
Table 2: Gateway Summary Report Fields

Field	Description
Call Classification	Shows the type of call (internal, incoming, and tandem.)
Quality of Service	Shows a summary of the performance of the various gateways with the total number of calls for each voice-quality category. The parameters set in the Define QoS Values provide the basis for all voice-quality categories. • Good - QoS for these calls specifies the highest possible quality. • Acceptable - QoS for these calls, although slightly degraded, still falls within an acceptable range. • Fair - QoS for these calls, although degraded, still falls within a usable range. • Poor - QoS for these calls was unsatisfactory. • NA - These calls did not match any criteria for the established QoS categories.

Field	Description
Calls	Shows the total calls for the particular call classification.
Duration (sec)	Shows the total duration for all the calls for the particular call classification.

The following figure displays sample output of the Gateway Summary Report in PDF format.

Figure 2: Gateway Summary Report



Gateway Summary

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 2

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Quality of Service							
Call Classification	Good	Acceptable	Fair	Poor	NA	Calls	Duration (sec)
S1/DS1-0@c3725-MGCP.cisco.com							
Incoming	0	0	0	0	0	0	0
On Net	0	0	0	0	1	1	10
International	0	0	0	0	0	0	0
Local	0	0	0	0	0	0	0
Internal	0	0	0	0	0	0	0
Long Distance	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0
Tandem	0	0	0	0	0	0	0
Total for S1/DS1-0@c3725-MGCP.cisco.com	0	0	0	0	1	1	10

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Gateway and Route Utilization Report Results

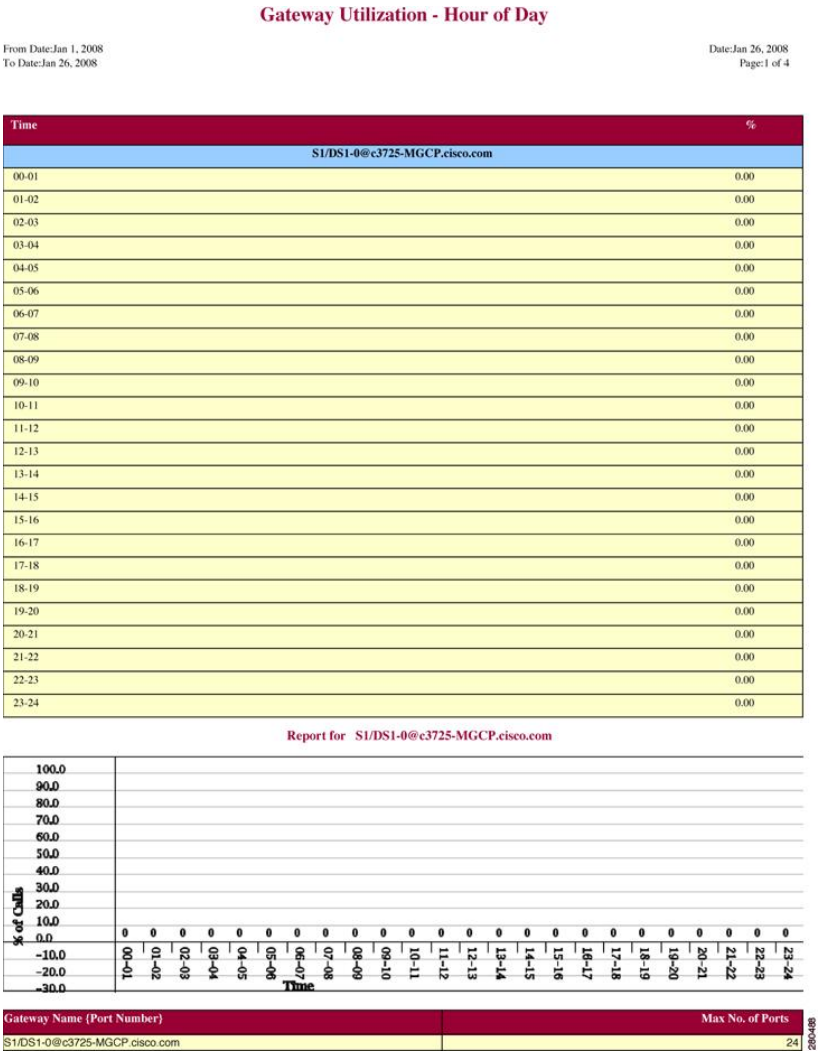
The Gateway, Route Group, Route List, and Route Pattern Utilization reports provide similar output. If you choose to display the report in PDF format, the report shows the utilization as a bar chart. A graph displays for each selected gateway or route group. See the table.

Table 3: Gateway and Route Utilization Report Fields

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the utilization for each hour or day for the entire period that is shown in the from and to dates.
%	Gateway, route group, route list, or route pattern utilization percentage. This field gives the estimated utilization percentage of the gateways or route groups or route lists or route patterns relative to the total number of calls that all the gateways put together can support at any one time.

Figure 3: Gateway Utilization Report, on page 6 displays sample output of the Gateway Utilization Report in PDF format.

