



## CAR Report Results

---



Tip

When a logged-in Cisco Extension Mobility user makes a call, CAR uses the user ID that is configured for the Cisco Extension Mobility user in all reports that display a user ID. When the call is made by a non-Cisco Extension Mobility user (or logged-out Cisco Extension Mobility user) and when the call is made with a device that does not have a configured Owner User ID, CAR uses the default user ID, `_unspecifieduser`, in the report.

---

This chapter describes report output information for each CAR report type:

- [Bill Summary Report Results, page 28-2](#)
- [Bill Detail Report Results, page 28-3](#)
- [Top N By Charge or Duration Report Results, page 28-4](#)
- [Top N By Number of Calls Report Results, page 28-5](#)
- [Call Usage for Cisco IPMA Assistant—Detail, page 28-6](#)
- [Call Usage for Cisco IPMA Assistant—Summary, page 28-7](#)
- [Call Usage for Cisco IPMA Manager—Detail, page 28-8](#)
- [Call Usage for Cisco IPMA Manager—Summary, page 28-8](#)
- [Cisco IP Phone Services Report Results, page 28-9](#)
- [QoS Detail Report Results, page 28-9](#)
- [QoS Summary Report Results, page 28-11](#)
- [QoS by Gateways Report Results, page 28-11](#)
- [QoS by Call Types Report Results, page 28-11](#)
- [Traffic Summary Report Results, page 28-12](#)
- [Authorization Code Name Call Details, page 28-14](#)
- [Authorization Level Call Details, page 28-14](#)
- [Client Matter Code Details, page 28-15](#)
- [Malicious Call Details Report Results, page 28-15](#)
- [Precedence Call Summary Report Results, page 28-15](#)
- [System Overview Report Results, page 28-16](#)
- [CDR Error Report Results, page 28-17](#)

- [Gateway Detail Report Results, page 28-18](#)
- [Gateway Summary Report Results, page 28-19](#)
- [Gateway and Route Utilization Report Results, page 28-21](#)
- [Conference Call Detail Report Results, page 28-21](#)
- [Conference Bridge Utilization Report Results, page 28-22](#)
- [Voice Messaging Utilization Report Results, page 28-23](#)
- [Understanding the CDR Search Results, page 28-23](#)
- [Media Information, page 28-25](#)
- [CDR and CMR Dump Tables, page 28-25](#)

## Bill Summary Report Results

The report groups information by the user name in ascending order. The summary report includes the following fields (see [Table 28-1](#)).

**Table 28-1**      **Summary Report Fields**

Field	Description
Call Classification—Call categories specify classes.	
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QOS—The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provided basis for QoS categories; see “Defining the Quality of Service (QoS) Values” and “Configuring QoS Parameters” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .	
Good	QoS for these calls designates the highest possible quality.

**Table 28-1** Summary Report Fields (continued)

Field	Description
Acceptable	QoS for these calls shows them slightly degraded but still falls within an acceptable range.
Fair	QoS for these calls, although degraded, still fall within a usable range.
Poor	QoS for these calls was unsatisfactory.
NA	These calls did not match any criteria for the established QoS categories.

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 “Configuring the Rating Engine” in the *Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)*.

## Bill Detail Report Results

The report groups information by the user name in ascending order. The detail report includes the following fields (see [Table 28-2](#)).

**Table 28-2** Detail Report Fields

Field	Description
Date and Orig. Time	The date and 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.	
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.

**Table 28-2** *Detail Report Fields (continued)*

Field	Description
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
QoS—The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provided basis for QoS categories; see “Defining the Quality of Service (QoS) Values” and “Configuring QoS Parameters” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .	
Good	QoS for these calls designates the highest possible quality.
Acceptable	QoS for calls that are slightly degraded but still within an acceptable range.
Fair	QoS for calls, that although degraded, still within a usable range.
Poor	QoS for calls that are unsatisfactory.
NA	Calls that did not match any criteria for the established QoS categories.
Duration(s)	The time, in seconds, that the call remained 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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .

## 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 28-3](#).

**Table 28-3** *Top N by Charge and by Duration Report Fields*

Field	Description
<b>By Individual Users</b>	
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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .
<b>By Destinations</b>	

**Table 28-3** *Top N by Charge and by Duration Report Fields (continued)*

Field	Description
Dest	The destination of the calls.
Call Classification	The total number of calls for each call classification.
Calls	Total number of calls.
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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .
<b>By Number of Calls</b>	
User	User names.
Date	Date that the call occurred.
Orig Time	Time that the calls originated.
Orig	Origin of the calls.
Dest	Destination of the calls.
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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .

## 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 28-4](#).

**Table 28-4** *Top N by Number of Calls Report Fields*

Field	Description
<b>By Individual Users</b>	
Users	User names.
Duration(s)	The time, in seconds, that the call connected.

**Table 28-4**      *Top N by Number of Calls Report Fields (continued)*

Field	Description
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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .
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.
<b>By Extensions</b>	
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 “Configuring the Rating Engine” in the <i>Cisco Unified CallManager CDR Analysis and Reporting Guide, Release 5.0(4)</i> .
Duration	The time, in seconds, that the call was 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.

## Call Usage for Cisco IPMA Assistant—Detail

The report 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 groups information about calls that the assistant handled and calls that the assistant handled for the manager. The detail report includes the following fields (see [Table 28-5](#)).

**Table 28-5**      *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.

**Table 28-5** *Detail Report Fields (continued)*

Field	Description
Call Classification	The type of call (internal, incoming, and so on.)
Duration (sec)	The time, in seconds, that the call connected.

## Call Usage for Cisco IPMA Assistant—Summary

The report shows information about calls that the assistant handled for themselves and that the assistant handled for the manager. The reports groups call information by attendant name. The summary report includes the following fields (see [Table 28-6](#)).

**Table 28-6** *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.	
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
Incoming	Inbound calls that originated outside the Cisco Unified CallManager network, entered through a gateway, and went into the Cisco Unified CallManager network.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
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 the assistant handled for the manager.
Duration (sec)	The total duration for all the calls for the particular call classification.

## Call Usage for Cisco IPMA Manager—Detail

The report provides information about calls that managers handle for themselves and that assistants handle for managers. The report groups information 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 28-7](#)).

**Table 28-7**      *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.

## Call Usage for Cisco IPMA Manager—Summary

The report shows information about calls that the managers handle for themselves and that the assistants handle for the managers. The report groups information 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 28-8](#)).

**Table 28-8**      *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	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or which include one of the local area codes.
Long Distance	Long-distance calls that originate in the Cisco Unified CallManager network that go out through the PSTN.



**Table 28-8** *Summary Report Fields (continued)*

Field	Description
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
Incoming	Inbound calls that originated outside the Cisco Unified CallManager network, entered through a gateway, and went into the Cisco Unified CallManager network.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
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.

## Cisco IP Phone Services Report Results

The Cisco Unified IP Phone Services report includes the following fields. See [Table 28-9](#).

**Table 28-9** *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 have subscribed to a given service, out of the total number of subscriptions for all services.

## QoS Detail Report Results

The QoS detail report includes the following fields. See [Table 28-10](#).

**Table 28-10** *QoS Detail Report Fields*

Field	Description
Orig. Time	The time that the call was placed, in 24-hour, minute, and second format.
Term. Time	The time that the call disconnected, in 24-hour, minute, and second format.

**Table 28-10 QoS Detail Report Fields (continued)**

Field	Description
Duration(s)	The amount of time, in seconds, that the call was connected.
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.	
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco Unified CallManager network, entered through a gateway, and went into the Cisco Unified CallManager network.
Tandem	Inbound calls that originated outside the Cisco Unified CallManager network, entered the Cisco Unified CallManager network through a gateway, and were transferred outbound from the Cisco Unified CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Orig. Codec	The codec that the originating device uses.
Dest. Codec	The codec that the destination device uses.
Orig. Device	The name of the device that placed the call.
Dest. Device	The name of the device that received the call.

**Table 28-10 QoS Detail Report Fields (continued)**

Field	Description
Orig. QoS	The voice quality that the device that placed the call experienced.
Dest. QoS	The voice quality that the device that received the call experienced.

## QoS Summary Report Results

The QoS summary report includes the following fields. See [Table 28-11](#).

