



CHAPTER 2

Using Reports

The following topics are included:

- [Overview: Service Monitor Reports, page 2-1](#)
- [Using Sensor Reports, page 2-4](#)
- [Using CVTQ Reports, page 2-8](#)
- [Using Most-Impacted Endpoints Reports, page 2-13](#)

Overview: Service Monitor Reports

Service Monitor reports enable you to examine voice transmission quality in the parts of your network that Service Monitor has monitored. Service Monitor reports show the times when MOS has been below configured thresholds, the codec in use, and the endpoints on which the violations have occurred. Data for the reports is obtained from Cisco 1040 sensors and Unified Communications Manager clusters in your network.

Service Monitor stores the data that it collects from sensors and Unified Communications Managers in the Service Monitor database. For the number of days that data is being retained in your Service Monitor system, see [Configuring and Viewing Other Settings, page 3-15](#).

Service Monitor supplies separate reports for data obtained from:

- **Sensors**—Sensors send data to Service Monitor every 60 seconds, providing minute-by-minute assessments of MOS.
- **Unified Communications Manager clusters**—Service Monitor obtains CVTQ data from clusters every 60 seconds. However, data for a given call becomes available only after the call completes. Service Monitor therefore can assess MOS, send traps, and provide information in reports after the call has occurred.

Within sensor reports and CVTQ reports, there are two types of reports:

- **Diagnostic reports**—These reports enable you to specify what you want to report on. On the report window itself, you can change the columns that are displayed, including restoring reports to display a default set of columns; see [Selecting Columns to Display and to Hide on a Service Monitor Report, page 2-3](#). For more information, see [Using Sensor Reports, page 2-4](#) and [Using CVTQ Reports, page 2-8](#).
- **Most-Impacted Endpoint reports**—These reports list the endpoints that have had the most violations reported in the last 24 hours. You can also schedule this report to run automatically; exported reports are then created for the last 24 hours and for the last 7 days. For more information, see [Using Most-Impacted Endpoints Reports, page 2-13](#).

Configuring Service Monitor Initially Before Running Reports

Before you can run Service Monitor reports for the first time, you need to perform some configuration tasks. For Service Monitor to begin monitoring data that is gathered by:

- Unified Communications Manager clusters—You need to add credentials to Service Monitor and perform some configuration in Unified Communications Manager or on the system where Unified Communications Manager resides. For more information, see the following topics:
 -
 -
- [Performing Initial Configuration in Service Monitor for Sensors, page 4-2.](#)

Service Monitor reports include data for up to the licensed number of phones:

- To generate reports, see:
 - [Using the Sensor Report Filter to Specify and Generate a Sensor Report, page 2-5](#)
 - [Using the CVTQ Report Filter to Specify and Generate a CVTQ Report, page 2-9](#)
- To view the license limit and the total number of phones that Service Monitor is monitoring—after having learned of them from clusters and sensors—see [Selecting Sensors and Clusters to Monitor, page 3-11.](#)





While using Service Monitor reports, the following information is useful:

- [Understanding Report Tool Buttons, page 2-2](#)
- [Selecting Columns to Display and to Hide on a Service Monitor Report, page 2-3](#)

Understanding Report Tool Buttons

The following report tool buttons might appear in the upper-right corner of Service Monitor reports.

Table 2-1 Report Tool Buttons

	Exports the current report to a PDF or CSV file to save on your local system. Note Enables you to export data for a range of record numbers or for all records up to a maximum. The maximum number of records that you can export to PDF is 2,000. The maximum number of records that you can export to CSV is configurable; the default is 30,000 with an upper limit of 64,000 records. For more information, see Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-17.
	Opens a new window with the report formatted for printing from your browser.
	Opens a column selector dialog box from which you can select those columns of a report to hide and those to display. See Selecting Columns to Display and to Hide on a Service Monitor Report, page 2-3.
	Opens context-sensitive help.

Selecting Columns to Display and to Hide on a Service Monitor Report

By default, sensor reports and CVTQ reports do not display every possible column of data. You can select the data that you would like to display.

Step 1 In the upper-right corner of a report, click the Tools button . A column selector dialog box appears.

Step 2 To restore the report to use columns that are displayed by default, click the **Restore Default Columns** button. The column selector dialog box closes and the report window refreshes, displaying the default columns.