Figure 3: Gateway Utilization Report



Gateway Utilization - Hour of Day

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 4

Time	%
S1/DS1-0@c3725-MGCP.cisco.com	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-24	0.00

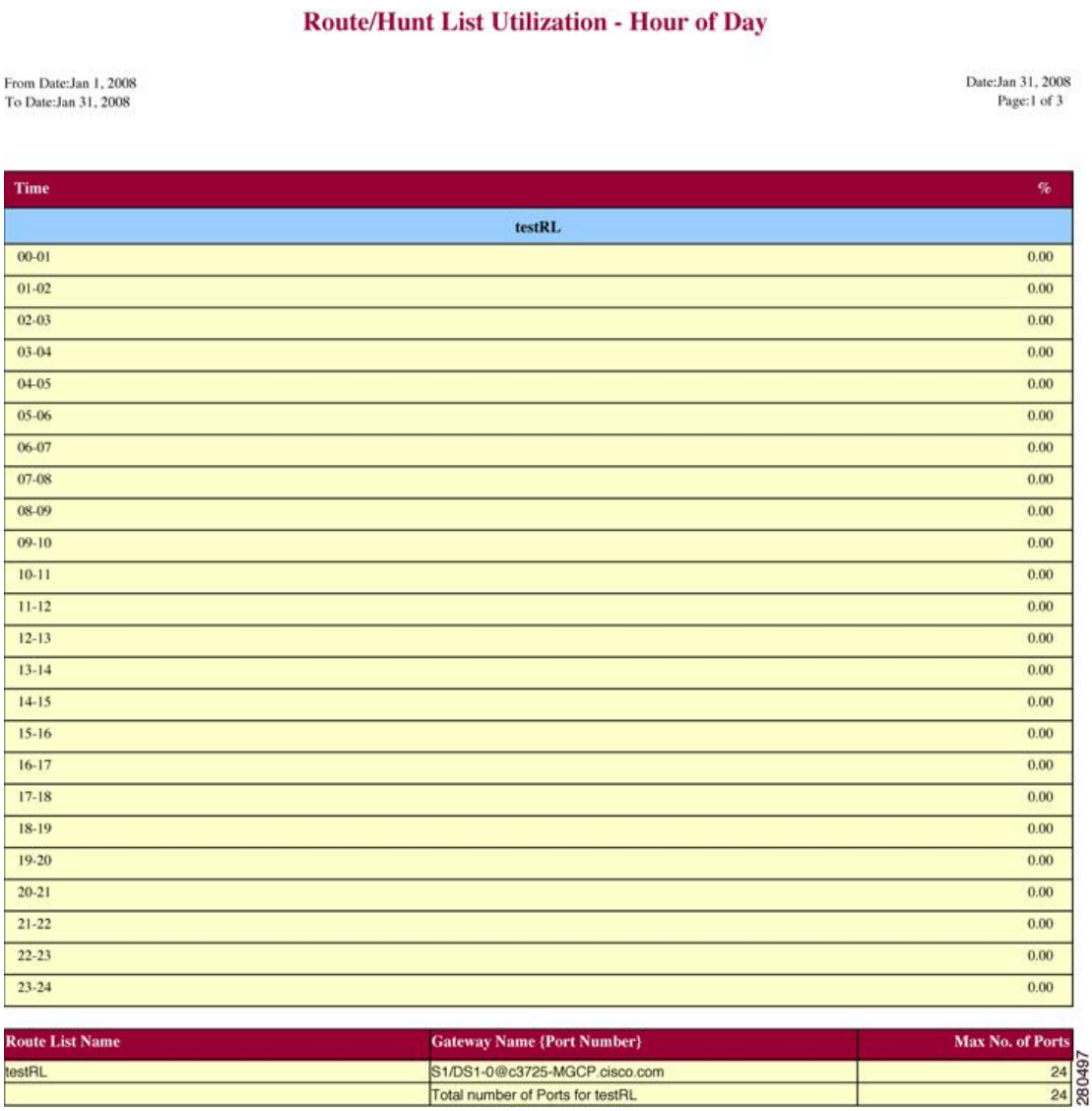
Report for S1/DS1-0@c3725-MGCP.cisco.com

Gateway Name (Port Number)	Max No. of Ports
S1/DS1-0@c3725-MGCP.cisco.com	24

280488

Figure 4: Route/Hunt List Utilization Report, on page 7 displays sample output of the Route/Hunt List Utilization report in PDF format.

