



Avaya Aura™ Communication Manager Reports

Release 6.0
555-233-505
Issue 9.0
June 2010

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Chapter 1: About this document

Introduction

Purpose of traffic reports

The traffic measurements and their associated reports are designed to monitor and collect traffic data (also called usage data) for trunk groups, hunt groups, the attendant group, and so on. The system accumulates and stores the traffic data. You can display and/or print traffic data as an organized report by issuing the appropriate command from the SAT (System Access Terminal), the Communication Manager interface for administrative and maintenance tasks.

Use the system reports and the supporting information in this document to:

- monitor and evaluate system performance
- monitor security violations data, which identifies illegal attempts to access the system
- observe usage trends and recommend possible corrective actions
- determine the source of performance degradations (for example, processor overload)
- determine possible trunk problems (for example, blocking level too high)
- recommend system updates and upgrades

Who should read this document

This document is intended for:

- system administrators
- communications system managers
- technicians who resolve certain usage-related customer complaints
- technicians who plan system expansions and upgrades
- personnel involved in traffic engineering



Note:

You do not need a thorough knowledge of traffic theory to use the information in this document. However, such knowledge is helpful if you want to perform in-depth analysis of the traffic data presented in the various reports.

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-

Chapter 2: About commands and displaying reports

About commands and displaying reports

Commands and the command line format

The Communication Manager System Administration Terminal, or SAT, is the primary interface for issuing commands to the system. Following a successful login procedure, the screen displays the prompt:

Command:

If you know it, enter the complete command. You can also use Help to obtain the list of permissible commands.

The command line consists of three parts:

- The action to be taken
- The object for the specified action
- The qualifier for the specified object

[Table 1: Traffic measurement commands](#) on page 9 lists all of the commands associated with traffic measurements. For a complete list of all commands, refer to *Maintenance Commands for Communication Manager, Media Gateways and Servers, 03-300431*.



Note:

Not all commands and reports are available with every configuration or software version. To see which commands you can use with your configuration, type the list, monitor or display command, then press **Help**.

Table 1: Traffic measurement commands

Commands		
Action	Object	Qualifier
change	meas-selection coverage	[schedule]

Commands		
Action	Object	Qualifier
change	meas-selection principal	[schedule]
change	meas-selection route-pattern	[schedule]
change	meas-selection trunk-group	[schedule]
change	meas-selection wideband-trunk-group	[schedule]
change	meas-selection network-region	[schedule]
change	meas-selection media-processor	[schedule]
change	report-scheduler	<report number>
clear	measurements ds1	<CabCarSSF> [options]
clear	measurements ds1-facility	<CabCarSSF> [options] [schedule]
clear	measurements occupancy	busiest-intervals
clear	measurements security-violations	[schedule]
display	communications-interface links	[schedule]
display	meas-selection coverage	[schedule]
display	meas-selection principal	[schedule]
display	meas-selection route-pattern	[schedule]
display	meas-selection trunk-group	[schedule]
display	meas-selection wideband-trunk-group	[schedule]
list	aca-parameters	[options] [schedule]
list	emergency	[schedule]
list	hunt group	[option] [schedule]
list	logins	[schedule]
list	measurements aca	[schedule]
list	measurements attendant group	[schedule]
list	measurements attendant positions	[schedule]
list	measurements blockage pn	<required field> [schedule]
list	measurements blockage sn	[option] [schedule]
list	measurements call-rate	<required field> [schedule]
list	measurements call-summary	[schedule]
list	measurements cbc-trunk-group	<ISDN CBC tgn> last-hour [schedule]

Commands		
Action	Object	Qualifier
list	measurements cell-traffic cell-addr	<CabCarSSF> [options] [schedule]
list	measurements cell-traffic summary	[option] [schedule]
list	measurements clan ethernet	<CabCarSSF> [schedule]
list	measurements clan ppp	<CabCarSSF> [schedule]
list	measurements clan sockets hourly	<CabCarSSF> [schedule]
list	measurements clan sockets summary	[options] [schedule]
list	measurements clan sockets detail	<CabCarSSF> [options] [schedule]
list	measurements communications-links	<xx-yy> [schedule]
list	measurements coverage-path	<required field> [options] [schedule]
list	measurements ds1 summary	<CabCarSSF> [options] [schedule]
list	measurements ds1 log	<CabCarSSF> [options] [schedule]
list	measurements ds1-facility summary	<CabCarSSF> [options] [schedule]
list	measurements ds1-facility log	<CabCarSSF> [options] [schedule]
list	measurements expansion-services-mod hourly	[schedule]
list	measurements expansion-services-mod summary	[options] [schedule]
list	measurements hunt-group	<required field> [schedule]
list	measurements ip codec hourly	[options] [schedule]
list	measurements ip codec summary	<required field> [schedule]
list	measurements ip codec detail	<required field> [options] [schedule]
list	measurements ip dsp-resource hourly	<required field> [schedule]
list	measurements ip dsp-resource summary	[options] [schedule]
list	measurements ip dsp-resource detail	<required field> [options] [schedule]
list	measurements ip signaling group	[options] [schedule]
list	measurements lar-route-pattern	<required fields> [option] [schedule]
list	measurements lightly-used-trunk	<required field> [schedule]
list	measurements load-balance incoming	<required field> [schedule]
list	measurements load-balance intercom	<required field> [schedule]
list	measurements load-balance outgoing	<required field> [schedule]
list	measurements load-balance tandem	<required field> [schedule]

Commands		
Action	Object	Qualifier
list	measurements load-balance total	<required field> [schedule]
list	measurements modem-pool	<required field> [schedule]
list	measurements multimedia-interface hourly	[schedule]
list	measurements multimedia-interface summary	[options] [schedule]
list	measurements occupancy busiest-intervals	[schedule]
list	measurements occupancy last-hour	[schedule]
list	measurements occupancy summary	[schedule]
list	measurements outage-trunk	<required field> [schedule]
list	measurements principal	<required field>[options] [schedule]
list	measurements route-pattern	<pat_no><required field>[schedule]
list	measurements security-violations summary	[schedule]
list	measurements summary	[schedule]
list	measurements tone-receiver detail	<required field>[schedule]
list	measurements tone-receiver summary	<required field>[schedule]
list	measurements trunk-group hourly	<tgn> [schedule]
list	measurements trunk-group summary	<required field>[schedule]
list	measurements voice-conditioners hourly	[schedule]
list	measurements voice-conditioners summary	[options] [schedule]
list	measurements ip voice-stats hourly jitter	<network region number> [schedule]
list	measurements ip voice-stats hourly rtdelay	<network region number> [schedule]
list	measurements ip voice-stats hourly pktloss	<network region number> [schedule]
list	measurements ip voice-stats hourly data	<network region number> [schedule]
list	measurements ip voice-stats hourly jitter	<media processor board location> [schedule]

Commands		
Action	Object	Qualifier
list	measurements ip voice-stats hourly rtdelay	<media processor board location> [schedule]
list	measurements ip voice-stats hourly pktloss	<media processor board location> [schedule]
list	measurements ip voice-stats hourly data	<media processor board location> [schedule]
list	measurements ip voice-stats summary jitter today	[schedule]
list	measurements ip voice-stats summary rtdelay today	[schedule]
list	measurements ip voice-stats summary pktloss today	[schedule]
list	measurements ip voice-stats summary data today	[schedule]
list	measurements wideband-trunk-group hourly	<tgn>[schedule]
list	measurements wideband-trunk-group summary	<required field>[schedule]
list	performance attendant	<required field>[schedule]
list	performance hunt-group	<required field>[schedule]
list	performance summary	<required field>[schedule]
list	performance trunk-group	<required field>[schedule]
list	report-scheduler	[schedule]
monitor	system	<conn>, <scr>, <view1>, <view2>
monitor	traffic hunt-groups	<hgn> starting group number
monitor	traffic trunk-groups	<tgn> starting group number
monitor	trunk	<tgn>[member #]
remove	report-scheduler	<report number>

Related topics:

[Monitor commands](#) on page 14

[List commands](#) on page 14

[Display commands](#) on page 14

[Change commands](#) on page 14

[Clear commands](#) on page 14

Monitor commands

Use the **monitor** command to display real-time status reports. When a status report is displayed on the SAT, it is automatically updated every 30 seconds. Press **CANCEL** to abort the **monitor** command.



Note:

When you cancel some monitor commands, the SAT interface is automatically logged off. This is not administrable.

If the status report consists of more than one page, use NEXT PAGE (F7) to display subsequent pages, and PREV PAGE (F9) to display previous pages.

If you enter the **monitor** command incorrectly, or if the qualifier is not applicable or cannot be measured, a descriptive error message appears on the message line at the bottom of the screen. Usually the error messages provide enough detail to determine the problem. You may also press **HELP** (F5) when needed.

List commands

Use the **list** command to obtain historical information for a list of all (or a selected range of) attendants, trunk groups, hunt groups, and so on.

Display commands

Use the **display** command to identify the parameters associated with a specific object/qualifier (for example, the parameters being measured).

Change commands

Use the **change** command to alter the group of parameters being measured.

Clear commands

Use the **clear** command to remove the measurement data generated as a result of an alarm or a system irregularity.

About displaying reports

Each of the **monitor** and **list** commands produces or displays a different report on the SAT screen.

- If the command line qualifier **print** is selected, the report is immediately printed on the slave printer associated with the SAT.
- When the command line qualifier **schedule** is initially executed, the system defaults the report for immediate printing (on the system printer unless a day and time of day is scheduled) and generates a job ID. The job ID is required by the Report Scheduler feature for updating and deleting the schedule of reports.

The Report Scheduler is used to administer a time/day schedule for each desired report.

Sample list measurements report screen

The on-screen format for reports is as shown in [Figure 1: Screen format](#) on page 15. Red callouts identify standard report content.

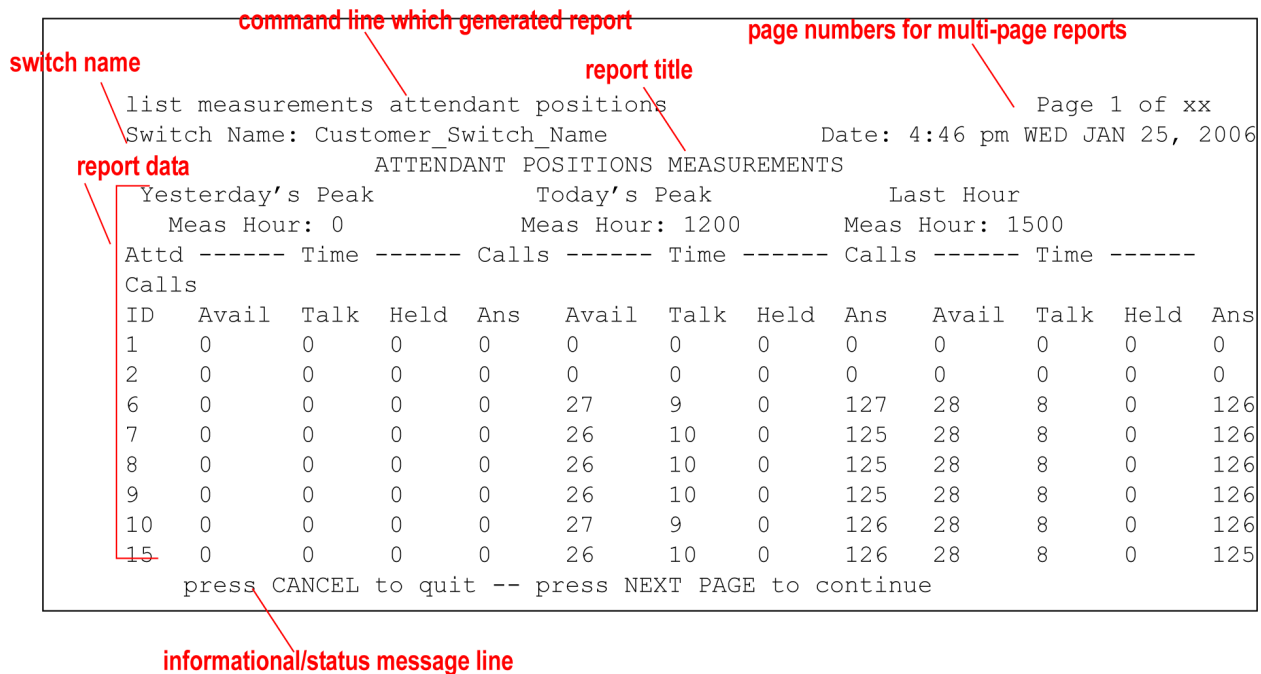


Figure 1: Screen format

Error messages appear highlighted above the command line, as shown in [Figure 2: Sample error message](#) on page 15.

This system is restricted to authorized users for legitimate business purposes.

```
Unauthorized access is a criminal violation of the law.  
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```

```
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```

```
Object command word omitted; please press HELP  
Command: list measurements occupancy
```

Figure 2: Sample error message

Commands that you type appear as shown in [Figure 3: Sample command line](#) on page 16.

```
Command: list measurements occupancy summary
```

Figure 3: Sample command line

 **Note:**

On large, busy systems, measurement data updates may be delayed at the Top Of The Hour for up to a few minutes due to required processing time for the list measurements reports.

Chapter 3: System printer and the reportscheduler feature

System printer and the reportscheduler feature

System printer

The system printer, rather than the “slave” printer attached directly to the SAT, is used to schedule reports to be printed. You can also use the system printer to print individual reports.

The Report Scheduler feature uses the system printer as its output device. The hardware parameters for the system printer must have been previously administered on the Feature-Related System Parameters screen.

To access this screen, use the **change system-parameters features** command.


[Table 2: System printer hardware administration field descriptions](#) on page 17 describes the data fields for this screen.



Note:

The system printer must use either a TCP/IP or Electronic Industries Association (EIA) RS-232 asynchronous serial interface. Depending upon the type/model of serial printer you use, you may have to administer certain hardware option switch settings as part of the installation procedure.

Table 2: System printer hardware administration field descriptions

Field	Description
System Printer Endpoint	Enter the extension number if connected to a switched port, SYS_PRNT if the system printer is connected over a TCP/IP link and the link is defined as SYS_PRNT on the IP Services screen, or “eia” (see note below).  Note: If your system is a G3si or G3csi, you may connect the printer to the EIA, unless the EIA is used for Call Detail Record (CDR) collection.

Field	Description
Lines Per Page	The number of lines on the computer screen. The range is from 24 to 132. Generally, 60 will be the appropriate selection.
EIA Device Bit Rate	1200, 2400, 4800, 9600 (This field appears when the System Printer Extension field is set to eia.

System printer data-link operation and maintenance

Operation and maintenance of the system printer data link is significantly different from the Call Detail Recording (CDR) and journal printer data links. For example, the CDR and journal printer data links are maintained in a constant link up state, while the system printer data link is brought up once every 15 minutes, provided there are reports to be printed, or when an immediate report is scheduled.

The system printer data link has three states that identify its operational condition:

- link up
- link down
- maintenance busy-out

When the communication path (including software processes, hardware cabling, and printer) functions properly and data is exchanged successfully between them, the data link is defined as being in the link up state. The link down state refers to all times except when reports are printed and when maintenance personnel disable the link. The maintenance busy-out state occurs when you execute the **busyout sp-link** command from the SAT. While in the maintenance busy-out state, the switch software processes and link retry operations are disabled.

Avaya recommends that you monitor the operating status of the system printer and perform routine tasks such as refilling the paper bin, clearing paper jams, and verifying that the printer is plugged in and functioning.

Note:

The Basic Call Management System (BCMS) login cannot execute the **busyout sp-link** command. This is normally only performed via the maintenance login. Therefore, as necessary, all non-maintenance personnel should simply flip the printer power switch to the OFF position to refill the paper bin and remove jammed paper. Subsequently, the system-printer can be restored on-line by turning the power switch ON.

If the system printer link generates either a warning alarm or a minor alarm, the problem should be referred to the proper maintenance personnel.

Report scheduler feature

The report scheduler can be used with many Communication Manager features. Specifically, virtually all **list**, **display**, or **test** commands can be executed with the **schedule** qualifier.

In this way the system administrator login, maintenance login, and other logins can schedule reports.

When a command containing the **schedule** option is executed, it generates a Job Id. A maximum of 50 different Job Ids (50 different reports) can be scheduled for printing. The Report Scheduler feature is used to specify the actual day(s) and time of day each report is printed. For a list of measurement commands that can be scheduled, refer to [Adding a report to the report scheduler](#) on page 19.

Related topics:

[Print intervals](#) on page 19

[Adding a report to the report scheduler](#) on page 19

[Printing reports on the system printer](#) on page 20

[Listing scheduled reports](#) on page 21

[Changing the schedule of a report](#) on page 21

[Removing a report from report scheduler](#) on page 21

Print intervals

For purposes of printing reports, three print intervals are available:


- **Immediate** — The report prints immediately.
- **Scheduled**— The report prints each week for the time and days specified. The date, time, and day(s) parameters for the report are set administratively. To change them, re-administration is required.
- **Deferred** — The report generates once for the time and day specified.

Adding a report to the report scheduler

To add a report to the report scheduler, enter a **list**, **test**, or **display** command followed by the **schedule** option. When a report is initially scheduled, the print interval of **immediate** is automatically assigned as the default. Therefore, if **immediate** is not desired, change the print interval to **deferred** or **scheduled** and add a day and print time to the report scheduler. [Table 3: Report Scheduler field descriptions](#) on page 19 describes the data fields for this screen.

Table 3: Report Scheduler field descriptions

Field	Description
Job Id	This is a display-only field. When a command is executed with the qualifier schedule , the system generates a unique Job Id. The Job Id assigned by the system is the lowest number from 1 to 50 not already in use.
Job Status	This is a display-only field. It identifies the print status of the report. Since the job is not yet on the report scheduler, our example shows "none."

Field	Description
Command	This is a display-only field. It displays the action, object, and qualifier entered when the report was scheduled.
Print Interval	<p>This field has three options: immediate, deferred, and scheduled. The default is immediate. When the Print Interval field is changed from immediate to deferred or scheduled, and the administrator is prompted to enter values for the Print Time and the days of the week fields.</p> <p> Note: Use deferred when you want to schedule a report for a single printing. Thereafter, the Job Id is automatically removed from the report scheduler. Those reports administered as scheduled print on a week-after-week basis.</p>
Print Time	<p>Within a given hour, reports can be scheduled at 15-minute intervals (that is, xx:00, xx:15, xx:30, or xx:45). The system printer requires significant switch processor resources, so it is important that reports be scheduled for off-peak hours. Do not schedule all reports for the same hour and time interval, but stagger them across multiple off-peak time intervals. If, because of printing volume or other problems, a report is not printed within four hours of its scheduled time interval, it is not printed until its next scheduled time interval. This is a four-hour (non-administrable) limit. Immediate and deferred jobs are removed from the report scheduler under this scenario and require reentry to print.</p>
Days of Week	Enter <i>y</i> (yes) for each day of the week the report is to be printed. Enter <i>n</i> (no) for those days when the report should not be printed. Selecting an <i>n</i> for all seven days of the week effectively disables a report from being printed.

Other commands, such as those described in Chapter 3: Traffic data analysis reports, are added to the report scheduler in a similar manner. Add the **schedule** qualifier to the command (for example, **list aca-parameters schedule**). When the first screen appears, change the **Print Interval** field from **immediate** to **scheduled** and subsequently administer the **Print Time** and the days of the week fields.

Printing reports on the system printer

1. Execute a command with the **schedule** qualifier.
The Report Scheduler screen appears indicating print interval is immediate.
2. Choose one of these options:
 - Press **Enter** to print the report immediately on the system printer
 - Type **scheduled** or **deferred** in the **Print Interval** field and press **Enter**.

When you change the print interval to `scheduled` or `deferred`, the **Print Time** and the days of the week fields appear.

3. Type in the time at which you want the report to print in the **Print Time** field and press `Enter`.

The cursor is now on the days of the week field.

4. Type `y` for the days that you want to print the report.
 5. Press `Enter` to execute the command.
-

Listing scheduled reports

The `list report-scheduler` command lists all the reports. The list order is according to scheduled print time and print according to this list (for example, first report on the list is the first report printed).

To display a list of all reports in the report scheduler:

Type `list report-scheduler [print/schedule]` and press `Enter`.



Note:

In instances such as for Job Id 4, if an immediate report is scheduled, the Days field is completed with one `y` for the current day and `n` for all others.

All fields are display-only. Use `change report-scheduler` if you want to change the schedule of reports.

Changing the schedule of a report

Use `change report-scheduler` to change the schedule of a report. To display this screen, use `change report-scheduler nn`, where `nn` corresponds to the Job Id.

Removing a report from report scheduler

Use the `remove report-scheduler` command to remove a report from the report scheduler. Type `remove report-scheduler nn`, where `nn` is the Job Id.

Fields:

The Remove Report Scheduler screen contains the following data fields:



Note:

All fields are display-only. Once you verify that the report you identified is the one to be removed, press **Enter**.

Name	Description
Job aid	The unique identifier for the report. The Job Id assigned by the system is the lowest number from 1 to 50 not already in use.
Job Status	Identifies the print status of the report. The four possible states are: <ul style="list-style-type: none"> • waiting: indicates that the report is not scheduled for any activity during the current 15-minute time interval. • print-next: indicates the report is scheduled to print within the current 15-minute time interval. • printing: indicates the report is currently printing. • printed: indicates the report has successfully printed during the current 15-minute time interval.
Command	Displays the action, object, and qualifier entered when the report was scheduled.
Print interval	Displays the print interval for the report. <ul style="list-style-type: none"> • immediate • scheduled • deferred
Print Time	Within a given hour, reports can be scheduled at 15-minute intervals. For example, xx:00, xx:15, xx:30, xx:45.
Days of Week	On a per-day basis. <ul style="list-style-type: none"> • n: indicates the report is not to be printed that day • y: indicates the report is to be printed that day. <p>If you set the Days of Week to n for all seven days of the week effectively disables a report from printing.</p>

Chapter 4: Traffic data analysis reports

Traffic data analysis reports

About Traffic data analysis reports

The traffic measurement reports are presented alphabetical order. Each report description includes the following elements.

- An explanation of the report
- The full command used to call up the report (elements of the command may be abbreviated as long as they are unique), including a description of any required fields and options
- An illustration of a typical report screen
- A table that defines all field labels in the report and, when appropriate, a “suggested actions” list

The following reports are described here.

- Abbreviated Dialing: Describes the abbreviated dialing group and personal reports.
- Attendant: Describes the traffic measurements and performance reports for attendant groups and attendant positions, and provides an analysis of the data provided in the reports.
- Automatic Circuit Assurance: Describes the parameters and measurements reports for the Automatic Circuit Assurance (ACA) feature.
- ARS/AAR/UDP Route Pattern Measurements: Describes the measurements selection screen and routing pattern measurements report for the Automatic Route Selection (ARS), Automatic Alternate Routing (AAR), and User Datagram Protocol (UDP) features, and provides an analysis of the data provided in the measurements report.
- AAR/ARS Route Chosen: Describes the route chosen reports for the Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) features.
- Call Type Analysis Route Chosen: Describes the analysis of numbers as if they were dialed from a phone’s call log.

- **Call Rate:** Describes the call rate measurements and summary reports available with Communication Manager systems.
- **Call Summary:** Lists the number of completed calls for the last 24 hours.
- **Cell Traffic Measurements:** Describes the wireless traffic data reports available with Communication Manager systems.
- **Call Coverage Measurements:** Describes the Principal Coverage and Coverage Path measurement reports available with Communication Manager systems.
- **DS1 Link Performance Measurements:** Describes performance measurements for DS1 links. The reports available include detailed log and summary reports.
- **DS1 Converter Link Performance Measurements:** Describes performance measurements for DS1 Converter links. The reports available include detailed log and summary reports.
- **Emergency Access Call:** Tracks emergency calls by extension, event, type of call, and time of day. This report prints in the system journal printer with name, time and event code (attendant crisis alert).
- **Hunt Groups:** Lists the hunt groups on your system: Describes the traffic measurements, performance, and status reports for Automatic Call Distribution (ACD), Uniform Call Distribution (UCD), or Direct Department Calling (DDC) Hunt Groups and provides the analysis of the data provided in the reports.
- **IP Signaling Groups Latency and Loss:** Describes worst-performing signaling groups for the last hour, current hour, today, or yesterday.
- **IP Media Processor Measurements:** Lists the activity on IP media processors for specific regions and time periods.
- **LAN Performance Measurements:** Describes the performance measurements report for traffic over Ethernet, CLAN and PPP LAN connections.
- **LAR Route Pattern Measurements:** Describes the route pattern measurements report for the Look Ahead Routing feature.
- **Logins:** Describes the login ID information for each system user.
- **Modem Pool Groups:** Describes the traffic measurements report for modem pool groups.
- **Multimedia:** Describes the traffic measurement reports used to determine multimedia traffic resources.
- **Performance Summary:** Describes the traffic measurements Performance Summary report.
- **Port Network /Load Balance:** Describes the Blockage Study report which provides information on loading and blocking for each port network as well as between switch node pairs; and the Load Balance report which provides information on load and balance for each port network and indications of the source of the load.
- **System Status:** Describes the System Status reports, which provide an overall view of how the system is performing.

- **Tone Receiver:** Describes the Tone Receiver Summary and Tone Receiver Detailed Measurements reports which display traffic data for tone receivers.
- **Traffic Summary:** Describes the Traffic Measurements Summary report.
- **Trunk Groups:** Describes the traffic, outage, lightly used and measurements/selection reports, call-by-call (CBC), performance and status reports for trunk groups; it also provides the validation and analysis of the data provided in the reports.
- **Voice/Network Statistics:** Describes the voice/network statistics reports which display hourly and summary level measurement data on packet loss, jitter, round trip delay, and data calls.
- **Wideband Trunk Groups:** Describes the Wideband Trunk Group Summary and Hourly reports and the Wideband Trunk Group Selection screen.

Standard traffic data analysis report fields

The following standard fields appear on all traffic data analysis reports, unless otherwise indicated.

Related topics:

[Switch name](#) on page 25

[Time and date](#) on page 25

[Measurement hour](#) on page 26

[About changing the time](#) on page 26

[Measurement Data Updates](#) on page 26

Switch name

The system displays the **Switch Name** field at the top left of all the traffic data analysis screens, just below the command. The field value is a 20-character string that you administered to uniquely define the switch being measured.

Time and date

The system displays the time and date of the requested report at the top right of the screen.

When a question mark appears in the time fields, three possible explanations exist.

- The attendant presses **START**, then immediately presses **CANCEL**.
- Pressing **START**, and letting calls time-out after ten seconds.
- No staffing, but making calls.

Measurement hour

The **Measurement Hour** field displays the starting time (using a 24-hour clock) of the hour during when data is recorded.

About changing the time

If you change the time, the hour in which the time was changed is shown on the measurements reports as **hh****.

Measurement Data Updates



Note:

On large, busy systems, measurement data updates may be delayed at the Top Of The Hour for up to a few minutes due to required processing time for the list measurements reports.

Attendant group reports

The attendant group reports are used to:

- Assess the quality of service provided to customers while calling through the listed directory numbers
- Facilitate the management of the attendant group so it is neither under staffed nor over staffed.

Attendant group measurements appear on two reports.

- The Attendant Group report provides hourly traffic measurements for the attendant group as a whole.
- The Attendant Positions report provides peak measurements for individual attendant positions.

Both the reports are available as PEAK reports for yesterday's peak hour, today's peak hour, and the last hour. A peak hour is the hour within a 24-hour period with the greatest usage (Time Talk plus Time Held) for the specified day.

Hourly data for the entire attendant group can be obtained by polling the Attendant Group Report on an hourly basis.

Related topics:

[Attendant Positions Measurements report](#) on page 31

[Attendant Speed of Answer report](#) on page 32


Attendant Group Measurements report


Displaying the Attendant Group Measurements report



Type `list measurements attendant group [schedule]` and press `Enter`.
 schedule is an option and is used to schedule the report to print at another time.



