



## CHAPTER 14

# Configuring Precedence Call Summary System 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 calls by each user.

This chapter contains the following topics:

- [Configuring Precedence Call Summary Reports, page 14-1](#)
- [Related Topics, page 14-3](#)
- [Additional Cisco Documentation, page 14-3](#)



**Note**

---

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

---

## Configuring Precedence Call Summary Reports

Only CAR administrators generate the Call Summary by Precedence report. The report displays the Call Summary for the precedence values that you choose by Hour of Day, Day of Week, or Day of Month.

This section describes how to generate, view, or mail a Call Summary by Precedence report.

### Procedure

- 
- Step 1** Choose **System Reports > Precedence Call Summary**.
- The Call Summary by Precedence window displays.
- Step 2** In the Generate Reports field, choose a time as described in [Table 14-1](#).

**Table 14-1**      **Generate Report Fields**

Parameter	Description
Hour of Day	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for hour of day. <b>Note</b> Ensure that the date and time range does not exceed one month.
Day of Week	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of week. <b>Note</b> Ensure that the date and time range does not exceed one month.
Day of Month	Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of month. <b>Note</b> Ensure that the date and time range does not exceed one month.

- Step 3** In the Select Precedence Levels field, check a precedence level that you want in the report or click **Select All** to check all precedence levels.

**Table 14-2**      **Call Precedence Levels**

Voice Quality	Description
Flash Override	Highest precedence setting for MLPP calls.
Flash	Second highest precedence setting for MLPP calls.
Immediate	Third highest precedence setting for MLPP calls.
Priority	Forth highest precedence setting for MLPP calls.
Routine	Lowest precedence setting for MLPP calls.



**Note** To uncheck the precedence level check boxes, click **Clear All**.

- Step 4** In the From Date drop-down list boxes, choose the month, day, and year from which you want precedence summary information.
- Step 5** In the To Date drop-down list boxes, choose the month, day, and year for which you want precedence summary information.
- Step 6** 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 7** To view the report, click **View Report**.  
The report displays.

**Step 8** To mail the report to an e-mail recipient, see the [“Mailing a Report”](#) section on page 3-3.

---

#### **Additional Information**

See the [“Related Topics”](#) section on page 14-3.

## **Related Topics**

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 9, “Understanding CAR System Reports”](#)
- [Chapter 10, “Configuring QoS System Reports”](#)
- [Chapter 11, “Configuring Traffic System Reports”](#)
- [Chapter 12, “Configuring FAC/CMC System Reports”](#)
- [Chapter 13, “Configuring Malicious Call Details System Reports”](#)
- [Chapter 15, “Configuring System Overview System Reports”](#)
- [Chapter 16, “Configuring CDR Error System Reports”](#)
- [Chapter 17, “Reviewing System 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*