Figure 4: Route/Hunt List Utilization Report



Route/Hunt List Utilization - Hour of Day

From Date:Jan 1, 2008
To Date:Jan 31, 2008

Date:Jan 31, 2008
Page:1 of 3

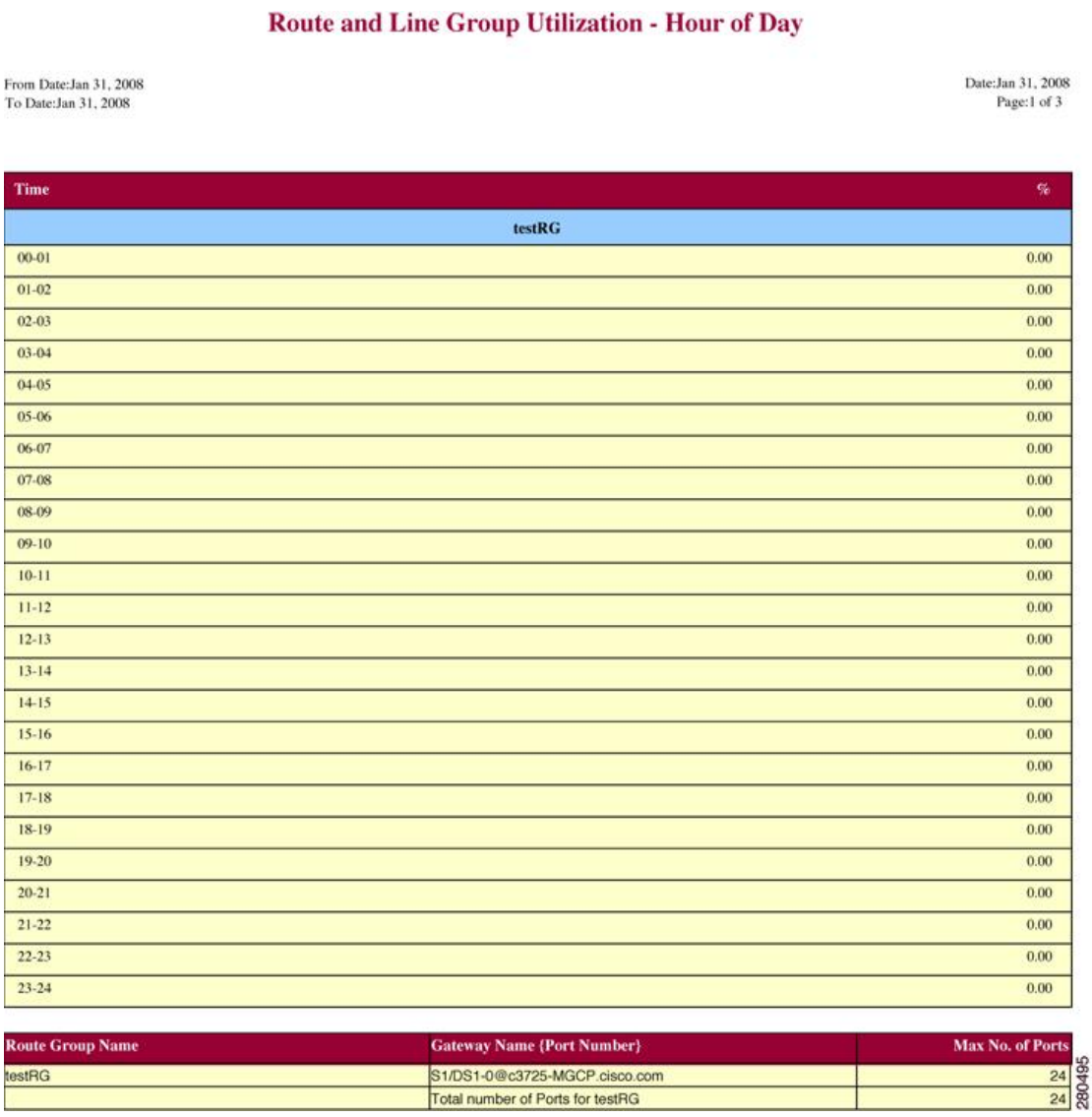
Time	%
testRL	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-24	0.00

Route List Name	Gateway Name {Port Number}	Max No. of Ports
testRL	S1/DS1-0@c3725-MGCP.cisco.com	24
	Total number of Ports for testRL	24

280497

Figure 5: Route and Line Group Utilization Report, on page 8 displays sample output from the Route and Line Group Utilization report in PDF format.

Figure 5: Route and Line Group Utilization Report



Route and Line Group Utilization - Hour of Day

From Date:Jan 31, 2008
To Date:Jan 31, 2008

Date:Jan 31, 2008
Page:1 of 3

Time	%
testRG	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-24	0.00

Route Group Name	Gateway Name {Port Number}	Max No. of Ports
testRG	S1/DS1-0@c3725-MGCP.cisco.com	24
	Total number of Ports for testRG	24

