



Malicious call details 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.



Note

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

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Generate malicious call details reports

Only CAR administrators generate the Malicious Call Details report. The report displays the following details about malicious calls for a particular date range: origination time, termination time, duration (in seconds), origination (calling number), destination (called number), origination device, destination device, and call classification.

This section describes how to generate, view, or mail a Malicious Call Detail report.

Procedure

- Step 1** Choose **System Reports > Malicious Call Details**.
The Malicious Call Details window displays.

- Step 2** In the From Date drop-down list boxes, choose the month, day, and year from which you want malicious call details.
- Step 3** In the To Date drop-down list boxes, choose the month, day, and year to which you want malicious call details.
- Step 4** 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 5** To view the report, click **View Report**.
The report displays.
- Step 6** To mail the report to an e-mail recipient, see the [Mail reports](#).
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Related Topics

[Related topics, on page 2](#)

Related topics

- [Generate CDR Analysis and reporting](#)
- [CAR system reports](#)
- [QoS system reports](#)
- [Traffic system reports](#)
- [FAC/CMC system reports](#)
- [Precedence call summary system reports](#)
- [System reports](#)
- [CDR error system reports](#)
- [System reports results](#)

Additional documentation

- [Cisco Unified Communications Operating System Administration Guide](#)
- [Cisco Unified Serviceability Administration Guide](#)
- [Cisco Unified Communications Manager Call Detail Records Administration Guide](#)
- [Cisco Unified Communications Manager Features and Services Guide](#)