Step 3 To update report columns, do the following:

- To hide a column, place it on the Hidden Column(s) list:
 - Select the column by name from the Displayed Column(s) list.
 - Click the < **Remove** << button. The column appears on the Hidden Column(s) list.



Note To select adjacent columns, hold down the Shift key. To select columns that are not adjacent, hold down the Ctrl key.

- To display a column, place it on the Displayed Column(s) list:
 - Select it by name from the Hidden Column(s) list.
 - Click the < **Add** << button. It appears on the Displayed Column(s) list.

Click **Update**. The report window refreshes, displaying only those columns from the Displayed Column(s) list.



Note Your selections are saved and will affect other users.

Specifying IP Addresses or Directory Numbers for Endpoints

When adding or editing a threshold group, you must specify an endpoint. To do so, you can enter the complete directory number or IP address—whichever is applicable—and you can use wildcards, specifying a range of directory numbers or IP addresses. [Table 2-2](#) provides some examples.

Table 2-2 Endpoint Definition

Threshold Group Type	Type of Endpoint	Examples
CVTQ	Directory number	<ul style="list-style-type: none"> 500 matches 500 only. 5XXX matches 4-digit numbers that start with 5; for example, 5876. <p>Note Enter uppercase X only.</p>
One of these: <ul style="list-style-type: none"> CVTQ Sensor 	IP address	<ul style="list-style-type: none"> 172.20.119.21 matches 172.20.119.21 only. 172.*.*.* matches all IP addresses 172.0.0.1 through 172.255.255.255.

Accessing Data for Diagnostic Reports that Contain More than 2,000 Records

Service Monitor diagnostic reports display up to 2,000 records. If more than 2,000 records are returned when you generate a diagnostics report, Service Monitor displays an informational message before displaying the report.

In this case, you can:

- Enter more specific filters to generate a report with fewer records.
- Export the report data to a CSV file to access the additional records. To open the export window, click the Export icon in the top right of the report window. By default, you can export up to 30,000 records to a CSV file. An administrator can configure the Service Monitor system to enable export of up to 64,000 records. For more information, see [Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-17](#).

Using Sensor Reports

After Cisco 1040 sensors in your network register to a Service Monitor, they send data to that Service Monitor every 60 seconds for every call under way. Service Monitor retains the data in its database for a number of days. (For the number of days that data is being retained in your Service Monitor system, see [Configuring and Viewing Other Settings, page 3-15](#).)

Using sensor report filters, you can generate reports that include data for all calls that have been monitored by the sensors or reports that include a subset of data, such as:

- Where MOS was less than a specific value
- When reported from specific sensors
- Where particular codecs were used
- A set of endpoints
- All sensors or a subset of sensors
- A given time period


Using the Sensor Report Filter to Specify and Generate a Sensor Report

Step 1 Select **Reports > Sensor Filter**. The Cisco 1040 Sensor Report Filter page appears.

Step 2 Do one of the following:

- Click **Generate Report** to generate the report using the default criteria. A report opens in a new window. See [Understanding Sensor Reports, page 2-6](#).
- Change any of the report inputs listed in this table. To be included in the report, data needs to meet each of the criteria that you specify.

Fields	Description/Action
MOS Less than or Equal to	Enter a value from 0.0 to 5.0.
Jitter Greater than or Equal to	Enter the number of milliseconds.
Packet Loss Greater than or Equal to	Enter the number of lost packets.
Codec	Select a codec from the list.
Endpoint 1	<p>Specify called or caller endpoints by selecting one of these radio buttons and entering the appropriate data:</p> <ul style="list-style-type: none"> • DN—Directory number. Enter an exact directory number or use wildcards (X)—or a combination of numbers and wildcards—to specify a range of directory numbers. To enter a wildcard, you must enter uppercase X. For more information, see Specifying IP Addresses or Directory Numbers for Endpoints, page 2-3. • IP—IP address. Enter an exact IP address or use wildcards (*)—or a combination of numbers and wildcards—to specify a range of IP addresses for one of the following: <ul style="list-style-type: none"> – Cisco Unified IP Phone – Cisco Unified Communications Conference Bridge – Cisco voice gateway <p>Note The report will include voice activity from this endpoint whether it is the called endpoint or the caller endpoint.</p>

