User Reports

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User Reports Overview

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to:
  - Load balancing
  - System performance
  - Troubleshooting
- Managers - Generate reports for users, departments, QoS to help with the call monitoring for budgeting or security purposes, and for determining the voice quality of the calls.
- Individual users - Generate a billing report for their calls.

Note You may have access restrictions to view some reports depending on your job function.

User Reports Description

Users, managers, and CAR administrators can generate user reports. CAR includes the following user reports:

- Bills
  - Individual - Available for users, managers, and CAR administrators. Individual bills provide call information for the date range that you specify. You can generate, view, or mail summary or detail

information about your individual phone bills. Those CAR administrators who are also application users cannot get this report.

- Department - Available for managers and CAR administrators. Department bills provide call information and quality of service (QoS) ratings. If you are a manager, you can generate a summary or detailed report of the calls that are made by all users who report to you, or only those users that you choose. If you are a CAR administrator, you can generate a summary or detailed report of the calls that some or all users in the system make. This report helps you to keep track of all calls on a user-level basis for the entire system.

- Top N
  - By Charge - Available for managers and CAR administrators. The Top N by Charge reports list the top number of users that incurred a maximum charge for calls during a period that you specify. Reports that are generated by destinations list the destinations that incurred the maximum charges. Reports that are generated by all calls list the calls that incurred the maximum charges. If you are a manager, the report includes the top charges for all calls that are made by users who report to you during the specified period. If you are a CAR administrator, the report includes the top charges for all calls that are made by all users on the system for the specified period.
  - By Duration - Available for managers and CAR administrators. The Top N by Duration reports list the top number of users that incurred a maximum time on calls during a period that you specify. Reports that are generated by destinations list the destinations that incurred the maximum duration. Reports that are generated by all calls list the calls that incurred the maximum duration. If you are a manager, the report lists the top number of users who report to you who incurred a maximum time for calls that are made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls that were made during the chosen date range, starting with the longest.
  - By Number of Calls - Available for managers and CAR administrators. The Top N by Number of Calls reports list the users who incurred the maximum number of calls. Reports that extensions generate list the extensions that placed or received the greatest number of calls during a period that you specify. If you are a manager, the report lists the top number of calls by user or extension, among the users who report to you, for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user or extension in the system. Reports that are generated by Individual Users list the users who incurred the maximum number of calls. Reports that are generated By Extensions list the extensions that have placed or received the greatest number of calls in the group (for a manager) or in the system (for the CAR administrator).

- Cisco Unified Communications Manager Assistant
  - Manager Call Usage - Available for CAR administrators. The Cisco Unified Communications Manager Assistant (IPMA) summary and detail reports provide call completion usage details for IPMA managers. The manager reports can include calls that managers handle for themselves only, calls that assistants handle for managers only, or calls that both managers and assistants handle for managers.
  - Assistant Call Usage - Available for CAR administrators. The Cisco IPMA summary and detail reports provide call completion usage details for IPMA assistants. The assistant reports can include calls that assistants handle for themselves only, calls that assistants handle for managers, calls that assistants handle for themselves and for managers.

- Cisco IP Phone Services - Available for CAR administrators. The Cisco IP Phone Services report shows selected Cisco IP Phone services, the number of users that are subscribed to each of the selected services, and the utilization percentage for each of the selected services. You can create services for a wide variety of business and entertainment uses. If you have revenue that is tied to a service, such as for advertising, you can use this report to determine the number of users who have subscribed to the service. You can also use this report to indicate the popularity of the selected services.

Mail Reports

You can email all reports in CAR. You can send a report by mail from any report window in CAR. You can also view the report first and then send it.

Before you begin

To email reports, first, configure valid mail parameters. The mail parameters allow CAR to send email by using an email server in your system. See the Set Up Mail Server Parameters, for more information. Also, set up the details of the report that you want generated.

The following procedure describes how to mail a CAR report.

Procedure

Step 1 Within any CAR Reports window or after viewing the report, click **Send Report**.

The Mail To window displays.

Step 2 Enter the email ID for the user to whom you want to send the report.

Step 3 You can search for a user by clicking the **To**.

A User Search window displays.

Step 4 In the First Name and Last Name fields, enter characters of the first or last name of the user and click **Search**.

A User Search Results window displays on the same page and lists all users who matched the search criteria that you entered.

Step 5 In the row for the user to whom you want to send the report, click the **Select** link.

The user that you chose gets added to the To field of the Mail To window. Repeat this step to add more users to the list of people who will be emailed a copy of this report.

Step 6 When you have added all users, click **Close** in the User Search window.

The users who are listed in the Search Users window get copied to the To field of the Mail To window.

Step 7 To add a user to the Cc field, click the **Cc** and follow the same instructions as described in Step 4, on page 3 through Step 6, on page 3.

Step 8 In the Subject field, enter a subject message (optional).

Step 9 In the Message area, enter a message (optional).

Step 10 Click **Send**.

View CSV Reports

At times, the data in the CSV report may not be aligned properly. To align the data and view the report in the right format, do the following:

Procedure

Step 1 Open the CSV report in a web browser.

