



## System reports results

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

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## QoS detail report results

The results of the QoS Detail report include the following fields. See the following table.

**Table 1: QoS Detail Report Fields**

Field	Description
Orig. Time	The time that the call was placed, in 24-hour, minute, and second format.

Field	Description
Term. Time	The time that the call disconnected, in 24-hour, minute, and second format.
Duration(s)	The time, in seconds, that the call was connected.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification - Call categories specify classes.	
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See <a href="#">Set up dial plan</a> .
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco 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 Cisco Unified Communications Manager network and go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.

Field	Description
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Orig. Codec	The codec that the originating device uses.
Dest. Codec	The codec that the destination device uses.
Orig. Device	The name of the device that placed the call.
Dest. Device	The name of the device that received the call.
Orig. QoS	The voice quality that the device that placed the call experienced.
Dest. QoS	The voice quality that the device that received the call experienced.

The following figure displays sample output of the QoS Detail report in PDF format.

Figure 1: QoS Detail Report



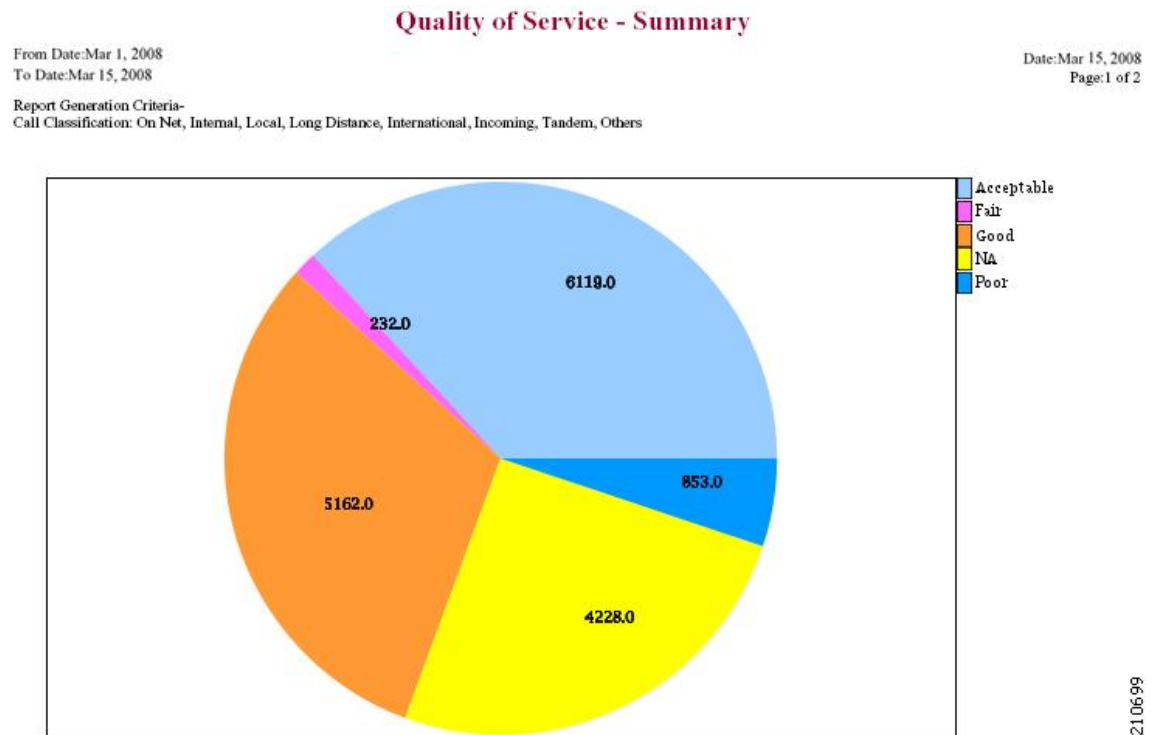
## QoS summary report results

The QoS Summary report includes the following fields. See the table. If you select PDF format for the report output, the report shows a pie chart that displays the QoS of the total number of calls.

**Table 2: QoS Summary Report Fields**

Field	Description
Quality of Service	The quality of service of the calls.
Call Legs	Number of call legs with the quality of service that the Quality of Service field specified.

Figure 2: QoS Summary Report in PDF Format, on page 4 displays sample output of the QoS Summary Report in PDF format.

**Figure 2: QoS Summary Report in PDF Format**

## QoS by gateways report results

The QoS by Gateways report provides the following information. See the table.