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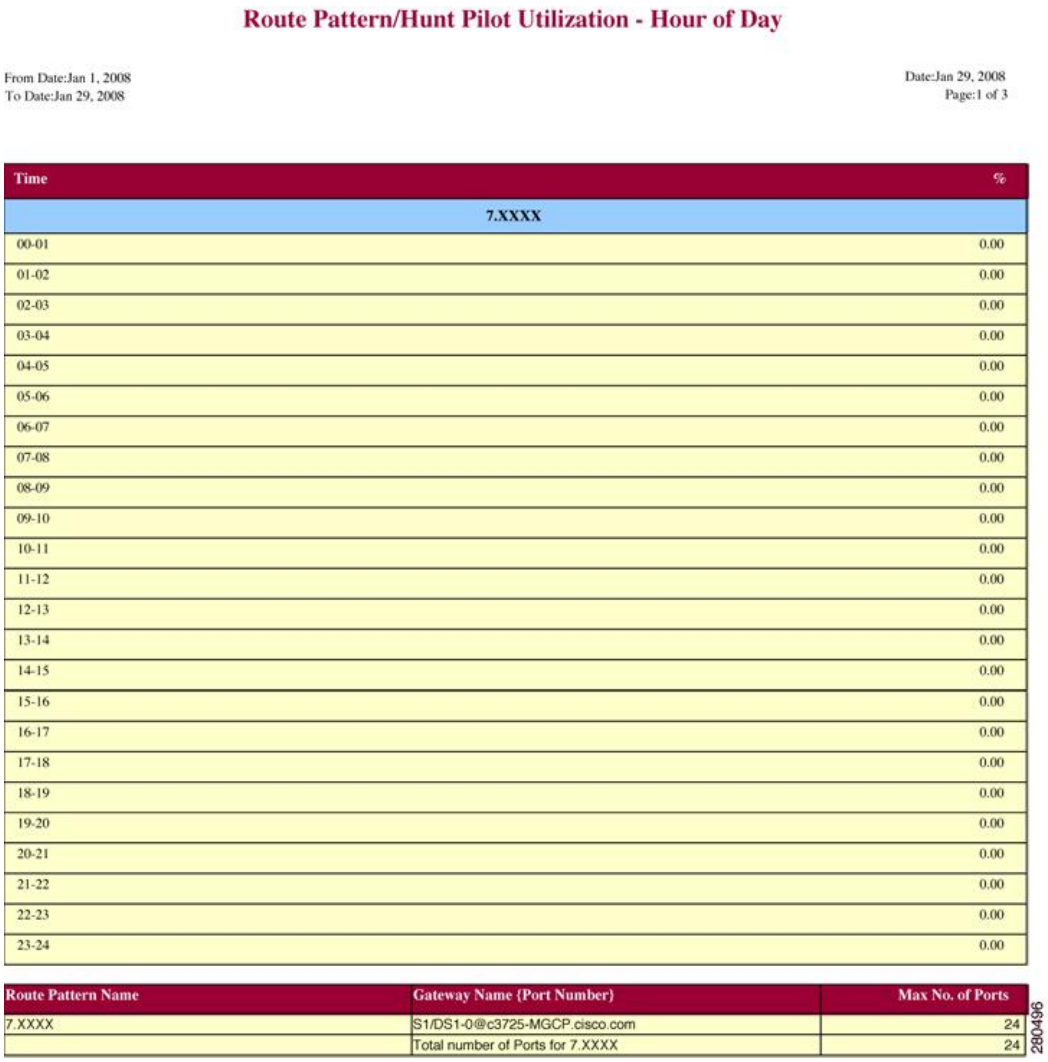
Figure 6: Route Pattern/Hunt Path Utilization Report, on page 9 displays sample output of the Route Pattern/Hunt Path Utilization report in PDF format.

Figure 6: Route Pattern/Hunt Path Utilization Report



Route Pattern/Hunt Pilot Utilization - Hour of Day

From Date:Jan 1, 2008
To Date:Jan 29, 2008

Date:Jan 29, 2008
Page:1 of 3

Time	%
7.XXXX	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-24	0.00

Route Pattern Name	Gateway Name (Port Number)	Max No. of Ports
7.XXXX	S1/DS1-0@c3725-MGCP.cisco.com	24
	Total number of Ports for 7.XXXX	24

280496

Hunt Pilot Summary Report Results

The Hunt Pilot Summary report includes the following fields. See the table.

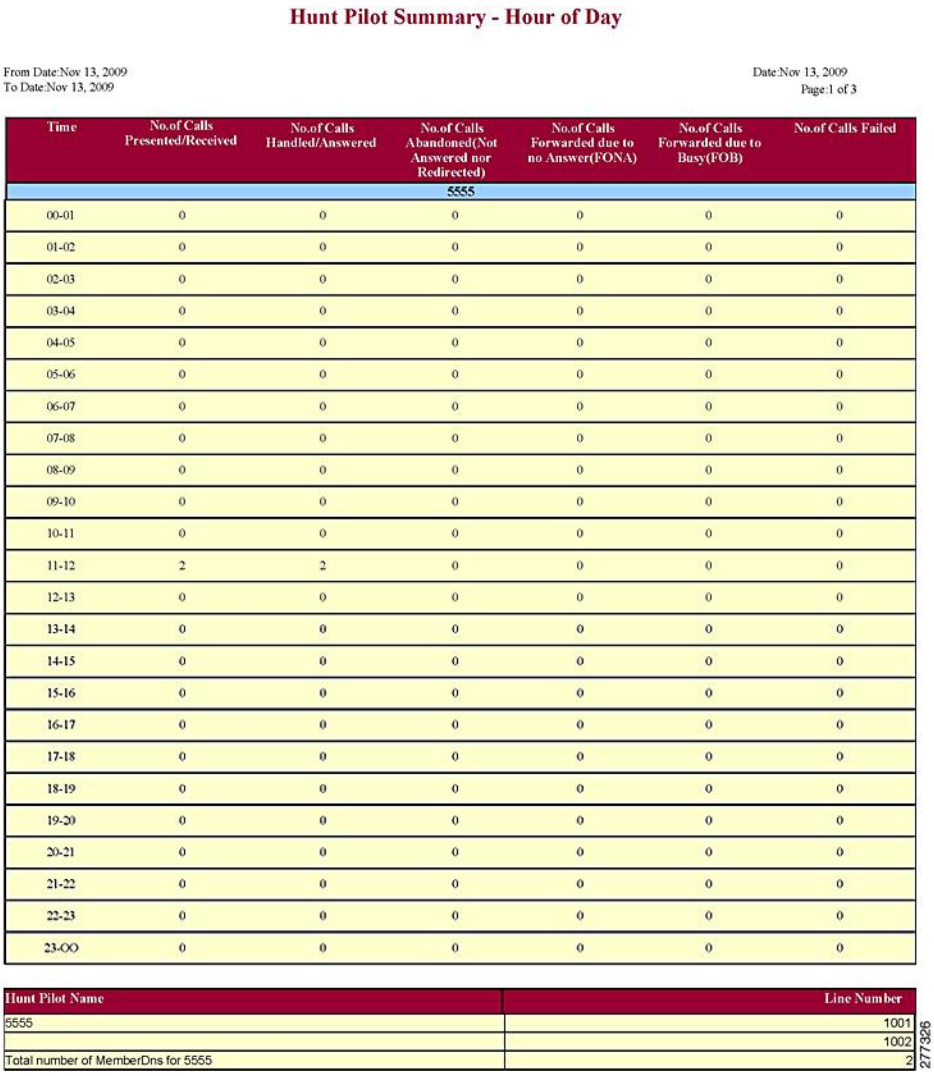
Table 4: Hunt Pilot Summary Report Fields

