CAR Reports Configurations

Use the CAR report configuration to define the following parameters:

- Rating parameters for calls - duration, time of day, voice quality

- Quality of service

- Automatic generation of reports with alerts

- Notification limits

CAR Reports Configuration

Before you start generating reports with CAR, configure the system.

Rating Engine

You can use CAR to set a base monetary rate for the cost of calls based on a time increment. You can further qualify the cost by applying the time-of-day and voice-quality factors. Service providers who must account for service to subscribers commonly use this feature. Some organizations also use this information to establish billing costs for users and departments in the organization for accounting or budgeting purposes.

Reports that use these rating parameters include Individual Bill, Department Bill, Top N by Charge, Top N by Duration, and Top N by Number of Calls.

Note If you do not change the default value for charge base/block, the cost will always equal zero because the default base charge per block equals zero.

The charge of any call comprises the multiplication of the basic charge of the call, multiplication factor for time of day, and multiplication factor for voice quality. You can set the basic charge for a call through the **Report Config** > **Rating Engine** > **Duration window**. See the following list:

- Basic charge = cost, or number of units, applied to the duration block that is specified in the Number of Blocks section.

• Number of blocks = total duration of call, in seconds, for which you want the base charge to be applied.

You can set the multiplication factor for time of day through the **Report Config** > **Rating Engine** > **Time of Day** window. The basis of the settings provides the connect time of the call.

You can set the multiplication factor for voice quality through the **Report Config** > **Rating Engine** > **Voice Quality** window.

QoS Values

CAR generates QoS reports. To qualify the data that is presented in those reports, CAR uses predefined values that are set about voice quality. You can specify the value ranges that are good, acceptable, fair, and poor for jitter, latency, and lost packets.

Automatic Generation of Reports and Alerts

CAR automatically generates reports based on a schedule. Report generation can include a daily, weekly, or monthly summary report, QoS reports, traffic reports, Device/Route Plan utilization reports, and so on, that you may want to view on a regular basis.

Notification Limits

You can specify limits for QoS and daily charges, so the administrator gets alerted by e-mail when these limits are exceeded. The alerts go to all users that are designated as CAR Administrators through Cisco Unified CM Administration.

Related Topics

- Generate CDR Analysis and Reporting

- Report Configuration

- CAR Rating Engine

- CAR Reports QoS Values

- CAR Reports Notification Limits

Additional Documentation

- Administration Guide for Cisco Unified Communications Manager

- Cisco Unified Serviceability Administration Guide

- Cisco Unified Communications Manager Call Detail Records Administration Guide