



## INDEX

### A

administrators, CAR **1-4**

alerts

enabling or disabling, by mail **4-8**

authenticate and show CAR pages **1-13**

authorization code name

system report **6-18**

authorization code name report **6-18**

authorization level

system report **6-19**

authorization level report **6-19**

automatic

database purge **3-13**

report generation **4-6**

### B

base rate **4-2**

bill

department **5-3**

department detail, report results **10-3**

department summary, report results **10-2**

individual **5-1**

individual detail, report results **10-3**

individual summary, report results **10-2**

### C

call detail

conference call detail, report results **10-20**

call termination

CDR search by **8-4**

call types

QoS by **6-7**

QoS report results by call types **10-11**

CAR

administrators, managers, users **1-4**

assistant call usage configuration **5-11**

automatic database purge configuration **3-13**

automatic report generation/alert configuration **4-6**

call termination details, viewing **8-4**

CDR/CMR records configuration **9-1**

CDR error report **6-21**

CDR error report configuration **6-21**

CDR search

by call precedence levels **8-5**

configuration **8-1**

malicious calls **8-6**

overview **1-11**

CDR search by cause for call termination  
configuration **8-4**

CDR search by gateway configuration **8-2**

CDR search by user extension configuration **8-1**

checklist **1-14**

Cisco IP Manager Assistant usage reports,  
described **5-10**

Cisco IP Phone services report configuration **5-12**

conference bridge utilization report **7-14**

conference call details configuration **7-13**

configuration, gateway **3-5**

department bills configuration **5-3**

described **1-2**

device report, described **7-1**

device reports

overview **1-9**

dial plan default values **3-4**

- disabling automatic database purge **3-13**
- event log report output parameters **3-15**
- event log report status **3-15**
- export CDR/CMR records results **9-2**
- gateway report **7-1, 7-7**
- generate report fields **6-6, 6-8, 6-10, 6-13, 6-16**
- individual bills configuration **5-2**
- list of topics **1-1**
- load CDR and CMR values **3-8**
- logging off **2-4**
- Malicious Call Identification **6-15**
- manager call usage configuration **5-10**
- manual database purge **3-12**
- notification limits configuration **4-8**
- overview **2-1**
- precedence call summary **6-15**
- QoS by call types configuration **6-7**
- QoS by call types report **6-7**
- QoS by gateway configuration **6-6**
- QoS by gateway report **6-6**
- QoS default values **4-5**
- QoS detail report
  - call types **6-2**
    - voice quality **6-3, 6-11**
- QoS detail report configuration **6-2**
- QoS parameter operators **6-21**
- QoS parameters
  - call types **6-8**
  - described **6-5**
- QoS reports, described **6-1**
- QoS summary report **6-4**
  - call types **6-4**
- QoS summary report configuration **6-4**
- QoS values, defining **4-5**
- rating engine configuration **4-1**
- report configuration, described **4-1**
- reports, results **10-1**
- restoring database purge defaults **3-12**
- restoring dial plan default values **3-4**
- searching for users **5-14**
- system configuration **1-5, 3-1**
- system log screens, described **3-14**
- system overview report **6-20**
- system overview report configuration **6-20**
- system preferences parameters **3-6**
- system reports
  - overview **1-7**
- system reports, described **6-1**
- top N, described **5-4**
- top N by charge
  - call types **5-5**
    - report types **5-5**
- top N by charge configuration **5-4**
- top N by duration
  - call types **5-6**
    - report types **5-7**
- top N by duration configuration **5-6**
- top N by number of calls
  - call types **5-8**
    - report types **5-9**
- top N by number of calls configuration **5-8**
- traffic reports
  - described **6-9**
- traffic summary (extn), call types **6-13**
- traffic summary, call types **6-11**
- traffic summary by extensions report **6-12**
- traffic summary by extensions report configuration **6-12**
- traffic summary report **6-10**
- traffic summary report configuration **6-10**
- uninhibited loading of CDR values **3-8**
- user reports **1-6**
- user reports, described **5-1**
- voice messaging utilization report **7-15**
- CDR
  - automatic database purge configuration **3-13**
  - disabling automatic database purge **3-13**
  - disabling loading **3-7**

