

# Capture Voice Messaging Utilization Reports

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## Contents

### Introduction

#### Prerequisites

- Requirements
- Components Used
- Conventions

#### Voice Messaging Utilization Reports

- Generate Voice Messaging Utilization Reports

#### Related Information

## Introduction

CDR Analysis and Reporting (CAR) provides reporting capabilities for three levels of users:

- administrators
- managers
- individuals

Only administrators can generate Voice Messaging Utilization reports which come under the category of Device reports. Device reports track the load and performance of Cisco CallManager related devices, such as conference bridges, voicemail servers, and gateways. This document describes how to capture Voice Messaging Utilization reports from the CDR.

**Note:** The CAR Voice Messaging Utilization report only supports Cisco uOne, Unity, and Octel Voicemail gateways.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CDR Analysis and Reporting
- Cisco CallManager Administration

### Components Used

The information in this document is based on Cisco CallManager Version 3.3 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Voice Messaging Utilization Reports

The Voice Messaging Utilization report provides an estimate of the maximum utilization percentage of the voice messaging devices for the period and not the exact utilization. For example, the system calculates the utilization of a voice messaging device between 11 hours and 12 hours by sampling the one-hour duration in five-minute samples. The system calculates the utilization for each five minutes as (number of calls in the five-minute interval that used the voice messaging devices \* 100) / (maximum number of calls that the voice messaging devices can handle at any time). After calculating the utilization for each five-minute sample for the entire one-hour duration, the maximum utilization value that is found for that one hour displays in the report as the utilization for the time between 11 hours and 12 hours. Similarly, to get a utilization for the whole day, the whole day comprises samples of five minutes each, and maximum utilization gets calculated. You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each voice messaging server.

## Generate Voice Messaging Utilization Reports

This section describes how to generate, mail, or view Voice Messaging Utilization reports.

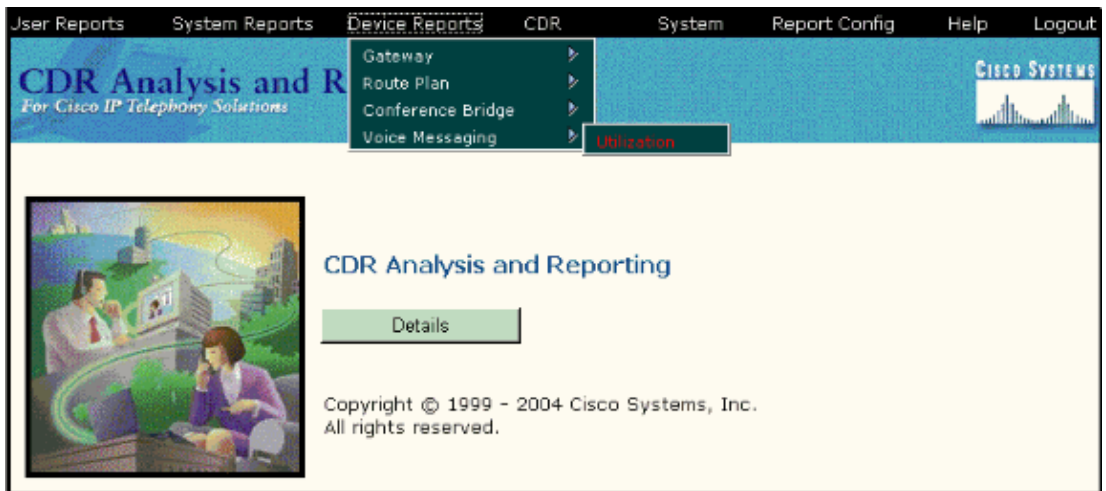
1. Log into the Cisco CallManager Administration page and choose **Applications > Cisco CallManager Serviceability**.



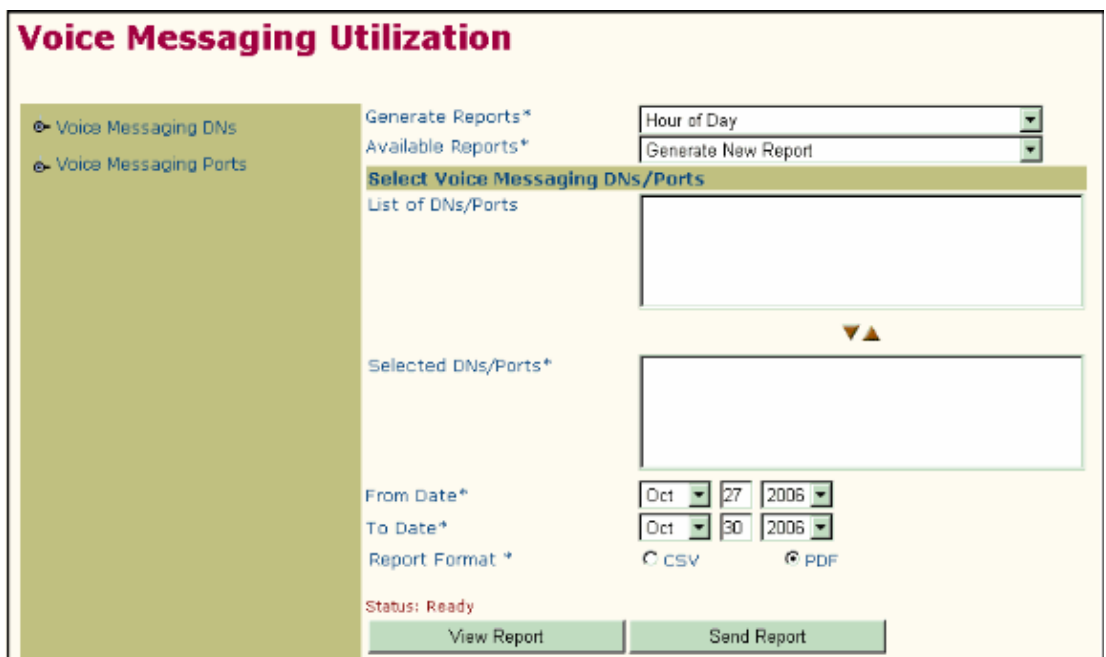
2. Choose **Tools > CDR Analysis and Reporting > logon** using the administrator username and password.

**Note:** Only CAR administrators can generate the Voice Messaging Utilization report.

3. Choose **Device Reports > Voice Messaging > Utilization**.




4. Choose a **Voice Messaging Port** or choose a **Voice Messaging DN** from the left-side panel.
5. Click the down arrow icon in order to select **Voice Messaging DN/Ports**.
6. Enter the date range of the period for which you want to see call information and click the **View Report** button. If you want to mail the report, click the **Send Report** button.



**Note:** Ensure the date and time range does not exceed one month.

## Related Information

- [Cisco Unified CallManager CDR Analysis and Reporting Administration Guide](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

