



Quality Report Tool

This chapter provides general and procedural information on the Serviceability Quality Report Tool (QRT) tool.

This chapter contains the following topics:

- [Understanding Quality Report Tool \(QRT\), page 10-1](#)
- [Information Included in Phone Problem Reports, page 10-2](#)
- [Device Management, page 10-7](#)
- [Where to Find More Information, page 10-8](#)

Understanding Quality Report Tool (QRT)

The Quality Report Tool (QRT) is a voice quality and general problem-reporting tool for Cisco CallManager IP Phones. QRT is a feature that extends to IP phones as an NT service. The Cisco Extended Functions service supports the QRT feature. See the [“Cisco Extended Functions Service” section on page 3-2](#) for more information on the Cisco Extended Functions service.

QRT consists of the following key components:

- **Viewer application**—The Phone Problem Reports Viewer, located in the Tools menu in the Cisco CallManager Serviceability web pages, allows you to filter, format, and view generated problem reports. Refer to [“Phone Problem Reports Viewer”](#), in the *Cisco CallManager Administration Guide* for more information.

QRT is installed as part of the Cisco CallManager installation. You can configure users' Cisco IP Phone with QRT so they can report problems with phone calls. Issues are reported using a Cisco IP Phone soft key labeled QRT. QRT is supported for the Cisco IP Phone 7960, and Cisco IP Phone 7940. The QRT soft key is available only when the IP phone is in the Connected, Connected Conference, Connected Transfer, and/or OnHook states.

When users press the QRT soft key on their IP phone, they are presented with a list of problem categories. Users can then choose the appropriate problem category, and their feedback is logged in the XML file. Actual information logged depends on the user selection and whether the destination device is a Cisco IP Phone. Refer to the *Cisco IP Phone Administration Guide for Cisco CallManager* for more Cisco IP Phone user information.

Information Included in Phone Problem Reports

QRT collects information from various sources and compiles the information into an IP Phone Problem report, based on your selected criteria. The following tables contain the different sources from which QRT collects information, and describe the IP Phone Problem report fields.

Table 10-1 Information Collected From Source Device

Source Device Information

- Source Device DN—In case of multi-line, only first primary DN is listed
 - Source Device Type
 - Source Stream1 Port Number
 - Source Codec (e.g., G.711u)
 - Source Packets (e.g., 12, 45, 78)
 - Source Rcvr Packets (e.g., 12, 45, 78)
 - Source Rcvr Jitter (e.g., 0 0)
 - Source Rcvr Packet Lost (e.g., 0, 21 0, 21)
 - Source Sampling timestamp (Implicit) (e.g., 12:30, 13:00, 13:30, 14:00, etc.)
-

Table 10-1 Information Collected From Source Device**Source Device Information**

- Destination Device IP Address
- Destination Stream1 Port number



Note The number of samples collected, like Packets, Jitter, Packet Lost, etc., depends on the sampling duration and polling frequency. Also, for the “Problems with last call” category, these values may reflect only the last snapshot of the streaming statistics stored in the phone device. For problem categories, refer to the *Cisco IP Phone Administration Guide for Cisco CallManager*.

Table 10-2 Information Collected From Destination Device

Note If the destination device is also a Cisco IP Phone (7960, 7940) within the same cluster, then the following information is collected. If the destination device is not an IP phone, then this information is limited to IP address, device name, and device type only.

Destination Device Information

- Destination Device DN—In case of multi-line, only first primary DN is listed
- Destination Device Type
- Destination Codec
- Destination Packets
- Destination Rcvr Packets
- Destination Rcvr Jitter
- Destination Rcvr Packet Lost

Destination Device Information

- Destination Sampling timestamp (Implicit)
-



Note The number of samples collected like Packets, Jitter, Packet Lost, etc., depend on the sampling duration and polling frequency. QRT attempts to collect the information from Destination IP Phone only for “Problems with last call” category, these values may reflect only the last snapshot of the streaming statistics stored in the phone device. For problem categories, refer to the *Cisco IP Phone Administration Guide for Cisco CallManager*.

Table 10-3 Information Collected from RIS

RIS Information

- Source Device owner—User name; this is the name of the user currently logged into the IP phone. If there is no specific user logged-in, then this field is null.

- Source Device IP Address

- Source Device Regd. CM

- Source Device Type

- Source Device Model

- Source Device Product

- Destination Device Name

- Destination Device Type

- Destination Device Model

- Destination Device Product

- Registered CM Name for Destination Device

- Destination Device Owner—User name; this is the name of the user currently logged into the IP phone. If there is no specific user logged-in, then this field is null.

Table 10-4 Information Collected From Cisco CallManager/CtiManager**Note**

Cisco CallManager dumps most of this information into CDR as well.

Cisco CallManager/CtiManager Information

- Source Device Name (MAC)
 - Calling Party Number—This the the party that placed the call. For transferred calls, the transferred party becomes the calling party.
 - Original Called Party Number—This is the party that was originally called, after any digit translations have occurred.
 - Final Called Party Number—For forwarded calls, this is the last party to receive the call. For non-forwarded calls, this field is the original called party.
 - Last Redirect Number—For forwarded calls, this field is the last party to redirect the call. For non-forwarded calls, this field is the last party to redirect (transfer, conference, etc.) the call.
 - callManagerId (To distiguish the call for CAR)
 - callId (To distiguish the call for CAR)
 - CallState (Connected, OnHook, etc.)
-

Table 10-5 Information Collected From Cisco CallManager Database

Cisco CallManager Database Information

- Sampling Duration (Service Parameter)—e.g., 50 seconds
 - Sampling Frequency (Service Parameter)—e.g., 30 second
 - ClusterID (Enterprise Parameter)
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Table 10-6 Information Collected From the End-User

End-User Information
<ul style="list-style-type: none">• Category
<ul style="list-style-type: none">• ReasonCode
<ul style="list-style-type: none">• TimeStamp (Implicit)

Related Topics

- [Listing IP Phone Problem Reports, page 12-2](#)
- [Alarm Configuration, page 2-1](#)
- [Trace Configuration, page 5-1](#)

Device Management

When a user presses the QRT soft key, QRT opens the device so that various screens are presented to the user for feedback. Once the user interaction is over, QRT closes the device again. It is possible that, while the user is interacting with the QRT screen, another application, such as Cisco Call Back or IPMA, or function keys like settings, directories, messages, etc., could overwrite the QRT screen. In this situation, QRT cannot close this device because the device is in the wait state.

Also, if a user is navigating through the QRT screen and leaves the device for an extended period of time and forgets to choose a selection like “go home” or “coffee break”, then the QRT uses a separate thread that checks periodically for this and closes the unattended/lost device. This prevents the device from consuming heavy amounts of resources that, over time, could impact CTI performance. Currently, the default setting is to check every hour and to close devices that have been opened for more than an hour.

Related Topics

- [Listing IP Phone Problem Reports, page 12-2](#)
- [Information Included in Phone Problem Reports, page 10-2](#)

Where to Find More Information

Related Topics

- [Cisco CallManager Services](#), page 3-1
- [Real-Time Monitoring](#), page 9-1
- [Simple Network Management Protocol](#), page 17-1

Additional Cisco Documentation

- *Cisco CallManager Administration Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
http://lbj.cisco.com/push_targets1/ucdit/cc/td/doc/product/voice/c_ipphon/i_p_clmgr/index.htm Cisco IP Phone 7960 and 7940 Series User Guide
- *Cisco IP Phone 7960 and 7940 Series User Guide*
http://lbj.cisco.com/push_targets1/ucdit/cc/td/doc/product/voice/c_ipphon/i_p_clmgr/index.htm