



APPENDIX **B**

Default Report Definitions

If you deleted a default report, you can recreate it using the information provided here. [Table B-1](#) provides most of the information that you need to complete each page of the report wizard. Here is some additional guidance for recreating default reports:

- Report Wizard—Page 1

Enter the report name and select the report type. To select the report type, hover over the **Select** link, hover over **General**, and then select the report type from the list.

- Report Wizard—Page 2

Create one or more subreports. (Subreport names are provided in [Table B-1](#).) Among the items that you need to select for each subreport are:

- Monitor Type—If not listed in [Table B-1](#), you will not need to select one.
- Attributes—If not listed in [Table B-1](#), you will not need to select them.
- Show—For the most part, [Table B-1](#) does not provide instructions for selecting among the Show Table Only, Show Graph Only, and Show Table and Graph options. Generally, default reports show both a table and a graph (select Show Table and Graph). A table only is displayed (select Show Table Only), however, for these reports:

Top N Gateways by Utilization—Monthly

Top N Service Availability Across Clusters by Time—Monthly

Top N Trunks by Utilization—Monthly

Additional options might be displayed on page 2; required input varies depending on the report type.

- Report Wizard—Page 3

Page 3 includes options for report display, e-mail, and schedule. Report display and e-mail options are a matter of preference. Among schedule options, [Table B-1](#) provides the frequency. Schedule options for default reports should include:

- Scheduled (not On Demand)
- Schedule—No Filter
- Sharing—Share This Report with Everybody
- Report Period—Select the period that aligns with the frequency specified in [Table B-1](#):
 - Daily—1 day
 - Weekly—Last 7 days
 - Monthly—Last 30 days

Select the Reports tab and click the Create button to start the report wizard. [Table B-1](#) walks you through the major settings on all three pages of the report wizard.

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Average Call Duration Across Clusters - Monthly	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Average Duration (hh:mm:ss) International - Average Duration (hh:mm:ss) Emergency - Average Duration (hh:mm:ss) Long Distance - Average Duration (hh:mm:ss) Local - Average Duration (hh:mm:ss) 	Average Call Duration Across Clusters - Monthly	Monthly
Average Call Duration vs Volume Across Clusters - Monthly	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Duration of Calls (hh:mm:ss) International - Duration of Calls (hh:mm:ss) Emergency - Duration of Calls (hh:mm:ss) Long Distance - Duration of Calls (hh:mm:ss) Local - Duration of Calls (hh:mm:ss) 	Call Duration Across Clusters	Monthly
		Call Volume	<ul style="list-style-type: none"> Voice Mail - Number of Calls (#) International - Number of Calls (#) Emergency - Number of Calls (#) Long Distance - Number of Calls (#) Local - Number of Calls (#) 	Call Volume Across Clusters	
Average Duration of Calls Across Clusters - Monthly	Instance Aggregation	Call Volume	All Categories - Average Duration (hh:mm:ss)	Average Duration of Calls Across Clusters - Monthly	Monthly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Call Completion Rate Across Clusters - Monthly	Instance Aggregation	Call Volume	Select Show Only Graph and select these attributes: <ul style="list-style-type: none"> All Categories - Number of Completed Calls (#) All Categories - Number of Failed Calls (#) 	Call Completion Rate Across Clusters	Monthly
		Call Volume	Select Show Only Table and select these attributes: <ul style="list-style-type: none"> All Categories - Number of Completed Calls (#) All Categories - Number of Failed Calls (#) All Categories - Number of Calls (#) All Categories - Completion Rate (%) 	Call Completion Rate Across clusters	Monthly
Call Duration Across Clusters - Monthly	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Duration of Calls (hh:mm:ss) International - Duration of Calls (hh:mm:ss) Emergency - Duration of Calls (hh:mm:ss) Long Distance - Duration of Calls (hh:mm:ss) Local - Duration of Calls (hh:mm:ss) 	Call Duration Across Clusters - Monthly	Monthly
Call Failure Summary - Daily	Call Failure Analysis	—	—	Call Failure Summary - Daily	Daily
Call Service Quality Summary - Weekly	Call Quality Summary	—	—	Call Service Quality Summary - Weekly	Weekly
Call Traffic and Duration Across Clusters - Daily	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> All Categories - Number of Calls (#) 	Call Traffic (For All Elements)	Daily
		Call Volume	<ul style="list-style-type: none"> All Categories - Duration of Calls (hh:mm:ss) All Categories - Average Duration (hh:mm:ss) 	Call Duration (For All Elements)	