Fields	Description/Action
Endpoint 2	<p>Specify called or caller endpoints by selecting one of these radio buttons and entering the appropriate data:</p> <ul style="list-style-type: none"> • DN—Directory number. Enter an exact directory number or use wildcards (X)—or a combination of numbers and wildcards—to specify a range of directory numbers. To enter a wildcard, you must enter uppercase X. For more information, see Specifying IP Addresses or Directory Numbers for Endpoints, page 2-3. • IP—IP address. Enter an exact IP address or use wildcards (*)—or a combination of numbers and wildcards—to specify a range of IP addresses for one of the following: <ul style="list-style-type: none"> – Cisco Unified IP Phone – Cisco Unified Communications conference bridge – Cisco voice gateway <p>Note The report will include voice activity from this endpoint whether it is the called endpoint or the caller endpoint.</p>
Sensor ID(s)	<p>To select sensors:</p> <ol style="list-style-type: none"> 1. Click . The Select Sensors dialog box appears. 2. Select check boxes. 3. Click OK.
Date and Time	Enter the From date and time and To date and time for the period that you want to report on.

Step 3 Click **Generate Report**. Service Monitor searches for data for no longer than a few minutes before a report opens in a new window. See [Understanding Sensor Reports, page 2-6](#).

**Note**

The number of minutes that Service Monitor searches for diagnostic report data is configurable. For more information, see [Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-17](#).

Understanding Sensor Reports

If more than 2,000 records match the filters that you entered, Service Monitor displays an informational message before displaying the report. For more information, see [Accessing Data for Diagnostic Reports that Contain More than 2,000 Records, page 2-4](#).

Sensors listen to RTP voice traffic on Switch Port Analyzer (SPAN) ports that have been configured to mirror voice traffic. Two RTP streams—ingoing and outgoing—make up a single voice call. Depending on the phone ports and the voice VLANs that a SPAN port mirrors, a sensor might listen to only one or both RTP streams, calculating MOS and sending data to Service Monitor at 60-second intervals.

Sensor reports can display the MOS that a sensor calculated for RTP streams on a minute-by-minute basis. For each 60 seconds, a sensor report displays one or two rows of data, depending on whether only one or both RTP streams were mirrored on the SPAN port. Each row identifies the sensor that collected the data, the endpoints involved, MOS, milliseconds of jitter, and the time stamp.

Table 2-3 lists all possible columns of data that can be displayed in a Cisco 1040 Sensor report; by default, certain columns are displayed (as noted). For more information, see [Selecting Columns to Display and to Hide on a Service Monitor Report](#), page 2-3.

Table 2-3 *Sensor Report Contents*

Column	Description	Displayed by Default
Sensor Name	Descriptive name for the sensor that collected the data and analyzed the MOS. Note The name Cisco 1040 signifies that the sensor has registered to Service Monitor using the default configuration file. To enter another name, see Editing the Configuration for a Specific Sensor , page 4-9.	X
Sensor MAC Address	Sensor MAC address.	X
Speaker	Directory Number—Displayed when the device (see speaker IP address below) is managed by a Unified Communications Manager that: <ul style="list-style-type: none"> • Is added to Service Monitor with the proper credentials • Has not been suspended from monitoring 	X
	IP Address—For a voice gateway or an Unified IP Phone. If an IP address is clickable, click it to launch the Detailed Device View page or Phone Detail window on Operations Manager. Note To enable the launch of Operations Manager, ensure that the IP address for Operations Manager is configured in Service Monitor. See Configuring and Viewing Other Settings , page 3-15.	—
	Device Type—One of these: <ul style="list-style-type: none"> • Voice gateway or Cisco Unified IP Phone model number. • N/A—Some error prevents Service Monitor from obtaining the device type. • Unavailable—This is the first time Service Monitor has seen this phone and the device type is not yet known; or the corresponding Unified Communications Manager: <ul style="list-style-type: none"> - Has not been added to Service Monitor. - Did not provide a valid device type to Service Monitor. 	X
	Device Name.	—

Table 2-3 Sensor Report Contents (continued)