Step 2 Right-click anywhere on the report and choose **View Source**.

The report opens as a text file.

Step 3 Save the text file with a CSV file extension.

Step 4 Open the CSV file.

The data is displayed in the right format.

Search Users

Many reports in CAR provide a search function, so you can look for users. The following CAR User reports support search by user: Department and individual bills, Top N by charge, duration, and a number of calls, Cisco Unified Communications Manager Assistant, and Cisco Unified IP Phone. You can mail all reports that can be generated through the Send Report.

Before you begin

You must use the window in User Reports that allows you to search for users.

This section describes how to search for a user.

Procedure

Step 1 Click the **Search Users** link.

A User Search window displays.

Step 2 In the **First Name** and **Last Name** fields, enter characters of the first or last name of the user and click **Search**.

A User Search Results window displays in the same window and lists all users who matched the search criteria that you entered.

Step 3 In the row for the user that you want, click **Select** link.

The user that you chose gets added to the List of Users in the User Search window. Repeat this step to add more users.

Step 4 When you have added all users, click **Close** in the User Search window.

Bills User Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with a call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for their calls.

Note You may have access restrictions to view some reports depending on your job function.

Bills Reports

Individual bills provide the call information for the date range that you specify. You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for an automatic generation. If you are an administrator, see *Automatic Generation of CAR Reports and Alerts* for more information.

Department bills provide call information and QoS ratings. If you are a manager, you can generate a summary or detailed report of the calls that all users who report to you made, or only those users that you choose.

If you are a CAR administrator, you can generate a summary or detailed report of the calls that some or all users in the system made. This report helps you track all the calls on a user-level basis for the entire system.

	Command or Action	Purpose
Step 1	Generate Individual Bills Reports	Describes how to view, or mail, summary or detail information reports about users, managers, and administrators. **Note** Administration users do not get access to this report.
Step 2	Generate Department Bills Reports	Describes how to generate, view, or mail summary or detail information about departmental bills. **Note** Application users do not get access to this report.

Generate Individual Bills Reports

Before you can configure the Individual Bills report, you must ensure that a device with an assigned Owner User ID exists in Cisco Unified CM Administration for each user that included in the report. Use the following procedure to create the Owner User IDs:

Procedure

Step 1 In Cisco Unified CM Administration, choose **Device** > **Add a New Phone** > **Phone** > **Phone Configuration**.

Step 2 Add the information for the device and the user.

Note If the Extension Mobility feature enabled on the device and the user logs in to the phone and places a call, the User ID that gets recorded in the CDRs matches the logged in User ID. If extension mobility is not enabled on the device, the User ID that gets recorded in the CDRs equals the "Owner User ID" that is configured for the device.

In the situation were neither the User ID nor the Owner User ID is configured (that is, extension mobility is not enabled, and the Owner User ID is not configured), the User ID field in the CDRs gets recorded as blank.

CAR uses the default User ID of "_unspecified user" when it loads the CDRs, and the CDRs do not appear in the Individual Bills User reports because no user by the name "_unspecifieduser" exists in the Cisco Unified CM database.

If you look for the reports for a particular end user in the directory, either the User ID for the particular end user must be configured as the Owner User ID for the device, or the particular end user must have logged in to the device with the extension mobility feature enabled.

You are now ready to configure the Individual Bills report.

Step 3 Perform one of the following tasks:

a) Choose **Bills** > **Individual**, if you are a user or manager.

b) Choose **User Reports** > **Bills** > **Individual**, If you are a CAR administrator.

Step 4 Choose **Summary** or **Detail** in the Report Type field.

Summary reports - Provides a summary of all calls for a chosen period, including the call classification (Internal, Local, Long Distance, International, or On Net), the QoS information, the total number of calls that were made, and the charges that were incurred.

Detailed reports - Provides the date of the call, origination time of the call, origination number (calling number), destination number (called number), call classification (On Net, Internal, Local, Long Distance, International, or Others), QoS information, duration of time for which the call lasted (in seconds), and the charge for the call, based on the rating engine configuration in CAR for all calls over a chosen period.

Step 5 Choose an automatically generated report (if available) and go to Step 8, on page 6 or use the default Generate New Report and go to Step 8, on page 6Step 6, on page 6 In the Available Reports field.

Note You can only choose the automatically generated report if you are logged in as CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager or individual user.

Step 6 Choose the date range for the period for which you want to see call information.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **View Report**.

Step 9 Click **Send Report**. If you want to mail the report, follow the procedure that is described in the Mail Reports, on page 3.

Generate Department Bills Reports

Before you can configure the Department Bills report, you must ensure a device with an assigned Owner User ID and Manager User ID exists in Cisco Unified CM Administration for each user that is included in the report. Use the following procedure to add the device, Owner User ID, and the associated Manager User ID for each user:

Procedure

Step 1 Choose **Device** > **Phone** > **Add a New Phone** > **Phone Configuration** in Cisco Unified CM Administration.

Step 2 Add the information for the device and the user.

