CAR User Reports Configuration

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:

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

Configuring Bills

Individual bills provide call information for the date range that you specify. You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. If you are an administrator, see the "System Scheduler Configuration" section on page 3-7, for more information.

Department bills provide call information and quality-of-service (QoS) ratings. If you are a manager, you can generate a summary or detailed report of the calls that all users who report to you made, or only those users that you choose.

If you are a CAR administrator, you can generate a summary or detailed report of the calls that some or all users in the system made. This report helps you keep track of all calls on a user-level basis for the entire system.

This section contains the following procedures:

Configuring Individual Bills

This section describes how to view, or mail, summary or detail information about users, managers, and administrators.

Procedure

Step 1   Perform one of the following tasks:

- If you are a user or manager, choose **Bills > Individual**.
- If you are a CAR administrator, choose **User Reports > Bills > Individual**.

The Individual Bill window displays.

Step 2   In the Report Type field, choose Summary or Detail.

Summary reports provide a summary of all calls for a chosen period (the total number of calls that were made and the charges that were incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a chosen period.

Step 3   In the Available Reports field, choose an automatically generated report (if available) and go to Step 6, or use the default Generate New Report and go to Step 4.

> **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 or individual user.

You can only choose the pregen report if you are logged in as CAR administrator. Non CAR admin users (Manager level users and Individual Users) cannot see the pregen reports from the scroll down list.

Step 4   Choose the date range for the period for which you want to see call information.

Step 5   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 6   Click the **View Report** button.

The report displays.

Step 7   If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Department Bills

⚠️

Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

This section describes how to generate, view, or mail summary or detail information about departmental bills. Procedure

Step 1   Perform one of the following tasks:

- If you are a manager, choose **Bills > Department**.
- If you are a CAR administrator, choose **User Reports > Bills > Department**.

The Department Bill window displays.

Step 2   In the Report Type field, choose Summary or Detail.

Summary reports provide a summary of all calls for a chosen period (the total number of calls that were made and the charges that were incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a chosen period.

Step 3   In the Available Reports field, choose an automatically generated report (if available) and go to Step 13, or use the default Generate New Report and go to Step 4.

✎

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 4   Choose the date range for the period for which you want to see call information.

Step 5   If you are a manager, continue with Step 6; otherwise, if you are a CAR administrator, continue with Step 10.

Step 6   To choose all of your direct reports, check the Select All Reportees check box.

The List of Reportees shows your direct reports.

Step 7   To choose individual reportees, choose the reports that are shown in the List of Reportees.

Step 8   Click the **Add** button.

The department bill includes only users who are listed in the Selected Reportees box.

Step 9   To see the reportees under a particular user, choose the user and click the Down button.

All reportees to the chosen user display.

Step 10   If you are a CAR administrator, check the Select All Users check box to include all users. If you are a manager, proceed to Step 12.

Step 11   To specify individual users, enter the user ID of the individual that you want to include in the report in the User ID field. Click the **Add** button.

You can also use a provided search function. See the "Searching for Users" section on page 5-14, for instructions on using the search feature.

Step 12   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 13   Click the **View Report** button.

The report displays.

Step 14   If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Top N

Top N by 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 report with two to three options to show the Top N Users, Destinations, Calls, or Extensions.

Top N by 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.

Top N by 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.

This section contains the following topics:

- Configuring Top N by Charge, page 5-4
- Configuring Top N by Duration, page 5-6
- Configuring Top N by Number of Calls, page 5-8

Configuring Top N by Charge

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

⚠️

Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

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 by Charge 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 5-1 describes the call types.

Table 5-1   Top N by Charge Call Types

Call Type	Description
Internal	Intracluster calls that originated in the Cisco CallManager network and ended in the same Cisco 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 CallManager network going out through the PSTN.
International	International calls that originate in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
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 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 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   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 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, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Top N by Duration

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

⚠️

Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

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
Internal	Intracluster calls that originated in the Cisco CallManager network and ended in the same Cisco 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 CallManager network going out through the PSTN.
International	International calls that originate in the Cisco CallManager network going out through the PSTN.