Column	Description	Displayed by Default
Listener	Directory Number—Displayed when the device (see listener IP address below) is managed by a Unified Communications Manager that: <ul style="list-style-type: none"> • Is added to Service Monitor with the proper credentials • Has not been suspended from monitoring 	X
	IP Address—For a voice gateway or a Unified IP Phone. If an IP address is clickable, click it to launch the Detailed Device View page or Phone Detail window on Operations Manager. Note To enable the launch of Operations Manager, ensure that the IP address for Operations Manager is configured in Service Monitor. See Configuring and Viewing Other Settings, page 3-15 .	—
	Device Type—One of these: <ul style="list-style-type: none"> • Voice gateway or Cisco Unified IP Phone model number. • N/A—Some error prevents Service Monitor from obtaining the device type. • Unavailable—This is the first time Service Monitor has seen this phone and the device type is not yet known; or the corresponding Unified Communications Manager: <ul style="list-style-type: none"> – Has not been added to Service Monitor. – Did not provide a valid device type to Service Monitor. 	X
	Device Name.	—
MOS	Average MOS value during this 60-second period. Note When voice activity detection (VAD) is enabled on a voice gateway, lower MOS values are seen for streams between the gateway and IP phones.	X
Cause	Reason for lowering MOS; one of these: <ul style="list-style-type: none"> • Jitter • Packet loss 	X
Codec	Codec used.	X
Time Stamp	Date and time at the start of this 60-second period.	X
Jitter (ms)	Milliseconds of jitter during this 60-second period.	—
Packet Loss	Number of packets lost during this 60-second period.	—

Using CVTQ Reports

If you have configured Service Monitor to receive data from Unified Communications Manager clusters, Service Monitor retains that data in its database for a number of days. (For the number of days that data is being retained in your Service Monitor system, see [Configuring and Viewing Other Settings, page 3-15](#).) Using CVTQ report filters, you can generate reports that include all call data from the clusters or reports that include a subset of call data, such as:

- Where MOS was less than a specific value
- When reported from specific clusters
- Where particular codecs were used
- A set of endpoints
- All clusters or a subset of clusters
- A given time period


Using the CVTQ Report Filter to Specify and Generate a CVTQ Report

Step 1 Select **Reports > CVTQ Filter**. The CVTQ Report Filter page appears.

Step 2 Do one of the following:

- Click **Generate Report** to generate the report using the default values as displayed on the page. A report opens in a new window. See [Understanding CVTQ Reports, page 2-10](#).
- Change any of the report inputs listed in this table. To be included in the report, data needs to meet each of the criteria that you specify.

Fields	Description/Action
MOS Less than or Equal to	Enter a number from 0.0 to 5.0.
Jitter Greater than or Equal to	Enter the number of milliseconds.
Packet Loss Greater than or Equal to	Enter the number of lost packets.
Codec	Select a codec from the list.
Concealment seconds Greater than or Equal to	Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds, that is total number of seconds that have more than 5 percent concealment frames).
Concealment ratio Greater than or Equal to	Cumulative ratio of concealment frames to total frames observed after starting a call.
Endpoint 1	Specify called or caller endpoints by selecting one of these radio buttons and entering the appropriate data: <ul style="list-style-type: none"> • DN—Directory number. Enter an exact directory number or use wildcards (X)—or a combination of numbers and wildcards—to specify a range of directory numbers. To enter a wildcard, you must enter uppercase X. • IP—IP address. Enter an exact IP address or use wildcards (*)—or a combination of numbers and wildcards—to specify a range of IP addresses. For more information, see Specifying IP Addresses or Directory Numbers for Endpoints, page 2-3 .

Fields	Description/Action
Endpoint 2	Specify called or caller endpoints by selecting one of these radio buttons and entering the appropriate data: <ul style="list-style-type: none"> • DN—Directory number. Enter an exact directory number or use wildcards (X)—or a combination of numbers and wildcards—to specify a range of directory numbers. To enter a wildcard, you must enter uppercase X. • IP—IP address. Enter an exact IP address or use wildcards (*)—or a combination of numbers and wildcards—to specify a range of IP addresses.
Cluster ID(s)	To select clusters: <ol style="list-style-type: none"> 1. Click . The Select Clusters dialog box appears. 2. Select check boxes. 3. Click OK.
Call Termination Date and Time	Enter the From date and time and To date and time for the period that you want to report on.

Step 3 Click **Generate Report**. Service Monitor searches for data for—at most—a few minutes before a report opens in a new window. See [Understanding CVTQ Reports, page 2-10](#).



Note

The number of minutes that Service Monitor searches for diagnostic report data is configurable. For more information, see [Configuring Diagnostic Report Search and CSV Export Limit Settings, page 3-17](#).