Step 3 Choose **User Management** > **End User** > **Add**, in Cisco Unified CM Administration.

Step 4 Add the Manager User ID information to the end user information.

Note If the Extension Mobility feature is enabled on the device and the user logs into the phone and places a call, the User ID that gets recorded in the CDRs is the logged in User ID. If extension mobility is not enabled on the device, the User ID that gets recorded in the CDRs specifies the "Owner User ID" that is configured for the device.

In the situation were neither the User ID nor the Owner User ID is configured (that is, extension mobility is not enabled, and the Owner User ID is not configured), the User ID field in the CDRs gets recorded as blank. CAR uses the default User ID of "_unspecified user" when it loads the CDRs, and the CDRs are not seen in the Department Bills User reports because no user by the name "_unspecifieduser" exists in the Cisco Unified CM database.

If you look for the reports for a particular end user in the directory, either the User ID for the particular end user must be configured as the Owner User ID for the device or the particular end user must have logged in to the device with the Extension Mobility feature enabled.

Step 5 Perform one of the following tasks:

a) Choose **Bills** > **Department**, if you are a manager.

b) Choose **User Reports** > **Bills** > **Department**, if you are a CAR administrator.

Step 6 Choose **Summary** or **Detail**, in the Report Type field.

Summary reports - Provides a summary of all calls for a chosen period, including the call classification (OnNet, Internal, Local, Long Distance, International, Incoming, Tandem, or Others), the QoS information, the total number of calls that were made, and the charges that were incurred.

Detailed reports - Provides the date of the call, origination time of the call, origination number (calling number), destination number (called number), call classification (On Net, Internal, Local, Long Distance, International, or Others), QoS information, duration for which the call lasted (in seconds), and the charge for the call, based on the rating engine configuration in CAR for all calls over a chosen period.

Step 7 In the Available Reports field, choose an automatically generated report (if available) and go to Step 17, on page 8 or use the default Generate New Report and go to Step 8, on page 7.

Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 8 Choose the date range for the period for which you want to see call information.

Step 9 If you are a manager, continue with Step 10, on page 8; otherwise, if you are a CAR administrator, continue with Step 14, on page 8.

Step 10 To choose all of your direct reports, check the **Select All Reportees** check box.

The List of Reportees shows your direct reports.

Note Click **Down** to view your direct reports. Use the **Up** and **Down** to move up and down the report chain information.

Step 11 To choose individual reportees, choose the reports that are shown in the List of Reportees.

Step 12 Click **Add**.

The department bill includes only users who are listed in the Selected Reportees box.

Step 13 To see the reportees under a particular user, choose the user and click Down.

Step 14 If you are a CAR administrator, check the **Select All Users** check box to include all users. If you are a manager, proceed to Step 16, on page 8.

Step 15 To specify individual users, enter the user ID of the individual that you want to include in the report in the User ID field. Click **Add**.

You can also use a provided user search function. See the Search Users, on page 4, for instructions on using the search feature.

Step 16 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 17 Click **View Report**.

Step 18 Click **Send Report**. If you want to mail the report, perform the procedure that is described in the Mail Reports, on page 3.

Top N User Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for their calls.

Note You may have access restrictions to view some reports depending on your job function.

Top N Reports

Top N Charge reports the users who made the maximum charge for the specified date range. If you are a manager, the report includes the top charges for all calls that users who report to you made during the specified

period. If you are a CAR administrator, the report includes the top charges for all calls that all users on the system made for the specified period. You can generate each Top N Charge report with options to show the information by individual users, by destinations, or by all calls.

Top N Duration reports the top number of users that incurred a maximum time on calls during a period that you specify. If you are a manager, the report lists the top number of users who report to you that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. You can generate each Top N Duration report with options to show the information by individual users, by destinations, or by all calls.

Top N Number of Calls reports the top number of calls that were made and received by users during a period that you specify. If you are a manager, the report lists the top number of calls by users among the users who report to you for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user in the system. You can generate each Top N Number of Calls report with options to show the information by individual users and by extensions.

Generate Top N by Charge Reports

This section describes how to generate, view, or mail reports about the top calls when classified by cost.

Procedure

Step 1 Perform one of the following tasks:

a) Choose **Top N** > **By Charge**, if you are a manager.

b) Choose **User Reports** > **Top N** > **By Charge**, if you are a CAR administrator.

Step 2 In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in the following table. The next table describes the call types.

Tip To check all check boxes, click **Select All**; to uncheck the check boxes, click **Clear All**.

Table 1: Top N by Charge Call Types

Call Type	Description
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. SeeSet Up Dial Plan .
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network going out through the PSTN.

Call Type	Description
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Unified Communications Manager network and enter the Unified Communications Managernetwork through a gateway.
Tandem	Inbound calls that originate outside the Unified Communications Manager network, enter the Unified Communications Managernetwork through a gateway, and transfer outbound from the Unified Communications Managernetwork through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the **Report Type** field, choose a report type as described in the following table.