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Call Volume Across Clusters - Monthly	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Number of Calls (#) International - Number of Calls (#) Emergency - Number of Calls (#) Long Distance - Number of Calls (#) Local - Number of Calls (#) 	Call Volume Across Clusters - Monthly	Monthly
Call Volume Across Clusters by Location - Monthly	Group Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Number of Calls (#) International - Number of Calls (#) Emergency - Number of Calls (#) Long Distance - Number of Calls (#) Local - Number of Calls (#) 	Call Volume Across Clusters by Location - Monthly	Monthly
Call Volume Over Time Across Clusters - Weekly	Time Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Number of Calls (#) International - Number of Calls (#) Emergency - Number of Calls (#) Long Distance - Number of Calls (#) Local - Number of Calls (#) 	Call Volume Over Time Across Clusters - Weekly	Weekly
Call Volume Percentage Distribution by Call Category - Monthly	Time Aggregation	Call Volume	<ul style="list-style-type: none"> Voice Mail - Number of Calls (#) International - Number of Calls (#) Emergency - Number of Calls (#) Long Distance - Number of Calls (#) Local - Number of Calls (#) 	Call Volume Percentage Distribution by Call Category - Monthly	Monthly
Call Volume Report on H.323 Gateways Across Clusters	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> H.323 Gateway - Inbound Calls (#) H.323 Gateway - Outbound Calls (#) H.323 Gateway - Tandem Calls (#) 	Call Volume Report on H.323 Gateways Across Clusters	Weekly
CME Performance - Daily	Time Aggregation	CME Performance	<ul style="list-style-type: none"> Registered Ephones (#) % Ephones Registered (%) Registered Key Ephones (#) % Key Ephones Registered (%) 	CME Performance - Daily	Daily
CME Performance - Monthly	Time Aggregation	CME Performance	<ul style="list-style-type: none"> Registered Ephones (#) % Ephones Registered (%) Registered Key Ephones (#) % Key Ephones Registered (%) 	CME Performance - Monthly	Monthly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
CME Performance - Weekly	Time Aggregation	CME Performance	<ul style="list-style-type: none"> Registered Ephones (#) % Ephones Registered (%) Registered Key Ephones (#) % Key Ephones Registered (%) 	CME Performance - Weekly	Weekly
CUE Performance - Daily	Time Aggregation	CUE Performance	<ul style="list-style-type: none"> Licensed Mailboxes (#) Orphaned Mailboxes (#) Orphaned Mailboxes (%) Session Utilization (%) Storage Capacity Utilization (%) Mailboxes that Are 90% Full (#) Free Capacity - Number of Minutes of Storage Available (min) Capacity of Voicemail (min) Allocated Capacity (min) 	CUE Performance - Daily	Daily
CUE Performance - Monthly	Time Aggregation	CUE Performance	<ul style="list-style-type: none"> Licensed Mailboxes (#) Orphaned Mailboxes (#) Orphaned Mailboxes (%) Session Utilization (%) Storage Capacity Utilization (%) Mailboxes that Are 90% Full (#) Free Capacity - Number of Minutes of Storage Available (min) Capacity of Voicemail (min) Allocated Capacity (min) 	CUE Performance - Monthly	Monthly
