



CHAPTER 8

Reviewing User Reports Results

This chapter describes report output information for each CAR user report. The chapter contains the following topics:

- [Bill Summary Report Results, page 8-2](#)
- [Bill Detail Report Results, page 8-4](#)
- [Top N By Charge or Duration Report Results, page 8-7](#)
- [Top N By Number of Calls Report Results, page 8-9](#)
- [Call Usage for Assistant—Detail Report Results, page 8-10](#)
- [Call Usage for Assistant—Summary Report Results, page 8-11](#)
- [Call Usage for Manager—Detail Report Results, page 8-13](#)
- [Call Usage for Manager—Summary Report Results, page 8-14](#)
- [Cisco IP Phone Services Report Results, page 8-16](#)
- [Related Topics, page 8-16](#)
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Bill Summary Report Results

The report combines information in groups by the user name in ascending order. The summary report includes the following fields (see [Table 8-1](#)).

Table 8-1 Summary Report Fields

Field	Description
Call Classification—Call categories specify classes.	
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2 .
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Table 8-1 Summary Report Fields (continued)

Field	Description
QOS	<p>The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories:</p> <ul style="list-style-type: none"> • Good—QoS for these calls designates the highest possible quality. • Acceptable—QoS for these calls shows them slightly degraded but still within an acceptable range. • Fair—QoS for these calls, that although degraded, still fall within a usable range. • Poor—QoS for these calls get categorized as unsatisfactory. • NA—These calls do not match any criteria for the established QoS categories. <p>See the “Configuring QoS Values” section on page 35-1 and the “Configuring QoS by Gateway Reports” section on page 10-6.</p>
Calls	Indicates the number of calls for each call classification.
Charge	Indicates the charge that is associated with each call. Call charge information that the CAR administrator provides for the CAR rating engine provides basis for charges. See Chapter 34 , “Configuring the CAR Rating Engine” .

[Figure 8-1](#) and [Figure 8-2](#) display sample output from the Individual Bill and Department Bill Summary reports.

Figure 8-1 Individual Bill Summary Report Sample

Individual Bill - Summary

From Date: Jan 1, 2008
To Date: Jan 26, 2008

Date: Jan 26, 2008
Page: 1 of 1

Quality of Service							
Call Classification	Good	Acceptable	Fair	Poor	NA	Calls	Charge
Bill for caradmin							
Total for caradmin	0	0	0	0	0	0	0.00

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Figure 8-2 Department Bill Summary Report Sample

Department Bill - Summary

From Date: Jan 1, 2008
To Date: Jan 26, 2008

Date: Jan 26, 2008
Page: 1 of 2

Quality of Service							
Call Classification	Good	Acceptable	Fair	Poor	NA	Calls	Charge
Bill for user1							
Internal	0	0	0	0	4	4	120.00
Total for user1	0	0	0	0	4	4	120.00
Bill for user3							
Internal	0	0	0	0	4	4	120.00
Total for user3	0	0	0	0	4	4	120.00
Bill for _unspecifieduser							
Internal	3	0	0	0	12	15	1,700.00
On Net	0	0	0	0	1	1	100.00
Others	1	0	0	0	0	1	120.00
Total for _unspecifieduser	4	0	0	0	13	17	1,920.00
Bill for user4							
Internal	0	0	0	0	4	4	120.00
Total for user4	0	0	0	0	4	4	120.00
Bill for user2							
Internal	0	0	0	0	4	4	120.00
Total for user2	0	0	0	0	4	4	120.00
Bill for caradmin							
Total for caradmin	0	0	0	0	0	0	0.00

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Bill Detail Report Results

The report places information in groups by the user name in ascending order. The detail report includes the following fields (see [Table 8-2](#)).

Table 8-2 Detail Report Fields

Field	Description
Date	The date that the call originated.
Orig. Time	The time that the call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification—Call categories specify classes.	

Table 8-2 *Detail Report Fields (continued)*

Field	Description
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QOS	<p>The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories:</p> <ul style="list-style-type: none"> • Good—QoS for these calls designates the highest possible quality. • Acceptable—QoS for these calls shows them slightly degraded but still within an acceptable range. • Fair—QoS for these calls, that although degraded, still fall within a usable range. • Poor—QoS for these calls get categorized as unsatisfactory. • NA—These calls do not match any criteria for the established QoS categories. <p>See the “Configuring QoS Values” section on page 35-1 and the “Configuring QoS by Gateway Reports” section on page 10-6.</p>

Table 8-2 *Detail Report Fields (continued)*

Field	Description
Duration(s)	The time, in seconds, that the call remains connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides the basis for charges. See the “ Configuring QoS Values ” section on page 35-1.