Sample Attendant Group Measurement report screen and fields

The following table describes the data fields presented in this report.

Name	Description
Grp Siz	Group Size. The number of attendant positions (consoles) administered for the groups.
Meas Hour	<p>Measurement Hour. The hours represented are indicated by the labels in the right-hand column (YEST PEAK — the hours of yesterday's peak activity, TODAY PEAK — today's peak activity, and LAST HOUR — the last hour activity).</p> <p> Note: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval. All measurement data for this interval is set to zero.</p>
Calls Ans	<p>Calls Answered. The number of calls answered by all active attendants during the measurement hour. With Total Usage and Calls Answered, you can determine the Average Work Time (AWT), which is the time it takes an attendant to handle a call (refer to Data analysis guidelines for attendant group reports on page 33).</p> <p>Calls placed to individual attendant extensions or that route to an attendant via a hunt group do not increment the Calls Ans counter.</p>
Calls Aband	<p>Calls Abandoned. The number of calls that ring an attendant group and drop (the caller hangs up) before an attendant answers. Where applicable, this total includes calls abandoned from the attendant queue before answered. A call abandoned after placed on hold is not included in this measurement, because it is already added to the calls answered measurement.</p> <p>Suggested action: Observe times during which the calls abandoned number may be higher than desirable, and then schedule additional</p>

Name	Description
	attendants in the group as needed during the indicated times. Also, see “Percent Occupancy,” located under Data analysis guidelines for attendant group reports on page 33.
Calls Qued	<p>Calls Queued. The total number of calls placed in the attendant queue (delayed) because no attendants are available. Calls remain in the queue until one of the following occurs:</p> <ul style="list-style-type: none"> • An attendant becomes available and the call is connected. • The caller, while waiting in the queue, abandons the call (hangs up) before an attendant is available. See “suggested action” in the description of the Calls Aband field. • The call covers to another point in a coverage path.
Calls H-Abd	<p>Calls Held-Abandoned. The number of calls that abandon while the caller is in hold mode. Held calls which time out and re-alert are included in the held-abandoned call count.</p> <p>Suggested action: If this number is determined to be excessive, you should investigate and attempt to identify the reasons.</p>
Calls Held	Calls Held. The number of calls answered by the attendant group and subsequently placed on hold by the attendant group.
Time Avail	<p>Time Available. The time during which the “pos avail” lamp is lit on all attendant consoles, and the attendants are not talking on calls but are available to handle new calls. Measured in Centum (hundred) Call Seconds (CCS).</p> <p> Note: An attendant can have calls on hold and still be available. For example, if two attendants are available for 15 minutes each during the measurement hour, the total available time would be 30 minutes or 18 CCS (0.5 hour X 36 CCS per hour).</p>
	<p>Consoles may be administered either with their own unique extension number or without any extension number. For the “with extension number” case, traffic measurements for outgoing calls and incoming calls to the extension are allotted to the console’s extension number and not to the attendant group. For the “without” case, all traffic measurements are allotted to the attendant group. The time the console is on outgoing calls is not included in the attendant group’s Time Avail measurement. Attendants are not available and do not accumulate time available when:</p> <ul style="list-style-type: none"> • The position is in Night Service • The position was busied-out • The headset is unplugged • The attendant is servicing a call

Name	Description
	<p>Suggested actions:</p> <ul style="list-style-type: none"> • If the Time Avail plus Time Talk fields total to a number less than 36 CCS X the number of attendants, then some of the attendant positions are not staffed for the measurement hour. If this is a problem, then it is appropriate to staff additional positions during the busy hour(s). • If the Time Avail plus Time Talk fields equal 36 CCS X the number of attendants, then any time available is idle time or time not spent on calls. A large number for the Time Avail field indicates a low occupancy. If this is a problem, then it is appropriate to reduce the number of attendant positions that are staffed. Staffed time is usually very close to the sum of the Time Avail and Time Talk fields.
Time Talk	<p>Also referred to as <i>talk time</i>. The total time, during the measurement interval, attendant(s) are active or talking on a loop (measured in CCS). Talk time is not started until the call is answered by the attendant. The duration of time between the call terminating at the attendant console and when the call is answered is not accumulated as either Avail Time or Talk Time.</p> <p>Calls split by the attendant do not accumulate talk time from the point when the attendant presses the start button until the call is placed. Calls routed to an attendant via a hunt group are treated as calls to the attendant extension and therefore do not accumulate talk time.</p> <p> Note: An attendant can have up to six calls on hold at any one time. However, each attendant can only be active on one loop at a time.</p> <p>Suggested action: If talk time is acceptable, but one or more of the other measurements are unacceptable, then all parameters should be studied in order to identify what should be changed (the number of consoles, number of attendant positions staffed, attendants schedule, faulty trunks, and so on).</p>
Time Held	<p>Also referred to as held time. The total amount of time (measured in seconds) the attendants have calls on hold.</p>
Time Abnd	<p>Also referred to as time to abandoned. The average amount of time calls spend in queue and/or ringing at the console before the callers hang up (measured in seconds).</p> <p> Note: Time to abandoned does not include calls that overflow the attendant group queue.</p> <p><i>Time To Abandoned</i> =</p> $\frac{\text{Total Delay For All Abandoned Calls (in seconds)}}{\text{Total Number of Calls Abandoned}}$

Name	Description
	<p>Suggested action: If the Time Abnd value is smaller than the Speed Ans (sec) value, you need more agents. As a contrast, if the Time Abnd value is larger than the Speed Ans (sec) value, the attendant group should process the calls faster. The attendant group should be engineered so Time Abnd approximately equals the calculated average delay.</p> <p><i>Total Delay</i> =</p> $(Time\ To\ Abandoned) \times (\#\ of\ Abandoned\ Calls) + (Speed\ of\ Answer) \times (\#\ of\ Calls\ Answered)$ $Avg\ Delay = \frac{Total\ Delay}{Calls\ Answered + Calls\ Aband}$ <p> Note:</p> <p>If the average time to abandon is equal to or exceeds 9999 seconds, the value 9999 displays in the field.</p>
Speed Ans (Sec)	<p>Speed of Answer. The average elapsed time from when a call terminates at the attendant group to when the call is answered by an attendant (measured in seconds).</p> <p>The average time calls wait to ring an attendant (Queue Usage / Calls Answered). The Queue Usage is the total time calls spend in the attendant queue.</p> <p> Note:</p> <p>Calls terminate either directly to an attendant console and subsequently begin ringing or in the attendant queue when there are no attendant positions available.</p> <p><i>Speed of Answer</i> =</p> $\frac{Total\ Delay\ For\ All\ Answered\ Calls\ (in\ seconds)}{Total\ Number\ of\ Calls\ Answered}$ <p>If the average time to abandon is equal to or exceeds 9999 seconds, the value 9999 displays in the field.</p> <p>Suggested action: If this number appears to be too high and all attendants are working at acceptable efficiency levels, consider additional training that may help the attendants complete calls more quickly. Alternatively, observe the hours during which speed of service becomes unacceptable and consider adding consoles and staffing additional attendants during those hours.</p>

Attendant Positions Measurements report

The Attendant Positions Measurements report provides hourly individual attendant position measurements. Use these measurements to assess personnel performance, and to identify when the individual attendant requires additional training.

Related topics:

[Displaying the Attendant Positions Measurements report](#) on page 31

[Sample Attendant Positions Measurements report](#) on page 31

Displaying the Attendant Positions Measurements report

Type `list measurements attendant positions [schedule]` and press Enter.

`schedule` is an option and is used to schedule the report to print at another time.

Sample Attendant Positions Measurements report

Fields

The Attendant Positions Measurements report provides the following data fields:

Name	Description
Attd ID	Attendant ID. A number between 1 and the maximum number of attendants to identify which attendant's data is being displayed. This number is chosen by you upon administering this attendant.
Time Talk	The time the attendant is active on calls (in CCS), measured from the time the attendant activates an attendant loop until the loop is released. If more than one loop is active on an attendant console at one time, the usage is counted only once (for example, one attendant is not counted as being busy more than once at a single time).
Time Held	The time the attendant had calls on hold (measured in seconds).
Time Avail	Time Available. The total time the subject attendant is available to receive calls during the polling interval (measured in CCS).
Calls Ans	Calls Answered. The total number of calls answered by this attendant (measured in CCS). Calls placed to an individual attendant extension or that route to an attendant via a hunt group do not increment the Calls Ans field.

Attendant Speed of Answer report

The Attendant Speed of Answer report gives the average speed of answer of console attendant group for each hour of a 24-hour period, for yesterday or today.

Related topics:

[Displaying the Attendant Speed of Answer report](#) on page 32

[Sample Attendant Speed of Answer report screens](#) on page 32

[Data analysis guidelines for attendant group reports](#) on page 33

[How to analyze attendant group data](#) on page 34

Displaying the Attendant Speed of Answer report

Type `list performance attendant <yesterday/today> [schedule]` and press `Enter`.

- `<yesterday/today>` is the required parameter. Choose one of the following:
 - yesterday: lists the attendant group activity for yesterday.
 - today: lists the attendant group activity for today.
 - schedule is an option and can be used to schedule the report to print at another time.
-

Sample Attendant Speed of Answer report screens

The following screen displays hours from 0000 (midnight) through 1100 (11:00 am) on page 1. You must press **CANCEL** to exit the Attendant Speed of Answer report or press **NEXT PAGE** to see page 2 of the report.

```
list performance attendant yesterday                                     Page 1
Switch Name: Customer_Switch_Name Date: 1:58 pm WED JAN 25, 2006
ATTENDANT SPEED OF ANSWER
Meas -----Average Speed of Answer (sec) ----- Speed
Hour 1 2 3 4 5 6 7 8 9 10 15 20 30 40 50 100 200 Ans(sec)
0                                           0
100                                           0
200                                           0
300                                           0
400                                           0
500                                           0
600                                           0
700  ///////////////                          3
800  ///////////////////                        5
900  ///////////////////                        5
1000  ///////////////////                      5
1100  ///////////////////                      7
press CANCEL to quit -- press NEXT PAGE to continue
```

The following screen displays hours from 1200 (noon) through 2300 (11:00 pm) on page 2.

```
list performance attendant yesterday                                Page 2
Switch Name: Customer_Switch_Name                               Date: 1:58 pm  WED JAN 25, 2006
ATTENDANT SPEED OF ANSWER
Meas -----Average Speed of Answer (sec) -----Speed
Hour 1  2  3  4  5  6  7  8  9 10 15 20 30 40 50 100 200  Ans(sec)
1200 /////////////////////////////////// 6
1300 /////////////////////////////////// 5
1400 /////////////////////////////////// 17
1500 /////////////////////////////////// 5
1600 /////////////////////////////////// 9
1700 //// 2
1800 0
1900 0
2000 0
2100 0
2200 0
2300 0
Command successfully completed
Command:
```

Fields

The following table describes the data fields presented in the Attendant Speed of Answer report.

Name	Description
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Average Speed of Answer (sec)	A graphic display of the average time taken by attendants to answer calls.
Speed Ans (sec)	Speed of Answer (in seconds). The average speed of answer is also displayed numerically in seconds for each hour in the report interval. Suggested action: If this number appears to be too high and all attendants are working at acceptable efficiency levels, consider additional training that may help the attendants complete calls more quickly. Alternatively, observe the hours during which speed of answer becomes unacceptable and consider adding consoles and scheduling more attendants during those hours.

Data analysis guidelines for attendant group reports

The following guidelines are intended to show an easy method for determining whether currently reported data is acceptable. These guidelines represent the minimum you must do to verify that recorded measurement values are consistent with expected and historic values. You should perform additional checks as necessary.

To check the acceptability of hourly attendant measurements reports, verify the following:

- The system clock or group size was not changed during the measurement hour. If the system clock was changed, the minutes field displays double asterisks (for example, 11**) and all other fields (for the indicated time interval) display zero.
- The average work time (AWT) typically ranges between 10 and 30 seconds per call (different values may be acceptable for specific applications).

 **Note:**

- The sum of Time Talk (in CCS) and Time Avail (in CCS) should not exceed 36 X the group size. For example, with two attendant positions, this should not exceed 2 X 36 = 72 CCS for data collection.
- The attendant can have up to six calls on hold at one time.

How to analyze attendant group data

To use the attendant measurements reports to estimate the number of attendant positions for the application, you need additional data. You can calculate the additional data using data from the reports which you subsequently recorded on Worksheet 1 (see [Worksheets](#) on page 255). The following topics describe how to use data from the completed Worksheet 1 to evaluate average work time, staffed time, attendant offered load, percent occupancy, and percent of calls queued.

 **Note:**

The attendant data worksheet serves to backup the data from the reports and to provide an easy means for identifying the peak hour. The data from the identified peak hour should be used in subsequent calculations.

Related topics:

[Average work time](#) on page 34

[Staffed time](#) on page 35

[Attendant offered load](#) on page 35

[Percent occupancy](#) on page 36

[Percent of calls queued](#) on page 37

[About customer-supplied \(theoretical\) data for measurement reports](#) on page 37

Average work time

The Average Work Time (AWT) is the average number of seconds it takes for attendants to process calls. The number of calls answered and the total time the attendants are busy handling these calls (talk to me) are used to determine the AWT.

To determine AWT, use the figures for Time Talk, Time Held (provided that time held is considered to be a part of the agent's normal work time), and Calls Ans in the following equation:

$$AWT = \left[\frac{\text{Talk Time} + \text{Time Held CCS}}{\text{Calls Answered}} \right] \times \left[\frac{100 \text{ Seconds}}{\text{CCS}} \right]$$

The typical report screen shown earlier in this section (see [Average work time](#) on page 34) lists the following data for yesterday's peak hour:

- Time Talk = 43 CCS or 4300 seconds
- Time Held = 4 CCS or 400 seconds
- Calls Ans = 170

Using these figures as an example, the average work time is:

$$AWT = \left[\frac{43 \text{ CCS} + 4 \text{ CCS}}{170 \text{ calls}} \right] \times 100 \text{ Seconds} = 27.6 \text{ Seconds per call}$$

Staffed time

Staffed time is the time the attendant positions are active (ready for calls). If staffed time (per agent) equals 36 CCS, then all agents were active for the full hour. Using the following figure as an example, staffed time per agent is calculated as:

$$\text{Staffed Time (per Agent)} = \frac{\text{Time Available} + \text{Talk Time}}{\# \text{ of Agents}}$$

$$\text{Staffed Time (per Agent)} = \frac{29 \text{ CCS} + 43 \text{ CCS}}{2} = 36 \text{ CCS}$$

Attendant offered load

The attendant offered load (AOL) is the sum of the **Calls Ans** and **Calls Abnd** times the AWT (Average Work Time). You can determine the AOL using the following equation:

$$AOL \text{ (in seconds)} = (\text{Calls Ans} + \text{Calls Aband}) \times AWT \text{ in seconds}$$

$$AOL \text{ (in CCS)} = \frac{AOL \text{ in seconds}}{100}$$

The typical report screen shown in [Sample list measurements report screen](#) on page 15 lists the following data for yesterday's peak hour:

- Calls Ans = 170
- Calls Abnd = 3

From the calculations in the previous example:

$$AWT = 27.6 \text{ seconds}$$

Percent occupancy

The occupancy level is expressed as a function of the total time of the measurement hour or a function of the time the positions were active and attended. Generally, it is expected that all positions are staffed 100 percent of the time during the peak busy hour. Therefore, the measurement percent occupancy (total time) is sufficient in most instances.

Assuming attendant positions are staffed 100 percent of the time, then each position can handle 36 CCS of load during the peak hour. Therefore, based upon the calculated AOL of 47.75 CCS, you require two attendant positions.

The two status reports `monitor system view1` and `monitor system view2`, can be used to display status of the attendant console positions. Specifically, you can use these two reports to determine, real-time, the number of attendant positions activated and the number of attendant positions deactivated.



Note:

Since the `monitor system view1` and `monitor system view2` commands display the status of the attendant consoles, maintenance and traffic status. Therefore the commands are included under [Attendant and Maintenance Status report](#) on page 151.

For this example, the percent occupancy is calculated as follows:

$$\text{Maximum Possible Usage} = 36 \text{ CCS} \times \text{Total \# of Members}$$

Suggested actions:

You should staff a sufficient number of positions so the attendants are neither underworked nor overworked. If the percent occupancy is high and the time available (from the worksheet) is low, the recommendation is to staff another attendant position. If the percent occupancy is low and the time available (from the worksheet) is high, the recommendation is to staff fewer attendant positions.



Note:

The percent occupancy should not exceed 92% even on large systems with several attendant consoles. The 92% is a human factors limitation and does not apply to hardware servers.

Percent occupancy (attended) is defined as follows:

$$\text{Percent Occupancy (attended)} = \frac{AOL}{\text{Time Avail} + \text{Time Talk}} \times 100$$

When all positions of the attendant group are staffed, the equation for percent occupancy (attended) yields the same results as the equation for percent occupancy (total time).

Percent of calls queued

As the percent of calls queued increases, the value in the **Speed of Ans** field also increases. Callers are more likely to become frustrated as they are delayed and more likely to abandon their calls, thus contributing to the perception that the level of service has decreased.

Percent of calls queued (or delayed) is defined as:

$$\% \text{ Queued} = \frac{\text{Calls Queued}}{\text{Calls Ans} + \text{Calls Aband}}$$

$$\% \text{ Queued} = \frac{78 \text{ calls}}{170 \text{ calls} + 3 \text{ calls}} = \frac{78 \text{ calls}}{173 \text{ calls}} = 45\%$$

About customer-supplied (theoretical) data for measurement reports

For an installed system, the measurement reports are always recommended over theoretical data derived from traffic tables. However, we recognize there are occasions when the use of traffic tables is necessary and desirable. For example, as a part of responding to a request for proposal (RFP), a potential customer may supply certain traffic data obtained independent of the switch, and request that the RFP include calculations indicating how well the switch accommodates the specified traffic. It may also be desirable to use traffic tables during the system engineering and planning stage.

**Note:**

Traffic engineering capacity tables such as the Erlang-C Infinite Queue, Erlang-C Finite Queue, and Retrial Capacity are used for data analysis when necessary. Traffic engineering capacity tables are based on mathematical models in which certain assumptions are made about call arrivals, the serving process, and the disposition of blocked calls.

Speed of answer: Given the appropriate variables, you can estimate the speed of answer. You need the following:

- Erlang-C Infinite Queue capacity tables (found in Basic Traffic Analysis)
- AWT (average work time)
- Number of attendant positions staffed (working servers)
- AOL, where: AOL = (Calls Ans + Calls Aband) X AWT

Example:

Given the following data, estimate the speed of answer:

- Time Talk = 43 CCS
- Time Held = 4 CCS
- Calls Answered = 170
- Using Time Talk, Time Held, and Calls Answered, the calculations indicate AWT= 27.6 seconds

- Number of Attendant Positions Staffed = 2
- Calls Abandoned = 3
- Using Calls Answered, Calls Abandoned, and AWT, the calculations indicate that AOL = 47.83 CCS
 - a. In the table shown in [Figure 4: Estimating the speed of answer](#) on page 38, locate the row that corresponds to two attendant positions (working servers).
 - b. Read across to find the offered load closest to 47.83 CCS. (The closest is 46.2 CCS, when rounding up.)
 - c. Read up to find the Average Delay in Multiples of Average Holding Time that corresponds to 46.2 CCS (for this example, the Average Delay in Multiples of Average Holding Time is 700).
 - d. Estimate the theoretical Speed of Answer by multiplying the Average Delay in Multiples of Average Holding Time by AWT (that is, Speed of Answer = 7×27.6 seconds = 19.3 seconds).

 **Note:**

This example implies all calls have an average of 19.3 seconds delay. Some of the calls are answered immediately, while the remaining calls are delayed. To find the portion of calls that experience a delay before service can be estimated, use the table shown in [Figure 5: Estimating the percentage of delayed calls](#) on page 39. The average delay of these calls can be estimated using the table shown in [Figure 6: Estimating the average delay of delayed calls](#) on page 39.

FIBERID SAMPLE	X (AVERAGE DELAY) - AVERAGE HOLDING TIME										FIBERID SAMPLE				
	.001	.005	.010	.50	1.00	2.50	5.00	10.00	20.00	50.00					
1	0.0	0.2	0.8	7.0	40.0	7.2	0.3	9.3	10.3	11.2	12.0	18.0	1.00	2.00	1
2	2.3	5.1	7.2	0	29.8	32.2	38.6	36.7	36.5	80.1	81.6	16.3	30.9	56.0	2
3	9.7	14.0	21.1	2	58.0	61.9	65.1	64.9	70.1	72.2	81.1	79.2	85.3	91.2	3
8	21	33	80	63	69	93	97	160	103	104	100	118	130	130	8
9	36	52	61	1.8	1.30	1.24	1.30	1.38	1.27	1.32	1.82	1.89	1.95	16.3	9

87	1.67	1.29	1.35	332	1.80	1.58	1.86	1.68	1.60	1.61	1.62	1.65	1.73	1.63	87
88	1.26	1.31	1.38	367	1.73	1.50	1.63	1.48	1.50	1.69	1.57	1.63	1.69	1.67	88
89	1.89	1.62	1.68	402	1.60	1.43	1.61	1.40	1.47	1.68	1.63	1.69	1.70	1.69	89
90	1.90	1.29	1.82	437	1.64	1.60	1.74	1.69	1.70	1.72	1.72	1.73	1.78	1.78	90

AVERAGE DELAY IN MULTIPLES
OF THAT WHICH CORRESPONDS TO
36.7 CGS

ATTEN IS AT OFFERED LOAD
CLOSEST TO 43.7 CGS

Figure 4: Estimating the speed of answer

- e. To determine the percentage of calls that experience a delay, use the Average Delay in Multiples of Average Holding Time that is closest to the expected AOL.
 - i. In the Erlang-C Infinite Queue Capacity table shown in [Figure 4: Estimating the speed of answer](#) on page 38, locate the row that corresponds to two working servers.
 - ii. Read across until you find the value closest to the expected AOL (the value closest to 47.83 CCS is 46.2 CCS).

- iii. Read up to find the Average Delay in Multiples of Average Holding Time that corresponds to 46.2 CCS (the Average Delay in Multiples of AHT is .700).
- iv. In the Erlang-C Probability of Delay table shown in [Figure 5: Estimating the percentage of delayed calls](#) on page 39, find the .700 column.
- v. Read down this column until it intersects the row with two servers. The value at the intersection is .502, which represents the probability of delay. This value shows that 50.2 percent of the calls experience some delay before being answered.

PROB/SEC/VAL	.001	.005	.010	.020	AHT	E (AVERAGE DELAY - AVERAGE HOLDING TIME)																PROB/SEC/VAL
						.150	.200	.250	.300	.350	.400	.450	.500	.550	.600	.650	.700	.750	.800	.850	.900	.950
1	.001	.005	.010	.020		.150	.147	.200	.231	.259	.284	.310	.337	.363	.389	.415	.442	.468	.494	.520	.546	.572
2	.002	.009	.016	.031		.192	.237	.274	.312	.348	.382	.415	.447	.479	.511	.543	.575	.607	.639	.671	.703	.735
3	.003	.013	.021	.041		.239	.276	.321	.358	.391	.421	.451	.481	.511	.541	.571	.601	.631	.661	.691	.721	.751
4	.003	.013	.029	.053		.285	.307	.352	.390	.428	.461	.493	.525	.557	.589	.621	.653	.685	.717	.749	.781	.813
5	.004	.016	.033	.060		.327	.331	.374	.413	.450	.483	.515	.547	.579	.611	.643	.675	.707	.739	.771	.803	.835
6	.005	.020	.036	.066		.368	.350	.394	.433	.470	.503	.535	.567	.599	.631	.663	.695	.727	.759	.791	.823	.855
17	.018	.033	.059	.110		.518	.573	.621	.659	.690	.716	.737	.759	.780	.802	.823	.844	.865	.886	.907	.928	.949
18	.018	.033	.059	.110		.512	.574	.623	.661	.692	.718	.739	.760	.781	.802	.823	.844	.865	.886	.907	.928	.949
19	.018	.034	.060	.110		.513	.578	.624	.663	.694	.720	.741	.762	.783	.804	.825	.846	.867	.888	.909	.930	.951
20	.018	.034	.060	.110		.517	.580	.626	.665	.696	.722	.743	.764	.785	.806	.827	.848	.869	.890	.911	.932	.953

AVERAGE DELAY III
MULTIPLES OF AHT (.700)

ESTIMATED PROBABILITY
OF DELAY (.502)

Figure 5: Estimating the percentage of delayed calls

- f. To determine the Average Delay of the Delayed Calls, proceed as follows:
 - i. In [Figure 6: Estimating the average delay of delayed calls](#) on page 39, locate the .700 column.
 - ii. Read down this column until it intersects the row with two servers. (The value at the intersection is 1.40. This is the Average Delay of Delayed Calls in Multiples of Average Holding Time).
 - iii. To obtain the Average Delay of Delayed Calls in seconds, multiply the Average Holding Time by 1.40 (1.40 X 27.6 seconds = 38.6 seconds).

In summary, when two attendant positions are provided to accommodate 173 calls during the busy hour, the speed of answer for all calls is 19.3 seconds. While 49.8 percent of the calls are answered immediately, the remaining 50.2 percent have an average delay of 38.6 seconds.

PROB/SEC/VAL	.001	.005	.010	.020	AHT	E (AVERAGE DELAY - AVERAGE HOLDING TIME)																PROB/SEC/VAL
						.150	.200	.250	.300	.350	.400	.450	.500	.550	.600	.650	.700	.750	.800	.850	.900	.950
1	.017	.049	.101	.183		.115	.130	.153	.173	.190	.207	.223	.239	.255	.271	.287	.303	.319	.335	.351	.367	.383
2	.038	.098	.196	.340		.070	.088	.109	.124	.140	.157	.173	.189	.205	.221	.237	.253	.269	.285	.301	.317	.333
3	.037	.097	.195	.339		.066	.085	.107	.123	.139	.155	.171	.187	.203	.219	.235	.251	.267	.283	.299	.315	.331
4	.039	.099	.197	.341		.062	.082	.104	.120	.136	.152	.168	.184	.200	.216	.232	.248	.264	.280	.296	.312	.328
5	.039	.099	.197	.341		.058	.078	.100	.116	.132	.148	.164	.180	.196	.212	.228	.244	.260	.276	.292	.308	.324
17	.077	.099	.111	.121		.039	.039	.040	.040	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041
18	.077	.099	.111	.121		.039	.039	.040	.040	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041
19	.077	.099	.111	.121		.039	.039	.040	.040	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041
20	.077	.099	.111	.121		.039	.039	.040	.040	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041	.041

ATTENDANT POSITIONS
REQUIRED

AVERAGE DELAY III
MULTIPLES OF AHT (.700)

AVERAGE DELAY OF DELAYED CALLS
II MULTIPLES OF AHT (1.40)

Figure 6: Estimating the average delay of delayed calls

Estimating the number of attendant positions required:

Given the appropriate variables, you can estimate the number of attendant positions required to achieve a desired Speed of Answer. You need the following:

- Erlang-C CCS Capacity Tables
- AWT
- AOL
- Desired Speed of Answer

Example:

For this example, we continue with the previous example's data; that is:

- AWT = 27.6 seconds
- AOL = 47.83 CCS
- Assuming that the Desired Speed of Answer = 13 seconds

To determine the Average Delay in Multiples of AWT:

Average Delay in Multiples of AWT =

$$\frac{\text{Desired Speed of Answer}}{\text{AWT}} = \frac{13 \text{ seconds}}{27.6 \text{ seconds}} = .4710$$

Figure 7: Estimating the average delay of delayed calls

1. In the table shown in [the figure](#), Erlang-C Infinite Queue Capacity, locate the column that most closely corresponds to the objective delay of .4710 (this falls between .450 and .500, so use the .500 column).
2. Read down the column until the offered load closest to 47.83 CCS is found (this falls between 41.6 and 74.3, so use the 41.6 row).
3. Read horizontally to the left or right margin to find the number of servers required (number of servers required = 2).