**Table 3: QoS by Gateways Report Fields**

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

Figure 3: QoS by Gateways Report, on page 5 displays sample output of the QoS by Gateways report in PDF format.

**Figure 3: QoS by Gateways Report**

**QoS based on Gateways - Hour of Day**

From Date: Jan 1, 2008  
To Date: Jan 19, 2008

Date: Jan 19, 2008  
Page: 1 of 2

Time	% of Call Legs
S0/DS1-0@SDA012345678912	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00

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## QoS by call types report results

The QoS by Call Types report provides the following information. See the table.

**Table 4: QoS by Call Types Report Fields**

Field	Description
Time/Day	The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
% of Call Legs	The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco 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 Cisco Unified Communications Manager network and go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See <a href="#">Set up dial plan</a> .
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.

Field	Description
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Figure 4: QoS by Call Types Report, on page 8 displays sample output of the QoS by Call Types report in PDF format.

**Figure 4: QoS by Call Types Report**

**QoS based on Call Types - Hour of Day**

From Date: Jan 1, 2008  
To Date: Jan 19, 2008

Date: Jan 19, 2008  
Page: 1 of 16

Report Generation Criteria-  
QoS: Jitter >= 1 ms; Latency >= 1 ms; LostPackets >= 1 %;

Time	% of Call Legs
<b>Incoming</b>	
00-01	0.00
01-02	0.00
02-03	0.00
03-04	0.00
04-05	0.00
05-06	0.00
06-07	0.00
07-08	0.00
08-09	0.00
09-10	0.00
10-11	0.00
11-12	0.00
12-13	0.00
13-14	0.00
14-15	0.00
15-16	0.00
16-17	0.00
17-18	0.00
18-19	0.00
19-20	0.00
20-21	0.00
21-22	0.00
22-23	0.00
23-00	0.00

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## Traffic summary report results

The Traffic Summary and Traffic Summary by Phone Number reports contain the same information and include some or all the following fields. See the table. A separate line displays under the report title for the Busy Hour Call Completion (BHCC) number for that day.

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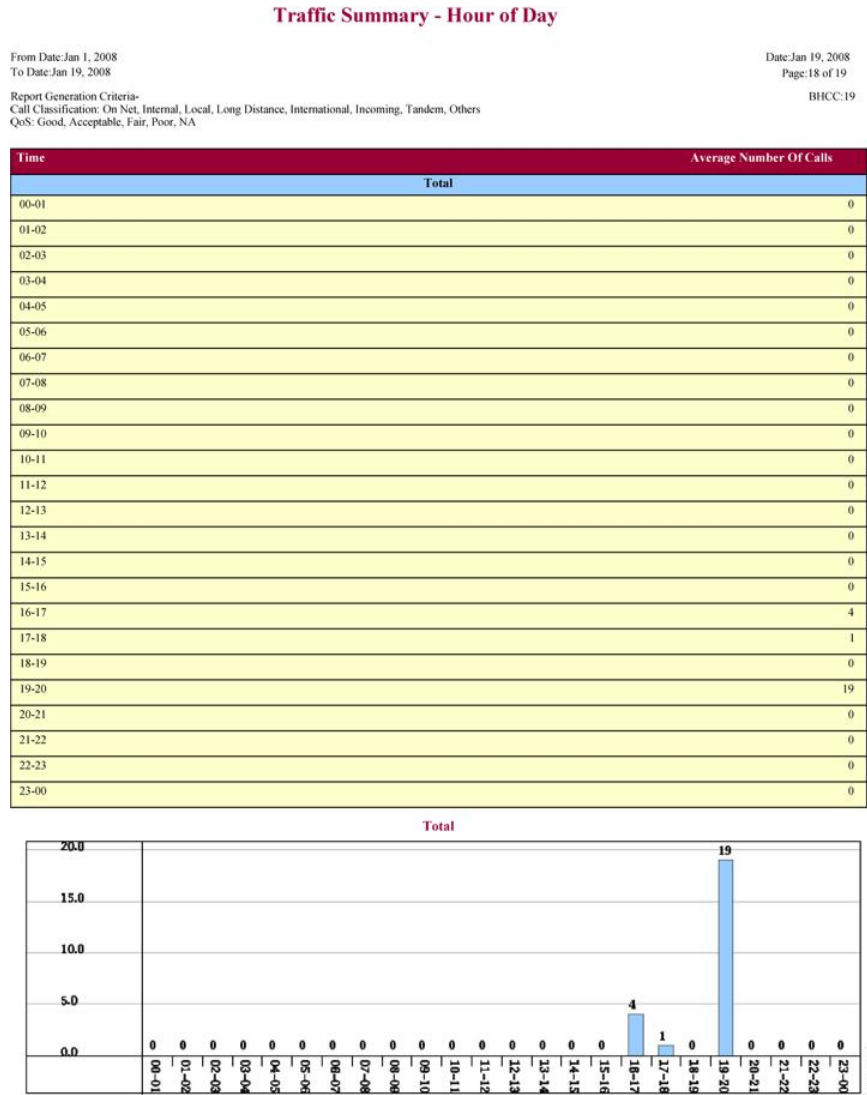
**Table 5: Traffic Summary Report Fields**

