



Understanding CAR Reports

This chapter explains the report output information for each CAR report type.

Understanding Report Results

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

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Bill Summary Report Results

The report groups information by the user name in ascending order. The summary report includes the following fields (see [Table A-1](#)).

Table A-1 Summary Report Fields

Field	Description
Call Classification—Call categories specify classes.	
Internal	Intracluster 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.

Table A-1 Summary Report Fields (continued)

Field	Description
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
<p>QoS—The number of calls for each Quality of Service category. Parameters set by the CAR administrator provided basis for QoS categories; see Defining the Quality of Service (QoS) Values, page 15-9, and Configuring QoS Parameters, page 17-7.</p>	
Good	QoS for these calls designates the highest possible quality.
Acceptable	QoS for these calls shows them slightly degraded but still falls within an acceptable range.
Fair	QoS for these calls, although degraded, still fall 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.
<p>Calls—Indicates the number of calls for each call classification.</p> <p>The total number of calls and total charges by reportee and per-call classification by manager</p>	
<p>Charge—Indicates the charge associated with each call. Call charge information provided by the CAR administrator for the CAR rating engine provides basis for charges. See Configuring the Rating Engine, page 15-1.</p>	

Bill Detail Report Results

The report groups information by the user name in ascending order. The detail report includes the following fields (see [Table A-2](#)).

Table A-2 Detail Report Fields

Field	Description
Date and Orig. Time	The date and time the that call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification—Call categories specify classes.	
Internal	Intracluster 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, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.

Table A-2 Detail Report Fields (continued)

Field	Description
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QoS	QoS—The number of calls for each Quality of Service category. Parameters set by the CAR administrator provided basis for QoS categories; see Defining the Quality of Service (QoS) Values, page 15-9 , and Configuring QoS Parameters, page 17-7 .
Good	QoS for these calls designates the highest possible quality.
Acceptable	QoS for these calls shows them slightly degraded but still falls within an acceptable range.
Fair	QoS for these calls, although degraded, still falls within a usable range.
Poor	QoS for these calls was unsatisfactory.
NA	These calls did not match any of the criteria for the established QoS categories.
Duration(s)	The time, in seconds, that the call was connected.
Charge	Indicates the charge associated with each call. Call charge information provided by the CAR administrator for the CAR rating engine provides basis for charges. See Configuring the Rating Engine, page 15-1 .

Top N By Charge or Duration Report Results

Reports for Top N by Charge or Top N by Duration include the following fields. The report shows only outgoing calls. See [Table A-3](#).

Table A-3 *Top N by Charge and by Duration Report Fields*

Field	Description
Users	User names.
Calls	Total number of calls.
Duration(s)	The time, in seconds, that the call was connected.
Charge	Indicates the charge associated with each call. Call charge information provided by the CAR administrator for the CAR rating engine provides basis for charges. See Configuring the Rating Engine, page 15-1 .

Top N By Number of Calls Report Results

The report for Top N by Number of Calls includes the following fields. The report shows both incoming and outgoing calls. See [Table A-4](#).

Table A-4 *Top N by Number of Calls Report Fields*

Field	Description
Users	User names.
Calls	Total number of calls.
Duration(s)	The time, in seconds, that the call was connected.

Table A-4 Top N by Number of Calls Report Fields (continued)

Field	Description
Charge	The total amount of billing charges for all calls to that user. Call charge information provided by the CAR administrator for the CAR rating engine provides basis for charges. See Configuring the Rating Engine, page 15-1 .
Calls Made	The total number of calls placed by the user.
Calls Received	The total number of calls received by the user.
Total Calls	The total number of incoming and outgoing calls.

Cisco IP Phone Services Report Results

The Cisco IP Phone Services report includes the following fields. See [Table A-5](#).

Table A-5 Cisco IP Phone Services Report Fields

Field	Description
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.

QoS Detail Report Results

The QoS detail report includes the following fields. See [Table A-6](#).