Field	Description
Time	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the call details for each hour or day for the entire period that is shown in the from and to dates.

Field	Description
No.of Calls Presented/Received	Number of calls presented and received at the specified time duration/day. Number of calls received = Number of calls handled + Number of calls abandoned + Number of calls Forwarded due to no Answer + Number of calls Forwarded due to Busy + Number of calls Failed.
No.of Calls Handled/Answered	Number of calls answered.
No.of Calls Abandoned (Not Answered nor Redirected)	Number of calls that went on/off hook but were never connected or answered.
No.of Calls Forwarded due to no Answer (FONA)	Number of calls that were forwarded due to no reply.
No.of Calls Forwarded due to Busy (FOB)	Number of calls that were forwarded since the receiving end was busy.
No.of Calls Failed	Number of calls that failed to go through.
Hunt Pilot Name	Lists the name of the available Hunt Pilots.
Line Number	List the line numbers of the hunt members.

Figure 7: Hunt Pilot Summary Report, on page 11 displays sample output of the Hunt Pilot Summary report in PDF format.

Figure 7: Hunt Pilot Summary Report



Hunt Pilot Summary - Hour of Day

From Date:Nov 13, 2009
To Date:Nov 13, 2009

Date:Nov 13, 2009
Page:1 of 3

Time	No.of Calls Presented/Received	No.of Calls Handled/Answered	No.of Calls Abandoned(Not Answered nor Redirected)	No.of Calls Forwarded due to no Answer(FONA)	No.of Calls Forwarded due to Busy(FOB)	No.of Calls Failed
			5555			
00-01	0	0	0	0	0	0
01-02	0	0	0	0	0	0
02-03	0	0	0	0	0	0
03-04	0	0	0	0	0	0
04-05	0	0	0	0	0	0
05-06	0	0	0	0	0	0
06-07	0	0	0	0	0	0
07-08	0	0	0	0	0	0
08-09	0	0	0	0	0	0
09-10	0	0	0	0	0	0
10-11	0	0	0	0	0	0
11-12	2	2	0	0	0	0
12-13	0	0	0	0	0	0
13-14	0	0	0	0	0	0
14-15	0	0	0	0	0	0
15-16	0	0	0	0	0	0
16-17	0	0	0	0	0	0
17-18	0	0	0	0	0	0
18-19	0	0	0	0	0	0
19-20	0	0	0	0	0	0
20-21	0	0	0	0	0	0
21-22	0	0	0	0	0	0
22-23	0	0	0	0	0	0
23-00	0	0	0	0	0	0

Hunt Pilot Name	Line Number
5555	1001
	1002
Total number of MemberDns for 5555	2

277326

Hunt Pilot Detail Report Results

The Hunt Pilot Detail report includes the following fields. See the table.

Table 5: Hunt Pilot Detail Report Fields

Field	Description
Date/Time connected	Date and Time when the call was received
Date/Time disconnected	Date and Time when the call ended
Duration	Time duration of the call
Calling Party	Directory number (DN) of the caller

Field	Description
Called Party	Hunt Pilot Directory number (DN)
Final Called Party Number	Directory Number where the call landed in the end. If the call is landed in Hunt Pilot, then it will show its member DN. Suppose the call forward is set from member DN to some other DN, it will show that DN where the call got forwarded. The number of the hunt member is displayed only when the Show Line Group Member DN in finalCalledPartyNumber CDR Field is set to true. If the value is set to false, the Hunt Pilot DN is displayed in this field. For details on setting this parameter see, Service Parameters Configuration in Cisco Unified CM Administration Guide.
Dest. Device Name	Device identifier of the device that answered the call.
Call Answered	Indicates if the call was answered or not. Values could be Yes or No.
Call Abandoned	Indicates if the call was abandoned. Values could be Yes or No.
Call Forwarded Due to No Answer (FONA)	Indicates if the call was forwarded due to no reply. Values could be Yes or No.
Call Forwarded Due to Busy (FOB)	Indicates if the call was forwarded since the answering end was busy. Values could be Yes or No.
Call Failed	Indicates if the call failed to get through. Values could be Yes or No.
Call Reference	Identification number to trace the call. This is the globalcallid_callid value in the CDR database.

Figure 8: Hunt Pilot Details Report, on page 12 displays sample output of the Hunt Pilot Details report in the PDF format.

