Voice Messaging Utilization Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate device reports.

Device reports track the load and performance of Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, and gateways.

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Generate Voice Messaging Utilization Reports

Only CAR administrators generate the Voice Messaging Utilization report. The report provides an estimate of the maximum utilization percentage of the voice-messaging devices for the period and not the exact utilization. For example, the system calculates the utilization of a voice-messaging port/voice-messaging DNs between 11hrs and 12hrs by using the duration of the calls that used the voice-messaging port/voice messaging DNs. The system calculates utilization for the voice-messaging port as the (sum of duration of calls that used the voice-messaging port in that hour*100) / (maximum duration seconds in an hour * number of days between the fromDate and toDate selected). The utilization calculation for voice-messaging DNs represents the (sum of duration of calls that used the voice-messaging DNs in that hour * 100) / (maximum duration seconds in an hour * number of days between the fromDate and toDate selected * maximum number of ports in a gateway that is connected to the voice-messaging DN). The same value will display in the report as the utilization for the time between 11hrs and 12hrs.

You can review the Voice Messaging Utilization report for Voice Messaging Ports only as a newly generated report and not as a report that the system automatically generates.

You can automatically generate the Voice Messaging Utilization report for Voice Messaging DNs, or you can generate it as a new report. Only CAR administrators can schedule reports for automatic generation. See CAR System Scheduler for more information.

Note The CAR Voice Messaging Utilization report supports the Cisco Unity and Cisco Unity Connection voice-messaging systems.

This section describes how to generate, mail, or view Voice Messaging Utilization reports.

Procedure

Step 1 Choose **Device Reports** > **Voice Messaging** > **Utilization**.

The Voice Messaging Utilization window displays.

Step 2 In the Generate Report field, choose a time as described in the following table.

Table 1: Generate Report Fields

Parameter	Description
Hour of Day	Displays the utilization results for each hour in a 24-hour period for the period that you specify in Step 10, on page 3.
Day of Week	Displays the utilization for the days of the week that occur within the period that you specify in Step 10, on page 3.
Day of Month	Displays the utilization for the days of the month that occur within the period that you specify in Step 10, on page 3.

Step 3 In the Available Reports field, choose an automatically generated report (if available) and go to Step 12, on page 3 or use the default setting, Generate New Report, and go to Step 4, on page 2.

Step 4 To choose a voice-messaging DN, click **Voice Messaging DNs** in the Voice Utilization pane.

The previously configured voice-messaging DN displays.

Note The Voice Messaging DN that displays in this window represents the Voice Messaging DN that you configure in the VoiceMailDn service parameter, which supports the Cisco Messaging Interface service. Set the parameter name VoiceMailDn to the routing pattern that you have created on the machine. Configure this by opening Cisco Unified CM Administration and clicking **System.** Click **Service Parameters**; then, select the service **Cisco Messaging Interface**.

Step 5 Choose the voice-messaging DN.

The DN that you chose displays in the List of DNs/Ports list box.

Step 6 To choose a voice-messaging port, click **Voice Messaging Ports** in the Voice Utilization pane.

A list of configured voice-messaging ports displays.

Step 7 From the list of ports, choose a voice-messaging port.

The port that you chose displays in the List of DNs/Ports list box.

Step 8 In Select Voice Messaging DNs/Ports, click the down arrow.

The port that you chose displays in the Selected DNs/Ports list box.

Step 9 Repeat Step 7, on page 2 and Step 8, on page 2 until you have chosen the ports that you want to include in the report.

Note For this report, you can choose a maximum of five Voice Messaging Ports/Voice Messaging DNs. You can choose the default Voice Messaging DN and four Voice Messaging Ports, or you can choose five Voice Messaging Ports.

Step 10 If you chose Generate New Report, enter the date range of the period for which you want to see call information.

Note Ensure the date and time range does not exceed one month.

Step 11 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 12 Click the **View Report** button.

The report displays**.**

Step 13 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure described in the Mail Reports.

Related Topics

- Generate CDR Analysis and Reporting
- CAR Device Reports
- Gateway Device Reports
- Route Pattern and Hunt Pilot Device Reports
- Conference Bridge Device Reports
- Trunk Device Reports
- CAR Device 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