



## User Reports

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ART provides reporting capabilities for three levels of users.

- Administrators can generate system reports to help with load balancing, system performance, and troubleshooting
- Managers can generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes, and determining the voice quality of the calls.
- Individual users can generate a billing report for their calls

Depending on your job function, you may not have access to every report described in this help.

User reports are provided for users, managers, and ART administrators. You can generate reports on demand, or if you are an administrator, you can schedule reports for automatic generation. If you are an ART administrator, see [Scheduling Reports, page 2-32](#), for more information.

Reports can be viewed in comma separated values (CSV) format or portable document format (PDF). If you choose PDF, you must have Adobe Acrobat Reader installed on your machine. You can download a free copy of Acrobat Reader from the Welcome window in ART (**Help > About ART**).

The following reports are described in this chapter.

- [Individual Bills](#)—available for users, managers, and ART administrators
- [Department Bills](#)—available for users, managers, and ART administrators
- [Top N by Charge](#)—available for managers and ART administrators
- [Top N by Duration](#)—available for managers and ART administrators

- [Top N by Number of Calls](#)—available for managers and ART administrators
- [Users with CTI Port Enabled](#)—available for ART administrators
- [Cisco IP Phone Services](#)—available for ART administrators

#### Related Topics

- [Understanding Report Results, page 3-81](#)
- [Searching for User Information, page 3-80](#)
- [Mailing a Report, page 3-79](#)

## Individual Bills

Individual bills provide your call information for the date range you specify. Use the following instructions to generate, view, or mail summary or detail information about your individual phone bills.

You can either view reports that have been automatically generated by the system or generate new reports. Only ART administrators can schedule reports for automatic generation. If you are an administrator, see [Scheduling Reports, page 2-32](#), for more information.



#### Note

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For information about the report results, see [Understanding the Bill Summary Report Results](#) or [Understanding the Bill Detail Report Results](#).

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#### Procedure

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- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.
- Step 2** If you are a user or manager, click **Bills > Individual**.  
If you are an ART administrator, click **User Reports > Bills > Individual**.
- Step 3** In the **Report Type** field, choose **Summary** or **Detail**. Summary reports provide a summary of all calls for a selected period (the total number of calls made and the charges incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a selected period.

- Step 4** In the **Available Reports** field, select an automatically generated report (if available), or use the default **Generate New Report**.
- Step 5** Choose the date range for the period for which you want to see call information.
- Step 6** In the **Report Format** area, choose either comma separated values (CSV) or portable document format (PDF). CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.
- Step 7** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding Report Results, page 3-81](#), for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.
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#### Related Topics

- [Understanding the Bill Summary Report Results, page 3-81](#)
- [Understanding the Bill Detail Report Results, page 3-83](#)
- [Understanding Report Results, page 3-81](#)

## Department Bills

Department bills provide call information and quality of service (QoS) ratings.

If you are a manager, you can generate a summary or detailed report of the calls made by all users who report to you, or only those users you select.

If you are an ART administrator, you can generate a summary or detailed report of the calls made by some or all users in the system. This report helps you keep track of all calls on a user-level basis for the entire system.



#### Caution

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Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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Use the following instructions to generate, view, or mail summary or detail information about your departmental phone bills. You can either view reports that have been automatically generated by the system or generate new reports. Only ART administrators can schedule reports for automatic generation. If you are an administrator, see [Scheduling Reports, page 2-32](#), for more information.




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**Note**

For information about the report results, see [Understanding the Bill Summary Report Results](#) or [Understanding the Bill Detail Report Results](#).

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### Procedure

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- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.
- Step 2** If you are a user or a manager, click **Bills > Department**.  
If you are an ART administrator, click **User Reports > Bills > Department**.
- Step 3** In the **Report Type** field, choose **Summary** or **Detail**. Summary reports provide a summary of all calls for a selected period (the total number of calls made and the charges incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a selected period.
- Step 4** In the **Available Reports** field, select an automatically generated report (if available), or use the default **Generate New Report**.
- Step 5** Choose the date range for the period for which you want to see call information.
- Step 6** Select the users.

If you are a manager, you can check the **Select All Reportees** box to include all of your direct reports in the department bill. Your direct reports are shown in the List of Reportees. Select the reportees you want to include and click the **Add** button. Only users listed in the Selected Reportees box will be included in the department bill. To see the reportees under a particular user, select the user and click the Down button. All reportees to the selected user are displayed.