Figure 8-3 and Figure 8-4 display sample output from the Individual Bill and Department Bill Detail reports.

Figure 8-3 *Individual Bill Detail Sample Report*

cisco
Individual Bill - Detail

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Date	Orig. Time	Orig.	Dest.	Call Classification	QoS	Duration (sec)	Charge
Bill for CARuser1							
Feb 8, 2007	3:25:22 PM	1001	1003	Internal	Good	10	192.00
Feb 8, 2007	3:25:50 PM	1001	1003	Internal	Good	6	96.00
Feb 8, 2007	3:25:58 PM	1001	1003	Internal	Good	7	192.00
Feb 8, 2007	3:26:09 PM	1001	1003	Internal	Good	14	288.00
Total for CARuser1						37	768.00

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Figure 8-4 Department Bill Detail Sample Report

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Department Bill - Detail

From Date: Feb 1, 2008
To Date: Feb 10, 2008

Date: Feb 10, 2008
Page: 1 of 6

Date	Orig. Time	Orig.	Dest.	Call Classification	QoS	Duration (sec)	Charge
Bill for CARuser1							
Feb 8, 2007	3:25:22 PM	1001	1003	Internal	Good	10	192.00
Feb 8, 2007	3:25:50 PM	1001	1003	Internal	Good	6	96.00
Feb 8, 2007	3:25:58 PM	1001	1003	Internal	Good	7	192.00
Feb 8, 2007	3:26:09 PM	1001	1003	Internal	Good	14	288.00
Total for CARuser1						37	768.00
Bill for CARuser2							
Feb 1, 2007	3:23:16 PM	1002	1003	Others	Good	167	2,688.00
Feb 1, 2007	3:29:16 PM	1002	1006	Others	Good	55	960.00
Feb 1, 2007	3:30:48 PM	1002	1001	Others	Good	37	672.00
Feb 1, 2007	3:36:58 PM	1002	1003	Others	Good	81	1,344.00

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Top N By Charge or Duration Report Results

The fields for the Top N by Charge and the Top N by Duration vary depending on the report type. The reports show only outgoing calls. See [Table 8-3](#).

Table 8-3 Top N by Charge and by Duration Report Fields

Field	Description
By Individual Users	
User	User names.
Calls	Total number of calls.
Duration(s)	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See the “Configuring QoS Values” section on page 35-1 .
By Destinations	
Dest	The destination of the calls.
Call Classification	The total number of calls for each call classification.
Calls	Total number of calls.

Table 8-3 Top N by Charge and by Duration Report Fields (continued)

Field	Description
Duration	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine” .
By Number of Calls	
User	User names.
Date	Date that the call occurred.
Orig Time	Time that the call originated.
Orig	Origin of the call.
Dest	Destination of the call.
Call Classification	The total number of calls for each call classification.
Duration	The time, in seconds, that the call was connected.
Charge	The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine” .

Figure 8-5 and Figure 8-6 display sample reports.

Figure 8-5 Top N Charge by Destinations Sample Report

cisco
Top 5 Destinations based on Charge

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Dest.	Call Classification	Calls	Duration (sec)	Charge
666	Internal	2	43213	172,872.00
1005	Incoming	12	2695	40,464.00
1004	Incoming	8	2527	38,808.00
1006	Incoming	12	2689	36,096.00
11006	On Net	6	2204	35,520.00

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Figure 8-6 Top N Duration by Destinations Sample Report

cisco
Top 5 Destinations based on Duration

From Date: Feb 1, 2008
To Date: Feb 10, 2008

Date: Feb 10, 2008
Page: 1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Dest.	Call Classification	Calls	Charge	Duration (sec)
666	Internal	2	172,872.00	43213
1005	Incoming	12	40,464.00	2695
1006	Incoming	12	36,096.00	2689
1004	Incoming	8	38,808.00	2527
11006	On Net	6	35,520.00	2204

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Top N By Number of Calls Report Results

The fields for the Top N by Number of Calls report vary depending on the report type. The report shows both incoming and outgoing calls. See [Table 8-4](#).

