



CHAPTER 5

Configuring Top N User Reports

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 their calls.

This chapter contains the following topics:

- [Configuring Top N Reports, page 5-1](#)
- [Related Topics, page 5-8](#)
- [Additional Cisco Documentation, page 5-8](#)



Note

Depending on your job function, you may not have access to every report that is described in this chapter.

Configuring Top N Reports

Top N Charge reports the users who made the maximum charge for the specified date range. If you are a manager, the report includes the top charges for all calls that users who report to you made during the specified period. If you are a CAR administrator, the report includes the top charges for all calls that all users on the system made for the specified period. You can generate each Top N Charge report with options to show the information by individual users, by destinations, or by all calls.

Top N Duration reports the top number of users that incurred a maximum time on calls during a period that you specify. If you are a manager, the report lists the top number of users who report to you that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. You can generate each Top N Duration report with options to show the information by individual users, by destinations, or by all calls.

Top N Number of Calls reports the top number of calls that were made and received by users during a period that you specify. If you are a manager, the report lists the top number of calls by users among the users who report to you for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user in the system. You can generate each Top N Number of Calls report with options to show the information by individual users and by extensions.

This section contains the following topics:

- [Configuring Top N by Charge Reports, page 5-2](#)
- [Configuring Top N by Duration Reports, page 5-4](#)
- [Configuring Top N by Number of Calls Reports, page 5-6](#)

Configuring Top N by Charge Reports

This section describes how to generate, view, or mail reports about the top calls when classified by cost.

Procedure

Step 1 Perform one of the following tasks:

- If you are a manager, choose **Top N > By Charge**.
- If you are a CAR administrator, choose **User Reports > Top N > By Charge**.

The Top N Charge window displays.

Step 2 In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in [Step 4](#). [Table 5-1](#) describes the call types.



Tip To check all check boxes, click **Select All**; to uncheck the check boxes, click **Clear All**.

Table 5-1 Top N by Charge Call Types

Call Type	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 going out through the PSTN.
International	International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.

Table 5-1 *Top N by Charge Call Types (continued)*

Call Type	Description
Incoming	Inbound calls that originate outside the Cisco Unified Communications Manager network and enter the Cisco Unified Communications Manager network through a gateway.
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the Report Type field, choose a report type as described in [Table 5-2](#).

Table 5-2 *Top N by Charge Report Types*

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum charges.
By Destinations	This report lists the destinations that incurred the maximum charges.
By All Calls	This default report lists the calls that incurred the maximum charges.



Note Top N Destination by Charge reports display the top destinations based on the charge incurred. If the same destination number comprises different call classifications (for example, some are Internal, and some are Incoming), they get treated and listed separately in these reports.

Step 4 In the Available Reports field, choose an automatically generated report (if available) and go to [Step 8](#) or use the default setting, Generate New Report, and go to [Step 5](#).



Note You can only choose the automatically generated report if you are logged in as CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records to display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

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

The report displays.

- Step 9** 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 5-8.

Configuring Top N by Duration Reports

This section describes how to generate, view, or mail reports about the top calls when they are classified by duration.

Procedure

- Step 1** Perform one of the following tasks:
- If you are a manager, choose **Top N > By Duration**.
 - If you are a CAR administrator, choose **User Reports > Top N > By Duration**.

The Top N by Duration window displays.

- Step 2** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in [Step 4](#). [Table 5-3](#) describes the call types.

Table 5-3 Top N by Duration Call Types

Call Type	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 going 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.

Table 5-3 *Top N by Duration Call Types (continued)*

Call Type	Description
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and then are transferred outbound from the Cisco Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the Report Type field, choose a report type as described in [Table 5-4](#).

Table 5-4 *Top N by Duration Report Types*

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum duration.
By Destinations	This report lists the destinations that incurred the maximum duration.
By All Calls	This report lists the calls that incurred the maximum duration.



Note Top N Destinations by Duration reports display the top destinations based on the duration of the calls. If the same destination number comprises different call classifications (for example, some are Internal and some are Incoming), they get treated and listed separately in these reports.

Step 4 In the Available Reports field, choose an automatically generated report (if available) and go to [Step 8](#) or use the default setting, Generate New Report and go to [Step 5](#).



Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records to display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

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

The report displays.

- Step 9** 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 5-8.

Configuring Top N by Number of Calls Reports

This section describes how to generate, view, or mail reports about the top calls when classified by volume.

Procedure

- Step 1** Perform one of the following tasks:
- If you are a manager, choose **Top N > By Number of Calls**.
 - If you are a CAR administrator, choose **User Reports > Top N > By Number of Calls**.

The Top N by Number of Calls window displays.

- Step 2** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in [Step 4](#). [Table 5-5](#) describes the call types.

Table 5-5 *Top N by Number of Calls Call Types*

Call Type	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 going 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.

Table 5-5 *Top N by Number of Calls Call Types (continued)*

Call Type	Description
Tandem	Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 3 In the Report Type field, choose a report type as described in [Table 5-6](#).

Table 5-6 *Top N by Number of Calls Report Types*

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum number of calls.
By Extensions	This report lists the extensions that have placed or received the greatest number of calls in your group (managers) or the system (CAR administrators).

Step 4 In the Available Reports field, choose an automatically generated report (if available) and go to [Step 8](#) or use the default Generate New Report and go to [Step 5](#).



Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records that display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

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

The report displays.

Step 9 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 5-8.

Related Topics

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 3, “Understanding CAR User Reports”](#)
- [Chapter 4, “Configuring Bills User Reports”](#)
- [Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”](#)
- [Chapter 7, “Configuring Cisco IP Phone Service User Reports”](#)
- [Chapter 8, “Reviewing User 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*