- dump table **10-24**  
error, report results **10-17**  
error report **6-21**  
load schedule configuration **3-7**  
restoring the default load schedule **3-7**  
search **8-1**  
search by cause for call termination **8-4**  
search by gateway **8-2**  
search by user extension **8-1**  
search by user extension, report results **10-22**  
service parameters, configuring **2-2**  
values  
  CDR load **3-8**
- CDR analysis and reporting  
  general information **1-5**  
  internationalization **1-12, 1-13**
- CDR Analysis and Reporting Tool  
  described **2-1**  
  logging off **2-4**
- CDRs  
  understanding **1-1**
- CDR values  
  uninhibited loading **3-8**
- Cisco IPMA usage reports  
  assistant call usage **5-11**  
  manager call usage **5-10**
- Cisco IP Phone services  
  report configuration **5-12**  
  report results **10-9**
- client matter code  
  system report **6-17**
- client matter code report **6-17**
- CMR dump table **10-24**
- CMR values, CDR load **3-8**
- conference bridge utilization, report results **10-21**
- conference call detail, report results **10-20**
- configuration checklist  
  CAR **1-14**  
configuring **6-15, 8-5, 8-6**
- conventions **xi**  
customizing, reports for automatic generation **4-7**  
customizing reports for automatic generation **1-10**
- 
- D**
- daily charges, notification limits configuration **4-8**  
daily reports  
  scheduling **3-9**  
database  
  automatic purge configuration **3-13**  
  disabling automatic purge **3-13**  
  restoring purge defaults **3-12**  
department bill  
  detail **5-3**  
  summary **5-3**  
department bill detail, report results **10-3**  
department bill summary, report results **10-2**  
detail  
  department bill **5-3**  
  department bill, report results **10-3**  
  gateway **7-1**  
  gateway, report results **10-18**  
  individual bill **5-1**  
  individual bill, report results **10-3**  
  QoS, report results **10-9**  
  QoS report **6-2**  
  details report **6-15**  
  device reports **7-1**  
  device reports, CAR **1-9**  
  dial plan, configuration **3-2**  
  disabling  
    alerts by mail **4-8**  
    automatic CAR and CDR database purge **3-13**  
    automatic database purge **3-13**  
  CDR loading **3-7**  
  document  
    audience **x**  
  conventions **xi**

organization **x**  
purpose **ix**  
documentation  
  related **x**  
dump table, CDR and CMR **10-24**  
duration **4-2**

---

**E**

enabling  
  alerts by mail **4-8**  
  reports for automatic generation **4-7**  
enabling reports for automatic generation **1-10**  
error  
  CDR report **6-21**  
  CDR report, results **10-17**  
event log  
  generating **3-14**  
event log, generating **1-5**  
event log report  
  output **3-15**  
  status **3-15**  
extension  
  CDR search by **8-1**  
  CDR search by, report results **10-22**

---

**G**

gateway  
  CDR search by **8-2**  
  configuration for CAR **3-5**  
  QoS by **6-6**  
  QoS report results by gateway **10-11**  
gateway detail  
  call types **7-2, 7-4**  
  voice quality **7-3**  
gateway detail, report results **10-18**  
gateway detail report **7-1**

gateway report, configuring **7-1**  
gateway summary, report results **10-19**  
gateway summary report **7-4**  
gateway utilization, report results **10-20**  
gateway utilization report **7-5**  
generate report fields **7-6, 7-8, 7-10, 7-11, 7-14, 7-16**  
generating  
  event log **3-14**

---

**I**

individual bill  
  configuration **5-2**  
  detail **5-1**  
  summary **5-1**  
individual bill detail, report results **10-3**  
individual bill summary, report results **10-2**  
internationalization for CDR analysis and reporting **1-12**

---

**L**

load  
  CDR schedule configuration **3-7**  
  disabling CDR **3-7**  
  restoring the default CDR schedule **3-7**  
logging off CAR **2-4**  
logon page **1-13**

---

**M**

mailing a report **5-13**  
mail server parameters **3-2**  
managers, CAR **1-4**  
manual database purge, configuration **3-12**  
media information **10-24**  
monthly reports  
  scheduling **3-11**