If you are an ART administrator, you can check the **Select All Users** box to include all users. You can specify individual users by typing the user ID of the individual you want to include in the report in the User ID field and then clicking **Add**. A search function is also provided. See [Searching for User Information, page 3-80](#), for instructions on using the search feature.

- Step 7** In the **Report Format** area, choose either **CSV** or **PDF**. CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.
- Step 8** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding Report Results, page 3-81](#), for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.
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#### Related Topics

- [Understanding the Bill Summary Report Results, page 3-81](#)
- [Understanding the Bill Detail Report Results, page 3-83](#)
- [Understanding Report Results, page 3-81](#)

## Top N by Charge

Top N by Charge reports the top number of users that incurred a maximum charge for calls during a time period you specify.

If you are a manager, the report includes the top charges for all calls made by users who report to you during the specified time period.

If you are an ART administrator, the report includes the top charges for all calls made by all users on the system for the specified time period.



#### Note

For information about the report results, see [Understanding the Top N By Charge or Duration Report Results](#).

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Use the following instructions to generate, view, or mail reports about the top calls when classified by cost.



#### Caution

Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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You can either view reports that have been automatically generated by the system or generate new reports. Only ART administrators can schedule reports for automatic generation. If you are an administrator, see [Scheduling Reports, page 2-32](#), for more information.

### Procedure

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- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.
- Step 2** If you are a manager, click **Top N > By Charge**.  
If you are an ART administrator, click **User Reports > Top N > By Charge**.
- Step 3** In the **Select Call Types** area, check the boxes for the types of calls you want included in the report. These boxes are available only when you have selected **Generate New Report** in Step 5.
- **Internal**—Intra-cluster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - **Local**—Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.
  - **Long Distance**—Long distance calls originating in the Cisco CallManager network going out through the PSTN.
  - **International**—International calls originating in the Cisco CallManager network going out through the PSTN.
  - **On Net**—Outgoing, inter-cluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
  - **Others**—All other outgoing calls, such as toll free numbers, emergency calls such as 911, and so on.
- Step 4** In the **Report Type** field, choose one of the following:
- **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

- Step 5** In the **Available Reports** field, select an automatically generated report (if available), or use the default **Generate New Report**.
- Step 6** If you selected Generate New Report in Step 5, enter the number (n) of records that display in the report in the **No of Records** field. The default is five.
- Step 7** If you selected Generate New Report in Step 5, choose the date range for the period for which you want to generate the report.
- Step 8** If you selected Generate New Report in Step 5, choose either comma separated values (CSV) or portable document format (PDF) in the **Report Format** area. CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.
- Step 9** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding the Top N By Charge or Duration Report Results, page 3-84](#), for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.
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#### Related Topics

- [Understanding the Top N By Charge or Duration Report Results, page 3-84](#)
- [Understanding Report Results, page 3-81](#)

## Top N by Duration

Top N by Duration reports the top number of users that incurred a maximum time on calls during a time period you specify.

If you are a manager, the report lists the top number of users in your department that incurred a maximum time for calls made during the selected date range, starting with the longest.

If you are an ART administrator, the report lists the top number of users that incurred a maximum time for calls made during the selected date range, starting with the longest.



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**Note** For information about the report results, see [Understanding the Top N By Charge or Duration Report Results](#).

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Use the following instructions to generate, view, or mail reports about the top calls when classified by duration.



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**Caution** Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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You can either view reports that have been automatically generated by the system or generate new reports. Only ART administrators can schedule reports for automatic generation. If you are an administrator, see [Scheduling Reports, page 2-32](#), for more information.

### Procedure

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- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.
- Step 2** If you are a manager, click **Top N > By Duration**.  
If you are an ART administrator, click **User Reports > Top N > By Duration**.
- Step 3** In the **Select Call Types** area, check the boxes for the types of calls you want included in the report. These boxes are available only when you have selected **Generate New Report** in Step 5.
- On Net—Outgoing, inter-cluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
  - Internal—Intra-cluster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.
  - Long Distance—Long distance calls originating in the Cisco CallManager network going out through the PSTN.

- **International**—International calls originating in the Cisco CallManager network going out through the PSTN.
- **Incoming**—Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager network.
- **Tandem**—Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager network through a gateway.
- **Others**—All other outgoing calls, such as toll free numbers, emergency calls such as 911, and so on.