Table 8-4 Top N by Number of Calls Report Fields

Field	Description
By Individual Users	
Users	User names.
Charge	The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, "Configuring the CAR Rating Engine" .
Duration(s)	The time, in seconds, that the call connected.
Calls Made	The total number of calls that the user placed.
Calls Received	The total number of calls that the user received.
Total Calls	The total number of incoming and outgoing calls.
By Extensions	
Extension No	The extension that originated/placed and received the call.
Charge	The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, "Configuring the CAR Rating Engine" .
Duration	The time, in seconds, that the call was connected.
Calls Made	The total number of calls that the user placed.

Table 8-4 Top N by Number of Calls Report Fields (continued)

Field	Description
Calls Received	The total number of calls that the user received.
Total Calls	The total number of incoming and outgoing calls.

Figure 8-7 displays sample report output of Top N by Number of Calls by Individual Users in PDF format.

Figure 8-7 Top N by Number of Calls Report Sample Output

Top 5 Users based on Number of Calls

From Date: Jan 1, 2008
To Date: Jan 26, 2008

Date: Jan 26, 2008
Page: 1 of 1

Report Generation Criteria-
Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

User	Charge	Duration (sec)	Calls Made	Calls Received	Total Calls
user1	120.00	12	4	0	4
user3	120.00	12	4	0	4
user2	120.00	12	4	0	4
user4	120.00	12	4	0	4

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Call Usage for Assistant—Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows the number of calls that assistants handled for themselves, that the assistant handled for each manager, and the total number of calls that the assistant handled. The report places information in groups about calls that the assistant handled and calls that the assistant handled for the manager. The detail report includes the following fields (see Table 8-5).

Table 8-5 Detail Report Fields

Field	Description
Date	The date that the call originated.
Orig. Time	The time that the call originated.
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Call Classification	The type of call (internal, incoming, and so on.)
Duration (sec)	The time, in seconds, that the call connected.

Figure 8-8 displays sample output from a Call Usage for Assistant Detail report in PDF format.

Figure 8-8 Call Usage for Assistant Detail ReportFrom Date:Mar 1, 2008
To Date:Mar 15, 2008Date:Mar 15, 2008
Page:1 of 2

Report for Calls Handled by Assistant

cisco
Call Usage for Assistant - Detail

Date	Orig. Time	Orig.	Dest.	Call Classification	Duration (sec)
Usage for Assistant					
14-3-2007	01:03:11	10001	66	Internal	17
14-3-2007	03:33:31	10001	66	Internal	32
14-3-2007	03:34:07	10001	66	Internal	24
14-3-2007	03:34:35	10001	66	Internal	19
14-3-2007	03:34:57	10001	66	Internal	31
14-3-2007	03:35:32	10001	66	Internal	17
14-3-2007	04:20:03	1234	10001	Internal	49
14-3-2007	04:21:03	1234	10001	Internal	54
14-3-2007	04:22:05	1234	10003	Internal	85
14-3-2007	04:24:41	1234	10001	Internal	36
14-3-2007	04:25:40	66	10001	Internal	45
14-3-2007	04:26:36	66	10001	Internal	42
14-3-2007	04:27:29	66	10001	Internal	27
14-3-2007	04:28:07	66	10003	Internal	44

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Call Usage for Assistant—Summary Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the assistant handled for themselves and that the assistant handled for the manager. The reports place call information by groups by attendant name. The summary report includes the following fields (see [Table 8-6](#)).

Table 8-6 Summary Report Fields

Field	Description
Assistant-Extn/Manager	Shows the assistant name and directory number. If the assistant handles a call for a manager, the manager name displays.
Call Classification	Call categories specify classes.

Table 8-6 Summary Report Fields (continued)

Field	Description
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2 .
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Calls	The number of calls that the assistant handled or that the assistant handled for the manager.
Duration (sec)	The total duration for all the calls for the particular call classification.

Figure 8-9 displays sample output of the Call Usage for Assistant Summary report in PDF format.