Figure 8: Hunt Pilot Details Report

Date/Time connected	Date/Time disconnected	Duration	Calling Party	Called Party	Final Called Party Number	Dest. Device Name	Call Answered	Call Abandoned	Call Forwarded Due to No Answer (FONA)	Call Forwarded Due to Busy (FOB)	Call Failed	Call Reference
Jul 21, 2011												
8:04:05 PM	8:04:16 PM	0	5000	1300	1300	SEP000E84F60285	N	Y	N	N	N	29006
8:05:02 PM	8:05:22 PM	0	5000	1300	1300	SEP000E84F60285	N	Y	N	N	N	29007

209559

Conference Call Detail Report Results

You can choose to generate Conference Call information in either a summary or a detailed report. The reports display the call details in a table when you generate the report in PDF format. The following tables show the fields in the Conference Call Detail and Summary reports. See the tables.

Note The report criteria include the type of conference (ad hoc and/or meet-me) and the From and To date range.

Table 6: Conference Call Detail Summary Report Fields

Field	Description
Orig. Time	Time that the first participant enters the conference.
Term. Time	Time that the last participant leaves the conference.
No. of Participants	Number of participants in the conference.
Duration	Sum of the duration of individual participants in the conference in seconds.
Device Name	Names of the conference devices that were used.

Table 7: Conference Call Detail Report Fields

Field	Description
Conference Start Time	Time at which conference started.
Conference End Time	Time at which conference ended.
Connect Time	Time at which conference participants connected to conference.
Disconnect Time	Time at which conference participants disconnected from conference.
Duration	Total time of conference.
Directory Number	Directory number of participants.
Call Classification	Call types of conference (internal, incoming, and so on.)
Device Name	Names of the conference devices that were used.
QoS	Quality of service.

Figure 9: Conference Call Details Summary Report, on page 14 displays sample output of the Conference Call Details Summary report in PDF format.

Figure 9: Conference Call Details Summary Report

Conference Call Details - Summary

From Date:Feb 1, 2007
To Date:Feb 24, 2007

Date:Feb 24, 2007
Page:1 of 6

Report Generation Criteria-
Conference Types : Ad-Hoc,Meet-Me

Orig. Time	Term. Time	No. of Participants	Duration (sec)	Device Name(s)
	Conference Type:	Ad-Hoc		
Feb 7, 2007 9:13:34 AM	Feb 7, 2007 9:13:41 AM	54	378	CFB_2
Feb 7, 2007 10:03:07 AM	Feb 7, 2007 10:03:13 AM	54	288	CFB_2
Feb 7, 2007 10:03:33 AM	Feb 7, 2007 10:03:39 AM	54	324	CFB_2
Feb 7, 2007 10:04:00 AM	Feb 7, 2007 10:04:06 AM	54	306	CFB_2
Feb 7, 2007 10:04:36 AM	Feb 7, 2007 10:04:43 AM	54	288	CFB_2
Feb 7, 2007 10:04:58 AM	Feb 7, 2007 10:05:08 AM	36	360	CFB_2
Feb 7, 2007 10:16:36 AM	Feb 7, 2007 10:16:41 AM	36	180	CFB_2
Feb 7, 2007 10:16:58 AM	Feb 7, 2007 10:17:04 AM	18	108	CFB_2
Feb 7, 2007 10:17:23 AM	Feb 7, 2007 10:17:29 AM	36	216	CFB_2
Feb 7, 2007 10:17:47 AM	Feb 7, 2007 10:17:54 AM	36	252	CFB_2
Feb 7, 2007 10:20:55 AM	Feb 7, 2007 10:21:05 AM	36	360	CFB_2
Feb 7, 2007 10:29:10 AM	Feb 7, 2007 10:29:16 AM	54	324	CFB_2

210708

Conference Bridge Utilization Report Results

The Conference Bridge Utilization report provides the following fields. If you choose PDF format, the report shows the utilization as a table. See the table.

Table 8: Conference Bridge Utilization Report Fields

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
% Usage	Conference bridge utilization percentage.
Conf. Bridge	The conference bridge device that is used to hold conference calls.
Type	Either hardware or software conference bridge.
Max Streams	The number of conferences that can be held at a time along with the number of people per conference.

Figure 10: Conference Bridge Utilization Report, on page 15 displays sample output of the Conference Bridge Utilization report in PDF format.

Figure 10: Conference Bridge Utilization Report

Conference Bridge Utilization - Hour of Day

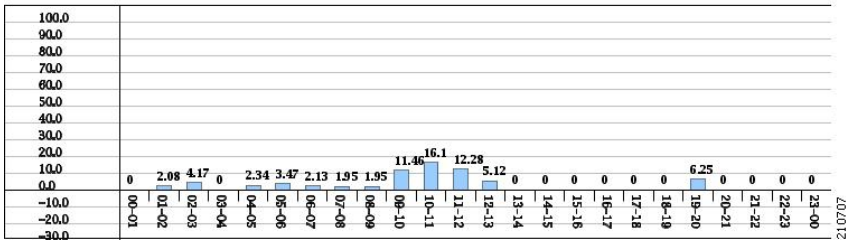
From Date:Feb 1, 2007
To Date:Feb 24, 2007

Date:Feb 24, 2007
Page:1 of 2

Time	% Usage
00-01	0.00
01-02	2.08
02-03	4.17
03-04	0.00
04-05	2.34
05-06	3.47
06-07	2.13
07-08	1.95
08-09	1.95
09-10	11.46
10-11	16.10
11-12	12.28
12-13	5.12
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	6.25
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00

The Total Number of Streams is 96

Conf. Bridge	Type	Max. Streams
CFB_2	Cisco Conference Bridge Software	48
CFB_3	Cisco Conference Bridge Software	48
	Total Capacity:	96



Voice Messaging Utilization Report Results

The Voice Messaging Utilization report provides the following fields. See the table.