Field	Description
Time/Day	The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
Average Number of Calls	The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See <a href="#">Set up dial plan</a> .
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco 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 Cisco Unified Communications Manager network and go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.

Field	Description
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Total	The total number of calls for each hour or day.

Figure 5: Traffic Summary Report Results, on page 11 and Figure 6: Traffic Summary By Phone Number Report Results, on page 11 display sample output of the Traffic Summary and the Traffic Summary by Phone Number report results in PDF format.

**Figure 5: Traffic Summary Report Results**

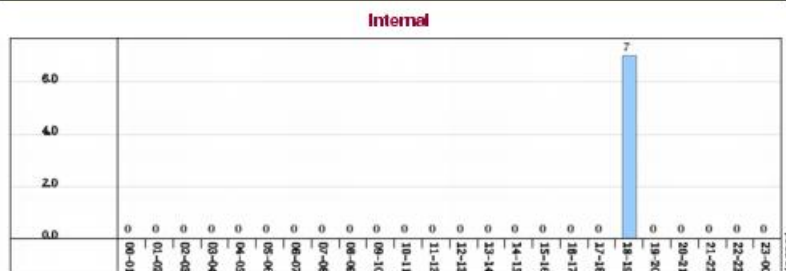


**Figure 6: Traffic Summary By Phone Number Report Results**

**Traffic Summary based on Phone Number(s) - Hour of Day**

From Date: Jun 2, 2010      Date: Jun 9, 2010  
 To Date: Jun 2, 2010      Page: 1 of 5  
 Call Classification: Internal      BHCC: 7

Time	Average Number Of Calls
Internal	
00-01	0
01-02	0
02-03	0
03-04	0
04-05	0
05-06	0
06-07	0
07-08	0
08-09	0
09-10	0
10-11	0
11-12	0
12-13	0
13-14	0
14-15	0
15-16	0
16-17	0
17-18	0
18-19	7
19-20	0
20-21	0
21-22	0
22-23	0
23-00	0



## Authorization Code Name call details report results

This report shows the usage of specific authorization code names. For security purposes, the authorization code name (description) displays and not the authorization code. The Authorization Code Name Call Details report includes the following fields (see the table).

**Table 6: Authorization Code Name Call Details Report Fields**

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

Field	Description
Call Classification	The type of call (internal, incoming, on so on.)
Authorization Level	The authorization level for calls for each chosen authorization code name.

Figure 7: Authorization Code Name Call Details Report, on page 13 displays sample output of the Authorization Code Name Call Details report in PDF format.

Figure 7: Authorization Code Name Call Details Report

**Authorization Code Name Call Details**

From Date: Jan 1, 2008 Date: Jan 31, 2008  
 To Date: Jan 31, 2008 Page: 1 of 1

Orig.	Dest.	Orig. Date Time	Duration (sec)	Call Classification	Authorization Level
Calls for Authorization Code Name : test					
1000	1001	Jan 31, 2008 11:08:34 AM	21	Internal	3
1000	1001	Jan 31, 2008 11:15:57 AM	23	Internal	3
1002	1001	Jan 31, 2008 11:16:32 AM	20	Internal	3
Total Calls for test : 3					

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## Authorization Level call details report results

This report shows the usage of specific authorization levels. The Authorization Level Call Details report includes the following fields (see the table).

Table 7: Authorization Level Call Details Report Fields

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

Field	Description
Authorization Code Name	The authorization code name for each authorization level that you chose.

Figure 8: Authorization Level Call Details Report, on page 14 displays sample output of the Authorization Level Call Details report in PDF format.