PROB. SERV. L	A/W			AVERAGE DELAY - AVERAGE HOLDING TIME																PROB. SERV. L
	.001	.003	.010	.20	.100	.130	.150	.200	.250	.300	.350	.400	.450	.500	.550	.600	.700	1.00	2.00	
1	0.0	0.2	0.8	1.0	3.3	3.9	4.7	6.0	7.2	8.3	9.3	10.3	11.2	12.0	12.8	13.6	14.4	16.0	28.0	1
2	2.3	9.1	7.2	8.7	21.7	23.4	24.8	29.8	32.2	34.4	36.7	38.9	40.1	41.6	43.0	44.4	46.0	50.0	58.0	2
3	9.7	14.0	21.1	9.2	14.0	15.4	16.2	19.0	20.2	21.4	22.6	23.8	24.9	26.0	27.1	28.2	29.3	31.0	35.0	3
4	21	33	40	22	33	35	36	42	44	46	47	49	50	51	52	53	54	57	65	4
5	34	52	61	35	52	54	56	63	65	67	69	71	72	74	75	76	78	82	95	5
6	47	71	82	48	71	73	75	82	84	86	88	90	91	93	94	95	97	102	120	6
7	60	87	100	61	87	89	91	98	100	102	104	106	107	109	110	111	113	118	140	7
8	73	107	123	74	107	109	111	118	120	122	124	126	127	129	130	131	133	138	165	8
9	86	127	146	87	127	129	131	138	140	142	144	146	147	149	150	151	153	158	190	9
10	99	147	168	100	147	149	151	158	160	162	164	166	167	169	170	171	173	178	215	10
11	112	167	190	113	167	169	171	178	180	182	184	186	187	189	190	191	193	198	240	11
12	125	187	212	126	187	189	191	198	200	202	204	206	207	209	210	211	213	218	265	12
13	138	207	233	139	207	209	211	218	220	222	224	226	227	229	230	231	233	238	290	13
14	151	226	253	152	226	228	230	238	240	242	244	246	247	249	250	251	253	258	315	14
15	164	245	273	165	245	247	249	258	260	262	264	266	267	269	270	271	273	278	340	15
16	177	264	293	178	264	266	268	278	280	282	284	286	287	289	290	291	293	298	365	16
17	190	283	313	191	283	285	287	298	300	302	304	306	307	309	310	311	313	318	390	17
18	203	302	333	204	302	304	306	318	320	322	324	326	327	329	330	331	333	338	415	18
19	216	321	353	217	321	323	325	338	340	342	344	346	347	349	350	351	353	358	440	19
20	229	340	373	230	340	342	344	358	360	362	364	366	367	369	370	371	373	378	465	20
21	242	359	393	243	359	361	363	378	380	382	384	386	387	389	390	391	393	398	490	21
22	255	378	413	256	378	380	382	398	400	402	404	406	407	409	410	411	413	418	515	22
23	268	397	433	269	397	399	401	418	420	422	424	426	427	429	430	431	433	438	540	23
24	281	416	453	282	416	418	420	438	440	442	444	446	447	449	450	451	453	458	565	24
25	294	435	473	295	435	437	439	458	460	462	464	466	467	469	470	471	473	478	590	25
26	307	454	493	308	454	456	458	478	480	482	484	486	487	489	490	491	493	498	615	26
27	320	473	513	321	473	475	477	498	500	502	504	506	507	509	510	511	513	518	640	27
28	333	492	533	334	492	494	496	518	520	522	524	526	527	529	530	531	533	538	665	28
29	346	511	553	347	511	513	515	538	540	542	544	546	547	549	550	551	553	558	690	29
30	359	530	573	360	530	532	534	558	560	562	564	566	567	569	570	571	573	578	715	30
31	372	549	593	373	549	551	553	578	580	582	584	586	587	589	590	591	593	598	740	31
32	385	568	613	386	568	570	572	598	600	602	604	606	607	609	610	611	613	618	765	32
33	398	587	633	399	587	589	591	618	620	622	624	626	627	629	630	631	633	638	790	33
34	411	606	653	412	606	608	610	638	640	642	644	646	647	649	650	651	653	658	815	34
35	424	625	673	425	625	627	629	658	660	662	664	666	667	669	670	671	673	678	840	35
36	437	644	693	438	644	646	648	678	680	682	684	686	687	689	690	691	693	698	865	36
37	450	663	713	451	663	665	667	698	700	702	704	706	707	709	710	711	713	718	890	37
38	463	682	733	464	682	684	686	718	720	722	724	726	727	729	730	731	733	738	915	38
39	476	701	753	477	701	703	705	738	740	742	744	746	747	749	750	751	753	758	940	39
40	489	720	773	490	720	722	724	758	760	762	764	766	767	769	770	771	773	778	965	40
41	502	739	783	503	739	741	743	778	780	782	784	786	787	789	790	791	793	798	990	41
42	515	758	793	516	758	760	762	798	800	802	804	806	807	809	810	811	813	818	1015	42
43	528	777	803	529	777	779	781	818	820	822	824	826	827	829	830	831	833	838	1040	43
44	541	796	813	542	796	798	800	838	840	842	844	846	847	849	850	851	853	858	1065	44
45	554	815	823	555	815	817	819	858	860	862	864	866	867	869	870	871	873	878	1090	45
46	567	834	833	568	834	836	838	878	880	882	884	886	887	889	890	891	893	898	1115	46
47	580	853	843	581	853	855	857	898	900	902	904	906	907	909	910	911	913	918	1140	47
48	593	872	853	594	872	874	876	918	920	922	924	926	927	929	930	931	933	938	1165	48
49	606	891	863	607	891	893	895	938	940	942	944	946	947	949	950	951	953	958	1190	49
50	619	910	873	620	910	912	914	958	960	962	964	966	967	969	970	971	973	978	1215	50
51	632	929	885	633	929	931	933	978	980	982	984	986	987	989	990	991	993	998	1240	51
52	645	948	897	646	948	950	952	998	1000	1002	1004	1006	1007	1009	1010	1011	1013	1018	1265	52
53	658	967	909	659	967	969	971	1018	1020	1022	1024	1026	1027	1029	1030	1031	1033	1038	1290	53
54	671	986	921	672	986	988	990	1038	1040	1042	1044	1046	1047	1049	1050	1051	1053	1058	1315	54
55	684	1005	933	685	1005	1007	1009	1058	1060	1062	1064	1066	1067	1069	1070	1071	1073	1078	1340	55
56	697	1024	945	698	1024	1026	1028	1078	1080	1082	1084	1086	1087	1089	1090	1091	1093	1098	1365	56
57	710	1043	957	711	1043	1045	1047	1098	1100	1102	1104	1106	1107	1109	1110	1111	1113	1118	1390	57
58	723	1062	969	724	1062	1064	1066	1118	1120	1122	1124	1126	1127	1129	1130	1131	1133	1138	1415	58
59	736	1081	981	737	1081	1083	1085	1138	1140	1142	1144	1146	1147	1149	1150	1151	1153	1158	1440	59
60	749	1100	993	750	1100	1102	1104	1158	1160	1162	1164	1166	1167	1169	1170	1171	1173	1178	1465	60
61	762	1119	1005	763	1119	1121	1123	1178	1180	1182	1184	1186	1187	1189	1190	1191	1193	1198	1490	61
62	775	1138	1017	776	1138	1140	1142	1198	1200	1202	1204	1206	1207	1209	1210	1211	1213	1218	1515	62
63	788	1157	1029	789	1157	1159	1161	1218	1220	1222	1224	1226	1227	1229	1230	1231	1233	1238	1540	63
64	801	1176	1041	802	1176	1178	1180	1238	1240	1242	1244	1246	1247	1249	1250	1251	1253			

COLUMN CLOSING CORRESPONDENCE TO CLOSING DELAY OF A/FPS

ATTN: ENLIGHT-OPENED LOAD DEDUCT FROM A/FPS

To determine the percent occupancy (total time) you need the following data:

- Number of attendant positions staffed
- AOL

Example:

For this example we continue with the previous example's data; that is:

- AOL = 47.83 CCS
- # of positions staffed = 2

Assume the attendant positions are staffed 100 percent of the time, then each position can handle 36 CCS of load during the peak hour.

$$\% \text{ Occupancy (total time)} = \frac{AOL}{\# \text{ positions} \times 36 \text{ CCS}} \times 100 =$$

$$\frac{47.83 \text{ CCS}}{2 \times 36 \text{ CCS}} \times 100 = 66\%$$

Figure 9: Estimating attendant position requirements

Automatic circuit assurance reports

The automatic circuit assurance (ACA) feature is used to identify possible malfunctioning trunks by providing an alerting mechanism that monitors the occurrence of:

- an excessive number of short holding time calls
- calls that have an abnormally long holding time

When the number of short holding time calls exceeds the threshold administered for a trunk group, or the duration of a call exceeds the administrated long holding time limit for the trunk group, the following actions occur:

1. An entry is made on the ACA Measurement report.
2. A referral call is placed to a designated attendant console or display-equipped voice terminal.



Note:

For a complete description of the ACA feature, refer to *Administrator's Guide for Communication Manager*.

You can generate ACA Parameters report and ACA Measurements report for the automatic circuit assurance (ACA) feature.

- To determine if the ACA feature is enabled, use the **display system-parameters feature** command.
- The ACA feature can be used either on a single system or in a Distributed Communications System (DCS) network. Administration of the **ACA Referral Calls** field (also displayed on the System Parameters screen) determines where referral calls terminate. For DCS networks, one switch (the primary) is administered to receive ACA referral calls from remote nodes in the network for all switches within the network. Additionally, the **ACA Remote PBX Identification** field must be administered with the PBX ID of the node that is designated as primary.

For non-DCS arrangements, the switch is administered as local.

- The switch that displays the ACA measurements must have a valid number administered in the **ACA Referral Destination** field.

A valid ACA referral destination can be any of the following:

- An individual attendant
 - The attendant group
 - A designated station that is equipped with an alphanumeric display
- The systems equipped with a speech synthesizer circuit pack may also provide an audio (voice-synthesized) report of the referral calls.

Related topics:

[ACA Parameters report](#) on page 42

[Automatic Circuit Assurance Measurements report](#) on page 44

ACA Parameters report

The ACA Parameters report lists all trunk groups in the system and displays the current definitions (parameters) for long and short holding times.



Note:

The parameters are administered on the trunk group screens.

Related topics:

[Displaying the ACA Parameters report](#) on page 43

[Sample ACA Parameters report](#) on page 43

Displaying the ACA Parameters report

Type `list aca-parameters [number x] [to number x] [name x] [aca-onx] [count n] [schedule]` and press **Enter**.


`list aca-parameters` command provides the following options:

- number n: Beginning trunk group number
- to-number n: Ending trunk group number
- name n: Trunk group name
- aca-onr n: Enter **y** to indicate that the trunk group is monitored by ACA.
- count n: Number of trunk groups to list.
- schedule: Allows you to schedule the report to print at another time.

Sample ACA Parameters report

[Sample ACA Parameters report](#) on page 43 describes the data fields presented in the Automatic Circuit Assurance Parameters (ACA) report.

Name	Description
Group Number	A unique number (assigned during administration) that identifies each trunk group. It may be any number within the range of one to the maximum number of trunk groups supported by the system.
TAC	Trunk Access Code. The TAC (assigned during administration) for the trunk group.
Group Type	The type of trunk. The system allows the following trunk types: <ul style="list-style-type: none"> • Access (access) • Advanced Private Line Termination (aplt) • Central Office (co) or Public Network Service • Customer Provided Equipment (cpe) • Digital Multiplexed Interface-Bit Oriented Signaling (dmi-bos) • Direct Inward Dialing (did) • Direct Inward/Outward Dialing (diod) • Foreign Exchange (fx) • Integrated Services Digital Network (isdn-pri) • Release Link Trunk (rlt) • Session Initiated Protocol (sip) • Tandem (tandem)

Name	Description
	<ul style="list-style-type: none"> • Tie Trunk (tie) • Wide Area Telecommunications Service (wats) <p> Note: For a complete description of these trunk group types, refer to the <i>Administrator's Guide for Communication Manager</i>.</p>
Group Name	The trunk group identification administered on the Trunk Group screen.
ACA On?	<p>Indicates whether or not the trunk group is monitored by ACA. Suggested actions: The decision to monitor a trunk group (field entry y) may depend on a complaint from a user, historical problems, or suspicious data from another report. ACA measurements may be used in conjunction with other measurement reports for confirmation purposes. These other reports include:</p> <ul style="list-style-type: none"> • The list performance trunk-group • The list performance summary • The list measurements outage-trunk • The list measurements trunk-group summary or hourly
Short Hold Time	The maximum number of seconds a call is considered a short holding time call. A holding time longer than this value is considered as a normal call up until the long holding time is exceeded. The short holding time value is specified on the Trunk Group screen when the trunk group is administered. The field range is from 0 to 160 seconds with 10 seconds being the default.
Short Thresh	Short Threshold. The system maintains a running count of each call with a duration less than or equal to the administered short holding time. The count is increased by one for each call that meets the short holding time criteria. When the count reaches the designated threshold, the system makes an entry in the ACA Measurements Report, and places a referral call. The threshold value is specified on the Trunk Group screen when the trunk group is administered. The field range is from 0 to 30. The default is 15.
Long Hold Time	The minimum time of seizure, in hours, the system considers a call as having a long holding time. This number is specified on the Trunk Group screen when the trunk group is administered. The number has a range of zero to 10 hours with one hour as the default. A referral call is placed as soon as a single long holding call is detected.

Automatic Circuit Assurance Measurements report

The Automatic Circuit Assurance Measurements report displays the audit trail list of referral calls placed that have short and long holding time.

Related topics:

[Displaying the Automatic Circuit Assurance Measurements report](#) on page 45

[Sample Automatic Circuit Assurance Measurements report](#) on page 45

Displaying the Automatic Circuit Assurance Measurements report

Type `list measurements aca [schedule]` and press `Enter`.

`schedule` is an option and can be used to schedule the report to print at a later time.

Sample Automatic Circuit Assurance Measurements report**Note:**

For wideband calls that consume more than 64 kbps of bandwidth, only the lowest numbered B-channel is shown on the Automatic Circuit Assurance Measurements Report. In addition, on the report, entries that pertain to referral calls associated with wideband facilities are designated by a "W" in the far right position of the report entry. If the Automatic Circuit Assurance Measurements report contains entries for referral calls pertaining to wideband facilities, the subtitle (w = Wideband Support) will append to the report title.

The following table describes the data fields presented in this report.

Name	Description
Day & Time of Referral	The day and time at which either the threshold for short holding time calls was exceeded or long holding time call was reached and a referral call was placed Expressed as: day of the current month/hour:minute The report lists referral calls beginning with the most recent and continuing back in time until either all referrals are listed or the most recent 64 are listed. A referral call is completed if the call is answered. A call that is not answered is attempted again at the top of the next hour and each subsequent hour until it is answered or when a new ACA call is received.
Trunk Group No.	Trunk Group Number. The number of the trunk group over which the referral call was placed.
Trunk Access Code	Trunk Access Code for the trunk group.
Trunk Member	The specific trunk in the group that experienced the short or long holding time infraction. This information can be used, with other maintenance tests, to identify the equipment location (circuit pack) of the trunk group member. For wideband trunk groups, the number shown is the lowest numbered trunk used in the wideband call.
Type of Referral	Indicates whether the referral occurred as the result of too many <i>short</i> holding time calls or an excessively <i>long</i> holding time call. Suggested action: Generally, a referral call should serve as a warning of potential trunk failures. In addition, an excessively long-holding call may indicate a security breach. Resolution of the problem should, in most

Name	Description
	cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Wideband Flag	If the call was a wideband call, a "W" appears next to the entry. In addition, if any wideband calls appear on the report, the tag "W = Wideband Support" appears in the report heading.

ARS, AAR or UDP route pattern reports

Automatic Route Selection (ARS), Automatic Alternate Routing (AAR), and the Uniform Dial Plan (UDP) features support you to route calls over public and private networks. To route the calls, ARS, AAR, and UDP select a routing pattern. A routing pattern is a list of trunk groups and a set of parameters that define the conditions under which each trunk group should be chosen to route calls.

There are two measurement screens related to routing patterns.

Related topics:

[Route Pattern Measurement Selection screen](#) on page 46

[Route Pattern Measurements report](#) on page 47

Route Pattern Measurement Selection screen

The Route Pattern Measurements Selection screen displays the list of patterns to be measured. The Route Pattern Measurements report displays traffic data for the specified pattern (as a whole) and the distribution of traffic on the trunk groups in the pattern.

Related topics:

[Displaying the list of route patterns to be measured](#) on page 46

[Changing the list of route patterns to be measured](#) on page 47

[Sample Route Pattern Measurement Selection report](#) on page 47

Displaying the list of route patterns to be measured

To display the list of route patterns to be measured:

Type **display meas-selection route-pattern [schedule]** and press **Enter**.

The **schedule** option is available for the **display** command only.



Note:

Routing pattern numbers are administered as a part of the system implementation process; more specifically, as a part of administering the ARS, AAR, or UDP feature.

The procedure to administer ARS, AAR, or UDP is described in the *Administrator's Guide for Communication Manager*.

Changing the list of route patterns to be measured

To change the list of routing patterns to be measured:

1. Type **change meas-selection route-pattern** and press **Enter**.
2. Enter the route pattern number to be measured and press **Enter**.
Pattern numbers do not have to be in numerical order. If the pattern number you want is not in the list:
 - a. add the number (if there is space available), or replace an existing pattern number you no longer need.
 - b. Press **Enter** until the cursor is placed on the unwanted pattern number and enter the new number, or press **CLEAR FIELD** and enter the new number.

Sample Route Pattern Measurement Selection report Fields

The table describes the data fields in the Route Pattern Measurement Selection screen.

Name	Description
Pattern No	Pattern number. Lists the numbers of the 25 patterns selected for measurement.

Route Pattern Measurements report

The Route Pattern Measurements report contains usage measurements for each of the 25 selected routing patterns. This report displays traffic data for the specified pattern (all trunk groups within the pattern, as a whole) and the distribution of traffic on each trunk group in the pattern.

Related topics:

[Displaying the Route Pattern Measurements report](#) on page 48

[Sample Route Pattern Measurement Report](#) on page 48

[Data analysis guidelines for route pattern reports](#) on page 51

[Route pattern data analysis](#) on page 51

Displaying the Route Pattern Measurements report

Type `list measurements route-pattern <assigned pattern number (1-254)> <yesterday/today/last-hour> [schedule]` and press Enter.

- assigned pattern number is the pattern number you wish to display. This number must previously have been assigned to one of the numbers on the Route Pattern Measurement Selection screen. To obtain data for the pattern, it must previously have been administered on the ARS/AAR/UDP screens. assigned pattern number is a required field for this command.
- yesterday/today/last-hour lists the route pattern activity for the specific day or time. yesterday/today/last-hour is a required field.
 - yesterday: lists the route pattern activity for yesterday.
 - today lists the route pattern activity for today.
 - last-hour lists the route pattern activity of the most recently completed hour.
- schedule: allows you to schedule the report to print at another time. This is an optional field.

Example

To display yesterday's measurements for route pattern 27, type `list measurements route-pattern 27 yesterday`.

Sample Route Pattern Measurement Report


Fields

The table describes the data fields presented in the Route Pattern Measurements Report.

Name	Description
Pat. No.	Pattern number. The number of the route pattern measured.
Queue Size	The size (length) of the queue for the first trunk group in the route pattern. This is commonly referred to as the route pattern queue size. A queue is an ordered sequence of calls waiting to be processed. For this example, a maximum of five calls may be in queue at any one time.
Calls Offered ¹	The total number of calls offered to the route pattern.

¹ See [Specifying trunks to monitor for Trunk Group Hourly report](#) on page 168 for this measurement.

Name	Description
	<p><i>Calls Offered (With Queue) = # of Calls Carried + #ofQueueOverflowCalls + #ofQueueAbandonCalls</i></p> <p><i>Calls Offered (Without Queue) = # of Calls Carried + #ofCallsBlocked</i></p>
Calls Carried	The total number of seizures (for all trunk groups) in the routing pattern.
Calls Blocked	<p>The number of offered outgoing calls that found all trunk groups in the pattern busy. If the queue overflows, then the call is still blocked. Specifically, a blocked call:</p> <ul style="list-style-type: none"> • Arrives when there are no available resources • Arrives and gets queued • Arrives when the queue is full • Arrives and cannot queue because the queue length is set to zero • Cannot queue because the Automatic Callback (ACB) button is busy • Cannot queue because there is no ACB button
Calls Queued	The number of offered calls that found all trunk groups in the pattern busy and were placed in queue for the first trunk group (first-choice trunk group) in the pattern. These calls also increment the blocked calls counter.
Queue Ovflo.	Queue Overflow. The number of calls that find the queue on the first trunk group full. Calls attempted while the queue is in overflow receive a reorder signal. These calls also increment the blocked calls counter.
Grp No.	Group Number. The number, assigned via the Trunk Group screen, that identifies each trunk group associated with the displayed data. Trunk groups are listed in the same order as they are assigned on the Route Pattern screen. The first trunk group listed is the first selected (preference 1); the second listed is the second selected (preference 2), and so on.
Grp Type	<p>Group Type. The type of trunk in the group. You can access the following types of trunk groups through the route pattern:</p> <ul style="list-style-type: none"> • Access (access) • Advanced Private Line Termination (aplt) • Local Central Office (co)

Name	Description
	<ul style="list-style-type: none"> • Direct Inward/Outward Dialing (diod) • Foreign Exchange (fx) • Integrated Services Digital Network-Primary Rate Interface (isdn-pri) • Session Initiated Protocol (sip) • Tandem (tandem) • Tie Trunk (tie) • Wide Area Telecommunications Service (wats)
Grp Size	Group Size. The number of trunks in the group.
Grp Dir	<p>Group Direction. Identifies whether the assigned trunk groups are:</p> <ul style="list-style-type: none"> • outgoing (out) • 2-way (two) <p>Incoming trunks are not included in route patterns.</p>
% Calls Carried	Percentage of Calls Carried. A graphic display showing the percentage of total calls carried over the route pattern by the trunk groups.
% Calls	<p>Percentage of Calls. The percentage of the total calls carried over the route pattern by the trunk group.</p> <p>Suggested action: The first trunk group listed in the report is the first choice trunk group. This trunk group should always carry a significantly larger percentage of the calls than any of the other trunk groups. If not, you should add more members so the first choice trunk group has significantly more members than any other group in the pattern.</p>
Total Calls	<p>The total number of calls carried by the route pattern by the trunk group. For the today report, this field indicates the number of calls carried since the previous midnight. For the yesterday report, this field indicates the number of calls carried all day (24 hours) yesterday.</p> <p> Note:</p> <p>This column displays a cumulative number; there are no peak data measurements for the route pattern reports. However, you can use the trunk group reports to display “peak” as well as other data for the trunk groups.</p>
Wideband Flag	If a trunk group is administered to support wideband switching, a “W” appears next to the trunk group entry. In addition, if any of the trunk groups on the report support wideband switching, the tag “W = Wideband Support” appears in the report heading.

Specifically the number of offered calls includes:

- The number of calls carried on all trunks in the route pattern.
- The number of calls that could not queue because there were no available queue slots.

- The number of calls that queued, but abandoned the queue before seizing a trunk.
- The number of calls that could not be queued because the queue length was zero.

Data analysis guidelines for route pattern reports

The following guidelines are intended to show an easy and fast method of determining whether the collected data is invalid or questionable. The guidelines represent the least that you do to validate the report. You must perform additional validation steps as necessary.

To validate the Route Pattern Measurements report, verify the following data is in order:

- Total Calls Offered to a pattern must always be equal to the sum of the columns **Calls Carried**, **Queue Overflow** and **Queue Abandoned** if there is a queue on the first preference.
- Total percent of all calls carried in a pattern (sum of the % **Calls** column for each trunk group) must not exceed 100.

Route pattern data analysis

The Routing Pattern Data worksheet (see [ARS/AAR Routing Pattern Data worksheet](#) on page 257) serves to back up the data from the reports and to provide an easy means to view overall performance of the specified route-pattern. The routing pattern reports/worksheet do not identify a peak hour but do total the data for the identified time period.

The Routing Pattern Measurements report summarizes data for the specified routing pattern. This report assists you in determining:

- How traffic is distributed over the trunk groups in the pattern
- Whether the Facility Restriction Levels (FRL) are administered properly
- The proper number of trunk members and trunk groups

Routing patterns are administered as a part of ARS, AAR, or UDP administration. If, after analyzing the data presented with this report, you determine the routing pattern should be changed (for example, you need to increase the number of trunk members or trunk groups), then you must go to the Routing Pattern screen to make the changes.

For example, if the FRL for the routing pattern is to be changed, you must go to the ARS/AAR/UDP Routing Pattern screen to make this change. A more likely scenario is that the users, attempting to originate calls over the routing pattern, are blocked because the number assigned to their FRL is lower than that assigned to the trunk group. A user can only access trunk groups with numbers the same as or lower than their FRL number. A user cannot access trunk groups with numbers higher than their FRL.

A pattern may have enough trunks but may not have a proper FRL to work with FRLs assigned to users, attempting to originate calls with the pattern. If the report indicates a high number for the Calls Queued column and/or Queue Overflow column, but the usage on trunks in the groups following the first choice trunk group is low, consider identifying the group of users who are attempting to originate calls but are blocked. Then raise this group's FRL. This can be

accomplished by accessing the Class of Restriction screen and increasing the FRL number for the identified group or groups of users.

If the report indicates a high Queue Overflow rate and a high usage rate for all trunk groups in the pattern, then this probably indicates there are not enough trunks. Generally, the simplest solution is to increase the number of first choice trunks. Another consideration is to add more trunk groups to the pattern. Perhaps the most drastic change is to reorganize the ARS/AAR/UDP routing patterns.

Generally, you want to minimize the number in the Calls Blocked column. In addition, there may be certain users' calls you want to block.

Additional and related information is available on the Performance Summary report. For example, the Performance Summary report lists the five trunk groups with the highest percent of blocking during their peak hour. Furthermore, the report lists the trunk group members out of service. Also listed are the trunk members, by trunk group, that were not used during the reporting period.

The Trunk Groups and Wideband Trunk Groups reports provide measurement data that relates to the Routing Pattern Measurements report. For example, the total number of calls that overflow from the first choice trunk group is listed in the **Grp Ovfl** field. Depending on how the trunk group is administered, these overflow calls are rerouted to the other (second, third, and so on) trunk groups.

Call Type Analysis Route Chosen report

Use the Call Type Analysis Route Chosen Report (**list calltype route-chosen**) to see what happens if the telephone number you enter into your administration terminal is dialed from a telephone's call log.

Related topics:

[Displaying the Call Type Analysis Route Chosen report](#) on page 52

[Sample Call Type Analysis Route Chosen report](#) on page 53

Displaying the Call Type Analysis Route Chosen report

```
Type list calltype route-chosen n [location n] [partition n]
[schedule] and press Enter.
```

schedule is an option and can be used to schedule the report to print at a later time.