Table A-6 QoS Detail Report Fields

Field	Description
Orig. Time	The time the call was placed, in 24-hour, minute, and second format.
Term. Time	The time the call disconnected, in 24-hour, minute, and second format.
Duration(s)	The amount of time, in seconds, that the call was connected.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification—Call categories specify classes.	
Internal	Intracenter 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.

Table A-6 QoS Detail Report Fields (continued)

Field	Description
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and went into the Cisco CallManager network.
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Orig. Codec	The codec used by the originating device.
Dest. Codec	The codec used by the destination device.
Orig. Device	The name of the device that placed the call.
Dest. Device	The name of the device that received the call.
Orig. QoS	The voice quality experienced by the device that placed the call.
Dest. QoS	The voice quality experienced by the device that received the call.

QoS Summary Report Results

The QoS summary report includes the following fields. See [Table A-7](#).

Table A-7 QoS Summary Report Fields

Field	Description
Orig. Time	The time the call was placed, in 24-hour, minute, and second format.
Term. Time	The time the call disconnected, in 24-hour, minute, and second format.
Duration(s)	The time, in seconds, that the call was connected.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification—Call categories specify classes.	
Internal	Intracenter 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.

Table A-7 QoS Summary Report Fields (continued)

Field	Description
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and went into the Cisco CallManager network.
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Orig. Codec	The codec used by the originating device.
Dest. Codec	The codec used by the destination device.
Orig. Device	The name of the device that placed the call.
Dest. Device	The name of the device that received the call.
Orig. QoS	The voice quality experienced by the device that placed the call.
Dest. QoS	The voice quality experienced by the device that received the call.

QoS by Gateways Report Results

The QoS by gateways report provides the following information. See [Table A-8](#).

Table A-8 QoS Gateway Report Fields

Field	Description
Time	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
% of Calls	Displays the percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.

QoS by Call Types Report Results

The QoS by call types report provides the following information. See [Table A-9](#).

Table A-9 QoS Call Type Report Fields

Field	Description
Time	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
% of Calls	Displays the percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
Internal	Intracuster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).

Table A-9 OoS Call Type Report Fields (continued)

Field	Description
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, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and went into the Cisco CallManager network.
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Total	The total number of calls for each hour or day.

Traffic Summary Report Results

The traffic summary and traffic summary by extension reports provides some or all of the following information. See [Table A-10](#).

Table A-10 Traffic Summary Report Fields

Field	Description
Time	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
No of Calls	Displays the percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
Internal	Intracuster 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, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.

Table A-10 Traffic Summary Report Fields (continued)

Field	Description
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and went into the Cisco CallManager network.
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Total	The total number of calls for each hour or day.

System Overview Report Results

The system overview provides information about all parts of the Cisco CallManager network. The report provides the following sections. See [Table A-11](#).

Table A-11 System Overview Report

Field	Description
Top 5 Users based on Charge	Details the 5 users who have incurred the highest charges for calls that occurred during the specified date range. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.
Top 5 Destinations based on Charge	Details the 5 called numbers that have incurred the highest charges for calls during the specified date range. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.
Top 5 Calls based on Charge	Details the 5 calls that have incurred the highest charges for calls during the specified date range. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.
Top 5 User based on Duration	Details the 5 users who have spent the most time on calls during the specified date range. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.

Table A-11 System Overview Report (continued)

Field	Description
Top 5 Destinations based on Duration	Details the 5 called numbers that have been engaged in calls for the longest time during the specified date range. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.
Top 5 Calls based on Duration	Details the 5 longest calls for the date range specified. See Top N By Charge or Duration Report Results, page A-6 , for details about this section of the system overview report.
Traffic Summary Report - Hour of Day	Shows the volume of calls during the specified date range based on each hour of the day. See Traffic Summary Report Results, page A-14 , for details about this section of the system overview report.
Traffic Summary Report - Day of Week	Shows the volume of calls during the specified date range based on each day of the week. See Traffic Summary Report Results, page A-14 , for details about this section of the system overview report.
Traffic Summary Report - Day of Month	Shows the volume of calls during the specified date range based on each day of the month. See Traffic Summary Report Results, page A-14 , for details about this section of the system overview report.