**Table 28-11 QoS Summary Report Fields**

Field	Description
Quality of Service	The quality of service of the calls.
Call Legs	Number of call legs with the quality of service that the Quality of Service field specified.

## QoS by Gateways Report Results

The QoS by gateways report provides the following information. See [Table 28-12](#).

**Table 28-12 QoS Gateway Report Fields**

Field	Description
Time/Day	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
% of Call Legs	Displays the percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.

## QoS by Call Types Report Results

The QoS by call types report provides the following information. See [Table 28-13](#).

**Table 28-13 QoS Call Type Report Fields**

Field	Description
Time/Day	The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
% of Call Legs	The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco Unified CallManager network, entered through a gateway, and went into the Cisco Unified CallManager network.
Tandem	Inbound calls that originated outside the Cisco Unified CallManager network, entered the Cisco Unified CallManager network through a gateway, and were transferred outbound from the Cisco Unified CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

## Traffic Summary Report Results

The traffic summary and traffic summary by extension reports contain the same information and include some or all the following fields. See [Table 28-14](#).

**Table 28-14**      **Traffic Summary Report Fields**

Field	Description
Time/Day	The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
Average Number of Calls	The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.
Internal	Intracuster calls that originated in the Cisco Unified CallManager network and ended in the same Cisco Unified CallManager network (no gateways 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 CallManager network that go out through the PSTN.
International	International calls that originate in the Cisco Unified CallManager network that go out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco Unified CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco Unified CallManager network, entered through a gateway, and went into the Cisco Unified CallManager network.
Tandem	Inbound calls that originated outside the Cisco Unified CallManager network, entered the Cisco Unified CallManager network through a gateway, and were transferred outbound from the Cisco Unified CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Total	The total number of calls for each hour or day.

## Authorization Code Name Call Details

This report shows the usage of specific authorization code names. For security purposes, the authorization code name (description) displays and not the authorization code. The detail report includes the following fields (see [Table 28-15](#)).

**Table 28-15**      *Detail Report Fields*

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

## Authorization Level Call Details

This report shows the usage of specific authorization levels. The detail report includes the following fields (see [Table 28-16](#)).

**Table 28-16**      *Detail Report Fields*

Field	Description
Orig.	The originating number from which the call was placed.
Dest.	The destination number to which the call was directed.
Orig. Date Time	The date and time that the call originated.
Duration (sec)	The time, in seconds, that the call connected.
Call Classification	The type of call (internal, incoming, and so on.)
Authorization Code Name	The authorization code name for each authorization level that you chose.

## Client Matter Code Details

The report shows the usage of specific client matter codes. The detail report includes the following fields (see [Table 28-17](#)).

**Table 28-17**      *Detail Report Fields*

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

## Malicious Call Details Report Results

The Malicious Call Details report provides information about malicious calls. The report provides the following fields. See [Table 28-18](#).

**Table 28-18**      *Malicious Call Details Report Fields*

Field	Description
Orig. Time	Time at which the malicious call originated.
Term. Time	Time at which the malicious call terminated.
Duration	Total time of malicious call in seconds.
Orig.	Originating DN.
Dest.	Destination DN.
Orig. Device	Name of the originating device.
Dest. Device	Name of the destination device.
Call Classification	Classification of the malicious call.

## Precedence Call Summary Report Results

The Precedence Call Summary report provides information about calls based on precedence levels. The report displays the call summary for the precedence values in the form of a bar chart on an “Hour of Day,” “Day of Week,” or “Day of Month” basis for each precedence level that you choose. Two tables, one reflecting the bar chart, and the other listing the “Number of Calls” and “Percentage” for each precedence level that was chosen, display in the report. See [Table 28-19](#).

**Table 28-19**      *Precedence Call Summary Report Fields*

Field	Description
Time/Day	Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.
Call Legs	Number of calls for each precedence level by time/day.
Precedence Level	Precedence level value of the call.
No. of Call Legs	Number of call legs per each precedence level.
Percentage	Percentage of calls per each precedence level.

## System Overview Report Results

The system overview provides information about all parts of the Cisco Unified CallManager network. The report provides the following sections. See [Table 28-20](#).