Sample Call Type Analysis Route Chosen report

Fields

Name	Description
Location	Location from the command line. Allows you to see what would happen if the telephone number you enter into your administration terminal was dialed from the call log of a telephone in this location. If the system: <ul style="list-style-type: none"> • finds the matching entries, it uses those entries. • does not find a matching entry, Communication Manager searches for the entries in location all.
Partitioned Group Number	Partitioned Group Number as entered on the command line. The default is 1.
Selected Location	Displays the location used by Communication Manager to route the entered digit string. 1- 250, or all. If the system: <ul style="list-style-type: none"> • finds the matching entries, it uses those entries. • does not find a matching entry, Communication Manager searches for the entries in location all.
Match	numeric = the entry in the Call Type Digit Analysis Table that was selected for the dialed string. Blank = no matching entries are available for this dialed string in the Call Type Digit Analysis Table.
Length	numeric = the entry in the Call Type Digit Analysis Table that was selected for the dialed string. Blank = no matching entries are available for this dialed string in the Call Type Digit Analysis Table
After Delete and Insert	The digit string as it appears after call type digit manipulation for that pattern, up to 4 manipulations.
Type	The call type used by the call type algorithm to test the modified string. Call types correspond to the equivalent entries on the Call Type Digit Analysis Table (display calltype analysis). Valid entries are: <ul style="list-style-type: none"> • ext • aar • ars • udp

Name	Description
Result	Results of the analysis on the dialed string. If the system finds a successful match and completes the call, it displays modifications to the dialed string. Results stop at the first successful match and valid route. Use this information to view the call type's specific routing analysis form (AAR Routing Table, ARS Routing Table, dial plan analysis tables and the uniform-dial plan tables) for more information about the routing of the call.

AAR or ARS Route Chosen reports

Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) are features that route calls over public and private networks. To route the calls, ARS and AAR select a routing pattern.

Related topics:

[Displaying an AAR Route Chosen report](#) on page 54

[Sample AAR Route Chosen report](#) on page 54

[Displaying an ARS Route Chosen report](#) on page 55

[Sample ARS Route Chosen report](#) on page 55

Displaying an AAR Route Chosen report

1. Type `list aar route-chosen [location n] [partition n] [schedule]` and press **Enter**.
2. Type `list aar route-chosen [location n] [partition n] [schedule]` and press **Enter**.
schedule is an option and can be used to schedule the report to print at a later time.

Sample AAR Route Chosen report

A typical AAR Route Chosen report is shown below:

The following table describes the data fields for these reports.

```
list aar route-chosen 508
```

```
AAR ROUTE CHOSEN REPORT
```

Location: all			Partitioned Group Number: 1			
Dialed String	Total Min	Max	Route Pattern	Call Type	Node Number	Location
50	5	5	50	aar	-	all

Displaying an ARS Route Chosen report

Type `list ars route-chosen [location n] [partition n] [schedule]` and press Enter.

`schedule` is an option and can be used to schedule the report to print at a later time.

Sample ARS Route Chosen report

[The figure](#) on page 55 shows a typical ARS Route Chosen report.

```
list ars route-chosen 441
```

Location: 1			Partitioned Group Number: 1			
Dialed String	Total Min	Max	Route Pattern	Call Type	Node Number	Location
4	5	5	90	loc1		all

Fields

The table describes the data fields for an ARS Route Chosen report.

Name	Description
Location	Indicates Location from the command line. Allows you to see what would happen if the telephone number you enter into your administration terminal was dialed from the call log of a telephone in this location. If the system: <ul style="list-style-type: none"> finds the matching entries, it uses those entries. does not find a matching entry, Communication Manager searches for the entries in location all.
Partitioned Group Number	Indicates Partitioned Group Number as entered on the command line. The default is 1.
Dialed String	Indicates up to 18 digits that the call-processing server analyzes.

Name	Description
Total Min/Max	Indicates the maximum or minimum number of user-dialed digits the system collects to match the dialed string.
Route pattern	The time stamp that indicates when the Measurement Route Pattern Selection Administration screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour. The time at which the identification of routing patterns to be studied was last changed.
Call Type	The call type used by the call type algorithm to test the modified string. Call types correspond to the equivalent entries on the Call Type Digit Analysis Table. Valid entries are: <ul style="list-style-type: none"> • ext • aar • ars • udp • locl
Node Number	Enter the number of the destination node in a private network if you are using node number routing or DCS. If you complete this field, leave the Route Index field blank. Valid entries are: 1 to 999 or blank.

Call Rate Measurements report

The Call Rate Measurements report provides traffic data for all calls (incoming, outgoing, and intercom) completed on the system during defined time intervals:

- Last hour
- Current day's peak hour
- Previous day's peak hour

The peak hours are the hours with the greatest number of calls and the hours with the busiest 36-second intervals. A 36-second interval (1 one-hundredth of an hour) is used so the product of number of busy intervals and 100 gives the peak call rate for the listed hour.

Example

Assume you have normal traffic and there were 31 calls for the peak 36-second interval of the last hour. The peak calling rate would have been 3100 calls for an equivalent hour. However, the number of calls actually completed is normally less than this number.

Related topics:

[Displaying a Call Rate Measurements report](#) on page 57

[Sample Total Call Rate Measurements report](#) on page 57

Displaying a Call Rate Measurements report

Type `list measurements call-rate <total/service-link/multimedia/data/voice> [schedule]` and press Enter.

`schedule` is an option and can be used to schedule the report to print at another time.

`total/service-link/multimedia/data/voice` is a required field. Choose one of the following:

- `total`: lists the traffic data for all calls (incoming, outgoing, and intercom).
- `voice`: lists the traffic data for voice calls (incoming, outgoing, and intercom).
- `data`: lists the traffic data for data calls (incoming, outgoing, and intercom).
- `multimedia`: lists the traffic data for multimedia calls (incoming, outgoing, and intercom).
- `service-link`: lists the traffic data for service link calls (incoming, outgoing, and intercom).



Note:

`multimedia` and `service-link` commands are only available if MMCH (Basic) is enabled. (G3si and G3r only)

Sample Total Call Rate Measurements report

The primary purpose of these reports is to identify system-level peak calling activity and the hour the activity occurred. Typically, the busiest hour for peak calling activity (such as, the 9:00 AM hour in this example) is the same as the peak hour for all trunk groups, which is identified on the Trunk Group Measurements Report. However, conditions could be such that the two reports indicate different hours.





Note:

The Call Summary report lists the number of completed calls for the last 24 hours. Therefore, if you compare the Call Rate Measurement reports with the Call Summary report, you should see some of the same information.

Fields

The table describes the data fields for Total Call Rate Measurements reports.

Name	Description
Hour	<p>Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.</p> <p> Note: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval. For example 10**.</p>
# Compl	Number of Calls Completed. The number of calls completed, or answered (including incoming, outgoing, and intercom), during the listed hour.
Busy Int. (36 sec.)	Busy Interval (36 seconds). The 36-second interval within the listed hour that had the most calls completed. There are one hundred 36-second intervals in a 1 hour period.
# Busy Int. Calls Compl	<p>Number of Busy Interval Calls Completed. The number of calls completed in the listed busy interval.</p> <p> Note: The system counts all originated calls except those directed to an announcement or those generated by maintenance. For example, a facility access test call is not counted as a completed call. Wideband calls count as a single call.</p>
Busiest Hour	For peak listings, this row identifies the busiest hour for today's and yesterday's peak hour. This is the hour with the largest number of completed calls.
Busiest Interval	For peak listings, this row identifies the hour with the busiest 36-second interval for today and yesterday. The hour containing the busiest 36-second interval is not necessarily the same hour as the one reported as the busiest complete hour of the 24-hour period.

Call Summary Measurements report

The Call Summary Measurements report provides an hourly summary of the traffic data for the last 24 hours. The system counts all call completions, except those generated by maintenance. For example, a Facility Test Call is not counted as a call completion.



Note:

The system counts calls on initial completion and it does not count conference calls and transfer calls.

Related topics:

[Displaying the Call Summary Measurements report](#) on page 59

[Sample Call Summary Measurements report](#) on page 59

Displaying the Call Summary Measurements report


Type `list measurements call-summary [schedule]` and press **Enter**.
 The `schedule` option allows you to schedule the report to print at a later time.

Sample Call Summary Measurements report

[Sample Call Summary Measurements report](#) on page 59 describes the data fields in this report.

Data is displayed beginning with the most recently-completed hour and going back for 24 consecutive hours. For example, since the report is displayed during the 1500-hour time interval, the last completed hour is 1400. Therefore, the left hour column begins with 1400 and lists (from top to bottom) the 12 preceding hours.

This report indicates the system clock was reset during the 1300 hour interval. Therefore, the hour is displayed as 13**.

Name	Description
Hour	<p>Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.</p> <p> Note: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval (for example, 10**).</p>
# of Calls Completed	<p>Number of Calls Completed. This field contains the following five subfields:</p> <ul style="list-style-type: none"> • Voice — The number of voice calls completed during the listed hour. • Data — The number of data calls completed during the listed hour. A data call carries digital signals between two endpoints, enabling end terminals to communicate directly. • Multi Media — The number of multimedia calls completed during the listed hour. A multimedia call is a call involving one or more media calls (for example, voice, video, and data) between a multimedia user and other users. This subfield only applies to customers using MMCH (Basic). • Service Link — The number of service links established during the listed hour. A service link provides voice, video, and data connectivity to a multimedia user. This subfield only applies to customers using MMCH (Basic). • Total — The total number of calls completed during the listed hour.

Name	Description
	<p>Calls are counted in the hour they are answered and not in the hour they are dropped. Therefore, a call that starts in one hour and ends in another hour is counted only in the hour it originates.</p> <p>Suggested action: To determine the types of calls during the measurement hour, use the List Measurements Occupancy Summary Report.</p>

Cell Traffic report

The Cell Traffic report provides hourly and daily summaries of the wireless traffic data. These reports are designed to study the wireless traffic patterns. Used in conjunction with maintenance tests and other tools, these reports are useful for trouble analysis. For example, excessive load on a cell of Wireless Fixed Base (WFB) or too many handovers may indicate deficiencies or potential problem areas in the system.

Related topics:

[Displaying the Cell Traffic report for an individual cell](#) on page 60

[Displaying the Cell Traffic summary report](#) on page 60

[Sample Cell Traffic Summary report](#) on page 61

Displaying the Cell Traffic report for an individual cell

```
Type list measurements call-traffic <cell-addr> [wfb-address]
[cell-number] <yesterday-peak/today-peak/last-hour> [schedule]
and press Enter.
```



Note:

The qualifier cell-addr identifies cabinet (1-64), carrier (A-E), and slot (00-20).

The wfb-address, cell-number, print, and schedule options are available for this command.

Displaying the Cell Traffic summary report

To display the Cell Traffic Summary report:

Type `list measurements cell-traffic summary <today-peak/yesterday-peak/last-hour> [schedule]` and press **Enter**.

The `[schedule]` option allows you to schedule the report to print at another time.

Sample Cell Traffic Summary report

Fields

The table describes the data fields presented in the Cell Traffic Summary report.

Name	Description
Total wireless call connectivity for the hour	Provides a count of the actual number of calls originated and calls offered as a whole. These are call attempts that may or may not have been completed.
Total wireless call connectivity for the day	Provides a count of the actual number of calls originated and calls offered as a whole. These are call attempts that may or may not have been completed. For the interval extending from midnight until the last hour of the current day.
Cell Address	Location and number in terms of Port Network Number and the Port ID associated with number.
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.
%Time In-Sys	Percent of Time In-System. The percentage of time during the polling interval that a WFB was administered.
Usage (CCS)	The total time in CCS (Centum Call Seconds/Hundred Call Seconds) that bearer channels are allocated for the WTs (Wireless Terminals) at a cell.
TotBch Seized	Total Bearer Channels Seized. The number of times the bearer channels were seized by this cell for call or mobility related activities during the polling interval.
PeakBch In-Use	Peak Bearer Channel In-Use. Peak number of traffic bearer channels that are simultaneously in use at a WFB.
%Time ACB	Percent of Time All Channels Busy. The percentage of time that all ACB (All Channels Busy) traffic bearer channels are simultaneously in use at a WFB during the measurement interval.
%Time OutServ	Percent of Time Out-of-Service. The percentage of time during the polling interval that a WFB was made busy by maintenance and was not available for call related activities.

Name	Description
Hand Overs	The number of handovers handled by the cell during the measuring period.

Call coverage measurements reports

The following two reports provide measurement information about call coverage.

- The Coverage Path Measurement report describes coverage activity as it relates to the coverage paths.
- The Principal Coverage Measurement report describes coverage activity as it relates to principal extensions and Personal Central Office Line (PCOL) groups.

Each report contains a selection screen that lists the specific coverage paths or principal extensions to be measured.

These reports are used to provide information about what happens to the calls that go to coverage. You can use the reports to refine and improve call coverage patterns and to manage the system's principals. The must use these reports in conjunction with the **list coverage path** and **display coverage sender-group [number]** commands.

Related topics:

[Call coverage measurements terms](#) on page 62

[Call coverage measurements reports feature interactions](#) on page 62

[Data analysis guidelines for call coverage measurements](#) on page 63

[Selecting coverage paths to be measured](#) on page 64

[Coverage Path Measurements report](#) on page 64

[Selecting principal extensions to be measured](#) on page 67

[Principal Measurements report](#) on page 68

Call coverage measurements terms

Typically, a principal is the party or group for which a call is originally intended. A principal may be a station user, a hunt group, a terminating extension group, or a PCOL.

Call coverage measurements reports feature interactions

Bridged Call: A call answered by a bridge of a coverage point extension is considered answered by the coverage point. A call answered by the bridge of a principal is considered answered by the principal.

Call Pick-Up: If the principal is a member of a pickup group, a call ringing at the principal and picked up by a member of the pickup group is considered answered by the principal. If the

coverage point extension is a member of a pickup group, a call ringing at the coverage point and picked up by a member of the pickup group is considered answered by the coverage point.

Leave Word Calling and Automatic Callback: A call for which the calling party activates Leave Word Calling (LWC) or Automatic Callback (ACB) before the call is redirected and before it is answered is considered a call back for the principal. If LWC or ACB is activated after the call is redirected, it is considered a call back for the coverage path.

Trunks: Central office (CO) trunks and other trunks that have ring-back provided by the CO repeatedly attempts to complete the call to the principal. Each attempt is considered a new offered call and is counted for principal or coverage as appropriate.

Data analysis guidelines for call coverage measurements

There is no column for answered calls for principals. Normally, you can assume:

$$\text{Answered Calls} = \text{Calls Offered} - [\text{Calls Redirected} + \text{Calls Abandoned} + \text{Callback}]$$

However, this is not always the case. A number of interactions affect the totals on the measurement reports so that the column totals do not sum to the total calls offered.

Call Forwarding: A forwarded call from the principal is counted as offered or abandoned to the principal. If the call abandons, the call is counted as abandoned at the principal. If the forwarded-to extension is a measured principal, the call is counted as an offered call to the forwarded-to extension, but it does not have an “abandon” or a “redirection” associated with it and appears as answered.

Bridging and Pickup Groups: The principal, the principal bridge and members of their pickup group(s) all have access to a call even if it goes to coverage.

If one of these parties answers the call, the count shows the call was offered to the coverage path without a corresponding count of “answered” or “abandoned.” The count is thrown off and the columns do not add up.

Distributed Communications System (DCS): Call Forwarding abandon interactions are different than those described above if forwarding is done off-switch. In that case, each extension is treated as a principal and calls are counted as abandoned if the caller drops the call.

When a call is forwarded across **DCS** it goes to coverage based on the forwarded-to principal's path criteria rather than the principal's unless the principal is using cover-all.

Because the one-switch appearance of **DCS** is achieved using more than one trunk, **ACB** and **LWC** calls are counted as abandoned.

Selecting coverage paths to be measured

You can select up to 100 coverage paths for measurement.

Related topics:

[Displaying the list of coverage paths to be measured](#) on page 64

[Sample selection screen for the Coverage Path Measurements report](#) on page 64

Displaying the list of coverage paths to be measured

Type **display meas-selection coverage [schedule]** and press **Enter**.

To display the list of all the coverage paths on your system:

Type **list coverage path [schedule]** and press **Enter**.

Options: The schedule option is available for the display and list commands only.

To change the list of coverage paths to be measured:

1. Type **change meas-selection coverage** and press **Enter**.

2. Enter the coverage path number to be measured and press **Enter**.

Coverage path numbers do not have to be in numerical order. If the coverage path you want is not listed, add the coverage path number (if there is space available), or replace an existing coverage path number you no longer need. Press **Enter** until the cursor is placed on the unwanted coverage path and enter the new coverage path number, or press **CLEAR FIELD** and enter the new coverage path number.

Sample selection screen for the Coverage Path Measurements report

Fields

The table describes the data fields presented on the Coverage Path Measurements screen.

Name	Description
Path No.	Path Number. Displays the coverage paths, numbers up to 100 selected for measurement.

Coverage Path Measurements report

The Coverage Path Measurements report contains measurements for each of the 100 selected coverage paths from the Measured Coverage Paths screen.

Related topics:

[Displaying the Coverage Path Measurements report](#) on page 65

[Sample Coverage Path Measurements report screen](#) on page 65

Displaying the Coverage Path Measurements report

Type `list measurements coverage-path [starting path] [count (1-100)] <yesterday-peak/today-peak/last-hour> [external] [schedule]` and press Enter.

- yesterday-peak/today-peak/last-hour is a required field. Choose one of the following:
 - yesterday-peak: lists the activity for yesterday's peak hour.
 - today-peak: lists the activity for today's peak hour.
 - last-hour: lists the activity of the most recently completed hour.
 - list measurements coverage-path command has four optional fields:
 - starting path: Allows you to enter the number of the coverage path you wish to display. This number must have been previously assigned to one of the available numbers on the Coverage Path Measurement Selection screen. If you do not enter a number, the system displays all measured coverage paths.
 - count (1-100): Allows you to enter a number between 1 and 100.
 - external: Produces a version of the report showing incoming trunk calls only. Attendant extended calls are considered external.
 - schedule: Allows you to schedule the report to print at another time.
-


Example

To display yesterday's peak measurements for coverage path 68, type `list measurements coverage-path 68 count 1 yesterday-peak` and press Enter.

Sample Coverage Path Measurements report screen**Fields**

The table describes the data presented in the Coverage Path Measurements report.

Name	Description
Path No.	Path Number. The number that identifies the measurement coverage path.

Name	Description
Meas Hour	<p>Measurement Hour. The starting time (using a 24-hour clock) of the last hour or the hour during which the greatest number of calls are offered to the coverage path.</p> <p> Note: A pair of asterisks in the minutes portion of the measurement hour indicates that the switch time was changed during the measurements interval (for example, 10**).</p>
Calls Offrd	<p>Calls Offered. The total number of calls offered to the path.</p> <p>If this number is large, review the principal report and investigate why calls are not being answered. To find the principal for this coverage path, use the display coverage sender-group [number] command.</p>
Act Criteria	<p>Active Criteria. The number of calls offered to this path due to the principal being active.</p> <p>If this number is large compared to the Calls Offrd field, you should investigate. A possible reason is the path is administered for “active” only.</p>
Bsy Criteria	<p>Busy Criteria. The number of calls offered to this path due to the principal being busy.</p>
DA Criteria	<p>Don't Answer Criteria. The number of calls offered to this path because the principal did not answer the call after the administered number of rings. To find the administered number of rings, use the display coverage path [number] command.</p> <p>If this number is large compared to the Calls Offrd field, investigate the reason these calls are leaving the principal. A possible reason is, the path is only administered for “don't answer”.</p>
All Criteria	<p>The number of calls offered to this path due to the use of Cover All.</p>
SAC Criteria	<p>Send-All-Calls Criteria. The number of calls offered to this path due to the principal's use of Send-All-Calls, or the calling party using Go To Coverage. If this number, or the All Criteria field, are unusually large, you should investigate why calls are still offered to this principal.</p>
Cback	<p>Call Back. The number of calls offered to this path where the calling party used LWC or ACB before a coverage point answered the call. These cases are separated out because they are usually considered abandons but counting them as such would be misleading.</p> <p>If this number appears high, verify why calls are not being answered.</p>
Point Ans	<p>Point Answered. The total number of calls answered by the specified point.</p>
Point Abd	<p>Point Abandoned. The total number of calls abandoned by the caller while ringing at the specified point.</p> <p>If this number is high, you may want to re-engineer the coverage paths so less traffic is offered to this point.</p>

Selecting principal extensions to be measured

You can select up to 100 principal extensions or PCOL TACs for measurement.

For definitions of principal extensions and TACs, refer to [Call coverage measurements terms](#) on page 62.

Related topics:

[Displaying the list of principal extensions to be measured](#) on page 67

[Changing the list of principal extensions to be measured](#) on page 67

[Sample Measured Principals selection screen](#) on page 67

Displaying the list of principal extensions to be measured

Type `display meas-selection principal [schedule]` and press `Enter`.
 schedule is an option and can be used to schedule the report to print at another time.

Changing the list of principal extensions to be measured

-
1. Type `change meas-selection principal` and press `Enter`.
 2. Enter the extension number you want to measure and press `Enter`.
 Extension numbers do not have to be in numerical order.
 3. If the extension number you want is not in the list:
 - a. Add the extension number (if there is space available), or replace an existing extension number you no longer need.
 - b. Press `Enter` until the cursor is placed on the unwanted extension number and enter the new extension number, or press `CLEAR FIELD` and enter the new extension number.
-

Sample Measured Principals selection screen

Fields

The table describes the data fields presented in the Measured Principals selection screen.

Name	Description
Ext/TAC	External/Trunk Access Code. Lists the extension or PCOL TAC numbers of up to 100 principals whose coverage is selected for measurement.

Principal Measurements report

The Principal Measurements report contains measurements for each of the 100 selected principal extensions or **TACs** from the Measured Principals Coverage Measurements Selection screen.

Related topics:

[Displaying the Principal Measurements report](#) on page 68

[Sample Principal Measurements report screen](#) on page 69

Displaying the Principal Measurements report

```
Type list measurements principal [starting extension/tac]
[count (1-100)] <yesterday-peak/today-peak/last-hour>
[schedule] and press Enter.
```

- yesterday-peak/today-peak/last-hour is a required field. Choose one of the following:



Note:

The peak hour is the hour (within a 24-hour period) with the greatest usage.

- yesterday-peak: lists the activity for yesterday's peak hour.
 - today-peak: lists the activity for today's peak hour.
 - last-hour: lists the activity of the most recently completed hour.
- list measurements principal command has four optional fields:
 - starting extension/tac: Allows you to enter the number of the extension or PCOL TAC you wish to display. This number must have been previously assigned to one of the 100 available numbers on the Principal Coverage Measurement Selection screen. If you don't enter a number, all the measured principals are displayed.
 - count (1-100): Allows you to enter a number between 1 and 100.
 - schedule: Allows you to schedule the report to print at another time.

Example


To display yesterday's peak measurements for extension 76068 and the next two principals, in order, type `list measurements principal 76068 count 3 yesterday-peak` and press `Enter`.

Sample Principal Measurements report screen

Fields

The table describes the data fields presented in Principal Measurements report.

Name	Description
Ext/TAC	Extension/Trunk Access Code. The principal extension or PCOL group/TAC being reported.
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.
Calls Offrd	Calls Offered. The total number of calls offered to the principal.
Aband	Abandoned. The total number of abandoned calls, where the calling party hung up before the call was answered or sent to coverage. If this number is high at the principal, you may need to redirect traffic. <i>The number of calls answered by principal =</i> <i>Calls Offered – Calls Abandoned – Calls Redirected</i>
Redir	Redirected. The total number of calls not answered by the principal and subsequently sent to coverage. If this number is large compared to Calls Offrd, investigate the reasons.
Act Criteria	Active Criteria. The number of calls sent to coverage by this principal due to the principal being active.
Bsy Criteria	Busy Criteria. The number of calls sent to coverage by this principal due to the principal being busy.
DA Criteria	Don't Answer Criteria. The number of calls sent to coverage by this principal because the principal didn't answer the call after the administered number of rings. To find the administered number of rings, use the display coverage-path [number] command.
All Criteria	The number of calls sent to coverage by this principal due to the principal's use of Cover All.
SAC Criteria	Send All Calls Criteria. The number of callssent to coverage by this principal due to the principal's use of Send All Calls, or because the calling party used the Go To Cover feature.
Cback	Call Back. The number of calls offered to this principal where the calling party used LWC or ACB before the principal answered the call and before it went to coverage. These cases are separated out because they look like abandons and counting them as such would be misleading.
Coverage-Paths	The coverage paths used by this principal. To find the associated extensions, use the display coverage sender-group command.

Name	Description
	 Note: This display coverage sender-group command displays other principals using some coverage paths.

DS1 link performance measurements

Performance measurements for DS1 links include the DS1 Link Performance Measurements Summary report and the DS1 Link Performance Measurements Detailed Log report.

Many conventional error measurements rely on the parameter Bit Error Rate to describe the quality of digital transmission facilities. However, with DS1 links, when errors occur, they tend to be as error bursts rather than single bit errors. Therefore, the Errored Seconds, Bursty-Errored Seconds, Severely-Errored Seconds, and Failed Seconds measurements more accurately describe the operational characteristics of DS1 links.

DS1 link performance is based on the number of error events counted per second. You can define an error event as one of the following:

- Misframe. An error detected as an erroneous bit pattern in the bits used to frame on the DS1 signal.
- Slip. An error detected as the deletion or repetition of a single frame. The error is caused by clock differences between systems due to improper synchronization.
- Extended Superframe Format (ESF) CRC-6 Error. A data communications error over a DS1 link using the ESF format that is detected as a mismatch between the calculated CRC-6 (6-bit cyclic redundancy check) character appended to the transmitted data and the CRC-6 character recalculated by the receiver.

DS1 link performance is measured by the following error event counts:

- Errored Second. Any second that contains one or more error events.

The percent of Error Free Seconds (%EFS) is defined as:

$$\%EFS = \left[1 - \frac{\text{Errored Seconds}}{\text{Total Seconds}} \right] \times 100$$

- Bursty-Errored Second. Any second that contains between 2 to 319 error events.
- Severely-Errored Second. Any second that contains 320 or more error events.
- Failed Second. A state that exists when ten or more consecutive severely-errored seconds are detected. A Failed Second state is cleared when no severely-errored seconds are detected for a period of 10 consecutive seconds.

- **Controlled Slip Second.** Any second with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
- **Loss of Frame Count.** The number of times a loss of frame is declared. A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds.

**Note:**

Events such as a Failed Second or Severely-Errored Second typically result in a serious impact on the customers' applications.

If the misframe or slip errors become too severe, an alarm is raised. The actual rate at which the errors occur determines whether the alarm is minor or major. Maintenance for Avaya MultiVantage and DEFINITY Server R, Si, or CSi, identify the recommended procedures maintenance personnel should perform to resolve these alarms.

The error event data, collected by the DS1 Interface circuit pack, is available for up to 24 hours in 15-minute increments. Measurement data older than 24 hours is overwritten by the current measurement data.

A system reboot from tape clears the error event counters. The DS1 error event counters may also be cleared using the `clear measurements ds1 log CabCarSSF` maintenance command.

This command uses the following qualifiers:

Cab	=	Port network number
Car	=	Carrier
SSF	=	Slot

If a TN767 or TN464 circuit pack is removed or taken out of service, data for that circuit pack is not available for the time the pack is removed. Additionally, if a TN767E or TN464F or later suffix circuit pack administered for ESF framing is removed or taken out of service, data for the entire 24-hour collection period is lost since ESF measurements are stored on the board rather than in switch memory.

Related topics:

[DS-1 Link Performance Measurements Summary report](#) on page 71

[DS-1 Link Performance Measurements Detailed Log report](#) on page 74

DS-1 Link Performance Measurements Summary report

The DS-1 Link Performance Measurements Summary report provides an indication of the quality of a DS1 link that connects to a DS1 Interface circuit pack.

**Note:**

The error message “Measurements command has timed out. See Traffic Reports manual (555-230-511).” indicates no response was received from the DS1 circuit pack. Try the command again (maximum of two more times). Note, however, this error message may be returned from a “list measurements ds1” or “clear measurements ds1” command that uses the “remote” option (for example, “list measurements ds1 summary 1c19 remote”), if Interface Unit (IU) equipment in the network is deliberately configured not to respond to ESF performance measurements message inquiries. This is a common network setup and should be considered normal. In this case, the command will never succeed. If, however, this error message is displayed when the network or far-end PBX should be responding to the remote ESF performance measurements inquiries, then the IU itself could have problems or there could be problems on the Facility Data Link span. If the command times out three times, and the configuration is one where a reply to the request should be returned, the problem should be escalated to Tier III.