Table 9: Voice Messaging Utilization Report Fields

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
% Usage	Voice-messaging percentage.

Field	Description
Voice Messaging Ports	The sum of the maximum number of ports for all the gateways under the route patterns that are configured for the voice-messaging systems and the entries in the Device table of Unified Communications Manager that have type Class as 8.
Voice Messaging Gateways	The originating or destination device name of the gateways under the route patterns that are configured for the voice-messaging systems.
Number of Ports	The number of ports that the voice-messaging gateway supports.

Figure 11: Voice Messaging Utilization Report, on page 16 displays sample output of the Voice Messaging Utilization report in PDF format.

Figure 11: Voice Messaging Utilization Report

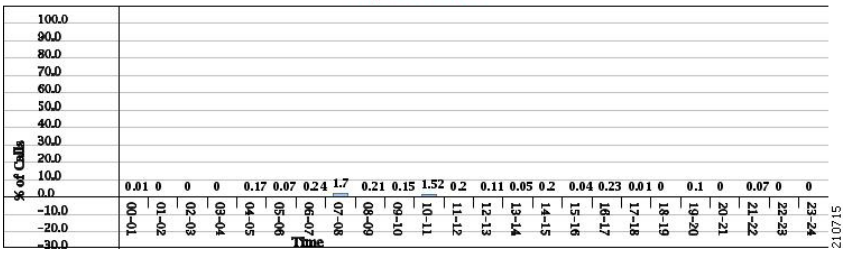
Voice Messaging Utilization - Hour of Day

From Date:Nov 4, 2006
To Date:Nov 11, 2006

Date:Feb 14, 2007
Page:1 of 8

Time	% Usage
7.XXXX	
00-01	0.01
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.17
05-06	0.07
06-07	0.24
07-08	1.70
08-09	0.21
09-10	0.15
10-11	1.52
11-12	0.20
12-13	0.11
13-14	0.05
14-15	0.20
15-16	0.04
16-17	0.23
17-18	0.01
18-19	0.00
19-20	0.10
20-21	0.00
21-22	0.07
22-23	0.00
23-24	0.00

Report for 7.XXXX



Trunk Utilization Report Results

The Trunk Utilization report provides the following fields. If you choose to display the report in PDF format, the report shows the utilization as a bar chart. A graph displays for each selected trunk. See the table.

Table 10: Trunk Utilization Report Fields

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the utilization for each hour or day for the entire period that is shown in the from and to dates.
%	Trunk utilization percentage. This field gives the estimated utilization of the trunks relative to the total number of calls that passed through the devices.

Figure 12: Trunk Utilization Report Sample 1, on page 18 to Figure 15: Trunk Utilization Report Sample 4, on page 21 display sample output pages of the Trunk Utilization Report in PDF format.

Figure 12: Trunk Utilization Report Sample 1

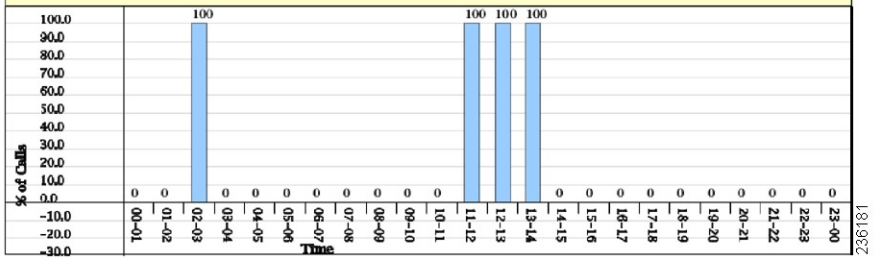
Trunk Utilization - Hour of Day

From Date:Jul 1, 2010
To Date:Jul 1, 2010

Date:Jul 16, 2010
Page:1 of 10

Time	%
ICTNGC1	
00-01	0.00
01-02	0.00
02-03	100.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	100.00
12-13	100.00
13-14	100.00
14-15	0.00
15-16	0.00

Time	%
ICTNGC1	
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00



236181

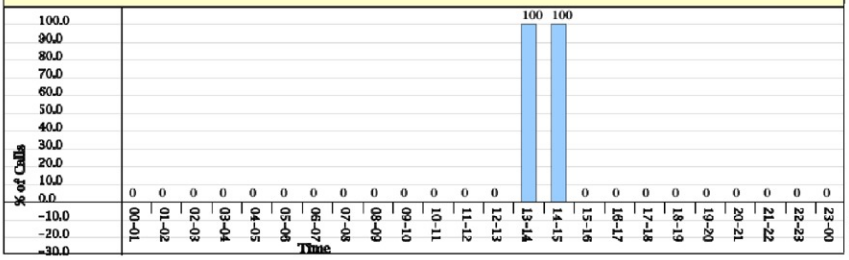
Figure 13: Trunk Utilization Report Sample 2