**Table 28-20**      *System Overview Report*

Field	Description
Top 5 Users based on Charge	Details the five users who have incurred the highest charges for calls that occurred during the specified date range. See <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4.
Top 5 Destinations based on Charge	Details the five called numbers that have incurred the highest charges for calls during the specified date range. See the <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4.
Top 5 Calls based on Charge	Details the five calls that have incurred the highest charges for calls during the specified date range. See the <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4 for details about this section of the system overview report.
Top 5 Users based on Duration	Details the five users who have spent the most time on calls during the specified date range. See <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4 for details about this section of the system overview report.
Top 5 Destinations based on Duration	Details the five called numbers that have been engaged in calls for the longest time during the specified date range. See the <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4 for details about this section of the system overview report.



**Table 28-20**     *System Overview Report (continued)*

Field	Description
Top 5 Calls based on Duration	Details the five longest calls for the specified date range. See the <a href="#">“Top N By Charge or Duration Report Results”</a> section on page 28-4 for details about this section of the system overview report.
Traffic Summary Report - Hour of Day	Shows the volume of calls during the specified date range based on each hour of the day. See the <a href="#">“Traffic Summary Report Results”</a> section on page 28-12 for details about this section of the system overview report.
Traffic Summary Report - Day of Week	Shows the volume of calls during the specified date range based on each day of the week. See the <a href="#">“Traffic Summary Report Results”</a> section on page 28-12 for details about this section of the system overview report.
Traffic Summary Report - Day of Month	Shows the volume of calls during the specified date range based on each day of the month. See the <a href="#">“Traffic Summary Report Results”</a> section on page 28-12 for details about this section of the system overview report.
Quality of Service Report - Summary	Shows the number of calls that fell within each voice-quality category during the specified date range. See the <a href="#">“QoS Summary Report Results”</a> section on page 28-11 for details about this section of the system overview report.
Gateway Summary Report	Shows the summary of the call classification for each gateway along with the QoS, the number of calls, and the duration for each classification for the gateway during the specified date range. See the <a href="#">“QoS by Gateways Report Results”</a> section on page 28-11 for details about this section of the system overview report.

## CDR Error Report Results

The CDR error report provides the following information. See [Table 28-21](#).

**Table 28-21**     *CDR Error Report Fields*

Field	Description
Time	The hour for the specified day that the error occurred.
No of Error CDRs	The total number of CDR data records that were not processed during loading into CAR due to an error.

**Table 28-21** CDR Error Report Fields (continued)

Field	Description
No of Valid CDRs	The total number of CDR data records that were successfully loaded to CAR.
% of Error CDRs	The percentage of failed CDR data records out of all the CDR data records to be loaded.
Error Description	An error that occurred when the system was trying to load the CDR data records.
% of Error CDRs	The percentage of CDR data records that failed due to the corresponding error description.

## Gateway Detail Report Results

The gateway detail report includes the following fields. See [Table 28-22](#).

**Table 28-22** Gateway Detail Report Fields

Field	Description
Date	The date when the call went through the gateway.
Orig. Time	The time when the call went through the gateway.
Term. Time	The time that the call terminated.
Duration(s)	The duration, in seconds, that the call was connected. The duration specifies the difference between the Dest Connect and the Dest Disconnect times.
Orig	The directory number from which the call was placed.
Dest	The directory number to which the call was originally placed. If the call was not forwarded, this directory number should match the Final Destination number. If the call was forwarded, this field contains the original destination number of the call before it was forwarded.
Orig. Codec	The codec code (compression or payload code) that the call originator used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.
Dest. Codec	The codec code (compression or payload code) that the destination used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.
Orig. Device	The device name of the device that placed the call. For incoming and tandem calls, this field specifies the device name of the gateway.

**Table 28-22** Gateway Detail Report Fields (continued)

Field	Description
Dest Device	The device name of the device that received the call. For outgoing and tandem calls, this field specifies the device name of a gateway. For conference calls, this field specifies the device name of the conference bridge.
Orig QoS	Quality of service shows the voice-quality grade that was achieved for the calls.
Dest QoS	The QoS category that was experienced by the receiver of the call.