Related topics:

[Displaying the DS-1 Link Performance Measurements Summary report](#) on page 72

[Sample DS-1 Link Performance Measurements Summary report](#) on page 73

Displaying the DS-1 Link Performance Measurements Summary report

Type `list measurements ds1 summary <CabCarSSF> [local/carrier-local/remote] [schedule]` and press Enter.

- <CabCarSSF> is a required field. You must enter the port network number, the carrier number, and the slot number
 - list measurements ds1 summary command has four optional fields:
 - local: Displays your (local) measurements. These are your copies of the local (near-end) performance measurements and can be cleared by you. These measurements cannot be cleared by the carrier.
 - carrier-local: Displays carrier (network) measurements. These are the carrier copies of the local (near-end) performance measurements. They can only be cleared by the carrier.
 - remote: Displays remote CSU measurements. These measurements are available from the CSU at the far end of the link. You can clear them from the near end of the link.
 - schedule: Allows you to schedule the report to print at another time.
-

Sample DS-1 Link Performance Measurements Summary report



Note:

ESF Error Events, Test, Pattern, Synchronized, Loopback/Span Test Bit-Error Count, Test Duration, Controlled Slip Seconds, and Loss Of Frame Count apply only to the TN767E and TN464F or later suffix circuit packs.

The table describes the data fields in the Link Performance Measurements Summary report.

Name	Description
Counted Since	The date and time the counters were last cleared and restarted. The counters are set to 0 and start accumulating data when the system is administered or reinitialized. The current system time appears in this field after the system clock is set. Because the Counted Since field is calculated based on the current time, an error message results if the system clock is not set following a system reinitialization.
Valid 15-Minute Intervals in Last 24 Hours	The total number of 15-minute intervals (0 to 96) in the past 24-hour period with valid values. (An invalid interval is any 15-minute interval during which the system clock was changed, a system reinitialization occurred, or the specified TN767 or TN464 circuit pack was pulled from the carrier. Refer to the DS1 log report for details.)
Seconds Elapsed In Current Interval	The number of seconds (0 to 899) counted in the current 15-minute interval.
ESF Error Events	The number of ESF errors (CRC-6 errors or out-of-frame errors) counted with a maximum cumulative value of 65535.
Test	The type of DS1 loopback/span test currently active. None indicates no test is currently active.
Pattern	The type of bit pattern generated during an extended duration DS1 loopback/span test. None indicates no pattern is being sent.
Synchronized	Indicates whether the test pattern generated by the DS1 board is synchronized (detected properly by the receiving DS1 circuit pack). N/A is displayed if no pattern is generated.
Loopback/ SpanTest Bit-Error Count	The number of bit-errors detected in the received signal when an extended duration loopback test is performed.
Test Duration	The duration in seconds the extended loopback test has run. The maximum value is 99:59:59 (99 hours, 59 minutes, and 59 seconds).
Errored Seconds	The number of errored seconds for the specified interval (maximum of 900). An errored second is any second in which one or more data transmission errors occurred. N/A indicates the count for that interval is not available, typically because the circuit pack was not inserted during the interval.
Bursty Errored Seconds	The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. N/A indicates the count for

Name	Description
	that interval is not available. An error count of this severity results in a minor alarm. Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending on local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Severely Errored Seconds	The number of severely errored seconds for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occurred. N/A indicates the count for that interval is not available. Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Unavailable/ Failed Seconds	A count of one-second intervals during which service is unavailable (0 to 900).
Controlled Slip Seconds	The number of seconds (0 to 255 — counts greater than 255 are still displayed as 255) with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
Loss of Frame Count	The accumulation of the number of times a loss of frame is declared (0 to 255 — counts greater than 255 are still displayed as 255). A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds. The condition is cleared after 15 seconds without a loss of signal or out-of-frame condition.
Worst 15-Minute Interval	The date, ending time, and count for the 15-minute period that contained the maximum count in each error category. If there are no errors, the field displays 0 with the most recent interval.
24-Hour Count	The total count in each error category for the last 24-hour period (0 to 65535 — counts greater than 65535 are displayed as 65535). See the screen to view the last 96 intervals.
Current Interval Count	The count in each error category for the 15-minute interval in progress when the report is requested. If no errors have occurred yet in any of the categories during the current 15-minute interval, the respective field contains the number 0. If the system is busy performing call processing functions and cannot respond within 8 seconds, then the field displays N/A.

DS-1 Link Performance Measurements Detailed Log report

The DS-1 Link Performance Measurements Detailed Log report lists errored event records for the past 24 hours. The errored event records are listed for each 15-minute interval. This shows

the 96 records (the number of 15-minute intervals in 24 hours) from the current 15-minute interval back to 24 hours before the current interval.

Related topics:

[Displaying the DS-1 Link Performance Measurements Detailed Log report](#) on page 75

[Sample DS-1 Link Performance Measurements Detailed Log report](#) on page 75

Displaying the DS-1 Link Performance Measurements Detailed Log report

Type `list measurements ds1 log <CabCarSS> [local/carrier-local/remote] [schedule]` and press Enter.

- <CabCarSSF> is a required field. You must enter the port network number, the carrier number, and the slot number
 - list measurements ds1 log command has four optional fields:
 - local: Displays your (local) measurements. These are your copies of the local (near-end) performance measurements and can be cleared by you. These measurements cannot be cleared by the carrier.
 - carrier-local: Displays carrier (network) measurements. These are the carrier copies of the local (near-end) performance measurements. They can only be cleared by the carrier.
 - remote: Displays remote CSU measurements. These measurements are available from the CSU at the far end of the link. You can clear them from the near end of the link.
 - schedule: Allows you to schedule the report to print at another time.
-

Result

The system displays the errored event records for TN767E and TN464F or later suffix circuit packs administered for ESF framing starting from the most recent interval. The system displays measurements for previous suffix TN767 and TN464 boards and for later suffix boards administered for D4 framing from oldest to newest interval.

Sample DS-1 Link Performance Measurements Detailed Log report

The following table describes the data fields presented in this report.

Name	Description
Date	The date of the 15-minute interval.
Time	The ending time for the 15-minute interval.
ES	Errored Second. The number of errored seconds for the specified interval (maximum of 900). An errored second is any second in which one or more data

Name	Description
	transmission errors occurred. N/A indicates the count for that interval is not available, typically because the circuit pack was not inserted during the interval.
BES	Bursty Errored Seconds. The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a minor alarm. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
SES	Severely Errored Seconds. The number of severely errored seconds for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements it may be appropriate to alert maintenance personnel if they have not already been alerted.
UAS/FS	Unavailable/Failed Seconds. The number of seconds the link is in the failed seconds state for the specified interval (maximum of 900). A failed second state exists any time 10 or more consecutive severely-errored seconds occur. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel, if they have not already been alerted.
CSS	Controlled Slip Seconds. The number of seconds (maximum of 255) with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
LOFC	Loss of Frame Count. The accumulation of the number of times a loss of frame is declared (maximum of 255). A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds. The condition is cleared after 15 seconds without a loss of signal or out-of-frame condition.

DS1 Converter reports

This section describes performance measurements for the four facilities associated with a DS1 Converter board. It includes the DS1 Facility Link Performance Measurements Summary report and the DS1 Facility Link Performance Measurements Detailed Log report. These reports are available only on the G3r server.

The DS1 Converter board is part of the DS1 Converter Complex which consists of two DS1 Converter boards connected by between one and four facilities (DS1 Facility).

Errors on DS1 facilities tend to occur in error bursts rather than single bit errors. Therefore, the Errored Seconds, Bursty Errored Secs, Severely Errored Secs and Failed Seconds measurements more accurately describe the operational characteristics of DS1 facilities.

There are two DS1 converter reports:

- The DS-1 Facility Link Performance Measurements Summary report provides information about the worst 15 minutes, the last 24 hours, and the current 15 minutes for each measurement type.
- The DS-1 Facility Link Performance Measurements Detailed Log report displays a detailed log for the last ninety-six 15-minute intervals for each type of data measured.

DS1 facility performance is based on the number of error events counted per second. An error event is defined as any one of the following:

- Misframe. An error detected as an erroneous bit pattern in any single frame.
- Slip. An error detected as the deletion or repetition of a single frame.
- Extended Superframe Format (ESF) CRC-6 Error A data communications error over a DS1 facility using the ESF format detected as a mismatch between the calculated CRC-6 (6-bit cyclic redundancy check) character appended to the transmitted data and the CRC-6 character recalculated by the receiver.

DS1 link performance is measured by the following error event counts:

- Errored Second. Any second that contains one or more error events.

The percent of Error Free Seconds (%EFS) is defined as shown in [Figure 10: Estimating Attendant Position Requirements](#) on page 77.

$$\%EFS = \left[1 - \frac{\text{Errored Seconds}}{\text{Total Seconds}} \right] \times 100$$

Figure 10: Estimating Attendant Position Requirements

- Bursty-Errored Second: Any second that contains from 2 to 319 error events.
- Severely-Errored Second: Any second that contains 320 or more error events.
- Failed Second: A state that exists when ten or more consecutive severely-errored seconds are detected. A Failed Second state is cleared when no severely-errored seconds are detected for a period of 10 consecutive seconds.



Note:

Such events as a Failed Second or Severely-Errored Second typically result in a serious impact on the customers' applications.

If the errors become too severe, an alarm is raised. The actual rate the errors occurred at determines whether the alarm is minor or major.

The error event counters, located on each DS1 Converter board for each administered facility, are polled every 900 seconds (15 minutes). The data is available for up to 24 hours. Measurement data older than 24 hours is overwritten by current measurement data.

A system re-boot from tape clears the error event counters. The DS1 error event counters may also be cleared using the `clear measurements ds1-facility log | esf-error-events | loopback/spantest CabCarSSF` maintenance command.

If a DS1 Converter circuit pack is removed, or taken out of service, data for that circuit pack is not available for the time periods it is removed.

Related topics:

[Clearing the DS1 Converter measurements](#) on page 78

[Typical DS-1 Facility Link Performance Measurements Summary and Detailed Log reports](#) on page 79

Clearing the DS1 Converter measurements

Type `clear measurements ds1-facility log | esf-error-events | loopback/spantest CabCarSSF [local/remote] [schedule]` and press `Enter`.

This command uses the following qualifiers:

Cab	=	Cabinet Number
Car	=	Carrier
SS	=	Slot
F	=	Facility

This command is only available on the G3r model. In addition, you can reset all software counters associated with the specified DS1 Converter circuit pack facility. The **Counted Since** time is also reset and the **Number of Valid Intervals** count is set to zero.

The following steps display the DS-1 Facility Link Performance Measurements Summary report:

Type `list measurements ds1-facility summary CabCarSSF [local/carrier-local/remote] [schedule]` and press `Enter`.

Options: The schedule option is available for this command.

The following steps display the DS-1 Facility Link Performance Measurements Detailed Log report:

Type `list measurements ds1-facility log CabCarSSF [schedule]` and press `Enter`.

This command uses the same qualifiers as the “clear measurements” command above.

Options: The schedule option is available for this command.

Typical DS-1 Facility Link Performance Measurements Summary and Detailed Log reports

The following table describes the data fields presented in that report.

Name	Description
Counted Since	The date and time when the associated measurement counters are cleared or the DS1 Converter facility is administered. The counters are set to 0 and start accumulating data when the system is administered or re-initialized. The current system time appears in this field after the system clock is set. Since the Counted Since field is calculated based on the current time, an error message is prompted back to you if the system clock is not set following a system re-initialization.
Valid 15-Minute Intervals in Last 24 Hours	The total number of 15-minute intervals (0 to 96) in the past 24-hour period that contain valid data. The Valid Interval field indicates whether or not a valid count is provided by the DS1 interface circuit pack. A value of y indicates that all counts are valid for the interval. A value of n indicates that the interval is invalid. An invalid interval is any 15-minute time interval during which the system clock is changed, a system re-initialization occurred, or the specified circuit pack is pulled from the carrier.
Seconds Elapsed In Current Interval	The number of seconds (0 to 899) counted in the current 15-minute interval.
ESF Error Events	The number of ESF errors (CRC-6 errors or out-of-frame errors) counted with a maximum cumulative value of 65535.
Test	The type of DS1 loopback/span test currently active. None indicates no test is currently active.
Pattern	The type of bit pattern generated during an extended duration DS1 loopback/span test. None indicates that no pattern is being sent.
Synchronized	Indicates whether the test pattern being generated by the DS1 board is synchronized (detected properly by the receiving DS1 circuit pack). N/A is displayed if no pattern is generated.
Loopback/ SpanTest Bit-Error Count	The number of bit-errors detected in the received signal when an extended duration loopback test is performed.
Test Duration	The duration in seconds the extended loopback test runs. The maximum value is 99:59:59 (99 hours, 59 minutes, and 59 seconds).
Category	The type of error to which the count applies (errored seconds, bursty errored seconds, severely errored seconds, unavailable/failed seconds, controlled slip seconds, and loss of frame count).

Name	Description
Worst 15-Min Interval	The date, ending time, and count for the 15-minute period that contains the maximum value for each error category. If there are no errors, the field displays 0 with the most recent interval, or N/A if no data is collected.
24-Hour Count	The total count in each error category for the last 24-hour period (0 to 65535 — counts greater than 65535 are still displayed as 65535).
Current Interval Count	The count so far in each category for the 15-minute interval in progress when the report is requested. If no errors have occurred yet in any of the categories during the current 15-minute interval, the respective field contains the number 0. If the system is busy performing call processing functions and cannot respond within 8 seconds, then the field displays N/A.

Name	Description
Date	The time and date of the current report.
Counted Since	The start time and date when the associated measurement counters are cleared or the DS1 Converter facility is administered.
Date and Time	The date and end time of the 15-minute interval.
ES	Errored Seconds. The number of the errored seconds for the specified 15-minute interval (maximum of 900). An errored second is any second in which one or more data transmission errors occurred. N/A indicates the count for that interval is not available, typically because the circuit pack was not inserted during that interval.
BES	Bursty Errored Seconds. The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a minor alarm. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
SES	Severely Errored Seconds. The number of the severely errored seconds counter for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occur. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements it may be appropriate to alert maintenance personnel, if they have not already been alerted.

Name	Description
UAS/FS	The value of the unavailable or failed seconds counter for the specified interval (maximum of 900). A failed second state exists any time that 10 or more consecutive severely errored seconds occur. An error count of this severity results in a major alarm. N/A indicates the count for that interval is not available. Suggested action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel, if they have not already been alerted.
CSS	Controlled Slip Second. Any second with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
LOFC	Loss of Frame Count. The number of times a loss of frame is declared. A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds.

Emergency Access Calls report

The Emergency Access Calls report tracks emergency calls by extension, event, type of call, and time of day. This report prints in the system journal printer with name, time and event code (attendant crisis alert).

Related topics:

[Displaying the Emergency Access Calls report](#) on page 81

[Sample Emergency Access Calls report](#) on page 81

Displaying the Emergency Access Calls report

Type `list emergency [schedule]` and press `Enter`.

Options: The schedule option is available with this command.

Sample Emergency Access Calls report

. The following table describes the data presented in this report.

Name	Description
Extension	The extension where the crisis alert originated.

Name	Description
Event	The event code for the emergency access call: <ul style="list-style-type: none"> • crisis alert—crisis alert sent • crisis alert ack'd—crisis alert acknowledged • crisis pager pass—crisis alert sent to a pager • crisis pager fail—crisis alert sent to a pager and the page failed
Type of Call	The type of call that is being logged: <ul style="list-style-type: none"> • ars slrt call type • feature access code • off hook alert
Time	The time (A–AM or P–PM) the crisis alert originated (for example, 11:21 A).

Hunt group reports

This section describes the traffic measurements, performance, and status reports for ACD/UCD/DDC Hunt Groups.

For more detailed ACD measurements, the BCMS or CMS option is recommended. Contact your Avaya Account Team.

Related topics:

[Hunt Groups report](#) on page 82

[Hunt Group Members report](#) on page 84

[Hunt Group Measurements report](#) on page 87

[Hunt Group Performance report](#) on page 92

[Hunt Group Status report](#) on page 94

Hunt Groups report

The Hunt Groups report lists the hunt groups defined on your system.

Related topics:

[Displaying the Hunt Groups report](#) on page 82

[Sample Hunt Groups report](#) on page 83

Displaying the Hunt Groups report

Type `list hunt group [number] [to-number x] [name x] [type x] [ext x] [to-ext x] [count n] [schedule]` and press `Enter`.

Options: There are eight options for this command:

-
1. **number x**
Enter the beginning hunt group number.
 2. **to-number x**
Enter the ending hunt group number.
 3. **name x**
Enter the hunt group name.
 4. **type x**
Enter the hunt group type.
 5. **ext x**
Enter the beginning hunt group extension.
 6. **to-ext x**
Enter the ending hunt group extension.
 7. **count n**
Enter the number of hunt groups to list.
 8. **schedule**
This option allows you to schedule the report to print at another time.
-

Sample Hunt Groups report

The following table describes the data presented in this report.

Name	Description
Grp No.	Group Number. Shows the number of a hunt group.
Grp Name/Ext	Group Name/Extension. Shows the name administered for the hunt group and the extension.
Grp Typ	Group Type. Shows the type of the hunt group. See the Group Type field description for page 1 of the Hunt Group screen.
ACD/MEAS	Automatic Call Distribution/Measured. ACD indicates whether Automatic Call Distribution is used. Measured provides the measurement data for the ACD split/skill collected (internal to the switch) for VuStats or BCMS. y/n—Indicates whether the hunt group functions as an ACD split/skill. I (internal), E (external), B (both), or N (none)—Indicates how it is measured.
Vec	Vector. Shows an indicator of whether the hunt group is controlled by a vector. See the Vector field description for page 1 of the Hunt Group screen.

Name	Description
MCH	Multiple Call Handling. Shows the MCH type assigned to the hunt group. <ul style="list-style-type: none"> • none— • req—For on-request • one—For one-forced • per—For one-per-skill • many—For many-forced
Que Siz	Queue Size. Shows the maximum number of calls that can be in queue for the hunt group.
No. Mem	Number of Members. Shows the actual number of hunt group members.
Cov Path	Coverage Path. Shows the number of the coverage path for the hunt group.
Notif/Ctg Adj	Notifying/Controlling Adjunct. <ul style="list-style-type: none"> • —Notification. Contains the extension of the ASAI application link that has the notification. You can have up to three ASAI applications monitoring a single hunt group. • —Controlling adjunct. Displays the extension of the controlling adjunct. You can have one controlling adjunct for each hunt group. • —None.
Dom Ctrl	Domain Control. Shows the extension of the ASAI link over which the domain split is set up.
Message Center	Shows an indicator of the type of message (if any) used. See the Messaging Center field description for page 2 of the Hunt Group screen.

Hunt Group Members report

The Hunt Group Members report helps you administer a split or skill to verify that all agents are logged out and to identify any agents logged in. This report lists all logged in agents for a split or skill, or limits the list to a range of login IDs or physical extensions.



Note:

You can use the `list members hunt-group` command to list the agents administered in non-ACD hunt groups. However, since non-ACD hunt groups do not use agent logins, the report will display all administered agents.

Related topics:

[Displaying the Hunt Group Members report](#) on page 85

[Sample Hunt Group Members report](#) on page 85

Displaying the Hunt Group Members report

Type **list members hunt-group** <hunt group number> [name x] [logname x] [loginid x] [to-loginid x] [ext x] [to-ext x] [count n] [schedule]

Required Fields: There is one required field for this command — **hunt group number**.
Enter the hunt group number

Options: There are eight options for this command:

-
1. **name x**
Enter the hunt group member extension name.
 2. **logname x**
Enter the login ID extension name.
 3. **loginid x**
Enter the beginning login ID extension.
 4. **to-loginid x**
Enter the ending login ID extension.
 5. **ext x**
Enter the beginning hunt group member extension.
 6. **to-ext x**
Enter the ending hunt group member extension.
 7. **count n**
Enter the number of members to list
 8. **schedule**
This option allows you to schedule the report to print at another time.
-

Sample Hunt Group Members report

The following table below shows the names and descriptions of the elements found on a Hunt Group Members report

Name	Description
Group Number	The number of the hunt group.
Group Name	The name administered for the hunt group.
Group Extension	The extension administered for the hunt group.
Group Type	Indicates the type of the hunt group. See the Group Type field description for page 1 of the Hunt Group screen.

Name	Description
ACD	Automatic Call Distribution. Indicates whether Automatic Call Distribution is used.
Skill	Indicates whether the hunt group functions as an ACD skill.
Members	The number of hunt group members.
Phys Ext	Physical Extension (ACD, non-ACD, or EAS). The physical station extension of the hunt group member.
Phys Name	Physical Name (ACD, non-ACD, or EAS). The physical station name of the hunt group member.
Login Ext	Login ID Extension (EAS only). The login ID extension of the hunt group member.
Login Name	Login ID Name (EAS only). The login ID extension name of the hunt group member.
Agt Prf	Call Handling Preference (EAS only). The call handling preference routes calls based on agent skill level, greatest need, or percent allocation. <ul style="list-style-type: none"> • lvl—skill level • grt—greatest need • pal—percent allocation
Lv	Skill Level or Reserve Level (EAS only). The skill level routes incoming calls to an available agent with the skill assigned. The skill levels are as follows: <ul style="list-style-type: none"> • 01 - 02 (Skill Level)—without EAS PHD • 01 - 16 (Skill Level)—with EAS PHD • R1 - R2 (Reserve Level)—with EAS and CentreVu Advocate
Per All	Percent Allocation (EAS and CentreVu Advocate only). Indicates percentage of this agents time devoted to this skill (0 - 100). Displays only if Call Handling Preference (Agt Prf) is percent allocation.
SO	Service Objective (EAS and CentreVu Advocate only). Indicates whether Service Objective is active for this agent. Displays only if Call Handling Preference (Agt Prf) is skill level or greatest need.
DF	Direct Agent Calls First (EAS and CentreVu Advocate only). Indicates whether Direct Agent Calls delivered first to this agent. Displays only if Call Handling Preference (Agt Prf) is percent allocation.
Wrk Tim	Work Time (EAS and CentreVu Advocate only). The ratio of agent work time in this skill and agent staffed time.
Occ	Occupancy (EAS and CentreVu Advocate only). The ratio of agent work time in all skills and agent staffed time.

Name	Description
AR	Auto Reserve Agent. Identifies this station as belonging to an auto reserve agent. Valid values are y, n, and blank.

Hunt Group Measurements report

The Hunt Group Measurements report assists you in monitoring and managing the DDC and UCD hunt groups and ACD splits. These features permit incoming calls to be terminated directly to a prearranged group of answering positions.

This report shows hunt group measurements for yesterday's peak hour, today's peak hour (as of the time of day that this report is run), and the last hour. A peak hour is the hour within a 24-hour period with the greatest usage for the specified day.

Related topics:

[Displaying the Hunt Group Measurements report](#) on page 87

[Sample Hunt Group Measurements report](#) on page 87

[Data analysis guidelines for hunt group reports](#) on page 89

[Hunt group measurement data analysis](#) on page 90

[Total usage](#) on page 91

[Average holding time](#) on page 92

Displaying the Hunt Group Measurements report

Type `list measurements hunt-group <yesterday-peak/today-peak/ last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter `yesterday-peak` to list the hunt group activity for yesterday's peak hour.
 2. Enter `today-peak` to list the hunt group activity for today's peak hour.
 3. Enter `last-hour` to list the hunt group activity of the most recently completed hour.
- The peak hour is the hour (within a 24-hour period) with the greatest usage.
-



Result


Options: The schedule option is available for this command.

Sample Hunt Group Measurements report

On a Hunt Group Measurements report screen, using the last-hour option, the time and date the report requested displays at the top right.

The following table describes the data presented in the report.

Name	Description
Grp No.	Group Number. A number that identifies each hunt group.
Grp Name	Group Name. Name assigned, during administration, to the hunt group.
Grp Siz/Typ.	<p>Group Size. The number of extensions assigned to the hunt group (not necessarily staffed).</p> <p>Group Type. Identifies the type of hunt group, which may be one of the following:</p> <ul style="list-style-type: none"> • ddc - direct department calling • ucd - uniform call distribution • ead - expert agent distribution
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Total Usage	<p>The sum of all times (in CCS) that the members of a hunt group are busy on hunt group calls. Total Usage is the most important parameter for this report. The maximum possible usage is:</p> <p><i>Maximum Possible Usage = 36 CCS × Total # of Members</i></p> <p>Suggested action: If the Total Usage number approaches the total CCS, you may consider adding another extension to the hunt group but only staffing it during the peak hours. If the hunt group has several extensions and the Total Usage is low, this may be acceptable if the personnel perform other duties.</p> <p> Note: ACD hunt groups administered to support Multiple Call Handling displays a series of 5 asterisks (*****) in the Total Usage field. This measurement is not collected for ACD hunt groups that support Multiple Call Handling.</p>
Calls Ans/ Aban.	<p>Calls Answered/Abandoned. The total number of calls which attempt to reach the hunt group but abandon the attempt before being answered. Calls may abandon either while in the hunt group queue or while ringing a hunt group extension. This total does not include calls answered by Call Pick Up, other hunt groups, or calls abandoned while listening to a forced first announcement.</p> <p> Note: ACD calls redirected to other splits within the system via the intraflow feature are not counted as abandoned calls. ACD calls redirected to another switch (interflow feature) are not counted as abandoned calls.</p> <p>Suggested actions: Observe times during which the Calls Abandoned number may be higher than desired. Subsequently, consider adding one or more agents to the hunt group and staffing these additional positions</p>

Name	Description
	during the problem times. Also, see “Suggested action” in the Total usage on page 91 description.
Queue Size	<p>Queue Size. The length of the queue assigned to the hunt group during administration.</p> <p>Recommendations: There are no specific guidelines for setting queue size. However, the following general recommendations apply. The queue size should be larger than the group size; but, typically not more than three times as large as the group size. An indication the queue size is too large is the observance of a higher than expected number for the Calls Aban field. An indication the queue size is too small is that a larger than expected number of Queue Ovfls occurred.</p>
Calls Que.	Calls Queued. Total number of calls that arrive to find all members of the hunt group busy and are placed in the hunt group queue. Calls Queued includes all calls that go to coverage.
Queue Ovfl	Queue Overflow. The number of calls that arrive when all slots in the hunt group queue are occupied.
Time Avail	<p>Time Available. The total time (in CCS) the hunt group extensions are not in use but are available to receive hunt group calls during the measurement hour. Time Available is calculated only when an agent (extension) is ready to receive calls from the specified hunt group. For example, if the hunt group had four extensions and each was available for 15 minutes during the measurement hour, the total time available would be 60 minutes or 36 CCS.</p> <p> Note: ACD hunt groups administered to support Multiple Call Handling displays a series of 5 asterisks (*****) in the total usage field. This measurement is not collected for ACD hunt groups that support Multiple Call Handling.</p>
Speed Answer (sec)	Speed of Answer (seconds). The average time interval (in seconds) from when the call first enters the hunt group or hunt group queue until the call is answered by a hunt group member. This does not include the time taken by a forced first announcement.

Data analysis guidelines for hunt group reports

The following guidelines are intended to show an easy method for determining whether currently reported data is acceptable. These guidelines represent the minimum you should do to verify the recorded measurement values are consistent with expected and historic values. You should perform additional checks as necessary.

Verifying the following informs the acceptability of hourly Hunt Group Measurements:

- The system clock or group size has not been changed during the measurement hour.
- The average time agents spend working on calls is typically between 60 and 300 seconds. The actual application and specific types of work being performed may permit you to arrive

at a more precise number. If your calculated average call length is out of this range, it should be investigated.



Note:

Total Usage plus Total Avail (both in CCS) should not exceed 36 X the group size. For example, with a hunt group containing two extensions, total usage measured should not exceed $2 \times 36 = 72$ CCS for data collection.