Table A-11 System Overview Report (continued)

Field	Description
Quality of Service Report - Summary	Shows the number of calls that fell within each voice-quality category during the specified date range. See QoS Summary Report Results, page A-10 , for details about this section of the system overview report.
Gateway Summary Report	Shows the summary of the call classification for each gateway along with the QoS, the number of calls, and the duration for each classification for the gateway during the specified date range. See QoS by Gateways Report Results, page A-12 , for details about this section of the system overview report.

CDR Error Report Results

The CDR error report provides the following information. See [Table A-12](#).

Table A-12 CDR Error Report Fields

Field	Description
Time	The hour for the specified day that the error occurred.
No of Error CDRs	The total number of CDR data records that were not processed during loading into CAR due to an error.
No of Valid CDRs	The total number of CDR data records that were successfully loaded to CAR.
% of Error CDRs	The percentage of failed CDR data records out of all the CDR data records to be loaded.

Table A-12 CDR Error Report Fields (continued)

Field	Description
Error Description	An error that occurred when trying to load the CDR data records.
% of Each Error	The percentage of CDR data records that failed due to the corresponding error description.

Gateway Detail Report Results

The gateway detail report includes the following fields. See [Table A-13](#).

Table A-13 Gateway Detail Report Fields

Field	Description
Date	The date when the call went through the gateway.
Orig. Time	The time when the call went through the gateway.
Term. Time	The time that the call terminated.
Duration(s)	The duration, in seconds, that the call was connected. The duration specifies the difference between the Dest Connect and the Dest Disconnect times.
Orig	The directory number from which the call was placed.
Dest	The directory number to which the call was originally placed. If the call was not forwarded, this directory number should match the Final Destination number. If the call was forwarded, this field contains the original destination number of the call before it was forwarded.

Table A-13 Gateway Detail Report Fields (continued)

Field	Description
Orig. Codec	The codec type (compression or payload type) that the call originator used on its sending side during this call. This type 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 type may differ from the codec type used on its receiving side.
Orig. Device	The device name of the device that placed the call. For incoming and tandem calls, this field specifies the device name of the gateway.
Dest Device	The device name of the device that received the call. For outgoing and tandem calls, this field specifies the device name of a gateway. For conference calls, this field specifies the device name of the conference bridge.
Orig QoS	Quality of service shows the voice-quality grade achieved for the calls.
Dest QoS	The QOS category experienced by the receiver of the call.

Gateway Summary Report Results

The gateway summary report includes the following fields. See [Table A-14](#).



Note

The gateway summary report segregates calls for each call classification selected by the user, and divides the calls on QoS type.

Table A-14 Gateway Summary Report Fields

Field	Description
Call Classification	Shows the total number of calls for each call classification.
Quality of Service	<p>Shows a summary of the performance of the various gateways with the total number of calls for each voice-quality category. The parameters set in the Defining the Quality of Service (QoS) Values, page 15-9, provide the basis for all voice-quality categories.</p> <ul style="list-style-type: none"> • Good—QoS for these calls specifies the highest possible quality. • Acceptable—QoS for these calls, although slightly degraded, still falls within an acceptable range. • Fair—QoS for these calls, although degraded, still falls within a usable range. • Poor—QoS for these calls was unsatisfactory. • NA—These calls did not match any criteria for the established QoS categories.
Calls	Shows the total number of calls for the particular call classification.
Duration(s)	Shows the total number of duration for all the calls for the particular call classification.

Gateway and Route Utilization Report Results

The gateway, route group, route list, and route pattern utilization reports provide similar output. If you generate these reports in CSV format, the report displays in a table. If you chose PDF, the report shows the utilization as a bar chart. A graph displays for each selected gateway or route group. See [Table A-15](#).

Table A-15 Gateway and Route Utilization Report Fields

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

Conference Bridge Utilization Report Results

The report provides the following fields. 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. See [Table A-16](#).

