



Quality Report Tool

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

This chapter contains the following topics:

- [Understanding Quality Report Tool \(QRT\), page 10-1](#)
- [Information Included in Phone Problem Reports, page 10-2](#)
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Understanding Quality Report Tool (QRT)

The Quality Report Tool (QRT), a voice-quality and general problem-reporting tool for Cisco CallManager IP Phones, 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 comprises the viewer application key component.

The QRT Viewer, located in the Tools menu in Cisco CallManager Serviceability, allows you to filter, format, and view problem reports that are generated. Refer to the [“QRT Viewer” section on page 13-1](#), in the *Cisco CallManager Serviceability Administration Guide* for more information.

You can configure Cisco IP Phone with QRT, which is installed as part of the Cisco CallManager installation, so that users can report problems with phone calls. Users report issues by using a Cisco IP Phone softkey that is labeled QRT. Any Cisco IP Phone that supports HTTP web server also include support for QRT. The IP phone must be in the Connected, Connected Conference, Connected Transfer, and/or OnHook states for the QRT softkey to be available.

When users press the QRT softkey on their IP phone, they get presented with a list of problem categories. Users can then choose the appropriate problem category, and the system logs their feedback in the XML file. What actual information gets logged depends on the user selection and whether the destination device is a Cisco IP Phone.

For detailed information about how to configure and use QRT, refer to the *Cisco CallManager Features and Services Guide*.

For more Cisco IP Phone user information, refer to the *Cisco IP Phone Administration Guide for Cisco CallManager*.

Information Included in Phone Problem Reports

QRT collects information from various sources and compiles the information into an IP Phone Problem report, based on chosen 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 multiline, information lists only first primary DN.
• Source Device Type
• Source Stream1 Port Number
• Source Codec (for example, G.711)
• Source Packets (for example, 12, 45, 78)
• Source Rcvr Packets (for example, 12, 45, 78)
• Source Rcvr Jitter (for example, 0 0)

Table 10-1 Information Collected from Source Device (continued)

Source Device Information	
	• Source Rcvr Packet Lost (for example, 0, 21 0, 21)
	• Source Sampling timestamp (Implicit) (for example, 12:30, 13:00, 13:30, 14:00, and so on.)
	• Destination Device IP Address
	• Destination Stream1 Port number
Note	The number of samples that is collected, such as Packets, Jitter, Packet Lost, and so on, depends on the sampling duration and polling frequency. The QRT collects streaming data only once per call. For example, if A calls B and both A and B submit multiple reports for that same call, only the first report includes the streaming data. Also, for the “Problems with last call” category, these values may reflect only the last snapshot of the streaming statistics that are stored in the phone device. For problem categories, refer to the <i>Cisco IP Phone Administration Guide for Cisco CallManager</i> .

Table 10-2 Information Collected from Destination Device

Destination Device Information	
	• Destination Device DN—In case of multiline, information lists only first primary DN.
	• Destination Device Type
	• Destination Codec
	• Destination Packets
	• Destination Rcvr Packets
	• Destination Rcvr Jitter
	• Destination Rcvr Packet Lost

Table 10-2 Information Collected from Destination Device (continued)**Destination Device Information**

- Destination Sampling timestamp (Implicit)

Note The number of samples that is collected like Packets, Jitter, Packet Lost, and so on, depends on the sampling duration and polling frequency. Streaming data gets collected only once per call. For example, if A calls B, and both A and B submit multiple reports for that same call, only the first report includes the streaming data. For “Problems with last call” category, these values may reflect only the last snapshot of the streaming statistics that are stored in the phone device. For problem categories, refer to the *Cisco IP Phone Administration Guide for Cisco CallManager*.

**Note**

If the destination device is also a Cisco IP Phone (for example, 7960, 7940) within the same cluster, QRT collects the previous information. If the destination device is not an IP phone, this information includes only IP address, device name, and device type.

Table 10-3 Information Collected from RIS**RIS Information**

- Source Device owner—User name—This name specifies the name of the the user who is currently logged in to the IP phone. If no specific user is logged in, this field shows 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

Table 10-3 Information Collected from RIS (continued)

RIS Information
• Destination Device Product
• Registered CM Name for Destination Device
• Destination Device Owner—User name; this name specifies the name of the user who is currently logged in to the IP phone. If no specific user is logged in, this field shows null.

Table 10-4 Information Collected from Cisco CallManager/CTIManager

Cisco CallManager/CtiManager Information
• Source Device Name (MAC)
• Calling Party Number—This number specifies the party that placed the call. For transferred calls, the transferred party becomes the calling party.
• Original Called Party Number—This number specifies the party that was originally called, after any digit translations have occurred.
• Final Called Party Number—For forwarded calls, this number specifies the last party to receive the call. For non-forwarded calls, this field specifies the original called party.
• Last Redirect Number—For forwarded calls, this field specifies the last party to redirect the call. For non-forwarded calls, this field specifies the last party to redirect (transfer, conference, and so on) the call.
• callManagerId (To distinguish the call for CAR)
• callId (To distinguish the call for CAR)
• CallState (Connected, On Hook, and so on)

**Note**

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

*Table 10-5 Information Collected from Cisco CallManager Database***Cisco CallManager Database Information**

- Sampling Duration (Service Parameter)—for example, 50 seconds
- Sampling Frequency (Service Parameter)—for example, 30 second
- ClusterID (Enterprise Parameter)

*Table 10-6 Information Collected from the End User***End-User Information**

- Category
- ReasonCode
- TimeStamp (Implicit)

Related Topics

- [Listing IP Phone Problem Reports, page 13-2](#)
- [Alarm Configuration, page 2-1](#)
- [Trace Configuration, page 5-1](#)

Device Management

When a user presses the QRT softkey, QRT opens the device, so user views various windows for feedback. After the user interaction is over, QRT closes the device. While the user is interacting with the QRT screen, another application, such as Cisco Call Back or IPMA, or function keys such as settings, directories, messages, and so on, 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 window and leaves the device for an extended time and forgets to make a choice such as “go home” or “coffee break,” the QRT uses a separate thread that checks periodically for this and closes the unattended/lost device. This action prevents the device from consuming large

amounts of resources that, over time, could impact CTI performance. Currently, the default setting designates to check every hour and to close devices that have remained open for more than an hour.

Related Topics

- [Information Included in Phone Problem Reports, page 10-2](#)
- [Chapter 13, “QRT Viewer,” *Cisco CallManager Serviceability Administration Guide*](#)

Where to Find More Information

Related Topics

- [Cisco CallManager Services, page 3-1](#)
- [Real-Time Monitoring Tool, page 9-1](#)
- [Simple Network Management Protocol, page 18-1](#)

Additional Cisco Documentation

- [Cisco CallManager Features and Services Guide](#)
- [Cisco CallManager Serviceability Administration Guide](#)
- [Cisco IP Phones and Services:](#)

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/index.htm

■ Where to Find More Information