



## Precedence Call Summary System Reports

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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 calls by each user.



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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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- [Generate Precedence Call Summary Reports, on page 1](#)
- [Related Topics, on page 3](#)
- [Additional Documentation, on page 3](#)

## Generate Precedence Call Summary Reports

Only CAR administrators generate the Call Summary by Precedence report. The report displays the Call Summary for the precedence values that you choose by Hour of Day, Day of Week, or Day of Month.

This section describes how to generate, view, or mail a Call Summary by Precedence report.

### Procedure

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- Step 1** Choose **System Reports > Precedence Call Summary**.
- The Call Summary by Precedence window displays.
- Step 2** In the Generate Reports field, choose a time as described in the following table.

Table 1: Generate Report Fields

Parameter	Description
Hour of Day	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for hour of day. <b>Note</b> Ensure that the date and time range does not exceed one month.
Day of Week	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of week. <b>Note</b> Ensure that the date and time range does not exceed one month.
Day of Month	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of month. <b>Note</b> Ensure that the date and time range does not exceed one month.

**Step 3** In the Select Precedence Levels field, check a precedence level that you want in the report or click **Select All** to check all precedence levels.

Table 2: Call Precedence Levels

Voice Quality	Description
Flash Override	Highest precedence setting for MLPP calls.
Flash	Second highest precedence setting for MLPP calls.
Immediate	Third highest precedence setting for MLPP calls.
Priority	Forth highest precedence setting for MLPP calls.
Routine	Lowest precedence setting for MLPP calls.

**Note** The Executive Override precedence level that is mentioned in the MLPP Precedence level on the Administration page will be considered as Flash Override in this report.

**Note** To uncheck the precedence level check boxes, click **Clear All**.

**Step 4** In the From Date drop-down list boxes, choose the month, day, and year from which you want precedence summary information.

**Step 5** In the To Date drop-down list boxes, choose the month, day, and year for which you want precedence summary information.

- Step 6** If you want the report in CSV format, choose **CSV** (comma separated value) in the Report Format area. If you want the report in PDF format, choose **PDF** (portable document format) in the Report Format area.
- Step 7** To view the report, click **View Report**.  
The report displays.
- Step 8** To mail the report to an e-mail recipient, see the [Mail Reports](#).
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## Related Topics

- [Generate CDR Analysis and Reporting](#)
- [CAR System Reports](#)
- [QoS System Reports](#)
- [Traffic System Reports](#)
- [FAC/CMC System Reports](#)
- [Malicious Call Details System Reports](#)
- [System Reports](#)
- [CDR Error System Reports](#)
- [System Reports Results](#)

## Additional Documentation

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