## Gateway Summary Report Results

The gateway summary report includes the following fields. See [Table 28-23](#).



### Note

The gateway summary report segregates calls for each call classification that the user selects and divides the calls based on QoS type.

**Table 28-23** Gateway Summary Report Fields

Field	Description
Call Classification	Shows the type of call (internal, incoming, and tandem.)
Quality of Service	Shows a summary of the performance of the various gateways with the total number of calls for each voice-quality category. The parameters set in “Defining the Quality of Service (QoS) Values” in the <i>Cisco Unified CallManager CDR Reporting and Analysis Guide, Release 5.0(4)</i> , provide the basis for all voice-quality categories. <ul style="list-style-type: none"> <li>• Good—QoS for these calls specifies the highest possible quality.</li> <li>• Acceptable—QoS for these calls, although slightly degraded, still falls within an acceptable range.</li> <li>• Fair—QoS for these calls, although degraded, still falls within a usable range.</li> <li>• Poor—QoS for these calls was unsatisfactory.</li> <li>• NA—These calls did not match any criteria for the established QoS categories.</li> </ul>
Calls	Shows the total calls for the particular call classification.

**Table 28-23**     *Gateway Summary Report Fields (continued)*

Field	Description
Duration(s)	Shows the total duration for all the calls for the particular call classification.

## Gateway and Route Utilization Report Results

The gateway, route group, route list, and route pattern utilization reports provide similar output. If you generate these reports in CSV format, the report displays in a table. If you chose PDF, the report shows the utilization as a bar chart. A graph displays for each selected gateway or route group. See [Table 28-24](#).

**Table 28-24 Gateway and Route Utilization Report Fields**

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the utilization for each hour or day for the entire period that is shown in the from and to dates.
% of Calls	Gateway, route group, route list, or route pattern utilization percentage. This field gives the cumulative utilization percentage of the gateways or route groups or route lists or route patterns relative to the total number of calls that all the gateways put together can support at any one time.

## Conference Call Detail Report Results

You can choose to generate Conference Call information in either a summary or a detailed report. The reports display the call details in a table whether you chose to generate the report in the CSV or PDF format. The following tables show the fields in the Conference Call Detail and Summary reports. See [Table 28-25](#) and [Table 28-26](#).



**Note**

The report criteria include the type of conference (ad hoc and/or meet-me) and the From and To date range.

**Table 28-25 Conference Call Detail Summary Report Fields**

Field	Description
Orig. Time	Time that the first participant enters the conference.
Term. Time	Time that the last participant leaves the conference.
No. of Participants	Number of participants in the conference.
Duration	Sum of the duration of individual participants in the conference in seconds.
Device Name	Names of the conference devices that were used.

**Table 28-26** *Conference Call Detail Report Fields*

Field	Description
Conference Start Time	Time at which conference started.
Conference End Time	Time at which conference ended.
Connect Time	Time at which conference participants connected to conference.
Disconnect Time	Time at which conference participants disconnected from conference.
Duration	Total time of conference.
Directory Number	Directory number of participants.
Call Classification	Call types of conference (internal, incoming, and so on.)
Device Name	Names of the conference devices that were used.
QoS	Quality of service.

## Conference Bridge Utilization Report Results

The report provides the following fields. If you chose CSV output, the report displays the utilization in a table. If you chose PDF, the report shows the utilization as a bar chart. See [Table 28-27](#).

**Table 28-27** *Conference Bridge Utilization Report Fields*

Field	Description
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
% Usage	Conference bridge utilization percentage.
Conf. Bridge	The conference bridge device that is used to hold conference calls.
Type	Either hardware or software conference bridge.
Max Streams	The number of conferences that can be held at a time along with the number of people per conference.

# Voice Messaging Utilization Report Results

The report provides the following fields. If you chose CSV output, the report displays the utilization in a table. If you chose PDF, the report shows the utilization as a bar chart. See [Table 28-28](#).

**Table 28-28 Voice-Messaging Utilization Report Fields**

Field	Description
% Usage	Voice-messaging percentage.
Time/Day	Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.
Voice Messaging Ports	The sum of the maximum number of ports for all the gateways under the route patterns that are configured for Octel voice-messaging system and the entries in the Device table of Cisco Unified CallManager that have type Class as 8.
Voice Messaging Gateways	The originating or destination device name as the gateways under the route patterns that are configured for Octel system.
Number of Ports	The number of ports that the voice-messaging gateway supports.