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

Call Type	Description
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and go into the Cisco CallManager network.
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager 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 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 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   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 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, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Top N by Number of Calls

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

⚠️

Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

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
Internal	Intracluster calls that originated in the Cisco CallManager network and ended in the same Cisco 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 CallManager network going out through the PSTN.
International	International calls that originate in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and go into the Cisco CallManager network.

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

Call Type	Description
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager 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 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   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 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, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Cisco IP Manager Assistant (IPMA) Usage Reports

Cisco IP Manager Assistant (IPMA) provides the call completion usage reports of both Cisco IPMA managers and assistants. Only CAR administrators can generate IPMA reports. The Cisco IPMA menu allows you to choose all or a subset of managers or assistants by using simple search functionality that is based on partial or complete first or last name. You can generate these reports on demand in either PDF or CSV format and e-mail them. In addition, you can choose the time range and generate either detailed or summary level reports.

The manager reports can include calls that only managers handle for themselves, calls that only assistants handle for managers, and calls that qualify in either case. The summary report for a manager shows the number of calls of each type and total, apart from duration for each assistant (and/or manager). The detail report for a manager shows the date, origination time, origination number, destination number, call classification, and duration for each call for all the assistants (and/or manager), and last total duration for the manager.

The assistant reports can include calls that only assistants handle for themselves, or calls that only assistants handle for managers, and calls that qualify in either case. The summary report for an assistant shows the number of calls of each type and total of them apart from duration for each manager (and/or assistant). The detail assistant report shows the date, origination time, origination number, destination number, call classification, and duration for each call for all the managers (and/or assistant) and last total duration for the assistant.

Additional Information

See the

Configuring Cisco IPMA Manager Call Usage

This section describes how to generate a Cisco IPMA manager call usage report. Only CAR administrators can generate IPMA reports.

⚠ Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1   Choose **User Reports > Cisco IPMA > Manager Call Usage**.

The Call Usage for Cisco IPMA Manager window displays.

Step 2   From the Report Type drop-down list, choose either Summary or Detail.

Step 3   From the Calls handled by drop-down list, choose Manager, Assistant for Manager, or Manager & Assistant for Manager.

Step 4   Choose the date range for the period for which you want to see call information.

Step 5   In the Select Manager(s) box, either check the Select All Manager(s) check box and enter a manager's ID or click the **Select Manager(s)** link to search for a manager's ID and enter the ID(s) in the Manager Id field.

Step 6   Click **Add**.

The ID that you chose displays in the Selected Manager(s) box.

Step 7   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. Click the **View Report** button.

The report displays.

Step 8   If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

✎

Note   To remove a manager from the Selected Manager(s) list, highlight the ID and click **Remove**. To remove all managers from the list, click **Remove All**.

Additional Information

See the "Related Topics" section on page 5-14.

Configuring Cisco IPMA Assistant Call Usage

This section describes how to generate an assistant call usage report. Only CAR administrators can generate IPMA reports.

⚠

Caution   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1   Choose **User Reports > Cisco IPMA > Assistant Call Usage**.

The Call Usage for Cisco IPMA Assistant window displays.

Step 2   From the Report Type drop-down list, choose either Summary or Detail.

Step 3   From the Calls handled by drop-down list, choose Assistant, Assistant for Manager, or Assistant & Assistant for Manager.

Step 4   Choose the date range for the period for which you want to see call information.

Step 5   In the Select Assistant(s) box, either check the Select All Assistant(s) check box and enter an assistant's ID or click the **Select Assistant(s)** link to search for an assistant's ID and enter the ID(s) in the Assistant Id field.

Step 6   Click **Add**.

The ID that you chose displays in the Selected Assistant(s) box.

Step 7   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 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, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

> ✎
> **Note**   To remove a manager from the Selected Assistant(s) list, highlight the ID and click **Remove**. To remove all assistants from the list, click **Remove All**.