Table 2: Top N by Charge Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum charges.
By Destinations	This report lists the destinations that incurred the maximum charges.
By All Calls	This default report lists the calls that incurred the maximum charges.

Note Top N Destination by Charge reports display the top destinations based on the charge incurred. If the same destination number comprises different call classifications (for example, some are Internal, and some are Incoming), they get treated and listed separately in these reports.

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

Note You can only choose the automatically generated report if you are logged in as CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records to display in the report in the **No of Records** field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **View Report**.

Step 9 Click **Send Report**. To send the report, perform the procedure that is described in the Mail Reports, on page 3.

Generate Top N by Duration Reports

This section describes how to generate, view, or mail reports about the top calls when they are classified by duration.

Procedure

Step 1 Perform one of the following tasks:

a) Choose **Top N** > **By Duration.**, if you are a manager

b) Choose **User Reports** > **Top N** > **By Duration.**, if you are a CAR administrator.

Step 2 In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in the following table. The next table describes the call types.

Table 3: Top N by Duration Call Types

Call Type	Description
On Net	Outgoing calls that originate on one Unified Communications Managernetwork, go out through a trunk, and terminate on a different Unified Communications Managernetwork. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Managernetwork (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Managernetwork going out through the PSTN.
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Unified Communications Manager network, enter through a gateway, and go into the Unified Communications Manager network.
Tandem	Inbound calls that originate outside the Unified Communications Managernetwork, enter the Unified Communications Manager network through a gateway, and then are transferred outbound from the Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the **Report Type** field, choose a report type as described in the following table.

Table 4: Top N by Duration Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum duration.

Report Type	Description
By Destinations	This report lists the destinations that incurred the maximum duration.
By All Calls	This report lists the calls that incurred the maximum duration.

Note Top N Destinations by Duration reports display the top destinations based on the duration of the calls. If the same destination number comprises different call classifications (for example, some are Internal and some are Incoming), they get treated and listed separately in these reports.

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

Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records to display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **View Report**.

Step 9 Click **Send Report**, if you want to mail the report button. To send the report, perform the procedure that is described in the Mail Reports, on page 3.

Generate Top N by Number of Calls Reports

This section describes how to generate, view, or mail reports about the top calls when classified by volume.

Procedure

Step 1 Perform one of the following tasks:

a) Choose **Top N** > **By Number of Calls**, if you are a manager.

b) Choose **User Reports** > **Top N** > **By Number of Calls**, if you are a CAR administrator.

Step 2 In the **Select Call Types** area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose **Generate New Report** from the **Available Reports** drop-down list box, as described in the following table. The next table describes the call types.

Table 5: Top N by Number of Calls Call Types

Call Type	Description
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network going out through the PSTN.
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Unified Communications Manager network, enter through a gateway, and go into the Unified Communications Manager network.
Tandem	Inbound calls that originate outside the Unified Communications Managernetwork, enter the Unified Communications Manager network through a gateway, and transfer outbound from the Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the **Report Type** field, choose a report type as described in the following table.

Table 6: Top N by Number of Calls Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum number of calls.
By Extensions	This report lists the extensions that have placed or received the greatest number of calls in your group (managers) or the system (CAR administrators).

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

Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records that display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **View Report**.

Step 9 Click **Send Report**, if you want to mail the report. To send the report, perform the procedure that is described in the Mail Reports, on page 3.

Assistant User Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for their calls.

Note You may have access restrictions to view some reports depending on your job function.

Assistant Usage Reports

CAR provides call completion usage reports for the following Cisco Unified Communications Manager Assistant users: manager(s) and the configured/assigned assistant(s) that manage the calls of the manager(s). Only CAR administrators can generate the Cisco Unified Communications Manager Assistant reports. The Cisco Unified Communications Manager Assistant menu allows you to choose all or a subset of managers or assistants by using simple search functionality that is based on partial or complete first or last name. You can generate these reports on demand in either PDF or CSV format and email them. In addition, you can choose the time range and generate either detailed or summary level reports.

The manager reports can include calls that only managers handle for themselves, calls that only assistants handle for managers, and calls that qualify in either case. The summary report for a manager shows the number of calls of each call classification type, the total number of calls, and the total duration of all calls (in seconds) for each manager and/or assistant. The detail report for a manager shows the date, origination time, origination number (calling number), destination (called number), call classification, and duration (in seconds) for each call for each manager and/or assistants and the cumulative duration total for the manager.

The assistant reports can include calls that only assistants handle for themselves, or calls that only assistants handle for managers, and calls that qualify in either case. The summary report for an assistant shows the number of calls of each type and total of them apart from duration for each manager (and/or assistant). The detail assistant report shows the date, origination time, origination (calling number), destination (called number), call classification, and duration (in seconds) for each call for all the managers (and/or assistant) and the cumulative duration total for the assistant.

This section contains the following procedures:

- Generate Manager Call Usage Assistant Reports
- Generate Assistant Call Usage Assistant Reports

Generate Manager Call Usage Assistant Reports

This section describes how to generate a manager call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate Cisco Unified Communications Manager Assistant reports.