Hunt group measurement data analysis

The Hunt Group Data Worksheet (see [Hunt Group Data worksheet](#) on page 258) serves to back up the data from the reports and to provide an easy means for identifying the peak hour. The data from the identified peak hour should be used in subsequent calculations.

Before analyzing data obtained from the hunt group reports, several additional considerations relating to both ACD hunt groups and non-ACD hunt groups need mentioning. This information includes their similarities and differences.



Note:

Note that data collected in a real-time environment virtually always deviates from the theoretically predicted data because of the asynchronous nature of processes and interactions with other events such as maintenance.

Related topics:

[Important considerations for both ACD and non-ACD hunt groups](#) on page 90

[Differences between non-ACD and ACD hunt groups](#) on page 91

Important considerations for both ACD and non-ACD hunt groups

- **Total Usage:** If the extension is a member of more than one hunt group, then Total Usage is only accumulated for the group that answers the call. But, Time Avail is decremented for all groups. For example, assume extension x3000 belongs to hunt groups 1, 2, and 3. Furthermore, assume a call terminates on hunt group 2 and x3000 answers the call. The end result is that usage time is accumulated for hunt group 2 (thus increasing Total Usage for group 2 and decrementing Time Avail for groups 1, 2, and 3).

Time (Total Usage) is not accumulated when a hunt group member is on an incoming or outgoing personal call.

- **Time Avail:** If an extension is a member of more than one hunt group, then Time Avail is accumulated for each group. For example, assume extension x3000 belongs to hunt groups 1, 2, and 3. Furthermore, assume extension x3000 is available for the full measurement hour. The end result is that 36 CCS is added to Time Avail for hunt groups 1, 2, and 3.

Time (Time Available) is not accumulated when a hunt group member is on an incoming or outgoing personal call.

Differences between non-ACD and ACD hunt groups

For non-ACD hunt groups:

- **Calls Ans:** Incoming calls that route to call coverage (or don't answer criteria) accumulate time (Total Usage and Time Avail) as if they are answered within the hunt group. Furthermore, calls to a hunt group picked up by a member of a pickup group are counted as answered within the hunt group.
- **Calls Aband:** Incoming calls that route to call coverage (or don't answer criteria) are counted as abandoned, for the hunt group, if the caller hangs up when the call is at the ringing coverage point.
- **Speed of Answer:** Speed of Answer includes any and all times spent in covering to other stations, but does not include the time spent for forced first announcements.

For ACD hunt groups

- **Calls Aband:** If the caller hangs-up when the call is in queue or while ringing at the agent's position, the call is counted as abandoned. If all members of an ACD split are logged out or in Aux-work mode, incoming ACD calls are not queued for the split and, therefore, are never counted as abandoned.
- **Speed of Answer:** The Speed of Answer count is set to zero every time a call reaches a new coverage point.



Note:

Because of this difference, the Speed of Answer values for ACD hunt groups tend to be less (smaller) than for non-ACD type hunt groups.

- **Calls Ans:** Calls that go to call coverage (or don't answer criteria) and are answered at the coverage point are not included in the number displayed for this report. Unlike non-ACD hunt groups, the ACD hunt group member who initially received the call is available to answer other ACD calls while the coverage point is answering the covered call.
- **Time Avail** — Not accumulated for ACD calls that go to coverage.
- **Total Usage** — Not accumulated for ACD calls that go to coverage.

Total usage

Total Usage is the sum of all times the members of a hunt group are busy on incoming group calls.

Total Holding Time (in seconds) = \sum of the individual Holding Time (in sec)

Total Usage (in seconds) = Total Holding Time (in seconds)

Figure 11: Estimating attendant position requirements

For demonstration purposes, we consider a hunt group with three calls. Assume the call durations were of 480, 300, and 220 seconds.

$$\text{Total Usage (in seconds)} = 480 + 300 + 220 \text{ seconds}$$

$$\text{Total Usage (CCS)} = \frac{1000 \text{ seconds}}{100 \text{ seconds per CCS}}$$

$$\text{Total Usage (CCS)} = 10 \text{ CCS}$$

Figure 12: Estimating attendant position requirements

Average holding time

With the number of Calls Answered and the number for Total Usage, the average length of time the hunt group members spend answering the calls (Average Holding Time) may be calculated. The calculation is as follows:

$$\text{Average Holding Time} = \left(\frac{\text{Total Usage CCS}}{\text{Calls Answered}} \right) \times \frac{100 \text{ Seconds}}{\text{CCS}}$$

Figure 13: Estimating attendant position requirements

For demonstration purposes, we consider the following calculations.

$$\text{Average Holding Time} = \left(\frac{10 \text{ CCS}}{3 \text{ calls}} \right) \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time} = 333 \text{ seconds (or 5 minutes and 33 seconds per call)}$$

Figure 14: Estimating attendant position requirements

Hunt Group Performance report

The Hunt Group Performance report gives the slowest hourly average speed of answer for each hunt group for either the previous day or the current day (yesterday or today) along with the hour the measurement occurred. The report displays the information both graphically and numerically.

Related topics:

[Displaying the Hunt Group Performance report](#) on page 92

[Sample Hunt Group Performance report](#) on page 93

Displaying the Hunt Group Performance report

Type `list performance hunt-group <yesterday/today> [schedule]` and press Enter.

Required Fields: There is one required field for this command — **yesterday/today**.

1. Enter **yesterday** to list the hunt group performance activity for yesterday.
2. Enter **today** to list the hunt group performance activity for today.

Result

Options: The schedule option is available for this command.

Sample Hunt Group Performance report

The following table describes the data fields presented in this report.

Name	Description
No.	Number. A number that identifies each hunt group.
Size	The number of extensions assigned to the hunt group (not necessarily staffed).
Type	Identifies the type of hunt group, which may be one of the following: <ul style="list-style-type: none"> • ddc - direct department calling • ucd - uniform call distribution • ead - expert agent distribution
1 2 3 4 5 6 7 8 9 10 20 40 60 80 100 200	Slowest Speed of Answer (seconds). A bar graph representation of the “slowest hourly average speed of answer” for the report interval (either yesterday or today).
Ans (sec)	Answer in seconds. The number of seconds corresponding to the “slowest hourly average speed of answer” (longest amount of time to answer) for the report interval. This time includes queue time and ring time, but does not include the time spent on a forced first announcement.
Hour	The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Avg.	Average. The number corresponding to the 24-hour daily “average speed of answer” for each hunt group. <i>Daily Average =</i> $\frac{\sum \text{ of the Delays For Each Answered Call}}{\text{Total \# of Answered Calls (so far today)}}$

Hunt Group Status report

The Hunt Group Status report gives an instantaneous indication of the load pending (number of calls waiting to be serviced) for various hunt groups. The report also indicates the length of time the oldest call in the queue has been waiting for service.



Note:

The information on this report is updated every 60 seconds.

Related topics:

[Displaying the Hunt Group Status report](#) on page 94

[Sample Hunt Group Status report](#) on page 94

Displaying the Hunt Group Status report

Type `monitor traffic hunt-groups [starting group number]` and press `Enter`.


Options: Enter the number of the hunt group that you want to begin the list. This is referred to as the starting group number. The report displays a list of 32 consecutively numbered hunt groups. The default is to begin the report with hunt group 1.

Because the command is constantly updating, you must press cancel key to end the report.

Sample Hunt Group Status report

A typical screen for the Hunt Group Status report screen displays 32 hunt group fields, even though they may not all be administered. If the hunt group is not administered, then its corresponding fields are blank. For each administered hunt group, the report displays the time the first call in the queue has been waiting for service, the LCIQ field. The data on the screen is updated every 60 seconds.

The following table describes the data fields presented in this report. The abbreviated labels are also identified in a key at the bottom of the screen.

Name	Description
#	Group Number. The number that identifies the hunt groups.
S	Group Size. The number of extensions assigned to the hunt group (not necessarily staffed).
A	Active Hunt Group Members. The number of members in a group currently active (only) on incoming hunt group calls.  Note: This measurement does not include individual extension type calls.
Q	Maximum Queue Length. The number of calls allowed to wait for an agent.
W	Waiting Calls. The number of calls currently waiting in the hunt group queue to be serviced by an agent.

Name	Description
LCIQ	<p>Longest Call In Queue. The time in seconds the oldest call in the hunt group queue has been waiting to be serviced.</p> <p>Suggested actions: If the number of calls waiting (W) is too high (for example, the queue is full or approaching its maximum) it may be desirable to increase the number of active members (A).</p> <p>If the LCIQ field indicates calls are having to wait in queue too long, it may be appropriate to determine if the calls can be processed faster. Alternately, it may be appropriate to increase the number of active members (A).</p>

IP Signaling Groups Latency and Loss report

The IP Signaling Groups Latency and Loss report provides information on the 10 worst-performing signaling groups for the last hour, current hour, today, or yesterday.

Related topics:

[Displaying the IP Signaling Groups Latency and Loss report](#) on page 95

[Sample IP Signaling Groups Latency and Loss report](#) on page 96

Displaying the IP Signaling Groups Latency and Loss report

Type `list measurements ip signaling-groups <yesterday/today/current-hour/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday/today/current-hour/last-hour`.

1. Type `yesterday` to list the 10 worst signaling groups for the previous day's 24 hours.
This report will take 24 pages, one for each hour. The groups for each hour will be rank ordered from worst to least worst based on the Hour Average Latency.
2. Type `today` to list the 10 worst signaling groups for each hour of the current day, starting with the most recent whole hour.
This report will take 24 pages, one for each hour. The groups for each hour will be rank ordered from worst to least worst based on the Hour Average Latency.
3. Type `current-hour` to list the 10 worst signaling groups for the current hour.
4. Type `last-hour` to list the 10 worst signaling groups for the last full hour.

The region number is assigned on the Ip-interfaces screen during switch administration.

Sample IP Signaling Groups Latency and Loss report

The following table describes the data fields presented in any version of this report.

Name	Description
Sig Grp No	Signaling Group Number. The group number in rank order.
Region	The network region of the group.
Hour Average Latency (ms)	The average latency for the whole hour.
Hour Packets Sent	The number of packets sent during the whole hour.
Hour Packets Lost(%)	Hour Packets Percentage of Loss. The percent of lost packets for the whole hour (if 100% the corresponding latency is shown as ****)
Hour/Worst Interval	The hour and the worst 3 minute interval within the hour.
Interval Average Latency (ms)	The interval is identifies by the last minute of the interval.
Interval Packets Sent	The number of packets sent during the interval.
Interval Packets Lost(%)	Interval Packets Percentage of Loss. The percent lost packets for the interval (if 100%, the corresponding latency is shown as ****).

IP traffic measurements reports

There are six reports that list the activity on your IP media processor circuit packs.

- IP Codec Resource Hourly report - lists the codec resources used on all IP media processors for the last 24 hours, from the current hour backwards, for a specific region. This report lists separate information for the G.711 codecs and the G.723/G.729 codecs. The IP Codec Resource Hourly report also shows DSP activity on the IP port networks.
- IP Codec Resource Summary report - lists the codec resources used on all IP media processors for a specific peak hour for all regions. You can list reports for yesterday's peak, today's peak, or the last hour. This report lists separate information for the G.711 codecs and the G.723/G.729 codecs. The IP Codec Resource Summary report also shows DSP activity on the IP port networks.
- IP Codec Resource Detail report - lists the codec resources used on all IP media processors for a specific peak hour for a specific region. You can list reports for

yesterday's peak, today's peak, or the last hour. This report lists separate information for the G.711 codecs and the G.723/G.729 codecs. The detail report is generated only for the network regions.

- IP DSP Resource Hourly report - lists the dsp resources used on all IP media processors for the last 24 hours, from the current hour backwards, for a specific region and DSP activity on the IP port networks. In addition, the DSP Hourly report allows views of DSP traffic for a customer's H.248 gateway(s) and IGC traffic (Inter-Gateway Connections) between H.248 gateways and port networks.
- IP DSP Resource Summary report - lists the dsp resources used on all IP media processors for a specific peak hour for all regions. You can list reports for yesterday's peak, today's peak, or the last hour. In addition to reporting by network regions and port networks, the DSP Summary report allows views of DSP traffic for a customer's H.248 gateway(s) and IGC traffic (Inter-Gateway Connections) between H.248 gateways and port networks.
- IP DSP Resource Detail report - lists the dsp resources used on all IP media processors for a specific peak hour for a specific region. You can list reports for yesterday's peak, today's peak, or the last hour. The detail report is generated only for the network regions.



Note:

The peak hour is the hour in which the IP media processors are used the most in a specific region.



Note:

On IP traffic measurements reports, the report shows ** if the switch clock time is changed.

Related topics:

- [IP Codec Resource Hourly report](#) on page 97
- [IP Codec Resource Summary report](#) on page 99
- [IP Codec Resource Detail report](#) on page 101
- [IP DSP Resource Hourly report](#) on page 102
- [IP DSP Resource Summary report](#) on page 105
- [IP DSP Resource Detail report](#) on page 107

IP Codec Resource Hourly report

Related topics:

- [Displaying the IP Codec Resource Hourly report](#) on page 97
- [Sample IP Codec Resource Hourly report](#) on page 98

Displaying the IP Codec Resource Hourly report

Type `list measurements ip codec hourly <region number> [schedule]` and press `Enter`.

For example, to display the traffic on media processors for the last 24 hours in region 4, type **list measurements ip codec hourly 4**.

Options: The **schedule** option is available for this command.

The region number is assigned on the Ip-interfaces screen during switch administration.

Sample IP Codec Resource Hourly report

[Table 4: IP Codec Resource Hourly report field descriptions](#) on page 98 describes the data fields presented in this report.

Table 4: IP Codec Resource Hourly report field descriptions

Field	Range	Description
Meas Hour	0000-2300	Measurement Hour. The hour that the data is collected, from the current hour backward.
Region	1-44	The network region of the IP media processors being measured. The region number is assigned on the Ip-interfaces screen during switch administration.
DSP Rscs	0-9999	Digital Signaling Processor Resources. Total number of IP codec resources, or voice channels, in the region.
G711 Usage (Erl)	0-9999	Amount of time (in erlangs) that G.711 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.711 resources on all IP media processors are in use, divided by 3600.
G711 In Reg Peg	0-65535	The total number of times an IP media processor port in the region is allocated to a G.711 call.
G711 Out of Reg peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.711 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.
G723/9 Usage (ERL)	0-9999	Amount of time (in erlangs) that G.723 or G.729 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.723 or G.729 resources on all IP media processors are in use, divided by 3600.
	0-65535	The total number of times an IP media processor port in the region was allocated to a G.723 or G.729 call.

Field	Range	Description
G723/9 Out of Reg peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.723 or G.729 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.

IP Codec Resource Summary report

Related topics:

[Displaying the IP Codec Resource Summary report](#) on page 99

[Sample IP Codec Resource Summary report](#) on page 99

Displaying the IP Codec Resource Summary report

Type `list measurements ip codec summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

For example, to display the previous day's peak hour traffic for all regions with media processors, type `list measurements ip codec summary yesterday-peak`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Type `yesterday-peak` to list the peak hour traffic on media processors for all regions for yesterday.
 2. Type `today-peak` to list the peak hour traffic on media processors for all regions for today.
 3. Type `last-hour` to list the peak hour traffic on media processors for all regions in the most recently completed hour.
-

Result

Options: The schedule option is available for this command.

Sample IP Codec Resource Summary report

[Table 5: IP Codec Resource Summary report field descriptions](#) on page 100 describes the data fields presented in this report.

Table 5: IP Codec Resource Summary report field descriptions

Field	Range	Description
Meas Hour	0000-2300	Measurement Hour. The hour that the data is collected.
Region	1-44	The network region of the IP media processors being measured. The region number is assigned on the IP Interfaces screen during switch administration.
DSP Rscs	0-9999	Digital Signaling Processor Resources. Total number of IP codec resources, or voice channels, in the region.
G711 Usage (Erl)	0-9999	Amount of time (in erlangs) that G.711 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.711 resources on all IP media processors are in use, divided by 3600.
G711 In Reg Peg	0-65535	The total number of times an IP media processor port in the region was allocated to a G.711 call.
G711 Out of Reg peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.711 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.
G723/9 Usage (ERL)	0-9999	Amount of time (in erlangs) that G.723 or G.729 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.723 or G.729 resources on all IP media processors are in use, divided by 3600.
G723/9 In Reg peg	0-65535	The total number of times an IP media processor port in the region was allocated to a G.723 or G.729 call.
G723/9 Out of Reg peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.723 or G.729 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.

IP Codec Resource Detail report

Related topics:

[Displaying the IP Codec Resource Detail report](#) on page 101

[Sample IP Codec Resource Detail report](#) on page 101

Displaying the IP Codec Resource Detail report

Type `list measurements ip codec detail <region number> <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

For example, to display the previous day's peak hour traffic for media processors in region 4, type `list measurements ip codec detail 4 yesterday-peak`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter `yesterday-peak` to list the peak hour traffic on media processors for a specific region for yesterday.
 2. Enter `today-peak` to list the peak hour traffic on media processors for a specific region for today.
 3. Enter `last-hour` to list the peak hour traffic on media processors for a specific region in the most recently completed hour.
-

Result

Options: The schedule option is available for this command.

Sample IP Codec Resource Detail report

[Table 6: IP Codec Resource Detail report field descriptions](#) on page 101 describes the data fields presented in the report.

Table 6: IP Codec Resource Detail report field descriptions

Field	Range	Description
Meas Hour	0000-2300	Measurement Hour. The hour that the data is collected.
Region	1-44	The network region of the IP media processors being measured. The region number is assigned on the Ip-interfaces screen during switch administration.
DSP Rscs	0-9999	Digital Signaling Processor Resources. Total number of IP codec resources, or voice channels, in the region.

Field	Range	Description
G711 Usage (Erl)	0-9999	Amount of time (in erlangs) that G.711 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.711 resources on all IP media processors are in use, divided by 3600.
G711 In Reg Peg	0-65535	The total number of times an IP media processor port in the region was allocated to a G.711 call.
G711 Out of Reg Peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.711 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.
G723/9 Usage (Erl)	0-9999	Amount of time (in erlangs) that G.723 or G.729 codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. This measurement is calculated by adding the total time (in seconds) that G.723 or G.729 resources on all IP media processors are in use, divided by 3600.
G723/9 In Reg Peg	0-65535	The total number of times an IP media processor port in the region was allocated to a G.723 or G.729 call.
G723/9 Out of Reg Peg	0-65535	The total number of times an IP media processor port was needed in the region for a G.723 or G.729 call, but was successfully allocated to a resource in another region. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.

IP DSP Resource Hourly report

Related topics:

[Displaying the IP DSP Resource Hourly report](#) on page 102

[Sample IP DSP Resource Hourly report](#) on page 103

Displaying the IP DSP Resource Hourly report

To display the IP DSP Resource Hourly report:

```
Enter list measurements ip dsp-resource hourly <region number>
[schedule].
```


Options: The schedule option is available for this command.

Sample IP DSP Resource Hourly report

[Table 7: IP DSP Resource Hourly Report Field Descriptions](#) on page 103 describes the data fields presented in this report.

Table 7: IP DSP Resource Hourly Report Field Descriptions

Field	Range	Description/Algorithm
Net Reg	1 - 250	The network region represents the network region of the IP media processors being measured. The region number is assigned on the ip-interface screen during switch administration.
Meas Hour	0000 – 2300	Hour for which data is collected.
G711 Equivalent DSP Rsrc Capcty	0 - 99999 “**”	DSP resource capacity indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given network region. The “**” indicates that the media processor capacity changed during the measurement hour. Calculation: For the existing network region level reports: G711 DSP Rscs = the total number of G711 equivalent DSP resources available at the top of the measurement hour for a specific network region (total G711 equivalent TN2302/TN2602 DSP resources + total G.711 equivalent H.248 DSP resources within the same network region).
G711 Equivalent DSP Rsrc Peak	0 - 99999	Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour. Spikes in traffic patterns can be used by you to determine if media processor resources should be added.
G711 Equivalent DSP Usage (ERL)	0 - 9999.9 Erlangs	DSP Usage. Total G.711 equivalent usage for all codecs that were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.). Calculations: $\frac{\sum (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ Result is to 1 decimal point.
Total DSP Pegs	0 - 65535	The total number of times media processor resources were allocated in a network region during the measurement hour. Calculation: Endpoint In Region Pegs + Pegs from other regions that come into this network region.

Field	Range	Description/Algorithm
		(Note: You can derive the number of times that a different network region obtained resources from this network region by taking Total DSP Pegs - Endpoint In Reg Pegs).
Endpoint In Reg Pegs	0 - 65535	The total number of times an IP media processor port in the region was allocated to a call/request within that same network region during the measurement hour. Endpoint calculations also include IP/SIP trunks and IGCs.
Endpoint Out Reg Pegs	0 - 65535	The total number of times an endpoint request for an IP media processor port in the region was allocated to a call/request from outside that same network region. This might occur when there are no available resources in the requested network region, a call has been re-directed to another port network. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.
Endpoint Denied Pegs	0 - 65535	The total number of times an IP media processor port was requested for a call, but was denied because there were no media processing resources available in the system. Note: Calls that were re-directed are not considered denied calls Denied peg counts are against the network region or the IP endpoint that is requesting the resource. Denied peg counts for IGCs are against the network region of the cabinet that is requesting the resource.
% Denied	0-99	<p>Percentage Denied: The percent of pegs which were denied during the measurement period.</p> <p>Calculations:</p> <p>For network region level, blockage is computed as:</p> $\frac{\text{\# of denied pegs}}{\text{\# of denied + in-region pegs + out of region pegs}} \times 100$ <p> Note:</p> <p>It is possible to have denied calls even though Peak DSP usage has not been exceeded. For example, Peak DSP is 479 out of 480. The next call that comes in could be denied because it needs two DSP resources and only one is available (for example, if the call used a G.729 codec).</p>
% Out of Srv	0 - 99	<p>Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval.</p> <p>Calculations: [total resource time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.</p>

IP DSP Resource Summary report

Related topics:

[Displaying the IP DSP Resource Summary report](#) on page 105

[Sample IP DSP Resource Summary report](#) on page 105

Displaying the IP DSP Resource Summary report

Type `list measurements ip dsp-resource summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

For example, to display the previous day's peak hour traffic for IP DSP processors in all regions, type `list measurements ip dsp summary yesterday-peak`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter `yesterday-peak` to list the peak hour traffic on media processors for a specific region for yesterday.
 2. Enter `today-peak` to list the peak hour traffic on media processors for a specific region for today.
 3. Enter `last-hour` to list the peak hour traffic on media processors for a specific region in the most recently completed hour.
-

Result


Options: The schedule option is available for this command.


Sample IP DSP Resource Summary report

[Table 8: IP DSP Resource Summary Report Field Descriptions](#) on page 105 describes the data fields presented in the report.

Table 8: IP DSP Resource Summary Report Field Descriptions

Field	Range	Description/Algorithm
Net Reg	1 - 250	The network region represents the network region of the IP media processors being measured. The region number is assigned on the ip-interface screen during switch administration.
Peak Hour	0000 – 2300	The measurement hour with the highest Erlang usage for a specific network region.

Field	Range	Description/Algorithm
G711 Equivalent DSP Rsrc Capcty	0 - 99999 “*” d	DSP resource capacity indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given network region. The “*” indicates that the media processor capacity changed during the measurement hour. Calculations: For the existing network region level reports: G711 DSP Rscs = the total number of G711 equivalent DSP resources available at the top of the measurement hour for a specific network region (total G711 equivalent TN2302/TN2602 DSP resources + total G.711 equivalent H.248 DSP resources within the same network region).
G711 Equivalent DSP Rsrc Peak	0 - 99999	Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour. The “spike” traffic pattern helps to determine when resources should be added.
G711 Equivalent DSP Usage (ERL)	0 - 9999.9 Erlangs	DSP Usage. Total G.711 equivalent usage for all codecs that were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.). Calculations: $\frac{\sum (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ Result is to 1 decimal point.
Total DSP Pegs	0 - 65535	The total number of times media processor resources were allocated in a network region during the measurement hour. Calculation: Endpoint In Region Pegs + Pegs from other regions that come into this network region.  Note: You can derive the number of times that a different network region obtained resources from this network region by taking Total DSP Pegs - Endpoint In Reg Pegs.
Endpoint In Reg Pegs	0 - 65535	The total number of times an IP media processor port in the region was allocated to a call/request within that same network region during the measurement hour. Endpoint calculations also include IP/SIP trunks and IGCs.
Endpoint Out Reg Pegs	0 - 65535	The total number of times an endpoint request for an IP media processor port in the region was allocated to a call/request from outside that same network region. This might occur when there

Field	Range	Description/Algorithm
		are no available resources in the requested network region, a call has been re-directed to another port network. If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.
Endpoint Denied Pegs	0 - 65535	The total number of times an IP media processor port is requested for a call, but was denied because there were no media processing resources available in the system. Note: Calls that were re-directed are not considered denied calls Denied peg counts are against the network region or the IP endpoint that is requesting the resource. Denied peg counts for IGCs are against the network region of the cabinet that is requesting the resource.
% Denied	0-99	Percentage Denied: The percent of pegs which were denied during the measurement period. Calculations: For network region level, blockage is computed as: $\frac{\text{\# of denied pegs}}{\text{\# of denied + in-region pegs + out of region pegs}} \times 100$ <p> Note: It is possible to have denied calls even though Peak DSP usage has not been exceeded. For example, Peak DSP is 479 out of 480. The next call that comes in could be denied because it needs two DSP resources and only one is available (for example, if the call used a G.729 codec).</p>
% Out of Srv	0 - 99	Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval.

IP DSP Resource Detail report

Related topics:

[Displaying the IP DSP Resource Detail report](#) on page 107

[Sample IP DSP Resource Detail report](#) on page 108

Displaying the IP DSP Resource Detail report

Type `list measurements ip dsp-resource detail <region number> <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

For example, to display the previous day's peak hour traffic for ip dsp processors in region 4, type `list measurements ip dsp-resource detail 4 yesterday-peak`.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

1. Enter **yesterday-peak** to list the peak hour traffic on media processors for a specific region for yesterday.
2. Enter **today-peak** to list the peak hour traffic on media processors for a specific region for today.
3. Enter **last-hour** to list the peak hour traffic on media processors for a specific region in the most recently completed hour.

Result


Options: The schedule option is available for this command.


Sample IP DSP Resource Detail report

The following table describes the data fields presented in this report.