Figure 8: Authorization Level Call Details Report

**Authorization Level Call Details**

From Date: Mar 26, 2008  
To Date: Mar 28, 2008

Date: Apr 1, 2008  
Page: 1 of 2

Orig.	Dest.	Orig. Date Time	Duration (sec)	Call Classification	Authorization Code Name
Calls for Authorization Level : 1					
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	national
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	national
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	national
Total Calls for 1 : 3					
Calls for Authorization Level : 3					
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	local
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	local
1000	1001	Mar 27, 2008 12:14:24 AM	5	Internal	local
Total Calls for 3 : 3					

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## Client Matter Code details report results

The report shows the usage of specific client matter codes. The Client Matter Code Details report includes the following fields (see the following table).

Table 8: Detail Report Fields

Field	Description
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.

Field	Description
Orig. Date Time	The date and time that the call originated.
Duration (sec)	The time, in seconds, that the call connected.
Call Classification	The type of call (internal, incoming, and so on).

Figure 9: Client Matter Code Details Report, on page 15 displays sample output of the Client Matter Code Details report in PDF format.

Figure 9: Client Matter Code Details Report

**Client Matter Code Call Details**

From Date: Jan 1, 2008 Date: Jan 31, 2008  
 To Date: Jan 31, 2008 Page: 1 of 1

Orig.	Dest.	Orig. Date Time	Duration (sec)	Call Classification
Calls for Client Matter Code : 1234				
1000	1001	Jan 31, 2008 11:15:57 AM	23	Internal
1002	1001	Jan 31, 2008 11:16:32 AM	20	Internal
Total Calls for 1234 : 2				

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## Malicious call details report results

The Malicious Call Details report provides information about malicious calls. The report provides the following fields. See the table.

Table 9: Malicious Call Details Report Fields

Field	Description
Orig. Time	Time at which the malicious call originated.
Term. Time	Time at which the malicious call terminated.
Duration	Total time of malicious call in seconds.
Orig.	Originating DN.
Dest.	Destination DN.
Orig. Device	Name of the originating device.
Dest. Device	Name of the destination device.

Field	Description
Call Classification	Classification of the malicious call.

Figure 10: Malicious Calls Detail Report, on page 16 displays sample output of the Malicious Calls Detail report in PDF format.

Figure 10: Malicious Calls Detail Report

**Malicious Call Details**

From Date: Jan 1, 2008  
To Date: Jan 19, 2008

Date: Jan 19, 2008  
Page: 1 of 9

Orig. Time	Term. Time	Duration (sec)	Orig.	Dest.	Orig Device	Dest Device	Call Classification
Jan 17, 2008 7:09:14 PM	Jan 17, 2008 7:09:17 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:18 PM	Jan 17, 2008 7:09:21 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:22 PM	Jan 17, 2008 7:09:25 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:26 PM	Jan 17, 2008 7:09:29 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:30 PM	Jan 17, 2008 7:09:34 PM	4	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:35 PM	Jan 17, 2008 7:09:38 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:39 PM	Jan 17, 2008 7:09:42 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:43 PM	Jan 17, 2008 7:09:46 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal
Jan 17, 2008 7:09:47 PM	Jan 17, 2008 7:09:50 PM	3	1002	1003	S0/DS1-0@SDA012345678912	S0/DS1-0@SDA012345678912	Internal

## Precedence call summary report results

The Precedence Call Summary report provides information about calls based on precedence levels. The report displays the call summary for the precedence values in the form of a bar chart on an “Hour of Day,” “Day of Week,” or “Day of Month” basis for each precedence level that you choose. If you choose to display the report in PDF format, two tables, one reflecting the bar chart, and the other listing the “Number of Calls” and “Percentage” for each precedence level that was chosen, display in the report. See the table.

Table 10: Precedence Call Summary Report Fields

Field	Description
Time/Day	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.



<b>Field</b>	<b>Description</b>
Call Legs	Number of calls for each precedence level by time/day.
Precedence Level	Precedence level value of the call.
No. of Call Legs	Number of call legs per each precedence level.
Percentage	Percentage of calls per each precedence level.

Figure 11: Precedence Call Summary Report, on page 18 displays sample output of the Precedence Call Summary by Hour of Day report in PDF format.

