Device Reports

ART provides reporting capabilities for three levels of users: Administrators, managers, and individual users. Only ART administrators can use the device reports.

Device reports help you track the load and performance of Cisco CallManager-related devices, such as conference bridges, voice mail server, and gateways.

This chapter describes the following reports:

- Gateway Detail
- Gateway Summary
- Gateway Utilization
- Route Group Utilization
- Route List Utilization
- Route Pattern Utilization
- Conference Bridge Utilization
- Voice Mail Utilization

Related Topics

- Understanding the Report Results, page 5-134

Gateway Detail

The gateway detail report can only be generated by ART administrators. Use the gateway detail report to track issues with specific gateways. The report provides a list of calls that used the specified gateways.

Tip Use this report to review detailed information about selected gateways. You can specify gateways by type, such as all or some of the VG200 gateways in your system, or by only those gateways that use a particular route pattern.

Use the following instructions to generate, view, or mail detailed information about selected gateways.

Note For information about the report results, see Understanding the Gateway Detail Report Results.

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

Procedure

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 **Device Reports** > **Gateway** > **Detail**.

The Gateway Detail window displays.

Step 3 Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.

If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.

Step 4 In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.

Step 5 Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

Step 6 Repeat Steps 4 and 5 until all the gateways you want to include in the report are listed in the Selected Gateways box.

Step 7 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 8 In the **Select QoS** area, check the boxes for the voice quality categories you want included in the report. All voice quality categories are based on the parameters set in the "Define Quality of Service (QoS) Values" section on page 2-57.

- 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.

Step 9 Choose the date range for the period for which you want to see call information.

Step 10 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 11 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 Gateway Detail Report Results, page 5-135, 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.

Related Topics

- Understanding the Gateway Detail Report Results, page 5-135

Gateway Summary

The gateway summary report can only be generated by ART administrators. This report provides a summary of all the calls that went through the gateways. You can use this information for monitoring the traffic and QoS for calls through the gateways. The total number of calls and the duration under each of the categories id also provided.

You can schedule the report for generation every month or generate the report on demand.

Tip Use the this report to track the functioning of the sytem on a daily basis. If you discover issues that need to be studied further, use the gateway detail report.

Note For information about the report results, see Understanding the Gateway Summary Report Results.

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. See Scheduling Reports, page 2-32, for more information.

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

Use the following instructions to generate, view, or mail summary information about your system.

Procedure

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 **Device Reports** > **Gateway** > **Summary**.

The Gateway Summary window displays.

Step 3 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 4 In the **Select Call Types** area, check the boxes for the types of calls you want included in the report.

- Incoming—Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager network.
- Outgoing—All outbound calls that originate from an IP phone and terminate in a gateway.
- 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.

Step 5 If you selected Generate New Report in Step 3, choose the date range for the period for which you want to generate the report.

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 the Gateway Summary Report Results, page 5-138, 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.

Related Topics

- Understanding the Gateway Summary Report Results, page 5-138

Gateway Utilization

The gateway utilization report can only be generated by ART administrators. The report provides an estimate of the utilization percentage of the gateway(s). You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the gateways selected.

Tip Use this report for load balancing or capacity planning (to evaluate the need for adding or removing gateways, depending on their utilization). You can specify gateways by type, such as all or some of the VG200 gateways in your system, or by only those gateways that use a particular route pattern.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Gateway and Route Utilization Report Results.

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

Use the following instructions to generate, view, or mail gateway utilization information.

Procedure

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 **Device Reports** > **Gateway** > **Gateway Utilization**.

The Gateway Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hour of Day—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 9.
- Day of Week—displays the days of the week that occur within the time period you specify in Step 9.
- Day of Month—displays the days of the month that occur within the time period you specify in Step 9.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.

If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.

Step 6 In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.

Step 7 Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

Step 8 Repeat Steps 6 and 7 until all the gateways you want to include in the report are listed in the Selected Gateways box.

Step 9 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 10 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 11 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 Gateway and Route Utilization Report Results, page 5-139, 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.

Related Topics

- Understanding the Gateway and Route Utilization Report Results, page 5-139

Route Group Utilization

The route group utilization report can only be generated by ART administrators. This report provides an estimated utilization percentage of the selected route group(s). You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the selected route groups.

Tip Use the report to analyze whether the route group capacity is sufficient to meet the usage requirements. Based on the results, you can decide if additions are required. If you're load balancing gateways by using different route groups or route lists assigned to the gateways, you can use this report to see the load for the whole grouping. This report also provides a convenient way of generating

utilization information for a grouping of gateways by a particular route group or route list; the group will also include any H.323 fallback gateways that are using the specified route group or route list.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Gateway and Route Utilization Report Results.