Table 9: IP DSP Resource Detail Report Field Descriptions

Field	Range	Description/Algorithm
Net Reg	1 - 250	The network region represents the network region of the IP media processors being measured. The region number is assigned on the ip-interface screen during switch administration.
Meas Hour	0000 – 2300	Hour for which data is collected.
G711 Equivalent DSP Rsrc Capcty	0 - 99999 “**”	DSP resource capacity indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given network region. The “**” indicates that the media processor capacity changed during the measurement hour. Calculation: For the existing network region level reports: G711 DSP Rscs = the total number of G711 equivalent DSP resources available at the top of the measurement hour for a specific network region (total G711 equivalent TN2302/TN2602 DSP resources + total G.711 equivalent H.248 DSP resources within the same network region).
G711 Equivalent DSP Rsrc Peak	0 - 99999	Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour. Spikes in traffic patterns can be used by you to determine if media processor resources should be added.
G711 Equivalent	0 - 9999.9 Erlangs	DSP Usage. Total G.711 equivalent usage for all codecs that were in use during the measurement period. The time is

Field	Range	Description/Algorithm
t DSP Usage (ERL)		<p>measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.).</p> <p>Calculations:</p> $\frac{\sum_i (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ <p>Result is to 1 decimal point.</p>
Total DSP Pegs	0 - 65535	<p>The total number of times media processor resources were allocated in a network region during the measurement hour.</p> <p>Calculation: Endpoint In Region Pegs + Pegs from other regions that come into this network region.</p> <p>(Note: You can derive the number of times that a different network region obtained resources from this network region by taking Total DSP Pegs - Endpoint In Reg Pegs).</p>
Endpoint In Reg Pegs	0 - 65535	<p>The total number of times an IP media processor port in the region was allocated to a call/request within that same network region during the measurement hour.</p> <p>Endpoint calculations also include IP/SIP trunks and IGCs.</p>
Endpoint Out Reg Pegs	0 - 65535	<p>The total number of times an endpoint request for an IP media processor port in the region was allocated to a call/request from outside that same network region. This might occur when there are no available resources in the requested network region, a call has been re-directed to another port network.</p> <p>If the "Region" fields on the Inter Network Region Connection Management screen are blank, then this measurement will always be 0.</p>
Endpoint Denied Pegs	0 - 65535	<p>The total number of times an IP media processor port was requested for a call, but was denied because there were no media processing resources available in the system.</p> <p> Note:</p> <p>Calls that were re-directed are not considered denied calls. Denied peg counts are against the network region or the IP endpoint that is requesting the resource. Denied peg counts for IGCs are against the network region of the cabinet that is requesting the resource.</p>
% Denied	0-99	<p>Percentage Denied: The percent of pegs which were denied during the measurement period.</p> <p>Calculations:</p> <p>For network region level, blockage is computed as:</p> $\frac{\# \text{ of denied pegs}}{\# \text{ of denied} + \text{in-region pegs} + \text{out of region pegs}} \times 100$

Field	Range	Description/Algorithm
		 Note: It is possible to have denied calls even though Peak DSP usage has not been exceeded. For example, Peak DSP is 479 out of 480. The next call that comes in could be denied because it needs two DSP resources and only one is available (for example, if the call used a G.729 codec).
% Out of Srv	0 - 99	Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval. Calculations: [total resource time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.

Port Network level DSP-Resource reports

These reports show DSP activity on the media processors for relevant fiber and IP port networks. That is, port networks without media processors do not show usage data, but they show counts for endpoints that have to go out of their region to obtain a DSP resource. You have the option of viewing peak DSP usage in a summary report, or detailed DSP usage in an hourly report.

 **Note:**

A breakdown of usage for each port network on a network region basis is not available at this time. The “Net Reg” column is included in this report as a place holder. In these reports, your configurations in which a single port network contains media processors over multiple network regions will reflect total DSP numbers; not a break down of traffic for each network region.

Related topics:

[PN Summary DSP Resource report](#) on page 110

[Displaying the PN Summary DSP Resource Report](#) on page 111

[Sample PN Summary DSP Resource Report](#) on page 111

[PN Hourly DSP Resource report](#) on page 113

[Displaying the PN Hourly DSP Resource Report](#) on page 114

[Sample PN Hourly DSP Resource Report](#) on page 114

PN Summary DSP Resource report

The PN Summary report displays a cumulative/total line of output that shows the hour with the greatest DSP usage for all of the fiber-connected port networks based on the highest Erlang usage. A single line is shown for each fiber- or IP-connected port network. This line represents

the peak hour of dsp resource usage for all network regions in a given port network. This includes media resources administered across more than one network region.

Displaying the PN Summary DSP Resource Report

```
Type list meas ip dsp-resource pn summary ['yest' | 'today' |
'last-hr'] [<blank> | 'pn' <pn number> 'count <number>' | 'pn'
<pn number> 'to' 'pn' <pn number>], ['schedule'] and press Enter.
```

Result

The following are examples of valid command entries:

- 'list meas ip dsp-resource pn summary today pn 8 - lists summary DSP resource peak usage data for today only for port network 8 (i.e., implies a count of 1)
- 'list meas ip dsp-resource pn summary today pn 8 count 10' - lists summary DSP resource peak usage data for today starting with port network 8 and continuing for the next ten applicable port networks
- 'list meas ip dsp-resource pn summary today pn8 to pn25' - lists summary DSP resource peak usage data for today starting with port network 8 and continuing through port network 25.

Options: The schedule option is available for this command.

Sample PN Summary DSP Resource Report

[Table 10: PN Summary DSP Resource Report Field Descriptions](#) on page 111 describes the data fields presented in this report.

Table 10: PN Summary DSP Resource Report Field Descriptions

Field	Range	Description/Algorithm
PN#- Type	1-64 F(iber) or I(P)	Indicates the port network of the media processor being measured. A port network number followed by "F" (for example, 1 -F) indicates that this is a fiber-connected PN. Similarly, a port network number followed by "I" (for example 4 -I) indicates that this is a IP-connected PN. Up to five rows of data is shown for each PN, based on the five lowest network region numbers administered. C = Cumulative total of all fiber connected PNs (that is, CCS, ATM)

Field	Range	Description/Algorithm
Net Reg	All	Shows data for a given PN across all network regions in that PN (note that typically media processors in a port network are administered for a single network region. However, that is not always the case).
Peak Hour	0000 - 2300	The measurement hour with the highest Erlang usage for the specific port network/network region combination.
G711 Equivalent DSP Rsrc Capcty	0 - 99999	<p>G.711 Equivalent Digital Signaling Processor Resource Capacity. Indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given port network.</p> <p>The “*” in this column indicates that media processor capacity changed during the measurement hour.</p> <p>Calculation: For PN level DSP resource reports:</p> <ul style="list-style-type: none"> • If PN# = C, G711 DSP Rscs = running sum of available G711 equivalent DSP resources for fiber-connected PNs for the peak measurement hour. • If resources in a PN are assigned to more than one network region (network region =all), G711 DSP Rscs = running sum of available G711 equivalent DSP resources for this specific PN for the peak measurement hour. • For individual PNs assigned to a single network region: G711 DSP Rscs = total number of G711 equivalent DSP resources available at that port network for the measurement hour. <p>Totals are shown for all fiber- and IP-connected PNs in cases where a port network has multiple media processors across different network regions.</p>
G711 Equivalent DSP Rsrc Peak	0-99999	<p>Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour for that port network. This is helpful if you experience “spike” traffic patterns to determine when resources should be added.</p> <p>Calculation: For PN level DSP resource reports:</p> <ul style="list-style-type: none"> • If PN# = C, Peak Usage = running sum of available G711 equivalent DSP resources for fiber-connected PNs for the peak measurement hour. • If resources in a PN are assigned to more than one network region (network region =all), G711 Peak Rscs = running sum of available G711 equivalent DSP resources for this specific PN for the peak measurement hour.
G711 Equivalent DSP Usage	0 - 9999.9 Erlangs	G.711 Equivalent DSP Usage. Total G.711 equivalent usage for all codecs that were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call.

Field	Range	Description/Algorithm
(ERL)		Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.). Calculations: $\frac{\sum_i (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ Result is to 1 decimal point.
G711 Equivalent DSP IGC Usage	0-999.9 Erlangs	Total usage of a port-network or gateway for its involvement in Inter-PN or Inter-GW connections. Channel usage may be from IP endpoints or an IGC. Result is to 1 decimal point.
Total DSP Pegs	0 - 65535	The total number of times media processor resources were allocated in a network region during the measurement hour.
IGC Pegs	0 - 65535	Inter-Gateway Connection Pegs - the number of times media processor resources were allocated in a port network to connect two endpoints via an IGC (this is a subset of total DSP pegs).
PN Denied Pegs	0 - 65535	The total number of times an IP media processor port was needed in the port network for a call, but was denied because there were no media processing resources available in that port network.
% Den	0-99 (pegs)	Percentage Denied: The percent of pegs which were denied during the measurement period. Calculations: For pn/gw reports, % denied is computed as: $\frac{\# \text{ of denied pegs}}{\# \text{ of denied} + \text{total pegs}} \times 100$
% Out of Srv	0 - 99	Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval. Calculations: [total time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.

PN Hourly DSP Resource report

The PN Hourly DSP Resource report displays up to 24 hours worth of data per port network.

Displaying the PN Hourly DSP Resource Report

```
Type list meas ip dsp-resource pn hourly [<blank> | <pn number>
| <pn number> 'count' <number> | 'pn' <pn number> 'to' 'pn' <pn
number>], ['schedule'] and press Enter.
```

Result

The following are examples of valid command entries:

- **list meas ip dsp-resource pn hourly <blank>** - lists detailed information for peak DSP resource usage that occurred over the last 24 hours for all port networks in the system.
- **list meas ip dsp-resource pn hourly 8 count 12** - lists detailed information for peak DSP resource usage that occurred over the last 24 hours starting with port network 8 and including the next 12 administered port networks
- **list meas ip dsp-resource pn hourly pn8 to pn12** - lists detailed information for peak DSP resource usage that occurred over the last 24 hours starting with port network 8 through port network 12.

Options: The schedule option is available for this command.

Sample PN Hourly DSP Resource Report

[Table 11: PN Hourly DSP Resource Report Field Descriptions](#) on page 114 describes the data fields presented in this report.

Table 11: PN Hourly DSP Resource Report Field Descriptions

Field	Range	Description/Algorithm
PN#- Type	1-64 F(iber) or I(P)	Indicates the port network of the media processor being measured. A port network number followed by “F” (for example, 1-F) indicates that this is a fiber-connected PN. Similarly, a port network number followed by “I” (for example, 4 -I) indicates that this is a IP-connected PN. Up to five rows of data is shown for each PN, based on the five lowest network region numbers administered. C = Cumulative total of all fiber connected PNs (that is, CCS, ATM)
Meas Hour	0000 - 2300	The hour for which data is collected for the port network.

Field	Range	Description/Algorithm
G711 Equivalent DSP Rsrc Capcty	0 - 99999	<p>G.711 Equivalent Digital Signaling Processor Resource Capacity. Indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given port network.</p> <p>The “*” in this column indicates that media processor capacity changed during the measurement hour.</p> <p>Calculation:</p> <p>For PN level DSP resource reports:</p> <ul style="list-style-type: none"> • If PN# = C, G711 DSP Rscs = running sum of available G711 equivalent DSP resources for fiber-connected PNs for the peak measurement hour. • If resources in a PN are assigned to more than one network region (network region =all), G711 DSP Rscs = running sum of available G711 equivalent DSP resources for this specific PN for the peak measurement hour. • For individual PNs assigned to a single network region: G711 DSP Rscs = total number of G711 equivalent DSP resources available at that port network for the measurement hour. <p>Totals are shown for all fiber- and IP-connected PNs in cases where a port network has multiple media processors across different network regions.</p>
G711 Equivalent DSP Rsrc Peak	0-99999	<p>Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour for that port network. This is helpful if you experience “spike” traffic patterns to determine when resources should be added.</p> <p>Calculation:</p> <p>For PN level DSP resource reports:</p> <ul style="list-style-type: none"> • If PN# = C, Peak Usage = running sum of available G711 equivalent DSP resources for fiber-connected PNs for the peak measurement hour. • If resources in a PN are assigned to more than one network region (network region =all), G711 Peak Rscs = running sum of available G711 equivalent DSP resources for this specific PN for the peak measurement hour.
G711 Equivalent DSP Usage (ERL)	0 - 9999.9 Erlangs	<p>G.711 Equivalent DSP Usage. Total G.711 equivalent usage for all codecs that were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call. Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.).</p> <p>Calculations:</p> $\frac{\sum_i (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$

Field	Range	Description/Algorithm
		Result is to 1 decimal point.
IGC Usage	0-999.9 Erlangs	Total usage of a port-network or gateway for its involvement in Inter-PN or Inter-GW connections. Channel usage may be from IP endpoints or an IGC.
Total DSP Pegs	0 - 65535	The total number of times media processor resources were allocated in a network region during the measurement hour.
IGC Pegs	0 - 65535	Inter-Gateway Connection Pegs - the number of times media processor resources were allocated in a port network to connect two endpoints via an IGC (this is a subset of total DSP pegs).
PN Denied Pegs	0 - 65535	The total number of times an IP media processor port was needed in the port network for a call, but was denied because there were no media processing resources available in that port network.
% Den	0-99 (pegs)	Percentage Denied: The percent of pegs which were denied during the measurement period. Calculations: For pn/gw reports, % denied is computed as: $\frac{\text{\# of denied pegs}}{\text{\# of denied + total pegs}} \times 100$
% Out of Srv	0 - 99	Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval. Calculations: [total time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.

H.248 GW Level DSP-Resource reports

Similar to PN level dsp resource reports, the H.248 Gateway level dsp resource reports show DSP activity on the media processors for relevant gateways. You have the option of viewing peak DSP usage in a summary report, or detailed DSP usage in an hourly report. Similar to the port network level reports, the gateway level DSP usage reports will include the following data according to H.248 gateway:

- Total number of G.711 equivalent DSP resources available in the gateway for the measurement hour
- Number of G.711 equivalent DSP resources used by the gateway for a given measurement hour
- Peak G.711 equivalent DSP usage during the measurement hour

- Total seizures - that is, the number of DSP resources used within the gateway itself
- DSP usage in a specific gateway for an IGC

Related topics:

[GW Summary DSP Resource report](#) on page 117

[Displaying the GW Summary DSP Resource Report](#) on page 117

[Sample GW Summary DSP Resource Report](#) on page 118

[GW Hourly DSP Resource report](#) on page 120

[Displaying the GW Hourly DSP Resource Report](#) on page 120

[Sample GW Hourly DSP Resource Report](#) on page 121

GW Summary DSP Resource report

The gateway summary report shows peak hour DSP usage for a specific H.248 gateway.

Displaying the GW Summary DSP Resource Report

```
Type list meas ip dsp-resource gw summary ['yest' | 'today' |
'last-hr'] [<blank> | 'gw' <gw number> 'count <number>' | 'gw'
<gw number> 'to' 'gw' <gw number>], ['schedule'] and press Enter.
```

Result

The following are examples of valid command entries:

- 'list meas ip dsp-resource gw summary today gw8 - lists summary DSP resource peak usage data for today only for H.248 gateway 8 (i.e., implies a count of 1)
- 'list meas ip dsp-resource gw summary today gw8 count 10' - lists summary DSP resource peak usage data for today starting with H.248 gateway 8 and continuing for the next ten applicable gateways.
- 'list meas ip dsp-resource gw summary today-peak gw8 to gw25' - lists summary DSP resource peak usage data for today starting with H.248 gateway 8 and continuing through gateway 25.


Options: The schedule option is available for this command.

Sample GW Summary DSP Resource Report

[Table 12: GW Summary DSP Resource Report Field Descriptions](#) on page 118 describes the data fields presented in this report.

Table 12: GW Summary DSP Resource Report Field Descriptions

Field	Range	Description/Algorithm
GW Num	G001 - G250	Indicates the number of the administered H.248 gateway for which DSP resource usage is being reported for the given measurement hour.
GW Type	g700 g350 g250 g450 ig550 trm480	Indicates the H.248 gateway type containing the DSP resource being used.
Peak Hour	0000 - 2300	The measurement hour with the highest Erlang usage for the specific gateway.
Net Reg	1 - 250	The network region represents the network region of the IP media processors being measured. The region number is assigned on the ip-interface screen during switch administration.
G711 Equivalent DSP Rsrc Capty	0-99999	<p>G711 Equivalent DSP Resource Capacity. Indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given network region.</p> <p>The “*” in this column indicates that media processor capacity changed during the measurement hour.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of “n/a”, indicating that data is not available.</p> <p>Calculation:</p> <p>For H.248 gateway level DSP resource reports:</p> <p>For individual H.248 gateways: G711 DSP Rsrcs = total number of G711 equivalent DSP resources available at a specific gateway for that measurement hour.</p>
G711 Equivalent DSP Rsrc Peak	0 - 99999	<p>Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour. This is helpful if you experience “spike” traffic patterns to determine when resources should be added.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of “n/a”, indicating that data is not available.</p>
G711 Equivalent DSP Usage	0-9999.9 Erlangs	G.711 Equivalent DSP Usage. Total G.711 equivalent usage that all codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call.

Field	Range	Description/Algorithm
(Erl)		<p>Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.).</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculations:</p> $\frac{\sum_i (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ <p>Result is to 1 decimal point.</p>
IGC Usage	0-999.9 Erlangs	<p>Total usage of a port-network or gateway for its involvement in Inter-PN or Inter-GW connections. Channel usage may be from IP endpoints or an IGC.</p> <p>Result is to 1 decimal point.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
Total DSP Pegs	0 - 65535	<p>The total number of attempts at allocating a media processor resource in a gateway during the measurement hour.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculation:</p> <p>In Region Pegs + Pegs from other regions that come into this network region.</p> <p> Note:</p> <p>You can derive the number of times that a different network region obtained resources from this network region by taking Total Peg - In Reg Peg.</p>
IGC Pegs	0 - 65535	<p>Inter-Gateway Connection Pegs - the number of times media processor resources were allocated in a gateway to connect two endpoints via an IGC (this is a subset of total DSP pegs).</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
GW Denied Pegs	0 - 65535	<p>The total number of times an IP media processor port was needed in the gateway for a call, but was denied because there were no media processing resources available in that gateway.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
% Den	0-99 (pegs)	<p>PN Percentage Denied. PN denied pegs shown as a percentage.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculations:</p> <p>For pn/gw reports, % denied is computed as:</p> $\frac{\# \text{ of denied pegs}}{\# \text{ of denied} + \text{total pegs}} \times 100$

Field	Range	Description/Algorithm
% Out of Srv	0 - 99	Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This percent includes ports that were manually busied out or maintenance busy during the measured interval. Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available. Calculations: [total time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.

GW Hourly DSP Resource report

The gateway hourly report displays up to 24 hours worth of data per gateway.

Displaying the GW Hourly DSP Resource Report

Type `'list meas ip dsp-resource gw hourly [<blank> | <gw number> | <gw number> 'count' <number> | 'gw' <gw number> 'to' 'gw' <gw number>]', ['schedule']` and press `Enter`.

Result

The following are examples of valid command entries:

- `list meas ip dsp-resource gw hourly <blank>` - lists detailed information for peak DSP resource usage that occurred over the last 24 hours for all H.248 gateways in the system.
- `list meas ip dsp-resource gw hourly 8 count 12` - lists detailed information for peak DSP resource usage that occurred over the last 24 hours starting with H.248 gateway 8 and including the next 12 administered H.248 gateways.
- `list meas ip dsp-resource gw hourly gw8 to gw12` - lists detailed information for peak DSP resource usage that occurred over the last 24 hours starting with H.248 gateway 8 through gateway 12.


Options: The schedule option is available for this command.

Sample GW Hourly DSP Resource Report

[Table 13: GW Hourly DSP Resource Report Field Descriptions](#) on page 121 describes the data fields presented in this report.

Table 13: GW Hourly DSP Resource Report Field Descriptions

Field	Range	Description/Algorithm
GW Num	G001 - G250	Indicates the number of the administered H.248 gateway for which DSP resource usage is being reported for the given measurement hour.
Meas Hour	0000 - 2300	The hour for which data is collected for the port network.
Net Reg	1 - 250	The network region represents the network region of the IP media processors being measured. The region number is assigned on the ip-interface screen during switch administration.
GW Type	g700 g350 g250 g450 ig550 trm480	Indicates the H.248 gateway type containing the DSP resource being used.
G711 Equivalent DSP Rsrc Capty	0-99999	G711 Equivalent DSP Resource Capacity. Indicates the maximum number of unencrypted, simultaneous G.711 DSP resources that could be supported for a given network region. The “*” in this column indicates that media processor capacity changed during the measurement hour. Gateways with older firmware that do not support this feature shall display capacity data of “n/a”, indicating that data is not available. Calculation: For H.248 gateway level DSP resource reports: For individual H.248 gateways: G711 DSP Rsrcs = total number of G711 equivalent DSP resources available at a specific gateway for that measurement hour.
G711 Equivalent DSP Rsrc Peak	0 - 99999	Indicates the maximum number of G.711 equivalent DSP resources used at any point in time in the measurement hour. This is helpful if you experience “spike” traffic patterns to determine when resources should be added. Gateways with older firmware that do not support this feature shall display capacity data of “n/a”, indicating that data is not available.
G711 Equivalent DSP	0-9999.9 Erlangs	G.711 Equivalent DSP Usage. Total G.711 equivalent usage that all codecs were in use during the measurement period. The time is measured from the time the voice channel is allocated until it is released, including the time that the voice channel is on a call.

Field	Range	Description/Algorithm
Usage (Erl)		<p>Depending on the media processor being used usage counts may vary per codec (for example, TN2302 counts G.729/3 as 2, encryption counts as 1.25, etc.).</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculations:</p> $\frac{\sum (\text{Call Duration}) \times (\# \text{ points}) \times (\text{conversion})}{3600 \text{ seconds}} = X.X$ <p>Result is to 1 decimal point.</p>
IGC Usage	0-999.9 Erlangs	<p>Total usage of a port-network or gateway for its involvement in Inter-PN or Inter-GW connections. Channel usage may be from IP endpoints or an IGC.</p> <p>Result is to 1 decimal point.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
Total DSP Pegs	0 - 65535	<p>The total number of attempts at allocating a media processor resource in a gateway during the measurement hour.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculations: In Region Pegs + Pegs from other regions that come into this network region.</p> <p> Note:</p> <p>You can derive the number of times that a different network region obtained resources from this network region by taking Total Peg - In Reg Peg.</p>
IGC Pegs	0 - 65535	<p>Inter-Gateway Connection Pegs - the number of times media processor resources were allocated in a gateway to connect two endpoints via an IGC (this is a subset of total DSP pegs).</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
GW Denied Pegs	0 - 65535	<p>The total number of times an IP media processor port was needed in the gateway for a call, but was denied because there were no media processing resources available in that gateway.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p>
% Den	0-99 (pegs)	<p>PN Percentage Denied. PN denied pegs shown as a percentage.</p> <p>Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available.</p> <p>Calculations:</p> <p>For pn/gw reports, % denied is computed as:</p> $\frac{\# \text{ of denied pegs}}{\# \text{ of denied} + \text{total pegs}} \times 100$
% Out of Srv	0 - 99	<p>Percentage Out of Service: The percent of total resource time that ports were out of service during the measurement period. This</p>

Field	Range	Description/Algorithm
		percent includes ports that were manually busied out or maintenance busy during the measured interval. Gateways with older firmware that do not support this feature shall display capacity data of "n/a", indicating that data is not available. Calculations: [total time (in CCS) that any port was out of service divided by the number of available resources x 36] x 100.

LAN performance reports

These reports provide a 24-hour history of important packet-level statistics from which you can infer some LAN performance characteristics. For example,

- High collision counts could indicate high traffic on the LAN segment (congestion on the bus).
- High Cyclic Redundancy Check (CRC—detects and corrects errors on every frame) errors could suggest that:
 - the LAN connection may be "noisy"
 - a wire connection is loose
 - a wire is frayed or broken

The 24-hour histories give the ability to look back at these measures if the trouble is cleared.

The data is collected at 15-minute intervals over 24 hours for the Cyclic Redundancy Check (CRC) and collisions for Ethernet connections. If the data cannot be retrieved for the 15-minute interval, N/A displays in the field. The delta (the change from the last inquiry) and the total are provided for each error count. After the occurrence of "N/A" (not available), the delta equals the total.

The primary use of these reports is to quickly and unambiguously determine if the fault lies within the Avaya-provided equipment or if the fault is with the LAN or LAN administration to which the Avaya Communication Manager configuration is connected.

Related topics:

[C-LAN Ethernet Performance Measurements Detailed report](#) on page 124

[C-LAN PPP Performance Measurement Detailed report](#) on page 124

[CLAN Sockets Hourly report](#) on page 125

[C-LAN Sockets Summary report](#) on page 126

[CLAN Sockets Detail report](#) on page 128

C-LAN Ethernet Performance Measurements Detailed report

Related topics:

[Displaying the C-LAN Ethernet Performance Measurements Detailed report](#) on page 124

[Sample C-LAN Ethernet Performance Measurements Detailed report](#) on page 124

Displaying the C-LAN Ethernet Performance Measurements Detailed report


Type `list measurements clan ethernet <cabinet-carrier-slot address of circuit pack> [schedule]` and press `Enter`.

For example, to display the performance of the Ethernet circuit pack with the address 05B11, type `list measurements clan ethernet 05B11`.

Options: The schedule option is available for this command.

Sample C-LAN Ethernet Performance Measurements Detailed report

The following table describes the data fields presented in this report.

Name	Description
Date	The date that the data is collected.
Time	The current 15-minute interval in which the action is performed.
CRC CHECK	Cyclic Redundancy Check. The error count for CRC errors.
total	<p>The total value of the counter on the board.</p> <p> Note: The counter value can be up to 11 digits long because of the 32-bit counter on the board. After the occurrence of an "N/A," the delta equals the total. The following activities clear the firmware counters: busy-out or release of a board or a port, the reset board command, and reseating the board.</p>
delta	The difference between the current and the previous sample
Collision Count	The error count for collisions on the Ethernet.

C-LAN PPP Performance Measurement Detailed report

Related topics:

[Displaying the C-LAN PPP Performance Measurement Detailed report](#) on page 125

[Sample C-LAN PPP Performance Measurement Detailed report](#) on page 125

Displaying the C-LAN PPP Performance Measurement Detailed report


Type `list measurements clan ppp <cabinet-carrier-slot address of circuit pack> [schedule]` and press `Enter`.

For example, to display the performance of the ppp circuit pack with the address 1C1017, type `list measurements clan ppp 1C1017`.

Options: The schedule option is available for this command.

Sample C-LAN PPP Performance Measurement Detailed report

The following table describes the data fields presented in this report.

Name	Description
Date	The date that the data is collected.
Time	The current 15-minute interval in which the action was performed.
CRC CHECK	Cyclic Redundancy Check. The error count for CRC errors.
Total	<p>The total value of the counter on the board</p> <p> Note:</p> <p>The counter value can be up to 11 digits long because of the 32-bit counter on the board. After the occurrence of an "N/A," the delta equals the total. Busy-out or release of a board or a port, the reset board command, and reseating the board all clear the firmware counters.</p>
Delta	The difference between the current and the previous sample
Invalid Frame	The number of invalid frames detected. Invalid frames are the frames that are misaligned.
CHAP Failures	The number of failed attempts for ppp authentication

CLAN Sockets Hourly report

Related topics:

[Displaying the CLAN Sockets Hourly report](#) on page 125

[Sample CLAN Sockets Hourly report](#) on page 126

Displaying the CLAN Sockets Hourly report

Type `list measurements clan sockets hourly <board location>` and press `Enter`.

Options: The schedule option is available for this command.

Sample CLAN Sockets Hourly report

[Table 14: CLAN Sockets Hourly report field descriptions](#) on page 126 describes the data fields presented in this report.

Table 14: CLAN Sockets Hourly report field descriptions

Field	Range	Description
Meas Hour	0000–2300	Measurement Hour. The hour the measurement was taken. Switches in multiple time zones are treated as in the current MMI reports. We do not assume that you have made any correlation between LAN regions and time zones.
Board	CCccss	The cabinet, carrier, and slot for the specified board.
Region	1–44	The network region that the C-LAN for this measurement is in. (The increase to 44 regions is required by [75101-2])
Socket Usage (Erl)	0–9999.9	The total time, in Erlangs, that is available from sockets on this C-LAN board. Calculated by: (Total Socket Seconds of usage)/3600
Socket Peg	0–65535	Total number of times a C-LAN socket on the board was allocated to a call or link.
Socket Denial Peg	0–65535	Total number of times a C-LAN socket on the board was needed for a call or link, but was not available.
Denials	0–99	(Socket Denial Peg)/(Socket Denial Peg + Socket Peg)
Time ASB	0–99	The percentage of time during the measured interval that all C-LAN sockets on the board were unavailable for use.

C-LAN Sockets Summary report

Related topics:

[Displaying the CLAN Sockets Summary report](#) on page 126

[Sample CLAN Sockets Summary report](#) on page 127

Displaying the CLAN Sockets Summary report

Type `list measurements clan sockets summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter **yesterday-peak** to list the peak hour traffic on CLAN sockets for yesterday.
 2. Enter **today-peak** to list the peak hour traffic on CLAN sockets for today.
 3. Enter **last-hour** to list the peak hour traffic on CLAN sockets in the most recently completed hour.
-

Result

Options: The schedule option is available for this command.