**Step 4** In the **Report Type** field, choose one of the following:

- **By Individual Users**—lists the users who placed calls that lasted the greatest length of time
- **By Destinations**—lists the destinations that engaged the network for the greatest length of time
- **By All Calls**—(default selection) lists the calls that latest the greatest length of time

**Step 5** In the **Available Reports** field, select an automatically generated report (if available), or use the default **Generate New Report**.

**Step 6** If you selected **Generate New Report** in Step 5, enter the number (n) of records that display in the report in the **No of Records** field. The default is five.

**Step 7** If you selected **Generate New Report** in Step 5, choose the date range for the period for which you want to generate the report.

**Step 8** If you selected **Generate New Report** in Step 5, choose either comma separated values (CSV) or portable document format (PDF) in the **Report Format** area. CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.

**Step 9** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding the Top N By Charge or Duration Report Results](#), page 3-84,

for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.

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#### Related Topics

- [Understanding the Top N By Charge or Duration Report Results, page 3-84](#)
- [Understanding Report Results, page 3-81](#)

## Top N by Number of Calls

Top N by Number of Calls reports the top number of calls made and received by users during a time period you specify.

If you are a manager, the report lists the top number of calls by user in your department for the selected date range.

If you are an ART administrator, the report lists the top number of calls for each user in the system.



#### Note

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For information about the report results, see [Understanding the Top N By Number of Calls Report Results](#).

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Use the following instructions to generate, view, or mail reports about the top calls when classified by volume.



#### Caution

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Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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You can either view reports that have been automatically generated by the system or generate new reports. Only ART administrators can schedule reports for automatic generation. If you are an administrator, see [Scheduling Reports, page 2-32](#), for more information.

## Procedure

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- Step 1** Open ART. See the [“Opening ART — ART Administrators”](#) section on page 1-12 for instructions on how to open ART.
- Step 2** If you are a manager, click **Top N > By Number of Calls**.  
If you are an ART administrator, click **User Reports > Top N > By Number of Calls**.
- Step 3** In the **Select Call Types** area, check the boxes for the types of calls you want included in the report.
- On Net—Outgoing, inter-cluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
  - Internal—Intra-cluster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.
  - Long Distance—Long distance calls originating in the Cisco CallManager network going out through the PSTN.
  - International—International calls originating in the Cisco CallManager network going out through the PSTN.
  - Incoming—Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager network.
  - Tandem—Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager network through a gateway.
  - Others—All other outgoing calls, such as toll free numbers, emergency calls such as 911, and so on.
- Step 4** In the **Report Type** field, choose one of the following:
- By Individual Users—lists the users who have placed or received the greatest number of calls in your group (managers) or the system (ART administrators)

- By Extensions—lists the extensions that have placed or received the greatest number of calls in your group (managers) or the system (ART administrators)
- Step 5** In the **Available Reports** field, select an automatically generated report (if available), or use the default **Generate New Report**.
- Step 6** If you selected Generate New Report in Step 5, enter the number (n) of records that display in the report in the **No of Records** field. The default is five.
- Step 7** If you selected Generate New Report in Step 5, choose the date range for the period for which you want to generate the report.
- Step 8** In the **Report Format** area, choose either comma separated values (CSV) or portable document format (PDF). CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.
- Step 9** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding the Top N By Number of Calls Report Results, page 3-85](#), for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.
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#### Related Topics

- [Understanding the Top N By Number of Calls Report Results, page 3-85](#)
- [Understanding Report Results, page 3-81](#)

## Users with CTI Port Enabled

The CTI enabled report can only be generated by ART administrators. You can generate a list of users who have a CTI port assigned to them. Certain applications, such as Cisco IP SoftPhone, require a CTI port.

**Tip**

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CTI calls consume considerable call processing resources. Use this report to ensure that only those users who truly need a CTI port have been allocated one. You can also use this report for capacity planning to ensure that your Cisco CallManager network isn't overloaded due to the call processing demands of CTI ports.

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Use the following instructions to generate a list of users who have a CTI port assigned to them.

**Caution**

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Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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**Procedure**

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- Step 1** Open ART. See the [“Opening ART — ART Administrators” section on page 1-12](#) for instructions on how to open ART.
- Step 2** Click **User Reports > CTI Port**.
- The Users with CTI Port Enabled window displays a list of all users in the system who have a CTI port assigned to them. The table shows the following information:
- SI No—Serial number
  - Name—The name of the user
  - User ID—The user ID for the user
- Step 3** Click **Close** when you have finished viewing the list. You can print the table by right-clicking on the widow and choosing **Print**, or by pressing **Ctrl + P**.
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## Cisco IP Phone Services

The Cisco IP Phone services report can only be generated by ART administrators. You can generate a report that shows selected Cisco IP Phone services, the number of users subscribed to each of the selected services, and the utilization percentage for each of the selected services.

**Tip**


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Services can be created for a wide variety of business and entertainment uses. If you have revenue tied to a service, such as for advertising, you can use this report to determine the number of users who have subscribed to the service. This report can also be used to indicate the popularity (or lack thereof) of selected services.

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Use the following instructions to generate a report showing the usage of specific Cisco IP Phone services.

**Note**


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For information about the report results, see [Understanding the Cisco IP Phone Services Report Results](#).

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**Caution**


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Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

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**Procedure**

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- Step 1** Open ART. See the [“Opening ART — ART Administrators”](#) section on page 1-12 for instructions on how to open ART.
  - Step 2** Click **User Reports > Cisco IP Phone Services**.  
The Cisco IP Phone Services window displays a list of all Cisco IP Phone services that have been configured in the system.
  - Step 3** In the **List of Cisco IP Phone Services**, select the services you want to include in the report. You can select multiple services by clicking on the services while holding down the Control key.
  - Step 4** Click **Add** to add the select(ed) service(s) to the **Selected Cisco IP Phone Services** box. All services listed in this box will be included in the report when you generate it.
  - Step 5** In the **Report Format** area, choose either **CSV** or **PDF**. CSV files can be viewed in ART or saved to disk and viewed using Microsoft Excel or other spreadsheet applications; PDF files can be viewed in ART using Adobe Acrobat Reader.

- Step 6** Click **View Report**. If you chose CSV, the report is generated and you are prompted to view the file or save it to disk. If you chose PDF, the report displays. See [Understanding the Cisco IP Phone Services Report Results, page 3-86](#), for information about the report. You can also mail the report by clicking **Send Report**. If you want to send the report, see [Mailing a Report, page 3-79](#), for instructions.
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#### Related Topics

- [Understanding the Cisco IP Phone Services Report Results, page 3-86](#)
- [Understanding Report Results, page 3-81](#)

## Mailing a Report

All reports in ART can be e-mailed to one or more users. For reports to be e-mailed, you must have configured valid Mail Parameters in ART. The Mail Parameters allow ART to send e-mail using the e-mail server in your system. See [Configuring Mail Server Parameters, page 2-19](#), for more information.

You can send a report by mail from any report window in ART. You can also view the report first, and then send it. Use the following instructions to send an ART report.

#### Procedure

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- Step 1** After you have specified the details of the report you want to generate, click **Send Report**. Alternatively, you can click View Report, and once you have reviewed the report, click Send Report from the report results window.
- The Send To window displays.
- Step 2** Type the e-mail ID for the user(s) to whom you want to send the report. You can search for the user(s) you want to send the report to by clicking the **To...** button.
- A User Search window displays. In the First Name and Last Name boxes, enter characters of the user's first or last name to whom you want an e-mail alert sent, and click **Search**.

A User Search Results window displays, listing all users who matched the characters you entered. In the row for the user you want to send the report to, click **Select**.

The user you selected is added to the list of users in the User Search window.

Repeat this step to add more users to the list of people who will be sent a copy of this report via e-mail. When you have added all users, click **OK** in the User Search window.

The users listed in the Search Users window are copied to the To... field.

- Step 3** To add user(s) to the Cc... (carbon copy) field, click **Cc...** and follow the same instructions in Step 2.
- Step 4** In the **Subject** line, enter a subject message (optional).
- Step 5** In the **Message** area, enter a message (optional).
- Step 6** Click **Send** to send the report as an attachment to this e-mail message.
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#### Related Topics

- [User Reports, page 3-65](#)
- [System Reports, page 4-87](#)
- [Device Reports, page 5-117](#)
- [CDR Search, page 6-141](#)

## Searching for User Information

Depending on the report requirements, you can specify users or extensions for inclusion in a report. However, you may not know all the user information for the users or extensions you want to include. Use the following instructions to search for user information.

#### Procedure

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- Step 1** Click the link to Search Users.
- A search popup window displays.