From Date:Jul 1, 2010
To Date:Jul 1, 2010

Date:Jul 16, 2010
Page:4 of 10

Time	%
ICTNGC2	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	100.00
14-15	100.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00

Time	%
ICTNGC2	
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00



236182

Figure 14: Trunk Utilization Report Sample 3

From Date:Jul 1, 2010
To Date:Jul 1, 2010

Date:Jul 16, 2010
Page:6 of 10

Time	%
SIP1	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00

Time	%
SIP1	
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00

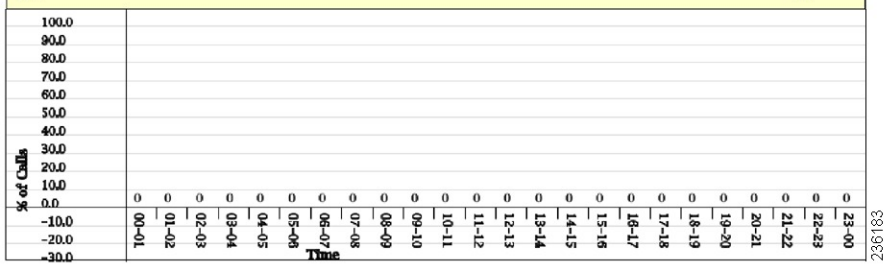
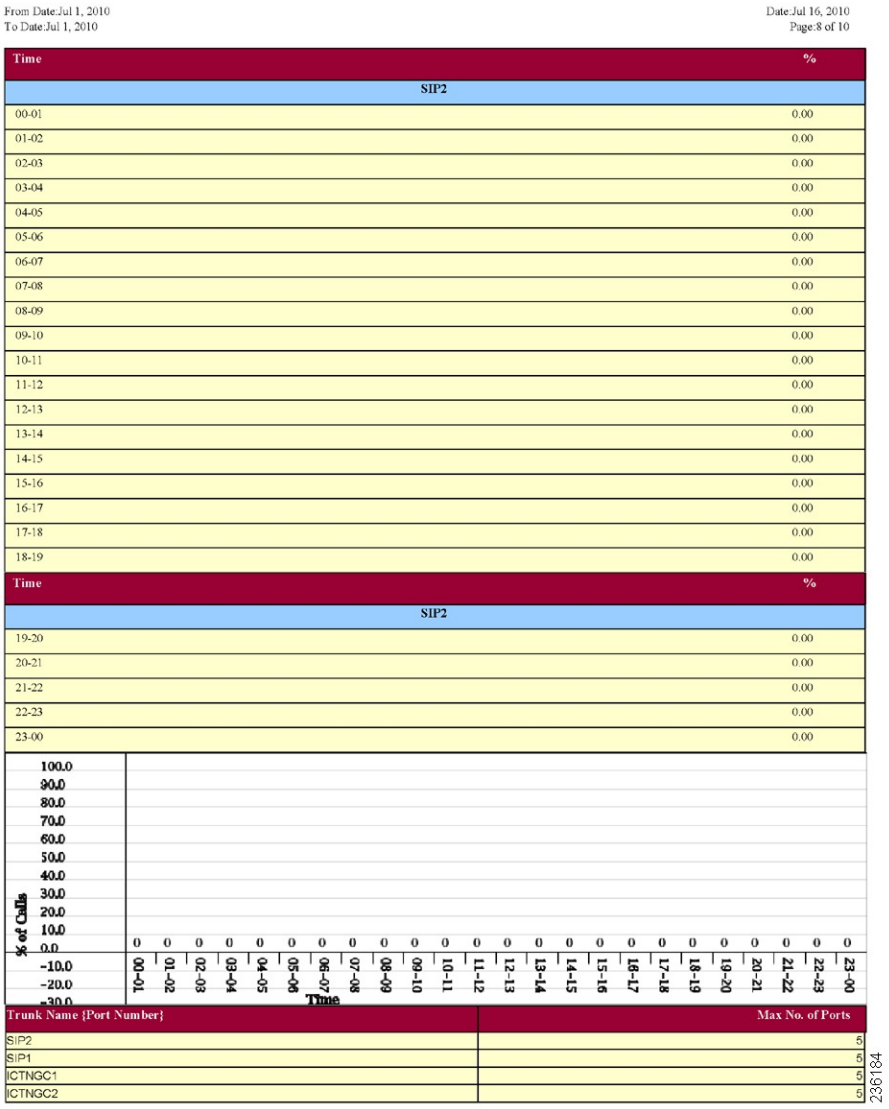


Figure 15: Trunk Utilization Report Sample 4



From Date:Jul 1, 2010
To Date:Jul 1, 2010

Date:Jul 16, 2010
Page:8 of 10

Time	%
SIP2	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00

Time	%
SIP2	
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00

Trunk Name {Port Number}	Max No. of Ports
SIP2	5
SIP1	5
ICTNGC1	5
ICTNGC2	5

236184

Related Topics

- Generate CDR Analysis and Reporting
- CAR Device Reports
- Gateway Device Reports
- Route Pattern and Hunt Pilot Device Reports
- Conference Bridge Device Reports
- Voice Messaging Utilization Device Reports

- Trunk Device Reports

Additional Documentation

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