Figure 8-9 Call Usage for Assistant Summary Report

cisco
Call Usage for Assistant - Summary

From Date: Mar 1, 2008
To Date: Mar 15, 2008

Date: Mar 15, 2008
Page: 1 of 1

Report for Calls Handled by Assistant

Assistant-Extn	Call Classification							Calls	Duration (sec)
	Internal	On Net	Local	Long Distance	International	Incoming	Others		
Usage for Assistant									
Assistant-1234	4	0	0	0	0	0	0	4	224
Assistant-66	5	0	0	0	0	0	0	5	211
Total for Assistant	9	0	0	0	0	0	0	9	435

201405

Call Usage for Manager—Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, provides information about calls that managers handle for themselves and that assistants handle for managers. The report places information in groups by the assistant name and shows the total number of calls that the manager handles and that the assistant handles for the manager. The detail report includes the following fields (see [Table 8-7](#)).

Table 8-7 Detail Report Fields

Field	Description
Date	The date that the call originates.
Orig. Time	The time that the call originates.
Orig.	The originating number from which the call is placed.
Dest.	The destination number to which the call is directed.
Call Classification	The type of call (internal, incoming, and so on.)
Duration (sec)	The time, in seconds, that the call connects.

[Figure 8-10](#) displays sample output from the Call Usage for Manager Detail report.

Figure 8-10 Call Usage for Manager Detail Report

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Call Usage For Manager - Detail

From Date: Feb 1, 2008
To Date: Feb 10, 2008

Date: Feb 10, 2008
Page: 1 of 4

Report for Calls Handled by Manager

Date	Orig. Time	Orig.	Dest.	Call Classification	Duration (sec)
Usage for CARuser1					
1-2-2007	15:23:10	1001	1004	Others	170
1-2-2007	15:23:13	1001	1004	Incoming	170
1-2-2007	15:26:24	1001	1002	Others	142
1-2-2007	15:26:31	1001	1002	Incoming	142
1-2-2007	15:29:26	1001	1004	Others	41
1-2-2007	15:29:31	1001	1004	Incoming	41
1-2-2007	15:30:48	1002	1001	Others	37
1-2-2007	15:30:50	1002	1001	Incoming	37

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Call Usage for Manager—Summary Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the managers handle for themselves and that the assistants handle for the managers. The report places information in groups by the manager name and shows the total number of calls that are handled for each manager. The report includes the following fields (see [Table 8-8](#)).

Table 8-8 Summary Report Fields

Field	Description
Manager-Extn/Assistant	Shows the manager name and directory number. If the assistant handles a call for a manager, the assistant name displays.
Call Classification—Call categories specify classes.	
Internal	Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.

Table 8-8 Summary Report Fields (continued)

Field	Description
International	International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.
On Net	Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Calls	The number of calls that the assistant or the manager handles.
Duration	The total duration for all the calls for the particular call classification.

Figure 8-11 displays sample output of the Call Usage for Manager Summary report in PDF format.

Figure 8-11 Call Usage for Manager Summary Report

cisco
Call Usage for Manager - Summary

From Date:Feb 1, 2008
To Date:Feb 10, 2008

Date:Feb 10, 2008
Page:1 of 1

Report for Calls Handled by Manager

Manager-Extn	Call Classification							Calls	Duration (sec)
	Internal	On Net	Local	Long Distance	International	Incoming	Others		
Usage for CARuser1									
CARuser1-1001	12	4	0	0	0	11	7	34	6695
CARuser1-666	0	0	0	0	0	0	0	0	0
Total for CARuser1	12	4	0	0	0	11	7	34	6695

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Cisco IP Phone Services Report Results

The Cisco IP Phone Services report includes the following fields (see [Table 8-9](#)).

Table 8-9 Cisco Unified IP Phone Services Report Fields

Field	Description
Cisco IP Phone Services	The name of the selected service.
Number of Subscribers	The total number of subscribers for a given service.
% Subscription	The percentage of users who are subscribed to a given service, out of the total number of subscriptions for all services.

[Figure 8-12](#) displays sample output from the Cisco IP Phone Services Report in PDF format.

Figure 8-12 Cisco IP Phone Services Report Sample Output

Cisco IP Phone Services

Date: Jan 23, 2008
Page: 1 of 1

Cisco IP Phone Services	Number of Subscribers	% Subscription
Corporate Directory	0	0.00
Intercom Calls	0	0.00
Missed Calls	0	0.00
Personal Directory	0	0.00
Placed Calls	0	0.00
Received Calls	0	0.00

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Related Topics

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 4, “Configuring Bills User Reports”](#)
- [Chapter 5, “Configuring Top N User Reports”](#)
- [Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”](#)
- [Chapter 7, “Configuring Cisco IP Phone Service User Reports”](#)

Additional Cisco Documentation

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