**N**

notification limits **4-8**

**O**

organization **x**

overview

  automatic report generation **4-6**

  CAR **2-1**

  department bill reports **5-3**

  device reports **7-1**

  error and event logs **1-5**

  individual bill reports **5-1**

  system report **6-20**

**P**

parameters

  factoring time of day for rating **4-3**

  factoring voice quality for rating **4-4**

  mail server configuration **3-2**

  setting the base rate and duration for rating **4-2**

  system configuration **3-1**

preferences

  system configuration **3-6**

purge

  automatic database configuration **3-13**

  disabling automatic database **3-13**

  restoring database defaults **3-12**

**Q**

QoS

  default values **4-5**

  defining values **4-5**

  notification limits configuration **4-8**

QoS by call types, report results **10-11**

QoS by call types report **6-7**

QoS by gateway, report results **10-11**

QoS by gateway report **6-6**

QoS detail, report results **10-9**

QoS detail report

  call types **6-2**

  voice quality **6-3, 6-11**

QoS parameter operators **6-21**

QoS parameters, call types **6-8**

QoS summary, report results **10-11**

QoS summary report

  call types **6-4**

**R**

rating engine, configuration **4-1**

rating parameters

  factoring time of day **4-3**

  factoring voice quality **4-4**

  setting the base rate and duration **4-2**

related documentation **x**

report

  authorization code name **6-18**

  authorization level **6-19**

  CDR error **6-21**

  CDR search **8-1**

  CDR search by cause for call termination **8-4**

  CDR search by gateway **8-2**

  CDR search by user extension **8-1**

  Cisco IPMA **5-10, 5-11**

  client matter code **6-17**

  department bill **5-3**

  device **7-1**

  gateway detail report **7-1**

  gateway summary **7-4**

  gateway utilization **7-5**

  individual bill **5-1**

  mailing **5-13**

  QoS by call types report **6-7**

- QoS by gateway report **6-6**
  - QoS detail **6-2**
  - route and line group utilization **7-7**
  - route list utilization **7-9**
  - route pattern/hunt pilot utilization **7-11**
  - system **6-1**
  - system overview **6-20**
  - top N by charge **5-4**
  - top N by duration **5-6**
  - top N by number of calls **5-8**
  - traffic summary **6-10**
  - traffic summary by extensions **6-12**
  - voice-mail utilization **7-15**
  - report configuration, CAR **4-1**
  - report results
    - CDR error **10-17**
    - CDR search by user extension **10-22**
    - Cisco IP Phone services **10-9**
    - conference bridge utilization **10-21**
    - conference call detail **10-20**
    - department bill, detail **10-3**
    - department bill, summary **10-2**
    - gateway detail **10-18**
    - gateway summary **10-19**
    - gateway utilization **10-20**
    - individual bill, detail **10-3**
    - individual bill, summary **10-2**
    - QoS by gateway **10-11**
    - QoS detail **10-9**
    - QoS report by call types **10-11**
    - QoS summary **10-11**
    - route group utilization **10-20**
    - route list utilization **10-20**
    - route pattern utilization **10-20**
    - system overview **10-16**
    - top N by charge **10-4**
    - top N by duration **10-4**
    - top N by number of calls **10-5**
    - traffic summary **10-12**
    - traffic summary by extensions **10-12**
    - voice mail utilization **10-22**
  - Reports
    - CAR report results **10-1**
    - reports
      - automatic generation configuration **4-6**
      - automatic report generation/alert **4-6**
      - customizing for automatic generation **1-10, 4-7**
      - enabling for automatic generation **1-10, 4-7**
      - overview **1-13**
      - scheduling daily **3-9**
      - scheduling monthly **3-11**
      - scheduling weekly **3-10**
      - system overview results **10-16**
      - user **5-1**
      - user, CAR **1-6**
    - restoring
      - CAR database purge defaults **3-12**
      - default CDR load schedule **3-7**
    - route
      - group utilization, report results **10-20**
      - list utilization, report results **10-20**
      - pattern utilization, report results **10-20**
      - route and line group utilization report **7-7**
      - route list utilization report **7-9**
      - route pattern/hunt pilot utilization report **7-11**
      - route plan utilization report, configuring **7-7**
- 
- ## S
- schedule
    - CDR load configuration **3-7**
    - restoring the default CDR load **3-7**
  - scheduling
    - daily reports **3-9**
    - monthly reports **3-11**
    - weekly reports **3-10**

- search  
 CDR by cause for call termination **8-4**  
 CDR by gateway **8-2**  
 CDR by user extension **8-1**  
 CDR by user extension, report results **10-22**  
 CDRs **8-1**  
 searching for users, CAR **5-14**  
 server, mail parameters **3-2**  
 summary  
   department bill **5-3**  
   department bill, report results **10-2**  
   gateway **7-4**  
   gateway, report results **10-19**  
   individual bill **5-1**  
   individual bill, report results **10-2**  
   QoS, report results **10-11**  
   traffic **6-10**  
   traffic, report results **10-12**  
   traffic by extensions **6-12**  
   traffic by extensions, report results **10-12**  
 system, CAR **1-5**  
 system log screens  
   CAR **3-14**  
 system overview, report results **10-16**  
 system overview report **6-20**  
 system parameters, configuration **3-1**  
 system preferences  
   configuration **3-6**  
 system preferences parameters for CAR **3-6**  
 system reports, CAR **1-7**
- 
- T**
- table, CDR and CMR dump **10-24**  
 time of day **4-3**  
 top N  
   by charge **5-4**  
   by charge, report results **10-4**  
   by duration **5-6**  
   by duration, report results **10-4**  
   by number of calls **5-8**  
   by number of calls, report results **10-5**  
   top N by charge  
     call types **5-5**  
     report types **5-5**  
   top N by charge, report results **10-4**  
   top N by duration  
     call types **5-6**  
     configuration **5-6**  
     report types **5-7**  
   top N by duration, report results **10-4**  
   top N by number of calls  
     call types **5-8**  
     configuration **5-8**  
     report types **5-9**  
   top N by number of calls, report results **10-5**  
   traffic summary **6-10**  
   traffic summary (extn), call types **6-13**  
   traffic summary, call types **6-11**  
   traffic summary, report results **10-12**  
   traffic summary by extensions, report results **10-12**  
   traffic summary by extensions report **6-12**
- 
- U**
- uninhibited loading of CDR values **3-8**  
 user reports, CAR **1-6**  
 user reports, described **5-1**  
 users, CAR **1-4**  
 using **3-12**  
 utilization  
   conference bridge, report results **10-21**  
   gateway **7-5**  
   gateway, report results **10-20**  
   route and line group **7-7**  
   route group, report results **10-20**  
   route list **7-9**  
   route list, report results **10-20**

route pattern/hunt pilot **7-11**

voice-mail **7-15**

voice mail, report results **10-22**

---

**V**

viewing **9-2**

voice mail utilization, report results **10-22**

voice-mail utilization report **7-15**

voice quality **4-4**

---

**W**

weekly reports

scheduling **3-10**