Table A-16 Conference Bridge Utilization Report Fields

Field	Description
Time	Time in one-hour blocks if you chose Hourly or 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 of Conference Bridge	Either hardware or software conference bridge.
Max Streams	The number of conferences that can be held at a time along with the number of people per conference.

Voice Mail Utilization Report Results

The report provides the following fields. 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. See [Table A-17](#).

Table A-17 Voice Mail Utilization Report Fields

Field	Description
X axis—Time	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
Y axis—Percentage	Voice-mail utilization percentage.

Table A-17 Voice Mail Utilization Report Fields (continued)

Field	Description
Time	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
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.

Understanding the CDR Search Results

The following sections describe CDR search results: [Understanding the Results for CDR Search, page A-24](#), [Media Information, page A-26](#), and [CDR and CMR Dump Tables, page A-27](#).

Understanding the Results for CDR Search

The CDR search provides following information. See [Table A-18](#).

Table A-18 CDR Search Results

Field	Description
SI No	The serial or record number.
Call Type	The type of call: simple, transferred, forwarded, or conference.

Table A-18 CDR Search Results (continued)

Field	Description
GCID_CMId GCID_CallId	The call identifiers associated with all the records for the entire call.
Orig Node Id Dest Node Id	The node within the Cisco CallManager cluster where the call originator/destination was registered at the time of the call.
Orig Leg Id Dest Leg Id	The unique identifiers (within a cluster) to the originating/destination leg of a call.
Calling No Calling Partition	The calling number specifies the directory number where the call originated. The calling partition specifies the partition associated with the calling party.
Called No Called Partition	The called number specifies the directory number from which the call was initially placed and is the same as the Dest No when the call is not transferred or forwarded. The called partition specifies the partition associated with the called party.
Dest No Dest No Partition	The destination number specifies the directory number where the call finally terminated and is the same as the called number when the call is not transferred or forwarded. The destination number partition specifies the partition associated with the destination number.

Table A-18 CDR Search Results (continued)

Field	Description
Last Rd. No Last Rd. No Partition	The last redirected number specifies the directory number from which the call was finally redirected. The last redirected number partition specifies the partition associated with the last redirected number.
Media Info Orig Pkts Rcd Dest Pkts Rcd Orig Pkts Lost Dest Pkts Lost	The packets received or lost for the origination or destination leg of a call and a link to the media information. See CDR and CMR Dump Tables, page A-27 , for information about the CDR and CMR Dump tables.
CDR - CMR Dump	A link to the CDR and CMR dump tables. These tables identify the CDR and CMR table dumps as specified in the CallDetailRecord and CallDetailRecordDiagnostic tables in the CDR database. See CDR and CMR Dump Tables, page A-27 , for information about the CDR and CMR Dump tables.

Media Information

The media information table provides following information. See [Table A-19](#).

Table A-19 CDR Media Information

Field	Description
Origination Leg	A unique identifier (within a cluster) for the originating leg of a call.
Destination Leg	A unique identifier (within a cluster) for the destination leg of a call.

Table A-19 CDR Media Information (continued)

Field	Description
Parameter	The media parameters: MediaTransportAdd_IP, PayloadCapability, MediaCap_g723BitRate, packets sent, octets sent, packets received, octets received, packets lost, jitter, latency, and QoS.
Origination	The value for all the preceding parameters for the origination leg of the call.
Destination	The value for all the preceding parameters for the destination leg of the call.

CDR and CMR Dump Tables

The CDR and CMR dump tables provide the following information. See [Table A-20](#).

Table A-20 CDR and CMR Dump Tables

Field	Description
CDR	The call detail record fields.

Table A-20 CDR and CMR Dump Tables (continued)

Field	Description
Origination CMR	There are only a single set of fields for origination and destination in the database. The origination or destination CMR can be found using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, then the following record is Orig/Dest CMR.
Destination CMR	There are only a single set of fields for origination and destination in the database. The origination or destination CMR can be found using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, then the following record is Orig/Dest CMR.