CUE Performance - Weekly	Time Aggregation	CUE Performance	<ul style="list-style-type: none"> Licensed Mailboxes (#) Orphaned Mailboxes (#) Orphaned Mailboxes (%) Session Utilization (%) Storage Capacity Utilization (%) Mailboxes that Are 90% Full (#) Free Capacity - Number of Minutes of Storage Available (min) Capacity of Voicemail (min) Allocated Capacity (min) 	CUE Performance - Weekly	Weekly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Detailed Performance - Daily	Instance Aggregation	Unified CM Performance	<ul style="list-style-type: none"> Hardware Conference Resources Active (%) Software Conference Resources Active (%) Active MTP Resources (%) Active Transcoder Resources (%) 	Unified CM Performance for All Elements	Daily
		Unified CM Performance	<ul style="list-style-type: none"> E1 PRI Utilization (%) FXO Utilization (%) FXS Utilization (%) T1 CAS Utilization (%) T1 PRI Utilization (%) 	Unified CM Utilization Performance for All Elements	
		Unified CM Performance	<ul style="list-style-type: none"> FXO Ports Active (#) FXS Ports Active (#) 	Unified CM Ports Active for All Elements	
		Unified CM Performance	T1/E1 PRI Channels Active (#)	Unified CM Channels Active for All Elements	
		Unified CM Performance	<ul style="list-style-type: none"> CTI Connections (#) CTI Links Active (#) CTI Open Devices (#) CTI Open Lines (#) 	Unified CM CTI Performance for All Elements	
		Unified CM Performance	H323 Calls Attempted (#)	Unified CM Calls Attempted for All Elements	
Distribution of Service Quality Across Clusters by Time - Monthly	Time Aggregation	Call Quality	<ul style="list-style-type: none"> Number of Good Calls (%) Number of Poor Calls (%) Number of Fair Calls (%) Number of Acceptable Calls (%) 	Distribution of Service Quality Across Clusters by Time - Monthly	Monthly
Distribution of Service Quality Across NAMs by Time - Monthly	Time Aggregation	Call Quality By NAM	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Distribution of Service Quality Across NAMs by Time - Monthly	Monthly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Distribution of Service Quality Across Sensors by Time - Monthly	Time Aggregation	Call Quality By Sensor	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Distribution of Service Quality Across Sensors by Time - Monthly	Monthly
Failed Calls Across Clusters - Monthly	Instance Aggregation	Call Volume	<ul style="list-style-type: none"> All Categories - Number of Completed Calls (#) All Categories - Number of Failed Calls (#) 	Failed Calls Across Clusters - Monthly	Monthly
Gatekeeper Performance - Daily	Time Aggregation	Gatekeeper Performance	<ul style="list-style-type: none"> Local Zone Bandwidth Utilization (%) Interzone Bandwidth Utilization (%) Admission Rejections for Local Zone (#) Admission Confirmations for Local Zone (#) 	Gatekeeper Performance - Daily	Daily
Gatekeeper Performance - Monthly	Time Aggregation	Gatekeeper Performance	<ul style="list-style-type: none"> Local Zone Bandwidth Utilization (%) Interzone Bandwidth Utilization (%) Admission Rejections for Local Zone (#) Admission Confirmations for Local Zone (#) 	Gatekeeper Performance - Monthly	Monthly
Gatekeeper Performance - Weekly	Time Aggregation	Gatekeeper Performance	<ul style="list-style-type: none"> Local Zone Bandwidth Utilization (%) Interzone Bandwidth Utilization (%) Admission Rejections for Local Zone (#) Admission Confirmations for Local Zone (#) 	Gatekeeper Performance - Weekly	Weekly
Gateway Utilization - Daily	Time Aggregation	Gateway Utilization	<ul style="list-style-type: none"> T1 CAS Utilization (%) E1 CAS Utilization (%) T1 PRI Utilization (%) E1 PRI Utilization (%) FXO Utilization (%) FXS Utilization (%) BRI Utilization (%) E and M Utilization (%) 	Gateway Utilization - Daily	Daily