Figure 11: Precedence Call Summary Report

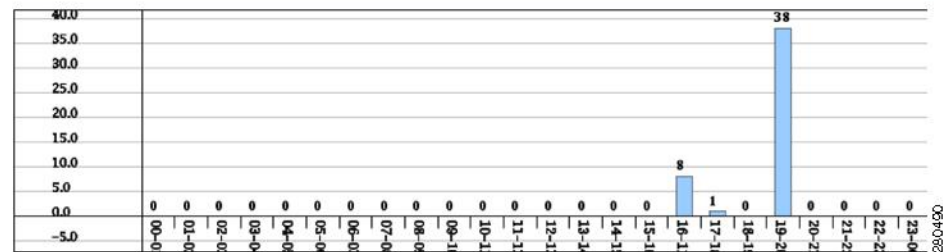
### Call Summary by Precedence - Hour of Day

From Date: Jan 1, 2008  
To Date: Jan 19, 2008

Date: Jan 19, 2008  
Page: 10 of 14

Report Generation Criteria-  
Call Precedence Levels: FLASH OVERRIDE, FLASH, IMMEDIATE, PRIORITY, ROUTINE

Time	Average Call Legs
ROUTINE	
00-01	0
01-02	0
02-03	0
03-04	0
04-05	0
05-06	0
06-07	0
07-08	0
08-09	0
09-10	0
10-11	0
11-12	0
12-13	0
13-14	0
14-15	0
15-16	0
16-17	8
17-18	1
18-19	0
19-20	38
20-21	0
21-22	0
22-23	0
23-00	0



## System report results

The system overview provides information about all parts of the Cisco Unified Communications Manager network. The report provides the following sections. See the table.

**Table 11: System Overview Report**

Field	Description
Top 5 Users based on Charge	Details the five users who have incurred the highest charges for calls that occurred during the specified date range. See the <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Top 5 Destinations based on Charge	Details the five called numbers that have incurred the highest charges for calls during the specified date range. See the <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Top 5 Calls based on Charge	Details the five calls that have incurred the highest charges for calls during the specified date range. See the <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Top 5 Users based on Duration	Details the five users who have spent the most time on calls during the specified date range. See <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Top 5 Destinations based on Duration	Details the five called numbers that have been engaged in calls for the longest time during the specified date range. See the <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Top 5 Calls based on Duration	Details the five longest calls for the specified date range. See the <a href="#">Top N by charge or duration report results</a> for details about this section of the system overview report.
Traffic Summary Report - Hour of Day	Shows the volume of calls during the specified date range based on each hour of the day. If the date range is within one day, the system identifies the hour with the highest traffic volume (the BHCC number). See the <a href="#">Traffic summary report results, on page 8</a> for details about this section of the system overview report.
Traffic Summary Report - Day of Week	Shows the volume of calls during the specified date range based on each day of the week. See the <a href="#">Traffic summary report results, on page 8</a> for details about this section of the system overview report.

Field	Description
Traffic Summary Report - Day of Month	Shows the volume of calls during the specified date range based on each day of the month. See the <a href="#">Traffic summary report results, on page 8</a> for details about this section of the system overview report.
Quality of Service Report - Summary	Shows the number of calls that fell within each voice-quality category during the specified date range. See the <a href="#">QoS summary report results, on page 3</a> for details about this section of the system overview report.
Gateway Summary Report	Shows the summary of the call classification for each gateway along with the QoS, the number of calls, and the duration for each classification for the gateway during the specified date range. See the <a href="#">QoS by gateways report results, on page 4</a> for details about this section of the system overview report.

## CDR error report results

The CDR Error report provides the following information. See the following table.

**Table 12: CDR Error Report Fields**

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

The following figure displays sample output of the CDR Error report in PDF format.

**Figure 12: CDR Error Report**

<b>CDR Error</b>			
From Date:Jan 1, 2008			Date:Jan 26, 2008
To Date:Jan 26, 2008			Page:1 of 2
Time	No. of Error CDRs	No. of valid CDRs	% of Error CDRs
00-01	0	0	0.00
01-02	0	0	0.00
02-03	0	0	0.00
03-04	0	0	0.00
04-05	0	0	0.00
05-06	0	0	0.00
06-07	0	0	0.00
07-08	0	0	0.00
08-09	0	0	0.00
09-10	0	0	0.00
10-11	0	0	0.00
11-12	0	3	0.00
12-13	0	2	0.00
13-14	0	0	0.00
14-15	0	2	0.00
15-16	0	0	0.00
16-17	0	23	0.00
17-18	0	4	0.00
18-19	0	0	0.00
19-20	0	0	0.00
20-21	0	0	0.00
21-22	0	0	0.00
22-23	0	0	0.00
23-00	0	0	0.00

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## Related topics

- [Generate CDR Analysis and reporting](#)
- [QoS system reports](#)
- [Traffic system reports](#)
- [FAC/CMC system reports](#)
- [Malicious call details system reports](#)
- [Precedence call summary system reports](#)
- [System reports](#)
- [CDR error system reports](#)

## Additional documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide