



## Generating User-Specific Reports

You can use Cisco Unity Connection reports to gain information about users. See the following sections in this chapter:

- [User-Related Reports, page 11-1](#)
- [Setting Report Configuration Parameters, page 11-3](#)
- [Generating and Viewing Reports, page 11-4](#)

### User-Related Reports

You can generate the following user-related reports in Cisco Unity Connection:

**Table 11-1**      *User-Related Reports*

Report Name	Description of Output
Phone Interface Failed Logon	Output includes the following information for every failed attempt to log on to Connection by phone: <ul style="list-style-type: none"><li>• User name, alias, caller ID, and extension of the user who failed to log on</li><li>• Date and time that the failed logon occurred</li><li>• Whether the maximum number of failed logons has been reached for the user</li></ul>
Users	Output includes the following information for each user: <ul style="list-style-type: none"><li>• Last name, first name, and alias</li><li>• Information that identifies the Connection server associated with the user</li><li>• Billing ID, class of service, and extension</li><li>• Whether the account is locked</li><li>• Whether the user has enabled personal call transfer rules</li></ul>

Table 11-1 User-Related Reports (continued)

Report Name	Description of Output
User Message Activity	<p>Output includes the following information about messages sent and received, per user:</p> <ul style="list-style-type: none"> <li>• Name, extension, and class of service</li> <li>• Date and time for each message</li> <li>• Information on the source of each message</li> <li>• Action completed (for example, new message, message saved, MWI On requested, and so on)</li> <li>• Information on the number of new messages received for a user, and on the message sender</li> <li>• Dial out number and results</li> </ul>
Distribution Lists	<p>Output includes the following information:</p> <ul style="list-style-type: none"> <li>• Name and display name of the list</li> <li>• Date and time the list was created</li> </ul> <p><b>Note</b> Date and time of the creation of the distribution list is given in Greenwich mean time.</p> <ul style="list-style-type: none"> <li>• A count of the number of users included in the list</li> <li>• If the Include List Members check box is checked, a listing of the alias of each user who is a member of the list</li> </ul>
User Lockout	<p>Output includes user alias, the number of failed logon attempts for the user, credential type (a result of “4” indicates a logon attempt from the Connection conversation; a result of “3” indicates a logon attempt from a web application) and the date and time that the account was locked.</p> <p><b>Note</b> Date and time of the lockout of the user account is given in Greenwich mean time.</p>
Unused Voice Mail Accounts	<p>Output includes user alias and display name, and the date and time that the user account was created.</p> <p><b>Note</b> Date and time of the creation of the user account is given in Greenwich mean time.</p>
Transfer Call Billing	<p>Output includes the following information for each call:</p> <ul style="list-style-type: none"> <li>• Name, extension, and billing ID of the user</li> <li>• Date and time that the call occurred</li> <li>• The phone number dialed</li> <li>• The result of the transfer (connected, ring-no-answer (RNA), busy, or unknown)</li> </ul>

Table 11-1 User-Related Reports (continued)

Report Name	Description of Output
Outcall Billing Detail	Output includes the following information, arranged by day and by the extension of the user who placed the call: <ul style="list-style-type: none"> <li>Name, extension, and billing ID</li> <li>Date and time the call was placed</li> <li>The phone number called</li> <li>The result of the call (connected, ring-no-answer (RNA), busy, or unknown)</li> <li>The duration of the call in seconds</li> </ul>
Outcall Billing Summary	Output is arranged by date and according to the name, extension, and billing ID of the user who placed the call, and is a listing of the 24 hours of the day, with a dialout time in seconds specified for each hour span.

## Setting Report Configuration Parameters

Cisco Unity Connection is automatically set to gather and store data from which you can generate reports. The following parameters can be adjusted, depending on the report output that you want to generate. All report parameter settings are found on the System Settings > Advanced > Reports page in Cisco Unity Connection Administration.

- **Milliseconds Between Data Collection Cycles**—Set by default to 30 minutes (1,800,000 milliseconds). This setting controls the amount of time Connection waits between cycles of gathering report data.
- **Days to Keep Data in Reports Database**—Set by default to 180 days. Note that even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
- **Maximum Records in Report Output**—Set by default to 25,000 records. The maximum value allowed for this field is 30,000 records. If the report you want to generate exceeds the maximum number of records allowed, you can generate the report in pieces, for example by reducing the date range or number of user accounts included in each iteration.



**Note** The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records—rather than the default of 25,000 records—because of the size of the report.

- **Minimum Records Needed to Display Progress Indicator**—Set by default to 2,500 records. The maximum value allowed for this field is 10,000 records. The purpose of the progress indicator is to warn you if the report you request is large and likely to take a long time to complete. In Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you will be unable to use the browser, and must keep the Connection Administration session open.

## Archiving Report Data

Reports data is gradually written over, depending on parameters that you set for retention of data. We recommend that if you want to keep reports for historical purposes, you develop a schedule for regularly generating reports, and save them in a location separate from the Cisco Unity Connection server.

## Generating and Viewing Reports

When you generate a report, you can specify some or all of the following:

- The users to include in the report
- The date and time range to include
- The sort order for the data in the report

You also choose a file format for the report:

<b>Web page</b>	<p>An HTML file. The report output appears in your web browser.</p> <p>Select this format to quickly view a small report. Note that because viewing a web page report directly on the Connection server could potentially affect system performance, the size of web page reports is limited in this circumstance to 250 records. If you want to run a web page report that is larger than 250 records, browse to Connection Administration from another computer, and then generate the report.</p> <p>For archiving purposes, we recommend that you generate PDF reports.</p>
<b>Comma-delimited file</b>	<p>A text file (also known as a comma separated or CSV file). Report output appears as a string of data, separated by commas. Select this format if you want to view or print the information in another application, for example, a spreadsheet program.</p>
<b>PDF file</b>	<p>The report output appears as a PDF, in an easy-to-read format. It can be printed and saved. We recommend that you choose this format if you plan to archive reports.</p>

The best time to generate reports is when the system is not busy: after regular business hours when Connection is not processing many calls, or when there are no other processes running (for example, before or after a full backup). Requests to generate reports are queued. If multiple reports are generated at one time (from separate browsers), the reports wait in line and only one is processed at a time.



**Caution**

Generating large reports when the system is busy will use system resources and could potentially result in slower response time for system users.

Note that reports cannot be scheduled in advance, and if you shut down the Connection server or close the Connection Administration browser session while reports are being generated, the report generation will be cancelled.

### To Generate and View a Report

- Step 1** In Cisco Unity Connection Administration, expand **Monitoring & Reports**, then click **Reports**.

- Step 2** On the Reports page, click the name of the report that you want to generate.
- Step 3** Select a file format for the report output:
- Web Page
  - Comma-Delimited File
  - PDF File
- Step 4** Set a date range by clicking the applicable beginning and ending month, day, year, and time.
- Step 5** Set other parameters, as applicable.
- Step 6** Click **Generate Report**.
- Step 7** View the report output, depending on the file format you chose in [Step 3](#):
- If you chose Web Page, the report output appears in your browser window.
  - If you chose Comma-Delimited File, a file download dialog box opens, asking you whether you want to open or save the file.
  - If you chose PDF File, a file download dialog box opens, asking you whether you want to open or save the file.
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