Procedure

Step 1 Choose **User Reports** > **Cisco Unified Communications Manager Assistant** > **Manager Call Usage**.

The Call Usage for Manager window displays.

Step 2 From the Report Type drop-down list, choose either **Summary** or **Detail**.

Step 3 From the Calls handled by drop-down list, choose **Manager**, **Assistant for Manager**, or **Manager & Assistant for Manager**.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 In the Select Manager(s) box, either check the **Select All Manager(s)** check box and enter a manager ID or click the **Select Manager(s)** link to search for a manager ID and enter the ID(s) in the Manager Id field.

Step 6 Click **Add**.

The ID that you chose displays in the Selected Manager(s) box.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **Send Report**, if you want to mail the report. To send the report, perform the procedure that is described in the Mail Reports, on page 3.

Note To remove a manager from the Selected Manager(s) list, highlight the ID and click **Remove**. To remove all managers from the list, click **Remove All**.

Generate Assistant Call Usage Assistant Reports

This section describes how to generate an assistant call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate these reports.

Procedure

Step 1 Choose **User Reports** > **CiscoUnified Communications Manager Assistant** > **Assistant Call Usage**.

The Call Usage for Assistant window displays.

Step 2 From the Report Type drop-down list, choose either **Summary** or **Detail**.

Step 3 From the Calls handled by drop-down list, choose **Assistant**, **Assistant for Manager**, or **Assistant & Assistant for Manager**.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 In the Select Assistant(s) box, either check the **Select All Assistant(s)** check box and enter an assistant ID or click **Select Assistant(s)** link to search for an assistant ID and enter the ID(s) in the Assistant Id field.

Step 6 Click **Add**.

The ID that you chose displays in the Selected Assistant(s) box.

Step 7 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 8 Click **View Report**.

Step 9 Click **Send Report**, if you want to mail the report. To send the report, perform the procedure that is described in the Mail Reports, on page 3 .

Note To remove a manager from the Selected Assistant(s) list, highlight the ID and click **Remove**. To remove all assistants from the list, click **Remove All**.

Step 10 When you have added all users, click **Close** in the User Search window.

IP Phone Service User Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for their calls.

Note You may have access restrictions to view some reports depending on your job function.

Generate IP Phone Services Reports

Only CAR administrators can generate the Cisco IP Phone Services report. You can generate a report that shows chosen Cisco IP Phone services, the number of users who are subscribed to each of the chosen services, and the subscription percentage for each of the chosen services.

Use the following instructions to generate a report that shows the usage of one of the following specific Cisco Unified IP Phone services:

- Missed calls
- Received calls
- Placed calls

- Intercom calls
- Personal directory
- Corporate directory
- Extension mobility

Procedure

Step 1 Choose **User Reports** > **Cisco IP Phone**.

The Cisco IP Phone window displays a list of all Cisco Unified IP Phone services that have been configured in the system.

Step 2 In the List of Cisco IP Phone area, choose the services that you want to include in the report.

Step 3 Click the right arrow to add the chosen service to the Selected Cisco IP Phone box.

The report includes all services that are listed in this box when you generate it.

Step 4 Choose **CSV** in the Report Format area, if you want the report in CSV format. Choose **PDF** in the Report Format area, if you want the report in PDF format.

Step 5 Click **Send Report**, if you want to mail the report. To send the report, perform the procedure that is described in the Mail Reports, on page 3.

Review User Reports Results

This chapter describes report output information for each CAR user report.

Bill Summary Report Results

The report combines information in groups by the username in ascending order. The summary report includes the following fields (see the following table).

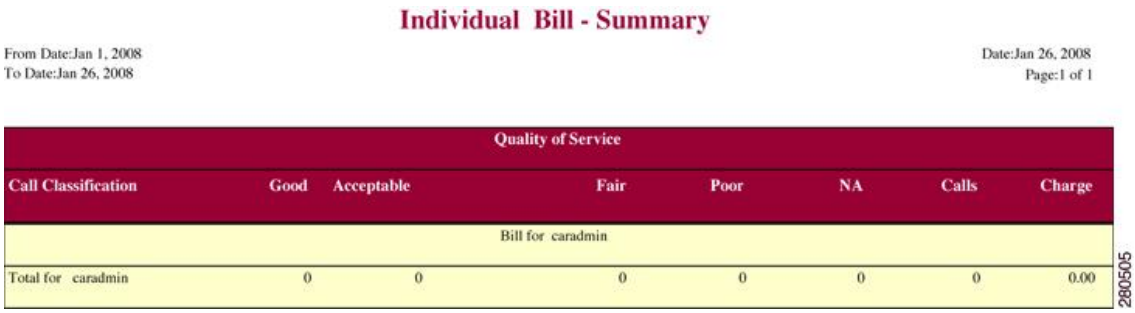
Table 7: Summary Report Fields

Field	Description
Call Classification - Call categories specify classes.	
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Internal	Calls, including intracluster calls, that originate in the Unified Communications Managernetwork and end in the same Unified Communications Manager network (no gateways or trunks are used).

