



Configuring Reports for Managers and Administrators

In addition to the screens described in the preceding chapters, managers and administrators can also access the following reports:

- Department Bills
- QOS Summary
- Call Report By Charge
- Call Report By Duration

This chapter also includes information to help you understand the report output.



Note

The ART administrator sets the parameters for configuring the ART function.

Generating Department Bills

You can view pregenerated bills or specify a date range and list of users for on demand reports.

The following interactive fields apply for the Department Bill screen:

- Up or Down—to view any place in the hierarchy
- Add—adds the selected person to the “List of Selected Users” box

- Remove—removes a user
- Remove All—removes all users

The selected names appear in the “List of Selected Users.”

Procedure

Use this procedure to generate, view, or mail bills for various manager groups.

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- Step 1** Choose **Bill > Department Bill** from the ART main menu.
 - Step 2** Report Type—choose **Summary** or **Detail**.
 - Step 3** Choose a date range.
 - Step 4** Enter a User ID or click the “User Search” link to choose from the list of users.
 - Step 5** Click **Add** to add the names to the “List of Selected Users.”
 - Step 6** Click **View Report**—see “Understanding the Department Bill Report.”
 - Step 7** Click **Send Report**—see Chapter 3, “Mailing Your Report.”
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Understanding the Department Bill Report

The report groups information by the user name in ascending order. The report fields include

- Date and Time—of call origination
- Call Classification—sorted in ascending order
 - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
 - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).

- On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
- Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Total Calls and Charges—the total number of calls and total charges by reportee and per-call classification by manager

Generating Quality of Service Summary Reports

The ART tool serves as the first step toward providing information on voice quality. ART allows system administrators to manage the Cisco CallManager in terms of Quality of Service (QOS) statistics and system capacity. ART categorizes calls into a Voice Quality (VQ) category based on the call details in CDRs and CMRs, and the QOS parameters provided by the administrator.



Caution

Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

The purpose of this report is to get the summary of the Quality of Service (QOS) for all the calls made during a selected date range.

This report supports outgoing and incoming call directions.

ART administrators can generate this report for an entire organization.

The following fields apply for the QOS Summary screen:

- Available Reports—allows choosing from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- Select Call Types—a required field that includes the following types:
 - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
 - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).

- Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.
 - Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
 - Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- From Date—provides a place to always include a date range if you select Generate New Report from Available Reports.
 - To Date—provides a place to always include a date range if you select Generate New Report from Available Reports.
 - View Report—click to view the report.
 - Send Report—click to mail the report.

Procedure

To generate QOS Summary Reports, perform the following steps:

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- Step 1** Choose **QOS Reports > QOS Summary** from the ART main menu.
 - Step 2** Click the drop-down arrow to choose an option from Available Reports (required)
 - Step 3** Choose Call Type (required)— click one or more of the boxes
 - Step 4** Enter From Date—enter the date and select the month and year from the drop-down menu.
 - Step 5** Enter To Date—enter the date and select the month and year from the drop-down menu.

- Step 6** Click **View Report**—see “Understanding the Quality of Service Summary Report.”
- Step 7** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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Understanding the Quality of Service Summary Report

The report, a three-dimensional pie chart, shows the distribution of QOS grades achieved for selected call classifications and date range.

Generating Call Reports by Charge

This screen specifies the parameters for generating call reports by charge. The report shows users, destinations, and calls that incurred a maximum charge for a certain period.

You can view this report only on demand.



Caution

Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

If the ART administrator is generating the report, the report takes into account all the calls made during the selected date range in the organization. For example, the report lists the top ‘n’ users in the organization.

The following interactive fields apply for the Call Report by Charge screen:

- Select Call Types—a required field that includes the following types:
 - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
 - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).

- Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
- Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
- International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
- Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Generate Report—a required field with three options:
 - By Individual Users—lists the users who incurred the maximum charges.
 - By Destinations—lists the destinations that incurred the maximum charges.
 - By All Calls—(default selection) lists the calls that incurred the maximum charges.
- No of Records—an editable text box that indicates the number (n) of records that display in the report generated by the user. The default is five.
- From Date—provides a place to always include a date range if you select Generate New Report from Available Reports.
- To Date—provides a place to always include a date range if you select Generate New Report from Available Reports.
- View Report—click to view the report.
- Send Report—click to mail the report.

Procedure

To generate Call Reports by Charge, perform the following steps:

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- Step 1** Choose **Call Reports > By Charge** from the ART main menu.
 - Step 2** Check the Call Type (required)— check one or more of the boxes
 - Step 3** Click the drop-down arrow to choose an option from Generate Report (required)
 - Step 4** No of Records (required)—click the drop-down arrow to choose the number of records to be displayed or use the default of 5.

- Step 5** Enter From Date—enter the date and select the month and year from the drop-down menu.
- Step 6** Enter To Date—enter the date and select the month and year from the drop-down menu.
- Step 7** Click **View Report**—see “Understanding the Call Reports by Charge Report.”
- Step 8** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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Understanding the Call Reports by Charge Report

This report, sorted by charge in descending order, supports outgoing call directions. The following items appear in the report fields:

- Users—user names
- Calls—total number of calls
- Duration(s)—the total number of seconds that the calls were connected
- Charge—total amount of billing charges for all calls to that user

Generating Call Reports by Duration

This screen specifies the parameters for generating call reports by duration. The report shows users who incurred a maximum time on calls for a certain period.

You can view this report only on demand.



Caution

Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

If the ART administrator is generating the report, the report takes into account all the calls made during the selected date range in the organization. For example, the report lists the top ‘n’ users in the organization.

The following interactive fields apply for the Call Report by Charge screen:

- Select Call Types—a required field that includes the following types:
 - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
 - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
 - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
 - Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.
 - Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
 - Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Generate Report—a required field that includes three options:
 - By Individual Users—lists the users who have used phones for the maximum duration.
 - By Destinations—lists destinations that engaged the network for the maximum period.
 - By All Calls—(default selection) lists the longest calls.
- No of Records—an editable text box that indicates the number of records that display in the report generated by the user. The default is five.
- From Date—provides a place to always include a date range if you select Generate New Report from Available Reports.
- To Date—provides a place to always include a date range if you select Generate New Report from Available Reports.

- View Report—click to view the report.
- Send Report—click to mail the report.

Procedure

To generate Call Reports by Duration, perform the following steps:

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- Step 1** Choose **Call Reports > By Duration** from the ART main menu.
 - Step 2** Check Call Type—check one or more of the check boxes (required).
 - Step 3** Choose an option from Generate Report (required).
 - Step 4** No of Records (required)—click the drop-down arrow to choose the number of records to be displayed, or use the default of 5.
 - Step 5** Enter From Date—enter the date and select the month and year from the drop-down menu.
 - Step 6** Enter To Date—enter the date and select the month and year from the drop-down menu.
 - Step 7** Click **View Report**—see “Understanding the Call Reports by Duration Report.”
 - Step 8** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report”.
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Understanding the Call Reports by Duration Report

This report, sorted by duration in descending order, supports outgoing call directions. The following information appears in the report fields:

- Users—user names
- Calls—total number of calls
- Charge—total amount of billing charges for all calls to that user
- Duration(s)—the total number of seconds that the calls were connected