Understanding CVTQ Reports

If more than 2,000 records match the filters that you entered, Service Monitor displays an informational message before displaying the report. For more information, see [Accessing Data for Diagnostic Reports that Contain More than 2,000 Records, page 2-4](#).

[Table 2-4](#) lists all possible columns of data that can be displayed in a CVTQ report; by default, certain columns are displayed (as noted). For more information, see [Selecting Columns to Display and to Hide on a Service Monitor Report, page 2-3](#).



Note

The report displays two lines for each call: one with data for the listening experience at the called endpoint and another line for the caller endpoint.

Table 2-4 CVTQ Report Contents

Column	Description	Displayed by Default
Listener DN/IP	Identifies the endpoint—called or caller—for which MOS and impairment details are relevant; one of these: <ul style="list-style-type: none"> IP address of the listener Directory number of the listener 	X
Cluster ID	Unified Communications Manager cluster ID	X
Caller	Directory Number—Directory number where the call was made	X
	IP Address—IP address from which the call originated If an IP address is clickable, click it to launch the Detailed Device View page or Phone Detail window on Operations Manager. Note To enable the launch of Operations Manager, ensure that the IP address for Operations Manager is configured in Service Monitor. See Configuring and Viewing Other Settings, page 3-15 .	—
	Device Type—Type of device making the call; one of these: <ul style="list-style-type: none"> IP address of a voice gateway Model number of a Cisco Unified IP Phone 	X
	Device Name	X
Called	Directory Number—Directory number where the call was received	X
	IP Address—Destination IP address for the call If an IP address is clickable, click it to launch the Detailed Device View page or Phone Detail window on Operations Manager. Note To enable the launch of Operations Manager, ensure that the IP address for Operations Manager is configured in Service Monitor. See Configuring and Viewing Other Settings, page 3-15 .	—
	Device Type—Type of device receiving the call; one of these: <ul style="list-style-type: none"> IP address of a voice gateway Model number of a Cisco Unified IP Phone 	X
	Device Name	—
MOS	Average MOS value during the call, or Unavailable if this data was not available from the cluster; not all Unified IP Phones, voice gateways, and Unified Communications Manager versions provide MOS. For more information, see <i>Release Notes for Cisco Unified Service Monitor 2.1</i> . Note When VAD is enabled on a voice gateway, lower MOS values might be seen on calls between the gateway and IP phones. For more information, see Configuring Voice Gateways When VAD is Enabled, page B-12 .	X
Codec	Codec used in the call.	X

Table 2-4 CVTQ Report Contents (continued)

Column	Description	Displayed by Default
Time Stamp	Date and time that the call ended reported with respect to the Service Monitor server local time zone (not the time zone in which the Unified Communications Manager resides).	X
Call Duration (s)	Total seconds in the call.	X
Impairment Details	<ul style="list-style-type: none"> • Jitter (ms)—Milliseconds of jitter during the call. • Packet Loss—Number of packets lost during the call. • Concealment Seconds—Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds). • Severely Concealed Seconds—Number of seconds during which a significant amount of concealment (greater than fifty milliseconds) was observed. • Latency—Delay. • Concealment Ratio—Ratio of concealment frames to total frames. 	—
Call Release Code	<ul style="list-style-type: none"> • Caller Termination Cause—Code that indicates why the call was terminated on the caller endpoint. • Called Termination Cause—Code that indicates why the call was terminated on the called endpoint. <p>For more information, see one of the following:</p> <ul style="list-style-type: none"> • Call Termination Cause Codes in <i>Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide</i> (for the appropriate Unified Communications Manager release version later than 5.0). You can find these documents at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html • Cause Codes and Call Release Codes, respectively, in: <ul style="list-style-type: none"> – <i>Call Detail Record Definitions for Cisco Unified CallManager 5.0(2)</i> – <i>Cisco CallManager 4.2(1) Call Detail Record Definition</i> You can find these documents at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html 	—

Using Most-Impacted Endpoints Reports

Throughout the day—from 00:00:00 until 23:59:59:999— Service Monitor analyzes and summarizes call data as it comes in to determine the endpoints where the greatest number of violations occurred. When you view a Most-Impacted Endpoints report, you see the results of the previous day’s analysis. Optionally at 1 AM, Service Monitor exports daily and weekly (on Monday) Most-Impacted Endpoints reports, storing them on the server.