Field	Description
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QOS	The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories: • Good - QoS for these calls designates the highest possible quality. • Acceptable - QoS for these calls shows them slightly degraded but still within an acceptable range. • Fair - QoS for these calls, that although degraded, still fall within a usable range. • Poor - QoS for these calls get categorized as unsatisfactory. • NA - These calls do not match any criteria for the established QoS categories. See the Define QoS Values and the Generate QoS by Gateway Reports.
Calls	Indicates the number of calls for each call classification.
Charge	Indicates the charge that is associated with each call. Call charge information that the CAR administrator provides for the CAR rating engine provides basis for charges. See CAR Rating Engine.

The following figures display sample output from the Individual Bill and Department Bill Summary reports.

Figure 1: Individual Bill Summary Report Sample



Individual Bill - Summary

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 1

Quality of Service							
Call Classification	Good	Acceptable	Fair	Poor	NA	Calls	Charge
Bill for caradmin							
Total for caradmin	0	0	0	0	0	0	0.00

280505

Figure 2: Department Bill Summary Report Sample

Department Bill - Summary

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 2

Quality of Service							
Call Classification	Good	Acceptable	Fair	Poor	NA	Calls	Charge
Bill for user1							
Internal	0	0	0	0	4	4	120.00
Total for user1	0	0	0	0	4	4	120.00
Bill for user3							
Internal	0	0	0	0	4	4	120.00
Total for user3	0	0	0	0	4	4	120.00
Bill for _unspecifieduser							
Internal	3	0	0	0	12	15	1,700.00
On Net	0	0	0	0	1	1	100.00
Others	1	0	0	0	0	1	120.00
Total for _unspecifieduser	4	0	0	0	13	17	1,920.00
Bill for user4							
Internal	0	0	0	0	4	4	120.00
Total for user4	0	0	0	0	4	4	120.00
Bill for user2							
Internal	0	0	0	0	4	4	120.00
Total for user2	0	0	0	0	4	4	120.00
Bill for caradmin							
Total for caradmin	0	0	0	0	0	0	0.00

280504

Bill Detail Report Results

The report places information in groups by the username in ascending order. The detail report includes the following fields (see the following table).

Table 8: Detail Report Fields

Field	Description
Date	The date that the call originated.
Orig. Time	The time that the call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.

Field	Description
Call Classification - Call categories specify classes.	
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QOS	The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories: • Good - QoS for these calls designates the highest possible quality. • Acceptable - QoS for these calls shows them slightly degraded but still within an acceptable range. • Fair - QoS for these calls, that although degraded, still fall within a usable range. • Poor - QoS for these calls get categorized as unsatisfactory. • NA - These calls do not match any criteria for the established QoS categories. See the Define QoS Values and the Generate QoS by Gateway Reports.
Duration(s)	The time, in seconds, that the call remains connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides the basis for charges. See the Define QoS Values.

The following figures display a sample output from the Individual Bill and Department Bill Detail reports.

Figure 3: Individual Bill Detail Sample Report

cisco

Individual Bill - Detail

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Date	Orig. Time	Orig.	Dest.	Call Classification	QoS	Duration (sec)	Charge
			Bill for CARuser1				
Feb 8, 2007	3:25:22 PM	1001	1003	Internal	Good	10	192.00
Feb 8, 2007	3:25:50 PM	1001	1003	Internal	Good	6	96.00
Feb 8, 2007	3:25:58 PM	1001	1003	Internal	Good	7	192.00
Feb 8, 2007	3:26:09 PM	1001	1003	Internal	Good	14	288.00
				Total for CARuser1		37	768.00

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Figure 4: Department Bill Detail Sample Report

cisco

Department Bill - Detail

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 6

Date	Orig. Time	Orig.	Dest.	Call Classification	QoS	Duration (sec)	Charge
			Bill for CARuser1				
Feb 8, 2007	3:25:22 PM	1001	1003	Internal	Good	10	192.00
Feb 8, 2007	3:25:50 PM	1001	1003	Internal	Good	6	96.00
Feb 8, 2007	3:25:58 PM	1001	1003	Internal	Good	7	192.00
Feb 8, 2007	3:26:09 PM	1001	1003	Internal	Good	14	288.00
				Total for CARuser1		37	768.00
			Bill for CARuser2				
Feb 1, 2007	3:23:16 PM	1002	1003	Others	Good	167	2,688.00
Feb 1, 2007	3:29:16 PM	1002	1006	Others	Good	55	960.00
Feb 1, 2007	3:30:48 PM	1002	1001	Others	Good	37	672.00
Feb 1, 2007	3:36:58 PM	1002	1003	Others	Good	81	1,344.00

210718

Top N by Charge or Duration Report Results

The fields for the Top N by Charge and the Top N by Duration vary depending on the report type. The reports show only outgoing calls. See the table.

