



## CHAPTER 20

# Configuring Route Pattern and Hunt Pilot Device Reports

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

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

This chapter contains the following topics:

- [Configuring Route and Line Group Utilization Reports, page 20-1](#)
- [Configuring Route/Hunt List Utilization Reports, page 20-3](#)
- [Configuring Route Pattern/Hunt Pilot Utilization Reports, page 20-4](#)
- [Configuring Hunt Pilot Summary Report, page 20-6](#)
- [Configuring Hunt Pilot Detail Report, page 20-7](#)
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## Configuring Route and Line Group Utilization Reports

Only CAR administrators generate the Route and Line Group Utilization report. This report provides an estimate of the maximum utilization percentage of the route and line group (cumulative utilization of all the gateways under the route and line group) for the period and not the exact utilization. The system calculates the utilization in the same manner as is done for Gateway Utilization, but this calculation gives cumulative utilization of all the gateways under the route groups and all the lines under the line groups. You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route and line groups.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See the [“Configuring CAR System Parameters” section on page 29-1](#), for more information.

This section describes how to generate, view, or mail Route and Line Group Utilization reports.

### Procedure

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- Step 1** Choose **Device Reports > Route Patterns/Hunt Pilots > Route and Line Group Utilization**.

The Route and Line Group Utilization window displays.

- Step 2** In the Generate Reports field, choose a time as described in [Table 20-1](#).

**Table 20-1** *Generate Report Fields*

Parameter	Description
Hour of Day	Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in <a href="#">Step 8</a> .
Day of Week	Displays the cumulative utilization for the days of the week that occur within the period that you specify in <a href="#">Step 8</a> .
Day of Month	Displays the cumulative utilization for the days of the month that occur within the period that you specify in <a href="#">Step 8</a> .

- Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to [Step 10](#), or use the default setting, Generate New Report, and go to [Step 4](#).

- Step 4** To choose only those route and line groups that use a particular route pattern, click **Route Patterns/Hunt Pilots** in the column on the left side of the window.

The tree structure expands and displays the route patterns/hunt lists that you chose.



**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

- Step 5** Choose a route pattern/hunt list from the list.

The route and line groups for this route pattern/hunt list display in the List of Route/Line Groups box.



**Note** The List of Route/Line Groups box will display up to 200 route groups.

- Step 6** In the List of Route/Line Groups box, choose the route/line groups that you want to include in the report.



**Note** You can generate a report for up to five route/line groups at a time.

- Step 7** To move the chosen gateway to the list of Selected Route/Line Groups box, click the down arrow.

The route/line groups that you chose display in the Selected Route Groups box.

- Step 8** 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 9** 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 10** Click the **View Report** button.

The report displays.

**Step 11** If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the “[Mailing a Report](#)” section on page 3-3.

#### Additional Information

See the “[Related Topics](#)” section on page 20-8.

## Configuring Route/Hunt List Utilization Reports

Only CAR administrators generate the Route/Hunt List Utilization report. The Route/Hunt List Utilization report provides an estimate of the maximum utilization percentage of the route/hunt list (cumulative utilization of all the gateways under the route/hunt list) for the period and not the exact utilization. The system calculates the cumulative utilization of all the gateways under the route lists and all the lines under the hunt lists.

You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route/hunt lists.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See [Chapter 30, “Configuring the CAR System Scheduler”](#), for more information.

This section describes how to generate, view, or mail the Route/Hunt List Utilization reports.

#### Procedure

**Step 1** Choose **Device Reports > Route Patterns/Hunt Pilots > Route/Hunt List Utilization**.

The Route/Hunt List Utilization window displays.

**Step 2** In the Generate Report field, choose a time as described in [Table 20-2](#).

**Table 20-2** *Generate Report Fields*

Parameter	Description
Hour of Day	Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in <a href="#">Step 8</a> .
Day of Week	Displays the cumulative utilization for the days of the week that occur within the period that you specify in <a href="#">Step 8</a> .
Day of Month	Displays the cumulative utilization for the days of the month that occur within the period that you specify in <a href="#">Step 8</a> .

**Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to [Step 10](#) or use the default setting, Generate New Report, and go to [Step 4](#).

**Step 4** To choose the route/hunt lists that you want to include in the report, click **Route Patterns/Hunt Pilots** in the column on the left side of the window. The tree structure expands and displays the route patterns/hunt pilots that you chose.



**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt lists in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

**Step 5** Choose a route/hunt list from the list.  
The route/hunt list name displays in the List of Route/Hunt Lists box.



**Note** The List of Route/Hunt Lists box will display up to 200 route/hunt lists.

**Step 6** In the List of Route/Hunt Lists box, choose the route/hunt lists that you want to include in the report.



**Note** You can generate a report for up to five route/hunt lists at a time.

**Step 7** To move the chosen route/hunt lists to the list of Selected Route/Hunt Lists box, click the down arrow.  
The route/hunt lists that you chose display in the Selected Route/Hunt Lists box.

**Step 8** 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 9** 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 10** Click the **View Report** button.  
The report displays.

**Step 11** If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the [“Mailing a Report”](#) section on page 3-3.

#### Additional Information

See the [“Related Topics”](#) section on page 20-8.

## Configuring Route Pattern/Hunt Pilot Utilization Reports

Only CAR administrators generate the Route Pattern/Hunt Pilot Utilization report. The report provides an estimate of the maximum utilization percentage of the route pattern/hunt pilot (cumulative utilization of all the gateways under the route pattern/hunt pilot) for the period and not the exact utilization. The system calculates the utilization of all the gateways under the route patterns and all the lines under the hunt pilots. You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route patterns/hunt pilots.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See [Chapter 30, “Configuring the CAR System Scheduler”](#), for more information.

This section describes how to generate, view, or mail Route Pattern/Hunt Pilot Utilization reports.

### Procedure

**Step 1** Choose **Device Reports > Route Pattern/Hunt Pilots > Route Pattern/Hunt Pilot Utilization**.

The Route Pattern/Hunt Pilot Utilization window displays.

**Step 2** In the Generate Report field, choose a time as described in [Table 20-3](#).

**Table 20-3** *Generate Report Fields*

Parameter	Description
Hour of Day	Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in <a href="#">Step 8</a> .
Day of Week	Displays the cumulative utilization for the days of the week that occur within the period that you specify in <a href="#">Step 8</a> .
Day of Month	Displays the cumulative utilization for the days of the month that occur within the period that you specify in <a href="#">Step 8</a> .

**Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to [Step 10](#) or use the default Generate New Report and go to [Step 4](#).

**Step 4** To choose the route pattern(s)/hunt list(s) that you want to include in the report, click **Route Patterns/Hunt Pilots** in the column on the left side of the window.

The tree structure expands and displays the route pattern(s)/hunt list(s) that you chose.



**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

**Step 5** Choose a route pattern/hunt pilot from the list.

The route pattern/hunt pilot name displays in the List of Route Patterns/Hunt Pilots box.



**Note** The List of Route Patterns/Hunt Pilots box will display up to 200 route patterns/hunt lists.

**Step 6** In the List of Route Patterns/Hunt Pilots box, choose the route patterns/hunt lists that you want to include in the report.



**Note** You can generate a report for up to five route patterns/hunt pilots at a time.

**Step 7** Click the down arrow to move the chosen route pattern/hunt pilot to the list of Selected Route Patterns/Hunt Pilots box.

The route pattern/hunt pilot that you chose displays in the Selected Route Patterns/Hunt Pilots box.

**Step 8** 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 9** 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 10** Click the **View Report** button.

The report displays.

**Step 11** If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the [“Mailing a Report”](#) section on page 3-3.

#### Additional Information

See the [“Related Topics”](#) section on page 20-8.

## Configuring Hunt Pilot Summary Report

Only CAR administrators generate the Hunt Pilot Summary Report. The CDR Hunt Pilot Call Summary report displays the call details for the specified hunt pilot. This report displays an only an overview of the calls for the hunt pilots and hunt member information is not included. The CAR administrator can generate report for a maximum of five hunt pilot DNs.

This section describes how to generate, view, or mail Hunt Pilot Summary reports.

