



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 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.

This chapter contains the following topics:

- [Generate individual bills reports, on page 2](#)
- [Generate department bills reports, on page 3](#)
- [Related topics, on page 5](#)
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Note

Depending on your job function, you may not have access to every report that is described in this chapter.

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Bills reports

Individual bills provide 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 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 keep track of all calls on a user-level basis for the entire system.

This section contains the following procedures:

- [Generate individual bills reports, on page 2](#)
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Generate individual bills reports

This section describes how to view, or mail, summary or detail information reports about users, managers, and administrators. Administration users do not get access to this report.

Before you can configure the Individual Bills report, you must ensure a device with an assigned Owner User ID exists in Cisco Unified CM Administration for each user that is 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 is 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 where 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. In this situation, 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) If you are a user or manager, choose **Bills > Individual**.
- b) If you are a CAR administrator, choose **User Reports > Bills > Individual**.
The Individual Bill window displays.

Step 4 In the Report Type field, choose **Summary** or **Detail**.

Summary reports provide 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 provide 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** In the Available Reports field, choose an automatically generated report (if available) and go to [Step 8, on page 3](#) or use the default Generate New Report and go to [Step 6, on page 3](#).
- 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** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.
- Step 8** Click the **View Report** button.
The report displays.
- Step 9** If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the [Mail reports](#).
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Related Topics

[Related topics, on page 5](#)

Generate department bills reports

This section describes how to generate, view, or mail summary or detail information about departmental bills. Application users do not get access to this report.

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** In Cisco Unified CM Administration, choose **Device > Phone > Add a New Phone > Phone Configuration**.
- Step 2** Add the information for the device and the user.
- Step 3** In Cisco Unified CM Administration, choose **User Management > End User > Add**.
- 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 where 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. In this situation, 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.

You are now ready to configure the Department Bills reports.

Step 5 Perform one of the following tasks:

- a) If you are a manager, choose **Bills > Department**.
- b) If you are a CAR administrator, choose **User Reports > Bills > Department**.
The Department Bill window displays.

Step 6 In the Report Type field, choose **Summary** or **Detail**.

Summary reports provide a summary of all calls for a chosen period, including the call classification (On Net, 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 provide 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 4](#) or use the default Generate New Report and go to [Step 8, on page 4](#).

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 4](#); otherwise, if you are a CAR administrator, continue with [Step 14, on page 4](#).

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 the **Down** button to view your direct reports. Use the **Up** and **Down** buttons 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 the **Add** button.

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 the Down button. All reportees to the chosen user display.

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 4](#).

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 the **Add** button.

You can also use a provided user search function. See the [Search users](#), for instructions on using the search feature.

Step 16 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 17 Click the **View Report** button. The report displays.

Step 18 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the [Mail reports](#).

Related Topics

[Related topics, on page 5](#)

Related topics

- [Generate CDR Analysis and reporting](#)
- [User reports overview](#)
- [Top N user reports](#)
- [Assistant user reports](#)
- [IP phone service user reports](#)
- [Review user reports results](#)

Additional documentation

- [Cisco Unified Communications Operating System Administration Guide](#)
- [Cisco Unified Serviceability Administration Guide](#)
- [Cisco Unified Communications Manager Call Detail Records Administration Guide](#)