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

Use the following instructions to generate, view, or mail route group utilization information.

Procedure

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 **Device Reports** > **Gateway** > **Route Group Utilization**.

The Route Group Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hour of Day Utilization—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 9
- Day of Week Utilization—displays the cumulative results for each day of the week for the time period you specify in Step 9.
- Day of Month Utilization—displays the cumulative results for each day of the month for the time period you specify in Step 9.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.

If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.

Step 6 In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.

Step 7 Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

Step 8 Repeat Steps 6 and 7 until all the gateways you want to include in the report are listed in the Selected Gateways box.

Step 9 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 10 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 11 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 Gateway and Route Utilization Report Results, page 5-139, 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.

Related Topics

- Understanding the Gateway and Route Utilization Report Results, page 5-139

Route List Utilization

The route list utilization report can only be generated by ART administrators. The route list utilization report provides an estimated utilization percentage of the selected route list(s).

You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the selected route lists.

Tip Use the report to analyze whether the route group capacity is sufficient to meet the usage requirements. Based on the results, you can decide if additions are required. If you're load balancing gateways by using different route groups or route lists assigned to the gateways, you can use this report to see the load for the whole grouping. This report also provides a convenient way of generating utilization information for a grouping of gateways by a particular route group or route list; the group will also include any H.323 fallback gateways that are using the specified route group or route list.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Gateway and Route Utilization Report Results.

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

Use the following instructions to generate, view, or mail route list utilization information.

Procedure

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 **Device Reports** > **Gateway** > **Route List Utilization**.

The Route List Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hour of Day Utilization—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 9
- Day of Week Utilization—displays the cumulative results for each day of the week for the time period you specify in Step 9.
- Day of Month Utilization—displays the cumulative results for each day of the month for the time period you specify in Step 9.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.

If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.

Step 6 In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.

Step 7 Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

Step 8 Repeat Steps 6 and 7 until all the gateways you want to include in the report are listed in the Selected Gateways box.

Step 9 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 10 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 11 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 Gateway and Route Utilization Report Results,

page 5-139, 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.

Related Topics

- Understanding the Gateway and Route Utilization Report Results, page 5-139

Route Pattern Utilization

The route pattern utilization report can only be generated by ART administrators. The route pattern utilization report provides an estimated utilization percentage of the selected route pattern(s). You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the selected route patterns.

Tip Use the report to analyze system usage on the selected route pattern.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Gateway and Route Utilization Report Results.

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

Use the following instructions to generate, view, or mail route pattern utilization information.

Procedure

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 **Device Reports** > **Gateway** > **Route Pattern Utilization**.

The Route Pattern Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hour of Day Utilization—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 9
- Day of Week Utilization—displays the cumulative results for each day of the week for the time period you specify in Step 9.
- Day of Month Utilization—displays the cumulative results for each day of the month for the time period you specify in Step 9.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.

If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.

Step 6 In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.

Step 7 Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

Step 8 Repeat Steps 6 and 7 until all the gateways you want to include in the report are listed in the Selected Gateways box.

Step 9 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 10 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 11 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 Gateway and Route Utilization Report Results, page 5-139, 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.

Related Topics

- Understanding the Gateway and Route Utilization Report Results, page 5-139

Conference Bridge Utilization

The conference bridge utilization report can only be generated by ART administrators. The report provides an estimate of the utilization percentage of the conference bridge(s). You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the conference bridge(s).

Tip Use this report determine the activity on the conference bridge(s) and whether you need to add additional resources. This report helps you identify usage patterns so you can capacity plan when you discover recurring peaks in the usage pattern.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Conference Bridge Utilization Report Results.

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

Use the following instructions to generate, view, or mail conference bridge utilization information.

Procedure

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 **Device Reports** > **Conference Bridge** > **Utilization**.

The Conference Bridge Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hourly Utilization—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 5.
- Day of Week Utilization—displays the cumulative results for each day of the week for the time period you specify in Step 5.
- Daily Utilization—displays the cumulative results for each day for the time period you specify in Step 5.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 6 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 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 the Conference Bridge Utilization Report Results, page 5-139, 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.

Related Topics

- Understanding the Conference Bridge Utilization Report Results, page 5-139

Voice Mail Utilization

The voice mail utilization report can only be generated by ART administrators. The report provides an estimate of the utilization percentage of the voice mail server(s). You can examine the usage based on each hour of a day, or by a specified number of days per week or month. Reports are generated for each of the voice mail server(s).

Tip Use this report determine the activity on the voice mail server(s) and whether you need to add additional resources. This report helps you identify usage patterns so you can capacity plan when you discover recurring peaks in the usage pattern.

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. See Scheduling Reports, page 2-32, for more information.

Note For information about the report results, see Understanding the Voice Mail Utilization Report Results.

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

Use the following instructions to generate, mail, or view voice mail utilization information.

Procedure

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 **Device Reports** > **Voice Mail** > **Utilization**.

The Voice Mail Utilization window displays.

Step 3 In the **Generate Report** field, choose one of the following:

- Hourly Utilization—displays the cumulative results for each hour in a 24-hour period for the time period you specify in Step 5.
- Day of Week Utilization—displays the cumulative results for each day of the week for the time period you specify in Step 5.
- Daily Utilization—displays the cumulative results for each day for the time period you specify in Step 5.

Step 4 In the **Available Reports** field, choose an automatically generated report (if available), or use the default **Generate New Report**.

Step 5 If you chose Generate New Report in Step 4, enter the date range for the period for which you want to see call information.

Step 6 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 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 the Conference Bridge Utilization Report Results, page 5-139, 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.

Related Topics

Understanding the Conference Bridge Utilization Report Results, page 5-139

Understanding the Report Results

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

Related Topics

- Understanding the Gateway Detail Report Results, page 5-135

- Understanding the Gateway Summary Report Results, page 5-138
- Understanding the Gateway and Route Utilization Report Results, page 5-139
- Understanding the Conference Bridge Utilization Report Results, page 5-139
- Understanding the Voice Mail Utilization Report Results, page 5-140

Understanding the Gateway Detail Report Results

The gateway detail report includes the following fields.

Date	The date when the call went through the gateway.
Orig. Time	The time when the call went through the gateway.
Origination IP	The IP address of the device that placed the call.
Orig. Device	The device name of the device that placed the call. For incoming and tandem calls, this is the device name of the gateway.
Dest Device	The device name of the device that received the call. For outgoing and tandem calls, this is the device name of a gateway. For conference calls, this is the device name of the conference bridge.

QoS	Quality of service shows the voice quality grade achieved for the calls. All voice quality categories are based on the parameters set in the "Define Quality of Service (QoS) Values" section on page 2-57. • 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.
Orig QoS	Quality of service shows the voice quality grade achieved for the calls.
Dest QoS	The QOS category experienced by the receiver of the call.
Term. Time	The time the call terminated.
Duration(s)	The duration, in seconds, that the call was connected. The duration is 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 type (compression or payload type) that the call originator used on its sending side during this call. This may differ from the codec type used on its receiving side.
Dest. Codec	The codec type (compression or payload type) that the destination used on its sending side during this call. This may differ from the codec type used on its receiving side.

Understanding the Gateway Summary Report Results

The gateway summary report includes the following fields.

Call Classification	Shows the total number of calls for each call classification.
Quality of Service	Shows a summary of the performance of the various gateways with the total number of calls for each of the vice quality categories. All voice quality categories are based on the parameters set in the "Define Quality of Service (QoS) Values" section on page 2-57. • 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	Shows the types of calls scrutinized for this report.
Duration(s)	Shows the number of seconds that the call was connected.

Understanding the Gateway and Route Utilization Report Results

The gateway, route group, route list, and route pattern utilization reports provide similar output. If you generated either report in CSV format, the report displays in a table. If you chose PDF, the report shows the utilization as a bar chart. A graph is displayed for each of the gateways or route groups selected.

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

Understanding the Conference Bridge Utilization Report Results

The following fields are provided on the report. If you chose CSV output, the report displays the utilization in a table. If you chose PDF, the report shows the utilization as a bar chart.

Time	Time in one-hour blocks if you chose Hourly; one-day blocks if you chose day of week or daily.
Percentage	Conference bridge utilization percentage.
Conf. Bridge	The conference bridge device that is used to hold conference calls.

Type	Either hardware of software conference bridge.
Max Streams	The number of conferences that can be held at a time along with the number of people per conference.

Understanding the Voice Mail Utilization Report Results

The following fields are provided on the report. If you chose CSV output, the report displays the utilization in a table. If you chose PDF, the report shows the utilization as a bar chart.

X axis—Time	Time in one-hour blocks if you chose Hourly; one-day blocks if you chose day of week or daily.
Y axis—Percentage	Voice mail utilization percentage.
Time	The time the call originated.
Voice Mail Ports	The sum of the maximum number of ports for all the gateways under the route patterns configured for Octel voice mail and the entries in the Device table of Cisco CallManager that have type Class as 8.
Voice Mail Gateways	The originating or destination device name as the gateways under the route patterns configured for Octel system.
Number of Ports	The number of ports supported by the voice mail gateway.