#### Procedure

**Step 1** Choose **Device Reports > Route Pattern/Hunt Pilots > Hunt Pilot Summary**.

The Hunt Pilot Detail Summary displays.

**Step 2** Enter the hunt pilot number in the **Hunt Pilots** text box and press the Enter key.

The hunt pilot number is displayed below the text box. Alternately, you can click the icon to display all the available hunt pilot numbers.

**Step 3** Click on the required hunt pilot number, so that it is listed in the **List of Hunt Pilots**.

**Step 4** From the Generate Reports drop-down list, choose:

- Hour of the day—Displays the call details for each hour in a 24-hour period for the period that you specify in [Step 7](#).
- Day of the Week—Displays the call details for the days of the week that occur within the period that you specify in [Step 7](#).
- Day of the Month—Displays the call details for the days of the month that occur within the period that you specify in [Step 7](#).

- Step 5** Choose any of the available reports or the Generate New Report option from the **Available Reports** drop-down list.
- Step 6** From the list of hunt pilots available, choose the required ones and click the down arrow.  
The hunt pilots chosen are displayed in the **Selected Hunt Pilots** list.
- Step 7** Choose the **From Date** and the **To Date** from the drop-down lists available.
- Step 8** Choose the required report format.  
It can either be **CSV** or **PDF**. PDF is the default report option.
- Step 9** Click **View Report** to view the report.  
To view the report results, see “[Hunt Pilot Summary Report Results](#)” section on page 24-8.
- Step 10** If you want to mail the report, click **Send Report**.  
To send the report, perform the procedure that is described in the “[Mailing a Report](#)” section on page 3-3.
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#### Additional Information

See the “[Related Topics](#)” section on page 20-8.

## Configuring Hunt Pilot Detail Report

Only CAR administrators generate the Hunt Pilot Detailed Call Report. This report displays call details for a hunt pilot number or a hunt member dn.

This section describes how to generate, view, or mail Hunt Pilot Detail reports.

#### Procedure

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- Step 1** Choose **Device Reports > Route Pattern/Hunt Pilots > Hunt Pilot Detail**.  
The Hunt Pilot Detail window displays.
- Step 2** Select the **HuntPilot** or the **MemberDn** for generating the report.
- Step 3** Enter the hunt pilot number in the **Hunt Pilots** text box and press the Enter key.  
The hunt pilot number is displayed below the text box. Alternately, you can click the icon to display the hunt pilot numbers.
- Step 4** If you had selected the hunt pilot option, click on the required hunt pilot number, so that it is listed in the **SelectedHuntPilot/MemberDn** list box. Proceed to [Step 7](#).
- Step 5** If you had selected the member dn option, click on the required hunt pilot number to list the member dn numbers in it.
- Step 6** From the list of member dns, click on the required ones so that they get listed in the **SelectedHuntPilot/MemberDn** list box.
- Step 7** Choose any of the available reports or the Generate New Report option from the **Available Reports** drop-down list.
- Step 8** Choose the **From Date** and the **To Date** from the drop-down lists available.
- Step 9** Choose the required report format.  
It can either be CSV or PDF. PDF is the default report option.

**Step 10** Click **View Report** to view the report.

To view the report results, see [“\*\*Hunt Pilot Detail Report Results\*\*” section on page 24-10.](#)

**Step 11** If you want to mail the report, click **Send Report**.

To send the report, perform the procedure that is described in the [“\*\*Mailing a Report\*\*” section on page 3-3.](#)

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#### **Additional Information**

See the [“\*\*Related Topics\*\*” section on page 20-8.](#)

## **Related Topics**

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 18, “Understanding CAR Device Reports”](#)
- [Chapter 19, “Configuring Gateway Device Reports”](#)
- [Chapter 21, “Configuring Conference Bridge Device Reports”](#)
- [Chapter 22, “Configuring Voice Messaging Utilization Device Reports”](#)
- [Chapter 23, “Configuring Trunk Device Reports”](#)
- [Chapter 24, “Reviewing CAR Device Reports Results”](#)

## **Additional Cisco Documentation**

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