Additional Information

See the "Related Topics" section on page 5-14.

Cisco IP Phone Services Reports

Only CAR administrators can generate the Cisco IP Phone services report. You can generate a report that shows chosen Cisco IP Phone services, the number of users who are subscribed to each of the chosen services, and the utilization percentage for each of the chosen services.

Use the following instructions to generate a report that shows the usage of specific Cisco IP Phone services.

> ⚠
> **Caution**   Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1   Choose **User Reports > Cisco IP Phone Services**.

The Cisco IP Phone Services window displays a list of all Cisco IP Phone services that have been configured in the system.

Step 2   In the List of Cisco IP Phone Services area, choose the services that you want to include in the report.

Step 3   Click the right arrow icon to add the chosen service to the Selected Cisco IP Phone Services box.

The report will include all services that are listed in this box when you generate it.

Step 4   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. Click the **View Report** button.

The report displays.

Step 5   If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the "Mailing a Report" section on page 5-13.

Additional Information

See the "Related Topics" section on page 5-14.

Mailing a Report

You can e-mail all reports in CAR. You can send a report by mail from any report window in CAR. You can also view the report first and then send it.

Before You Begin

To e-mail reports, first configure valid Mail Parameters. The Mail Parameters allow CAR to send e-mail by using the e-mail server in your system. See the "Configuring Mail Server Parameters" section on page 3-2, for more information. Also, set up the details of the report that you want generated. See the following sections:

- Configuring Bills, page 5-1
- Configuring Top N, page 5-4
- Cisco IP Phone Services Reports, page 5-12
- Configuring Cisco IP Manager Assistant (IPMA) Usage Reports, page 5-10
- CAR System Reports Configuration, page 6-1
- CAR Device Reports Configuration, page 7-1
- CDR Search Configuration, page 8-1

This section describes how to mail a CAR report.

Procedure

Step 1   Within any CAR Reports window or after viewing the report, click the **Send Report** button.

The Mail To window displays.

Step 2   Enter the e-mail ID for the user to whom you want to send the report.

Step 3   You can search for a user by clicking the **To** button.

A User Search window displays.

Step 4   In the First Name and Last Name fields, enter characters of the first or last name of the user and click the **Search** button.

A User Search Results window displays in the same page and lists all users who matched the search criteria that you entered.

Step 5   In the row for the user to whom you want to send the report, click the Select link.

The user that you chose gets added to the To field of the Mail To window. Repeat this step to add more users to the list of people who will be e-mailed a copy of this report.

Step 6   When you have added all users, click the **Close** button in the User Search window.

The users who are listed in the Search Users window get copied to the To field of the Mail To window.

Step 7   To add a user to the Cc field, click the **Cc** button and follow the same instructions as described in Step 4 through Step 6.

Step 8   In the Subject field, enter a subject message (optional).

Step 9   In the Message area, enter a message (optional).

Step 10   To send the report, click the **Send** button.

Additional Information

See the "Related Topics" section on page 5-14.

Searching for Users

Many of the reports in CAR provide a search function, so you can look for users. The following CAR reports support search:

- User Reports—Department and individual bills, Top N by charge, duration, and number of calls, Cisco IPMA, and Cisco IP Phone Services

- System Reports—QoS details, Traffic Summary (Extn)

- All reports that can be generated can be mailed via the Send Report button

Before You Begin

You must be using one of the windows that are listed in the "Searching for Users" section on page 5-14.

This section describes how to search for a user.

Procedure

Step 1 Click the Search Users link.

A User Search window displays.

Step 2 In the First Name and Last Name fields, enter characters of the first or last name of the user and click the **Search** button.

A User Search Results window displays in the same window and lists all users who matched the search criteria that you entered.

Step 3 In the row for the user that you want, click the Select link.

The user that you chose gets added to the List of Users in the User Search window. Repeat this step to add more users.

Step 4 When you have added all users, click the **Close** button in the User Search window.

Additional Information

See the "Related Topics" section on page 5-14.

Related Topics

Related Topics