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Gateway Utilization - Monthly	Time Aggregation	Gateway Utilization	<ul style="list-style-type: none"> T1 CAS Utilization (%) E1 CAS Utilization (%) T1 PRI Utilization (%) E1 PRI Utilization (%) FXO Utilization (%) FXS Utilization (%) BRI Utilization (%) E and M Utilization (%) 	Gateway Utilization - Monthly	Monthly
Gateway Utilization - Weekly	Time Aggregation	Gateway Utilization	<ul style="list-style-type: none"> T1 CAS Utilization (%) E1 CAS Utilization (%) T1 PRI Utilization (%) E1 PRI Utilization (%) FXO Utilization (%) FXS Utilization (%) BRI Utilization (%) E and M Utilization (%) 	Gateway Utilization - Weekly	Weekly
IPSLA Test Statistics	Instance Aggregation	IPSLA Data Jitter	Round Trip Response Time (ms)	IPSLA Data Jitter Statistics	Monthly
		IPSLA Ping Echo	Round Trip Response Time (ms)	IPSLA Ping Echo Statistic	
		IPSLA Ping Path Echo	Round Trip Response Time (ms)	IPSLA Ping Path Echo Statistics	
		IPSLA UDP Echo	Round Trip Response Time (ms)	IPSLA UDP Echo Statistics	
		IPSLA Gatekeeper RD	Registration Response Time (ms)	IPSLA Gatekeeper Reg Delay Statistics	
Percentage Distribution of Service Quality Across Clusters by Time - Weekly	Time Aggregation	Call Quality	<ul style="list-style-type: none"> Number of Good Calls (%) Number of Poor Calls (%) Number of Fair Calls (%) Number of Acceptable Calls (%) 	Percentage Distribution of Service Quality Across Clusters by Time - Weekly	Weekly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Percentage Distribution of Service Quality Across NAMs by Time - Weekly	Time Aggregation	Call Quality By NAM	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Percentage Distribution of Service Quality Across NAMs by Time - Weekly	Weekly
Percentage Distribution of Service Quality Across Sensors by Time - Weekly	Time Aggregation	Call Quality By Sensor	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Percentage Distribution of Service Quality Across Sensors by Time - Weekly	Weekly
Service Availability Across Clusters - Weekly	Instance Aggregation	Call Volume	All Categories - Number of Completed Calls (#)	Service Availability Across Clusters - Weekly	Weekly
Service Quality Distribution Across Clusters - Monthly	Instance Aggregation	Call Quality	<ul style="list-style-type: none"> Number of Good Calls (#) Number of Poor Calls (#) Number of Fair Calls (#) Number of Acceptable Calls (#) 	Service Quality Distribution Across Clusters - Monthly	Monthly
Service Quality Distribution Across NAMs - Monthly	Instance Aggregation	Call Quality By NAM	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Service Quality Distribution Across NAMs - Monthly	Monthly
Service Quality Distribution Across Sensors - Monthly	Instance Aggregation	Call Quality By Sensor	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Service Quality Distribution Across Sensors - Monthly	Monthly
Service Quality Percentage Distribution Across Clusters - Monthly	Instance Aggregation	Call Quality	<ul style="list-style-type: none"> Number of Good Calls (%) Number of Poor Calls (%) Number of Fair Calls (%) Number of Acceptable Calls (%) 	Service Quality Percentage Distribution Across Clusters - Monthly	Monthly
Service Quality Percentage Distribution Across NAMs - Monthly	Instance Aggregation	Call Quality By NAM	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Service Quality Percentage Distribution Across NAMs - Monthly	Monthly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Service Quality Percentage Distribution Across Sensors - Monthly	Instance Aggregation	Call Quality By Sensor	<ul style="list-style-type: none"> Number of Good Call Streams (#) Number of Poor Call Streams (#) Number of Fair Call Streams (#) Number of Acceptable Call Streams (#) 	Service Quality Percentage Distribution Across Sensors - Monthly	Monthly
System Utilization For IOS Routers - Daily	Time Aggregation	System Utilization For IOS Routers	<ul style="list-style-type: none"> CPU Utilization (%) Available Memory (MB) System Memory Utilization (%) Total Memory (MB) 	System Utilization For IOS Routers - Daily	Daily
System Utilization For IOS Routers - Monthly	Time Aggregation	System Utilization For IOS Routers	<ul style="list-style-type: none"> CPU Utilization (%) Available Memory (MB) System Memory Utilization (%) Total Memory (MB) 	System Utilization For IOS Routers - Monthly	Monthly
System Utilization For IOS Routers - Weekly	Time Aggregation	System Utilization For IOS Routers	<ul style="list-style-type: none"> CPU Utilization (%) Available Memory (MB) System Memory Utilization (%) Total Memory (MB) 	System Utilization For IOS Routers - Weekly	Weekly
Top N Calls Based on Duration	Top N Calls	—	—	Top N Calls Based on Duration	Weekly
Top N Dialed Numbers Based on Call Count	Top N Dialed Numbers	—	—	Top N Dialed Numbers Based on Call Count	Weekly
Top N Dialed Numbers Based on Call Duration	Top N Dialed Numbers	—	—	Top N Dialed Numbers Based on Call Duration	Weekly
Top N Gateways by Utilization - Monthly	Top N Performers	Gateway Utilization	—	Top N Gateways by Utilization - Monthly	Monthly
Top N Service Availability Across Clusters by Time - Monthly	Top N Performers	Call Volume	—	Top N Service Availability Across Clusters by Time - Monthly	Monthly
Top N Trunks by Utilization - Monthly	Top N Performers	Trunk Utilization	—	Top N Trunks by Utilization - Monthly	Monthly