- Step 2** In the First Name and Last Name boxes, enter characters of the user's first or last name, and click **Search**.  
A search results window displays, listing all users who matched the characters you entered.
- Step 3** In the row for the desired user, click **Select**.  
The user you selected is added to the list of users or extensions in the search window.
- Step 4** Repeat Steps 2 and 3 to add more users or extensions to the list in the search window. When you have added all users, click **OK** in the search window.  
The users or extensions listed in the search window are copied to the Selected Users or Selected Extensions box.

## Understanding Report Results

The following sections provide report output information for each of the report types.

### Understanding the Bill Summary Report Results

The report groups information by the user name in ascending order. The summary report includes the following fields.

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Call Classification—Calls are categorized into classes.

Internal	Intra-cluster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.

Long Distance	Long distance calls originating in the Cisco CallManager network going out through the PSTN.
International	International calls originating in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, inter-cluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Others	All other outgoing calls, such as toll free numbers, emergency calls such as 911, and so on.

QoS—The number of calls for each Quality of Service category. QoS categories are based on parameters set by the ART administrator. If you are an ART administrator, see [Define Quality of Service \(QoS\) Values, page 2-57](#), for more information about setting QoS parameters.

Good	QoS for these calls was the highest possible quality.
Acceptable	QoS for these calls was slightly degraded but still within an acceptable range.
Fair	QoS for these calls was degraded but still within a usable range.
Poor	QoS for these calls was unsatisfactory.
NA	These calls did not match any of the criteria for the established QoS categories.

Calls—Indicates the number of calls for each of the call classification.

the total number of calls and total charges by reportee and per-call classification by manager

Charge—Indicates the charge associated with each call. Charges are based on call charge information provided by the ART administrator for the ART rating engine. If you are an ART administrator, see [Rating Parameters, page 2-51](#), for more information about setting the cost base for calls.

## Understanding the Bill Detail Report Results

The report groups information by the user name in ascending order. The detail report includes the following fields. The report groups information by the user name in ascending order. The report includes the following fields.

Date and Orig. Time	The date and time the call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification—Calls are categorized into classes.	
Internal	Intra-cluster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used)
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.
Long Distance	Long distance calls originating in the Cisco CallManager network going out through the PSTN.
International	International calls originating in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, inter-cluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Others	All other outgoing calls, such as toll free numbers, emergency calls such as 911, and so on.

QoS—The Quality of Service category achieved for each call. QoS categories are based on parameters set by the ART administrator. If you are an ART administrator, see [Define Quality of Service \(QoS\) Values, page 2-57](#), for more information about setting QoS parameters.

Good	QoS for these calls was the highest possible quality.
Acceptable	QoS for these calls was slightly degraded but still within an acceptable range.
Fair	QoS for these calls was degraded but still within a usable range.
Poor	QoS for these calls was unsatisfactory.
NA	These calls did not match any of the criteria for the established QoS categories.
Duration(s)	The amount of time, in seconds, that the call was connected.
Charge	Indicates the charge associated with each call. Charges are based on call charge information provided by the ART administrator for the ART rating engine. If you are an ART administrator, see <a href="#">Rating Parameters, page 2-51</a> , for more information about setting the cost base for calls.

## Understanding the Top N By Charge or Duration Report Results

Reports for Top N by Charge or Top N by Duration include the following fields. Only outgoing calls are reported.

Users	User names
Calls	Total number of calls.

Duration(s)	The amount of time, in seconds, that the call was connected.
Charge	Indicates the charge associated with each call. Charges are based on call charge information provided by the ART administrator for the ART rating engine. If you are an ART administrator, see <a href="#">Rating Parameters, page 2-51</a> , for more information about setting the cost base for calls.

## Understanding the Top N By Number of Calls Report Results

The report for Top N by Number of Calls includes the following fields. Both incoming and outgoing calls are reported.

Users	The user names
Charge	The total amount of billing charges for all calls to that user. Charges are based on call charge information provided by the ART administrator for the ART rating engine. If you are an ART administrator, see <a href="#">Rating Parameters, page 2-51</a> , for more information about setting the cost base for calls.
Duration(s)	The amount of time, in seconds, that the call was connected.
Calls Made	The total number of calls placed by the user.
Callas Received	The total number of calls received by the user.
Total Calls	The total number of incoming and outgoing calls.

## Understanding the Cisco IP Phone Services Report Results

The Cisco IP Phone Services report includes the following fields.

Cisco IP Phone Services	The name of the selected service.
Number of Subscribers	The total number of subscribers for a given service.
% Subscription	The percentage of users who have subscribed to a given service, out of the total number of subscriptions for all services.