Table 9: Top N by Charge and by Duration Report Fields

Field	Description
By Individual Users	
User	User names.
Calls	Total number of calls.
Duration(s)	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See the Define QoS Values.
By Destinations	
Dest	The destination of the calls.
Call Classification	The total number of calls for each call classification.
Calls	Total number of calls.
Duration	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See CAR Rating Engine.
By Number of Calls	
User	User names.
Date	Date that the call occurred.
Orig Time	Time that the call originated.
Orig	Origin of the call.
Dest	Destination of the call.
Call Classification	The total number of calls for each call classification.
Duration	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See CAR Rating Engine.

Figure 5: Top N Charge by Destinations Sample Report, on page 23 and Figure 6: Top N Duration by Destinations Sample Report, on page 23 display sample reports.

Figure 5: Top N Charge by Destinations Sample Report

cisco
Top 5 Destinations based on Charge

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Dest.	Call Classification	Calls	Duration (sec)	Charge
666	Internal	2	43213	172,872.00
1005	Incoming	12	2695	40,464.00
1004	Incoming	8	2527	38,808.00
1006	Incoming	12	2689	36,096.00
11006	On Net	6	2204	35,520.00

210721

Figure 6: Top N Duration by Destinations Sample Report

cisco
Top 5 Destinations based on Duration

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Dest.	Call Classification	Calls	Charge	Duration (sec)
666	Internal	2	172,872.00	43213
1005	Incoming	12	40,464.00	2695
1006	Incoming	12	36,096.00	2689
1004	Incoming	8	38,808.00	2527
11006	On Net	6	35,520.00	2204

210724

Top N by Number of Calls Report Results

The fields for the Top N by Number of Calls report vary depending on the report type. The report shows both incoming and outgoing calls. See the table.

Table 10: Top N by Number of Calls Report Fields

Field	Description
By Individual Users	
Users	User names.
Charge	The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See CAR Rating Engine.
Duration(s)	The time, in seconds, that the call connected.

Field	Description
Calls Made	The total number of calls that the user placed.
Calls Received	The total number of calls that the user received.
Total Calls	The total number of incoming and outgoing calls.
By Extensions	
Extension No	The extension that originated/placed and received the call.
Charge	The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See CAR Rating Engine.
Duration	The time, in seconds, that the call was connected.
Calls Made	The total number of calls that the user placed.
Calls Received	The total number of calls that the user received.
Total Calls	The total number of incoming and outgoing calls.

Figure 7: Top N by Number of Calls Report Sample Output, on page 24 displays sample report output of Top N by Number of Calls by Individual Users in PDF format.

Figure 7: Top N by Number of Calls Report Sample Output

Top 5 Users based on Number of Calls

From Date:Jan 1, 2008
To Date:Jan 26, 2008

Date:Jan 26, 2008
Page:1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

User	Charge	Duration (sec)	Calls Made	Calls Received	Total Calls
user1	120.00	12	4	0	4
user3	120.00	12	4	0	4
user2	120.00	12	4	0	4
user4	120.00	12	4	0	4

280501

Call Usage for Assistant Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows the number of calls that assistants handled for themselves, that the assistant handled for each manager, and the total number of calls that the assistant handled. The report places information in groups about calls that the assistant handled and calls that the assistant handled for the manager. The detail report includes the following fields (see the following table).

Table 11: Detail Report Fields

Field	Description
Date	The date that the call originated.
Orig. Time	The time that the call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification	The type of call (internal, incoming, and so on).
Duration (sec)	The time, in seconds, that the call connected.

Figure 8: Call Usage for Assistant Detail Report, on page 25 displays sample output from a Call Usage for the Assistant Detail report in PDF format.

Figure 8: Call Usage for Assistant Detail Report

From Date:Mar 1, 2008
To Date:Mar 15, 2008
Report for Calls Handled by Assistant

cisco
Call Usage for Assistant - Detail

Date:Mar 15, 2008
Page:1 of 2

Date	Orig. Time	Orig.	Dest.	Call Classification	Duration (sec)
	Usage for Assistant				
14-3-2007	01:03:11	10001	66	Internal	17
14-3-2007	03:33:31	10001	66	Internal	32
14-3-2007	03:34:07	10001	66	Internal	24
14-3-2007	03:34:35	10001	66	Internal	19
14-3-2007	03:34:57	10001	66	Internal	31
14-3-2007	03:35:32	10001	66	Internal	17
14-3-2007	04:20:03	1234	10001	Internal	49
14-3-2007	04:21:03	1234	10001	Internal	54
14-3-2007	04:22:05	1234	10003	Internal	85
14-3-2007	04:24:41	1234	10001	Internal	36
14-3-2007	04:25:40	66	10001	Internal	45
14-3-2007	04:26:36	66	10001	Internal	42
14-3-2007	04:27:29	66	10001	Internal	27
14-3-2007	04:28:07	66	10003	Internal	44

201404

Call Usage for Assistant Summary Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the assistant handled for themselves and that the assistant handled for the manager. The reports place call information by groups by attendant name. The summary report includes the following fields (see the following table).