Table B-1 Page-by-page Report Wizard Entries and Selections for Recreating Default Reports (continued)

Page 1		Page 2			Page 3
Report Name	Report Type	Monitor Type	Attributes	Subreport Name	Frequency
Top N Users	Top N Users	—	—	Top N Users	Weekly
Total Duration Across Clusters - Monthly	Instance Aggregation	Call Volume	All Categories - Duration of Calls (hh:mm:ss)	Total Duration Across Clusters - Monthly	Monthly
Traffic Summary - Day of Month	Traffic Summary	—	—	Traffic Summary - Day of Month	Monthly
Traffic Summary - Day of week	Traffic Summary	—	—	Traffic Summary - Day of week	Weekly
Traffic Summary - Hour of Day	Traffic Summary	—	—	Traffic Summary - Hour of Day	Daily
Trunk Traffic Over Time	Time Aggregation	Trunk Utilization	Call Count (#)	Trunk Traffic Over Time	Monthly
Trunk Utilization - Daily	Time Aggregation	Trunk Utilization	Utilization (%)	Trunk Utilization - Daily	Daily
Trunk Utilization - Monthly	Time Aggregation	Trunk Utilization	Utilization (%)	Trunk Utilization - Monthly	Monthly
Trunk Utilization - Weekly	Time Aggregation	Trunk Utilization	Utilization (%)	Trunk Utilization - Weekly	Weekly
Unified CCE Performance - Daily	Time Aggregation	Unified CCE Performance	<ul style="list-style-type: none"> • Calls in Progress (#) • Agents Currently Logged In (#) • Inbound Calls (per sec) 	Unified CCE Performance - Daily	Daily
Unified CCE Performance - Monthly	Time Aggregation	Unified CCE Performance	<ul style="list-style-type: none"> • Calls in Progress (#) • Agents Currently Logged In (#) • Inbound Calls (per sec) 	Unified CCE Performance - Monthly	Monthly
Unified CCE Performance - Weekly	Time Aggregation	Unified CCE Performance	<ul style="list-style-type: none"> • Calls in Progress (#) • Agents Currently Logged In (#) • Inbound Calls (per sec) 	Unified CCE Performance - Weekly	Weekly