## Understanding the CDR Search Results

The following sections describe CDR search results: the “[Understanding the Results for CDR Search](#)” section on page 28-23, the “[Media Information](#)” section on page 28-25, and the “[CDR and CMR Dump Tables](#)” section on page 28-25.

## Understanding the Results for CDR Search

The CDR search allows users to view the CDR/CMR fields as described in “[CDR and CMR Dump Tables](#)” section on page 28-25. The CDR search retrieves the CDR/CMR files from the tbl\_billing\_data and tbl\_billing\_error tables of the CAR database.

See [Table 28-29](#).

**Table 28-29 CDR Search Results**

Field	Description
SI No	This field specifies the serial or record number.
Call Type	This field specifies the type of call: simple, transfer, forward, pickup, conference, refer, replaces, or redirection.
GCID_CMId GCID_CallId	This field specifies the call identifiers that are associated with all the records for the entire call.

**Table 28-29** CDR Search Results (continued)

Field	Description
Orig Node Id Dest Node Id	This field specifies the node within the Cisco Unified CallManager cluster where the call originator/destination was registered at the time of the call.
Orig Leg Id Dest Leg Id	This field specifies the unique identifiers (within a cluster) to the originating/destination leg of a call.
Calling No Calling Partition	The calling number specifies the directory number where the call originated. The calling partition specifies the partition that is associated with the calling party.
Called No Called Partition	The called number specifies the directory number from which the call was initially placed and is the same as the Dest No when the call is not transferred or forwarded. The called partition specifies the partition that is associated with the called party.
Dest No Dest No Partition	The destination number specifies the directory number where the call finally terminated and is the same as the called number when the call is not transferred or forwarded. The destination number partition specifies the partition that is associated with the destination number.
Last Rd. No Last Rd. No Partition	The last redirected number specifies the directory number from which the call was finally redirected. The last redirected number partition specifies the partition that is associated with the last redirected number.
Media Info Orig Pkts Rcd Dest Pkts Rcd Orig Pkts Lost Dest Pkts Lost	This field specifies the packets that were received or lost for the origination or destination leg of a call and a link to the media information. See the <a href="#">“CDR and CMR Dump Tables”</a> section on page 28-25 for information about the CDR and CMR Dump tables.
CDR - CMR Dump	This field specifies a link to the CDR and CDR dump tables. This link allows the users to view the values in the CDR/CMR fields. See the <a href="#">“CDR and CMR Dump Tables”</a> section on page 28-25 for information about the CDR and CMR Dump tables.



## Media Information

The media information table provides following information. See [Table 28-30](#).

**Table 28-30 CDR Media Information**

Field	Description
Origination Leg	A unique identifier (within a cluster) for the originating leg of a call.
Destination Leg	A unique identifier (within a cluster) for the destination leg of a call.
Parameter	The media parameters MediaTransportAdd_IP, PayLoadCapability, MediaCap_g723BitRate, packets sent, octets sent, packets received, octets received, packets lost, jitter, latency, VideoCap_Codec, VideoCap_Bandwidth, VideoCap_Resolution, VideoTransportAddress_IP, VideoTransportAddress_Port, and QoS.
Origination	The value for all the preceding parameters for the origination leg of the call.
Destination	The value for all the preceding parameters for the destination leg of the call.

## CDR and CMR Dump Tables

The CDR and CMR dump tables provide the following information. See [Table 28-31](#).



**Note**

You can view the content of the voice quality metrics field, varVQMetrics, in the Origination CMR and Destination CMR fields.

**Table 28-31 CDR and CMR Dump Tables**

Field	Description
CDR	This field specifies the call detail record fields.
Origination CMR	Only a single set of fields for origination and destination exists. You can find the origination or destination CMR by using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, the following record represents Orig/Dest CMR.
Destination CMR	Only a single set of fields for origination and destination exists. You can find the origination or destination CMR by using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, the following record represents Orig/Dest CMR.