Table 12: Summary Report Fields

Field	Description
Assistant-Extn/Manager	Shows the assistant name and directory number. If the assistant handles a call for a manager, the manager name displays.
Call Classification - Call categories specify classes.	
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Unified Communications Managernetwork, enter through a gateway, and go into the Unified Communications Manager network.
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Calls	The number of calls that the assistant handled or that the assistant handled for the manager.
Duration (sec)	The total duration for all the calls for the particular call classification.

The following figure displays sample output of the Call Usage for the Assistant Summary report in PDF format.

Figure 9: Call Usage for Assistant Summary Report

cisco
Call Usage for Assistant - Summary

From Date:Mar 1, 2008
To Date:Mar 15, 2008

Date:Mar 15, 2008
Page:1 of 1

Report for Calls Handled by Assistant

Assistant-Extn	Call Classification							Calls	Duration (sec)
	Internal	On Net	Local	Long Distance	International	Incoming	Others		
			Usage for Assistant						
Assistant-1234	4	0	0	0	0	0	0	4	224
Assistant-66	5	0	0	0	0	0	0	5	211
Total for Assistant	9	0	0	0	0	0	0	9	435

201405

Call Usage for Manager Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, provides information about calls that managers handle for themselves and that assistants handle for managers. The report places information in groups by the assistant name and shows the total number of calls that the manager handles and that the assistant handles for the manager. The detail report includes the following fields (see the table).

Table 13: Detail Report Fields

Field	Description
Date	The date that the call originates.
Orig. Time	The time that the call originates.
Orig.	The originating number from which the call is placed.
Dest.	The destination number to which the call is directed.
Call Classification	The type of call (internal, incoming, and so on).
Duration (sec)	The time, in seconds, that the call connects.

Figure 10: Call Usage for Manager Detail Report, on page 28 displays sample output from the Call Usage for Manager Detail report.

Figure 10: Call Usage for Manager Detail Report

cisco
Call Usage For Manager - Detail

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 4

Report for Calls Handled by Manager

Date	Orig. Time	Orig.	Dest.	Call Classification	Duration (sec)
	Usage for CARuser1				
1-2-2007	15:23:10	1001	1004	Others	170
1-2-2007	15:23:13	1001	1004	Incoming	170
1-2-2007	15:26:24	1001	1002	Others	142
1-2-2007	15:26:31	1001	1002	Incoming	142
1-2-2007	15:29:26	1001	1004	Others	41
1-2-2007	15:29:31	1001	1004	Incoming	41
1-2-2007	15:30:48	1002	1001	Others	37
1-2-2007	15:30:50	1002	1001	Incoming	37

210730

Call Usage for Manager Summary Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the managers handle for themselves and that the assistants handle for the managers. The report places information in groups by the manager name and shows the total number of calls that are handled for each manager. The report includes the following fields (see the following table).

Table 14: Summary Report Fields

Field	Description
Manager-Extn/Assistant	Shows the manager name and directory number. If the assistant handles a call for a manager, the assistant name displays.
Call Classification - Call categories specify classes.	
Internal	Calls, including intracluster calls, that originate in the Unified Communications Manager network and end in the same Unified Communications Managernetwork (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Unified Communications Managernetwork and go out through the PSTN.

Field	Description
Incoming	Inbound calls that originate outside the Unified Communications Manager network, enter through a gateway, and go into the Unified Communications Manager network.
On Net	Outgoing calls that originate on one Unified Communications Manager network, go out through a trunk, and terminate on a different Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an OnNet call if it is configured as such in the CAR dial plan configuration window. See Set Up Dial Plan.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Calls	The number of calls that the assistant or the manager handles.
Duration	The total duration for all the calls for the particular call classification.

The following figure displays sample output of the Call Usage for Manager Summary report in PDF format.

Figure 11: Call Usage for Manager Summary Report

cisco
Call Usage for Manager - Summary

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Report for Calls Handled by Manager

Manager-Extn	Call Classification							Calls	Duration (sec)
	Internal	On Net	Local	Long Distance	International	Incoming	Others		
			Usage for CARuser1						
CARuser1-1001	12	4	0	0	0	11	7	34	6695
CARuser1-666	0	0	0	0	0	0	0	0	0
Total for CARuser1	12	4	0	0	0	11	7	34	6695

210729

IP Phone Services Report Results

The Cisco IP Phone Services report includes the following fields (see the table).

Table 15: CiscoUnifiedIPPhone Services Report Fields

Field	Description
CiscoIPPhone Services	The name of the selected service.
Number of Subscribers	The total number of subscribers for a given service.

Field	Description
% Subscription	The percentage of users who are subscribed to a given service, out of the total number of subscriptions for all services.

Figure 12: Cisco IP Phone Services Report Sample Output, on page 30 displays sample output from the Cisco IP Phone Services Report in PDF format.

Figure 12: Cisco IP Phone Services Report Sample Output

Cisco IP Phone Services

Date:Jan 23, 2008
Page:1 of 1

Cisco IP Phone Services	Number of Subscribers	% Subscription
Corporate Directory	0	0.00
Intercom Calls	0	0.00
Missed Calls	0	0.00
Personal Directory	0	0.00
Placed Calls	0	0.00
Received Calls	0	0.00

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