By default, Service Monitor determines the 10 most-impacted endpoints and does not export the Most-Impacted Endpoints reports. To change the number of most-impacted endpoints that Service Monitor reports on and to configure automatic export, see [Configuring Number of Endpoints and Export Settings for Impacted Endpoints Reports](#), page 3-13.

This section includes the following topics:

- [Generating and Understanding the Sensor Most-Impacted Endpoints Report](#), page 2-13
- [Generating and Understanding the CVTQ Most-Impacted Endpoints Report](#), page 2-14

Generating and Understanding the Sensor Most-Impacted Endpoints Report



Note

By default, 10 endpoints are included on Most-Impacted Endpoints reports. For more information, see [Configuring Number of Endpoints and Export Settings for Impacted Endpoints Reports](#), page 3-13.

Step 1

To generate the Cisco 1040 Sensor Most-Impacted Endpoints report, select **Reports > Sensor: Impacted Endpoints**. The report opens in a new window.

The Cisco 1040 Sensor Most-Impacted Endpoints report displays the data listed in [Table 2-5](#).

Table 2-5 Cisco 1040 Sensor Most-Impacted Endpoint Report Contents

Column	Description
Endpoint	One of these: <ul style="list-style-type: none"> • Directory number. • IP address for a Unified IP Phone, voice gateway, or Unified Communications conference bridge.
Device Type	Voice Gateway or, if a phone, the Cisco phone model is displayed. <p>Note Service Monitor displays Unavailable if the corresponding Unified Communications Manager has not been added to Service Monitor or has returned an invalid device type.</p>

Table 2-5 Cisco 1040 Sensor Most-Impacted Endpoint Report Contents (continued)

Column	Description
Cumulative Talk Time (min)	Cumulative duration of speech through this endpoint during the report time period. Note When launched from the Reports tab, the report includes data from the previous day—from 00:00:00 until 23:59:59:999. If configured, you can examine a weekly report that has been exported to the server. For the location of exported reports, see Configuring Number of Endpoints and Export Settings for Impacted Endpoints Reports , page 3-13.
Impaired Minutes	Number of minutes during which MOS was below a threshold through this endpoint.
% of Impaired Minutes	Impaired minutes as a percentage of all minutes.
Average MOS	Average MOS value during cumulative talk time. Note When VAD is enabled on a voice gateway, lower MOS values are seen for streams between the gateway and IP phones.

Generating and Understanding the CVTQ Most-Impacted Endpoints Report

**Note**

For information about configuring the number of endpoints to include in Most-Impacted Endpoints reports, see [Configuring Number of Endpoints and Export Settings for Impacted Endpoints Reports](#), page 3-13.

Step 1

To generate the CVTQ Most-Impacted Endpoints report, select **Reports > CVTQ: Impacted Endpoints**. The report opens in a new window.

The CVTQ Most-Impacted Endpoints report displays the data listed in [Table 2-6](#).

Table 2-6 CVTQ Most-Impacted Endpoints Report Contents

Column	Description
Endpoint	One of these: <ul style="list-style-type: none"> Directory number. IP address for a Unified IP Phone, voice gateway, or Unified Communications conference bridge.
IP Address	Endpoint IP address.
Device Type	Voice Gateway or, if a phone, the Cisco phone model is displayed.

Table 2-6 CVTQ Most-Impacted Endpoints Report Contents (continued)

Column	Description
Cumulative Talk Time (min)	<p>Cumulative duration of all calls through this endpoint during the report time period.</p> <p>Note When launched from the Reports tab, the report includes data from the previous day—from 00:00:00 until 23:59:59:999. If configured, you can examine a weekly report that has been exported to the server. For the location of exported reports, see Configuring Number of Endpoints and Export Settings for Impacted Endpoints Reports, page 3-13</p>
# of Calls	Number of calls through this endpoint during the report time period.
Impaired Calls	Number of impaired calls through this endpoint during the report time period.
% of Impaired Calls	Impaired calls as a percentage of calls during the report time period.
Average MOS	<p>Average MOS value during cumulative talk time or Unavailable if this data was not available from the cluster; not all Unified IP Phones, voice gateways, and Unified Communications Manager versions provide MOS. For more information, see <i>Release Notes for Cisco Unified Service Monitor 2.1</i>.</p> <p>Note When VAD is enabled on a voice gateway, lower MOS values might be seen on calls between the gateway and IP phones. For more information, see Configuring Voice Gateways When VAD is Enabled, page B-12.</p>