Sample CLAN Sockets Summary report

[Table 15: CLAN Sockets Summary report field descriptions](#) on page 127 describes the data fields presented in this report.

Table 15: CLAN Sockets Summary report field descriptions

Field	Range	Description
Meas Hour	0000-2300	Measurement Hour. The hour the measurement was taken. Switches in multiple time zones are treated as in the current MMI reports. We do not assume that you have made any correlation between LAN regions and time zones.
Board	CCccss	The cabinet, carrier, and slot for the specified board.
Region	1-44	The network region that the C-LAN for this measurement is in. (The increase to 44 regions is required by [75101-2])
Socket Usage (Erl)	0-9999.9	The total time, in Erlangs, that is available from sockets on this C-LAN board. Calculated by: (Total Socket Seconds of usage)/3600
Socket Peg	0-65535	Total number of times a C-LAN socket on the board was allocated to a call or link.
Socket Denial Peg	0-65535	Total number of times a C-LAN socket on the board was needed for a call or link, but was not available.
% Denials	0-99	(Socket Denial Peg)/(Socket Denial Peg + Socket Peg)
% Time ASB	0-99	Percent of Time All Sockets Busy. The percentage of time during the measured interval that all C-LAN sockets on the board were unavailable for use.

CLAN Sockets Detail report

Related topics:

[Displaying the CLAN Sockets Detail report](#) on page 128

[Sample CLAN Sockets Detail report](#) on page 128

Displaying the CLAN Sockets Detail report

Type `list measurements clan sockets detail <board location> <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

1. Enter `yesterday-peak` to list the peak hour traffic on CLAN sockets for yesterday.
2. Enter `today-peak` to list the peak hour traffic on CLAN sockets for today.
3. Enter `last-hour` to list the peak hour traffic on CLAN sockets in the most recently completed hour.

Result

Options: The schedule option is available for this command.

Sample CLAN Sockets Detail report

[Table 16: CLAN Sockets Detail report field descriptions](#) on page 128 describes the data fields presented in this report.

Table 16: CLAN Sockets Detail report field descriptions

Field	Range	Description
Meas Hour	0000-2300	Measurement Hour. The hour the measurement was taken. Switches in multiple time zones are treated as in the current MMI reports. We do not assume that you have made any correlation between LAN regions and time zones.
Board	CCccss	The cabinet, carrier, and slot for the specified board.
Region	1-44	The network region that the C-LAN for this measurement is in. (The increase to 44 regions is required by [75101-2])
Socket Usage (Erl)	0-9999.9	The total time, in Erlangs, that is available from sockets on this C-LAN board. Calculated by: (Total Socket Seconds of usage)/3600
Socket Peg	0-65535	Total number of times a C-LAN socket on the board was allocated to a call or link.

Field	Range	Description
Socket Denial Peg	0-65535	Total number of times a C-LAN socket on the board was needed for a call or link, but was not available.
% Denials	0-99	(Socket Denial Peg)/(Socket Denial Peg + Socket Peg)
% Time ASB	0-99	Percent of Time All Sockets Busy. The percentage of time during the measured interval that all C-LAN sockets on the board were unavailable for use.

LAR Measurements for Preferences in Pattern report

The Look Ahead Routing (LAR) Measurements for Preferences in Pattern report contains usage measurements for LAR processing. This report displays the number of reroute attempts performed and the number of successful ISDN call attempts.

Related topics:

[Displaying the LAR Measurements for Preferences in Pattern report](#) on page 129

[Sample LAR Measurements for Preferences in Pattern report](#) on page 130

Displaying the LAR Measurements for Preferences in Pattern report

Type `list measurements lar-route-pattern <assigned pattern number> <yesterday/today/last-hour> [schedule]` and press `Enter`.

Required Fields: There are two required fields for this command.

1. assigned pattern number

2. Enter the identifying pattern number you wish to display.

This number must previously have been assigned to one of the numbers on the meas-selection route-pattern screen. In order to obtain data for the pattern, it must previously have been administered on the ARS/AAR/UDP screens.

Result

`yesterday/today/last-hour.`

- Enter `yesterday` to list the LAR route pattern activity for yesterday.
- Enter `today` to list the LAR route pattern activity for today.

- Enter **last-hour** to list the LAR route pattern activity of the most recently completed hour.

For example, to display yesterday's measurements for route pattern 2, type **list measurements lar-route-pattern 2 yesterday**.

Options: The schedule option is available for this command.

Sample LAR Measurements for Preferences in Pattern report

The following table describes the data fields presented in this report.

Name	Description
Pref No.	Route Preference Number. The number of the administered route preference.
Grp No.	Trunk Group Number. The number, assigned via the Trunk Group screen, that identifies each trunk group associated with the displayed data. Trunk groups are listed in the same order as they are assigned on the Route Pattern screen. The first trunk group listed is the first selected (preference 1); the second listed is the second selected (preference 2), and so on. If an entry in the column is prefixed with an *, it indicates LAR administration for the preference was changed during the measurement period currently displayed. (LAR valid for ISDN-PRI trunk groups.)
LAR Type	Look Ahead Routing Type. Type of LAR administered on the AAR and ARS Route Pattern screen for the trunk group including. Possible values are: <ul style="list-style-type: none"> • none — no LAR • rehu — rehunt in the same preference • next — reroute to next preference
LAR Calls	Look Ahead Routing Calls. The number of calls initiating LAR processing in the displayed trunk group. Only the initial call is counted, not subsequent rerouting attempts.
Total Rehunt	The number of LAR rehunt attempts within the trunk group.
Suc. Rehunt	Successful Rehunt. The number of successful hunts out of Total Rehunt attempts within the trunk group that ended in the LAR call rerouted successfully.
Total Next	The total number of LAR attempts directed to this trunk group from a previous preference in the route pattern.
Suc. Next	Successful Next. The number of successful LAR attempts directed to this trunk group from a previous preference in the route pattern.

Logins report

The Logins report shows logins with the same, or lower, service level as the person making the request.

Related topics:

[Displaying a list of logins](#) on page 131

[Sample Logins report](#) on page 131

Displaying a list of logins

Type `list logins [schedule]` and press `Enter`.

Options: The schedule option is available for this command.

Sample Logins report

The following table describes the data fields presented in this report.

Name	Description
Login	Your login ID.
Service Level	The service level of the login ID.
Status	The status of the login ID.
Pwd. Aging Cycle (Days)	Password Aging Cycle (Days). The number of days from creation before the password must be changed.
ASG	Access Security Gateway. This field indicates whether the login ID must use ASG authentication to access the system.
Blk	Block. This field indicates whether the login ID is temporarily disabled from accessing the system through the Access Security Gateway interface.
Exp. Date	Expiration Date. The date the login ID expires.
No. of Sess	Number of Sessions. The number of sessions allowed before the login ID is disabled.
Sess. Used	Sessions Used. The number of session this login ID has already used.

Modem Pool Measurements report

This section describes the traffic measurements report for modem pools.

The Modem Pool Measurements report contains measurements for monitoring the performance of the modem pooling feature. The system records data for the current day's peak hour, the previous day's peak hour, and the last hour. A peak hour is the hour within a 24-hour period that had the greatest usage for the specified day.

Related topics:

[Displaying the Modem Pool Measurements report](#) on page 132

[Sample Modem Pool Measurements report](#) on page 132

Displaying the Modem Pool Measurements report

Type `list measurements modem-pool <yesterday-peak/today-peak/ last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter `yesterday-peak` to list the modem pool activity for yesterday's peak hour.
 2. Enter `today-peak` to list the modem pool activity for today's peak hour.
 3. Enter `last-hour` to list the modem pool activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Result

Options: The schedule option is available for this command.

Sample Modem Pool Measurements report

The table describes the data fields presented in this report.

Name	Description
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.

Name	Description
Pool No.	Pool Number. A number that identifies the modem pool group. The number is assigned during administration.
Pool Size	The number of conversion resources administered in the modem pool group (up to 16 for integrated or up to 32 for combined).
Pool Type	The type of group, either integrated (integ) or combined (comb).
Total Usage	The time in CCS the members of the modem pool group are active on calls during the polling interval. <i>Maximum Usage = Pool Size × 36 CCS</i>
Inc Usage	Incoming Usage. The usage in CCS for modem pool calls (originating from incoming or two-way trunks) that terminate on the switch. <i>Outgoing Usage = Total Usage – Inc Usage</i>
Tan Usage	Tandem Usage. The usage in CCS for tandem calls that used a modem pool member.
Calls Carried	The number of calls carried, during the polling interval, by the identified modem pool. This includes both incoming and outgoing calls.
Inc Calls	Incoming Calls. The number of calls (originating from incoming or two-way trunks) that terminate on the switch. <i>Outgoing Calls = Calls Carried – Inc Calls</i>
Tan Calls	Tandem Calls. The number of tandem calls that used a modem pool member.
Calls Blocked	The number of calls blocked due to the unavailability of a conversion resource. Suggested actions: <ul style="list-style-type: none"> • If this field indicates a significant number of modem pool calls are blocked, then verify the users have their data modules set for autobaud. • An alternate option is to increase the Pool Size.
Calls Ovflw	Calls Overflow. The number of calls directed to a modem pool group that overflow and terminate successfully in another group.
% AMB	Percent All Modems Busy. The percent of the time all modem pool members are busy processing calls.

Multimedia reports

These reports are available to help you determine the amount of traffic your switch carries for multimedia conferences and conversion calls. All reports show traffic over multimedia circuit

packs housed within the same switch, although not necessarily in the same port network. Use these reports to determine if you have adequate resources to handle the multimedia traffic on your system.



Note:

Point-to-point multimedia calls between Basic mode or standalone multimedia endpoints do not use MultiMedia Interfaces (MMI) or voice conditioners (VC), and therefore do not count in these measurements.

The following reports are available:

- MultiMedia Interface (MMI) Hourly and Summary reports
- Expansion Service Module (ESM) Hourly and Summary reports
- Voice Conditioners (VC) Hourly and Summary reports

The hourly and summary reports provide the same types of information. The hourly report shows measurements for the last 24 hours, whereas the summary reports show measurements for one hour, according to the type of summary you request.

Related topics:

[ESM Hourly and ESM Summary reports](#) on page 134

[MMI Hourly and MMI Summary reports](#) on page 136

[Voice Conditioners report](#) on page 137

ESM Hourly and ESM Summary reports

The ESM Hourly report shows hourly traffic over the MMI that is cabled to the expansion service module. The ESM Summary report shows a summary of traffic over the multimedia interface that is cabled to the ESM.

Related topics:

[Displaying the ESM Hourly report](#) on page 134

[Sample ESM Hourly report and ESM Summary reports](#) on page 135

Displaying the ESM Hourly report

Type `list measurements expansion-service-mod hourly [schedule]` and press `Enter`.

The following step displays the ESM Summary report:

Type `list measurements expansion-service-mod summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`. You must choose one of these.


-
1. Enter **yesterday-peak** to list the activity for yesterday's peak hour.
 2. Enter **today-peak** to list the activity for today's peak hour.
 3. Enter **last-hour** to list the activity of the most recently completed hour.
- The peak hour is the hour (within a 24-hour period) with the greatest usage.
-

Result

Options: The schedule option is available for this command.

Sample ESM Hourly report and ESM Summary reports

The following table describes all the data presented in both reports.

Name	Description
Peak Hour For All ESM-MMIs	<p>This field is only available on the ESM Summary report if you use the yesterday-peak or today-peak qualifier. Displays the hour of greatest usage for the specified day.</p> <p> Note: This field is not available on the ESM Hourly report.</p>
Meas Hour	Measurement Hour. The hour for which these measurements apply, on the 24-hour clock.
Avail Ports	Available Ports. Total network ESM-MMIs in the system.
Avail Usage	Available Usage. Total time, in CCS units, that is available in the system for ESM-MMI ports.
Total Usage	The total time, in CCS units, that ESM-MMI ports are in use on a call. Includes the time that the ports are out of service or maintenance busy. Usage is measured from the time the port is allocated until it is released.
Total Alloc	Total Allocation. The total number of times that an ESM-MMI port was allocated to a call.
ESM Denials	Total number of times an ESM-MMI port was needed but could not be allocated because all ports were busy.
Out of Srv-CCS	Out of Service in CCS Units. The total time, in CCS units, that any ESM-MMI ports were out of service during any part of the measured interval.
%APB	Percent All Ports Busy. The percentage of time during the measured interval that all ESM-MMI ports are unavailable to carry a new call.
% Blockage	Percent Blockage. The percentage of attempted allocations of ESM-MMI ports that are not successful. This value is calculated as % blockage = (MMI Denials / Total Alloc + MMI Denials) * 100

MMI Hourly and MMI Summary reports

The MMI Hourly report displays traffic activity for the multimedia interface, broken down by hour. The MMI Summary report shows a summary of traffic activity for the multimedia interface.

Related topics:

[Displaying an MMI Hourly report](#) on page 136

[Sample MMI Hourly report and MMI Summary reports](#) on page 136

Displaying an MMI Hourly report

Type `list measurements multimedia-interface hourly [schedule]` and press `Enter`.

Options: The schedule option is available for this command.

The following step displays an MMI Summary report:

Type `list measurements multimedia-interface summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`. You must choose one of these.


-
1. Enter `yesterday-peak` to list the activity for yesterday's peak hour.
 2. Enter `today-peak` to list the activity for today's peak hour.
 3. Enter `last-hour` to list the activity of the most recently completed hour.
- The peak hour is the hour (within a 24-hour period) with the greatest usage.
-

Result

Options: The schedule option is available for this command.

Sample MMI Hourly report and MMI Summary reports

The following table describes all the data presented in both reports.

Name	Description
Peak Hour For All MMIs	<p>This field is only available on the MMI Summary report if you use the <code>yesterday-peak</code> or <code>today-peak</code> qualifier. Displays the hour of greatest usage for the specified day.</p> <p> Note: This field is not available on the MMI Hourly report</p>

Name	Description
Meas Hour	Measurement Hour. The hour for which these measurements apply, on the 24-hour clock.
Avail Ports	Available Ports. Total network MMI ports in the system. This does not include any MMIs that are cabled to an ESM. ESM-MMIs are measured separately.
Avail Usage	Available Usage. Total time that is available in the system for network MMI ports, in CCS units.
Total Usage	The total time, in CCS units, that MMI ports are in use on a call. Includes the time that the ports are out of service or maintenance busy. Usage is measured from the time the port is allocated until it is released.
Total Alloc	Total Allocated. The total number of times that an MMI port was allocated to a call. Keep in mind that a 2-channel call occupies 2 ports, so this number does not necessarily reflect the number of calls that took place. Also, point-to-point calls do not use MMI resources, so these allocations are for conversion calls of multimedia conferences.
MMI Denials	Total number of times an MMI port was needed but could not be allocated because all ports were busy. Ideally, this number should be zero. If you see denials on a regular basis, you should consider adding MMIs to your system.
Out of Srv - CCS	The total time, in CCS units, that any MMI ports were out of service during any part of the measured interval.
% APB	Percent All Ports Busy. The percentage of time during the measured interval that all MMI ports are unavailable to carry a new call.
% Blockage	Percent Blockage. The percentage of attempted allocations of MMI ports that are not successful. This value is calculated as $\% \text{ blockage} = (\text{MMI Denials} / \text{Total Alloc} + \text{MMI Denials}) * 100$

Voice Conditioners report

Related topics:

[Displaying a VC Hourly report](#) on page 137

[Sample VC Hourly report and VC Summary reports](#) on page 138

Displaying a VC Hourly report

Type `list measurements voice-conditioners hourly [schedule]` and press `Enter`.

The following step displays a VC Summary Report:

Type `list measurements voice-conditioners summary <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — **yesterday-peak**/**today-peak**/**last-hour**. You must choose one of these.


-
1. Enter **yesterday-peak** to list the activity for yesterday's peak hour.
 2. Enter **today-peak** to list the activity for today's peak hour.
 3. Enter **last-hour** to list the activity of the most recently completed hour.
- The peak hour is the hour (within a 24-hour period) with the greatest usage.
-

Result

Options: The schedule option is available for this command.

Sample VC Hourly report and VC Summary reports

The following table describes the data presented in these reports.

Name	Description
Peak Hour For All VCs	<p>This field is only available on the VC Summary report if you use the yesterday-peak or today-peak qualifier. Displays the hour of greatest usage for the specified day.</p> <p> Note: This field is not available on the VC Hourly report</p>
Meas Hour	Measurement Hour. The hour for which these measurements apply, on the 24-hour clock.
Avl Prt	Available Ports. Total number of VC ports in the system.
Usage - Avail	Available Usage. Total time, in CCS, that all VC ports are available in the system. Calculated as #MMI ports x 36.
Usage - H320	H320 Usage. Total time that VC ports are allocated to H320 endpoints.
Usage - Voice	Total time VC ports are allocated to voice endpoints.
Usage -Total	Total time, in CCS units, that VC ports are unavailable to carry a new call. This includes time that the ports are busy on a call, out of service or maintenance busy. Measured from the time that the port is allocated until it is released.
Allocations - H320	Total time VC ports are allocated to H320 endpoints.
Allocations - Voice	Total time VC ports are allocated to voice endpoints.
Allocations - Total	Total number of times a VC port was allocated to a call. Each B-channel used on a multimedia call counts as one allocation.

Name	Description
Denials - H320	Number of times a port was needed for an H320 call, but was not available.
Denials - Voice	Number of times a port was needed for a voice call, but was not available.
Denials - Total	Total number of times a VC port was needed for any call, but was not allocated because all VC ports were busy.
Out Srv	Time Out of Service. The total time, in CCS units, that any MMI ports were out of service during any part of the measured interval.
%APB	Percent All Ports Busy. The percentage of time during the measured interval that all MMI ports are unavailable to carry a new call.
% Blk	Percent Blockage. The percentage of attempted allocations of MMI ports that are not successful. This value is calculated as % blockage = (MMI Denials / Total Alloc + MMI Denials) * 100

Performance Summary report

This describes the traffic measurements Performance Summary report. The Performance Summary report summarizes the Peak Hour Trunk Blocking Daily Routing Pattern traffic data, Trunks Out of Service, and Trunks Not Used. The system gives a summary report for the previous day or the current day.

Related topics:

[Displaying the Performance Summary report](#) on page 139

[Sample Performance Summary report](#) on page 140

Displaying the Performance Summary report

Type `list performance summary <yesterday/today> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday/today`.

-
1. Enter `yesterday` to list a summary of the activity for yesterday.
 2. Enter `today` to list a summary of the activity for today.
-

Result


Options: The schedule option is available for this command.

Sample Performance Summary report

On each Performance Summary report screen, the time and date the report is requested, displays at the upper-right. The report displays the information both graphically and numerically.

The following table describes the data fields presented in this report.

Name	Description
PEAK HOUR TRUNK BLOCKING	<p>Lists up to a maximum of five trunk groups with the highest percent of blocking in a measurement hour (for example, Grp No. 54 had 42 percent blocking). For incoming trunk groups, the percent of blocking is referred to as Percent All Trunks Busy (% ATB). For outgoing and two-way trunk groups, the percent blocking is referred to as % Out Blocking.</p> <p>% ATB is the percentage of time that all trunks in the trunk group were simultaneously in use during the measurement interval.</p> <p>% Out Blocking is the percentage of outgoing calls that arrive when all trunks are busy (ATB). For trunk groups with no queue, the calls not carried are those calls that could not be carried over any trunk member. For trunk groups with queues, the calls not carried are those calls that could not be carried over any trunk member and could not be queued because the queue was full (for example, the Queue Overflow calls).</p> <p>Suggested action: You should determine the exact reason that a trunk group is blocking calls. To determine if blocking is being caused by a high volume of calls, refer to Trunk Group Performance report (for the indicated trunk group). If it is because of calling volume alone, consider the possibility of adding more members to the trunk group.</p> <p>The Total Calls field on the Trunk Group Performance report indicates the calling volume. If blocking is not because of calling volume, the reason must be because trunks are in the maintenance busy state. Determine whether maintenance personnel have been or should be alerted.</p>
DAILY ROUTING PATTERN CALLS CARRIED	<p>The percentage of calls carried, on a per-trunk-type basis, by the 25 routing patterns selected and measured (with the change meas-selection route-pattern command). The report displays the information both graphically and numerically.</p> <p>This measurement is simply a summation of the Total Calls Carried on a per-trunk-type basis for the trunk groups listed in the measured route-patterns, divided by the system-wide Total Calls Carried for all trunk types all day. The trunk group types for which routing pattern performance is reported in the summary report are: co, fx, wats , tie, and misc.</p> <ul style="list-style-type: none"> • The tie trunk group type includes both internal and external tie, both internal and external Advanced Private Line Termination (APLT) access, and tandem trunk group types. • The term misc represents all other remaining trunk group types over which ARS/AAR/UDP calls may be routed.

Name	Description
TRUNKS OUT OF SERVICE	<p>Lists trunk groups with out-of-service trunks over the report interval. A list of the first 10 trunks out of service is also given. The indication “more trunks out of service” is given if there are more than four trunk groups with out of service trunks or more than 10 members are out of service in any of the groups listed.</p> <p> Note: This measurement is a summary of the list measurements outage-trunk report.</p>
TRUNKS NOT USED	<p>Lists trunk groups with trunks not used over the report interval (yesterday or today). A list of the first five trunks, in each of the identified groups, not used is also listed. The indication “more trunks not used” is given if there are more than four trunk groups with trunks not used or whenever more than five members are not used in any of the groups listed.</p> <p>Suggested action: You should determine the exact reason the trunks are not being used. Is the reason because there are more trunks than actually needed or because there is a problem? If the identified trunk group has a large number of members and there are several trunks within that trunk group that receive few or zero calls, then the obvious conclusion is there are more trunk members than needed for the trunk group. As a contrast, if there is only one trunk member identified for the trunk group and that member has zero calls, then the trunk probably is defective.</p>

Port network load balance study reports

The port network load balance reports are designed to show the loading on each port network and give an indication of the load source by call type. Knowing the load source means informed decisions can be made on how best to decrease the load or the effect of adding various kinds of ports to the port network. Growth can be accommodated with a minimum of new equipment.

There are five port network load balance reports.

- The Total report provides an overview of time slot usage, blockage, pegs, and occupancy for time slots on the TDM bus and port network links. This report also contains an EI board control utilization field (G3r only). See [Port Network Load Balance Study - Total report](#) on page 143.
- The other four reports include time slot usage and pegs for the following call types:
 - intercom (see [Port Network Load Balance Study - Intercom report](#) on page 144)
 - incoming trunk (see [Port Network Load Balance Study - Incoming report](#) on page 145)
 - outgoing trunk (see [Port Network Load Balance Study - Outgoing report](#) on page 145)

- tandem trunk (see [Port Network Load Balance Study - Tandem report](#) on page 146)

These reports show characteristic patterns of the load on each port network for each of the call types.

All the reports are peak reports; data is provided for yesterday-peak, today-peak, and last-hour. The peak for each of the four call-type reports is time-coincident with the peak from the Total Report (TDM usage field).

Related topics:

[Displaying any variation of the Port Network Load Balance Study Report](#) on page 142

[Port Network Load Balance Study - Total report](#) on page 143

[Port Network Load Balance Study - Intercom report](#) on page 144

[Port Network Load Balance Study - Incoming report](#) on page 145

[Port Network Load Balance Study - Outgoing report](#) on page 145

[Port Network Load Balance Study - Tandem report](#) on page 146

Displaying any variation of the Port Network Load Balance Study Report

Type `list measurements load-balance <total/intercom/incoming/outgoing/tandem> <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There are two required fields for this command.

1. total/intercom/incoming/outgoing/tandem

- Enter **total** for an overview of time slot usage, blockage, pegs, and occupancy.
- Enter **intercom** for time slot usage and pegs for the intercom call type.
- Enter **incoming** for time slot usage and pegs for the incoming call type.
- Enter **outgoing** for time slot usage and pegs for the outgoing call type.
- Enter **tandem** for time slot usage and pegs for the tandem call type.

2. yesterday-peak/today-peak/last-hour

- Enter **yesterday-peak** to list the load balance activity for yesterday's peak hour.
- Enter **today-peak** to list the load balance activity for today's peak hour.
- Enter **last-hour** to list the load balance activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Result

Options: The schedule option is available for this command.

Port Network Load Balance Study - Total report

The following table describes the data fields presented in this report.

Name	Description
PN	Port Network. Identifies the port network being measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
TDM Usage	Time Division Multiplexed Usage. The total TDM time-slot usage, in CCS, for the PN being measured: TDM Usage = Sum of the allocated TDM Time Slots at the end of each 100 second interval in a measurement hour TDM Total Potential Usage = 483 x 36 CCS = 17,388 CSS
TDM Peg	Time Division Multiplexed Peg. The total count of circuit switch TDM time-slot seizure attempts for the PN during the measurement hour (requests for maintenance processes are not included).
TDM Peak	Time Division Multiplexed Peak. The maximum number of TDM time-slots allocated at any one time during the measurement hour.
TDM Blockage	Time Division Multiplexed Blockage. The total count of TDM blockages, that is, the total number of times a TDM time-slot request is denied for the PN being measured, during the measurement hour.
TDM Occ	Time Division Multiplexed Occupancy. The percent TDM Occupancy is computed as follows: <i>(TDM Usage/TDM Total Potential Usage) x 100</i> Suggested action: Generally, the load should be distributed evenly across port networks. If the percent occupancy is out of line with the occupancy on other port networks, consideration should be given to shifting resources. Use the Intercom, Outgoing, Incoming, and Tandem reports to help determine which resources to shift.
Port Network (PN) Link Usage	The total circuit switch usage (Measured in CCS) of the PN Link(s). PN Link Usage = Sum of the allocated PN <i>link time-slots at the end of each 100 second interval in a measurement hour.</i> PNL Total Potential Usage = 766 x 36 CCS = 27,576 CCS
PNL Peg	Port Network Link Peg. The total number of circuit switched time slot seizure attempts for the PN during the measurement hour.

Name	Description
PNL Peak	Port Network Link Peak. The maximum number of PNL time slots allocated at any one time during the measurement.
PNL Blockage	Port Network Link Blockage. The total count of circuit switched PN link blockages, that is, the total number of times a PN link time-slot is denied, during the measurement hour. This count includes calls originating or terminating on this PN. This field should be zero for all configurations that do not use T1 remoting and are smaller than 16 PNs since the center stage is non-blocking in these configurations. Suggested action: If blockages occur in the switching fabric, consider shifting resources. Use the Intercom, Outgoing, Incoming and Tandem reports to determine which resources to switch.
PNL Occ	Port Network Link Occupancy. The percent Port Network Link Occupancy is computed as follows: <i>(PN Link Usage/PNL Total Potential Usage) x 100</i>
Control Util (G3r only)	The fraction of the total capacity of the processor on the measured EI board. This value is expressed in percent, where 0% is the processor occupancy corresponding to no control measure traffic, and 100% is the processor occupancy corresponding to the maximum message traffic that can be handled and meet delay criteria. The data used to calculate this field is obtained as a traffic counter from the EI board. When the processor is idle, it usually reads about 14%.

Port Network Load Balance Study - Intercom report

The following table describes the data fields presented in this report

Name	Description
PN	Port Network. The port network measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Intra PN Usage	Intra Port Network Usage. The TDM time-slot usage caused by station-to-station calls between terminals on the same port network. Usage is displayed in CCS.
Intra PN Peg	Intra Port Network Peg. The count of TDM time-slot seizures caused by station-to-station calls between terminals on the same port network.
Inter PN Usage	Inter Port Network Usage. The TDM time slot usage caused by station-to-station calls between terminals on different port networks. Usage is displayed in CCS.
Inter PN Peg	Inter Port Network Peg. The TDM time slot seizures caused by station-to-station calls between terminals on different port networks.

Name	Description
	Suggested action: Generally, load across port networks should be evenly distributed. If inter PN usage is high on a particular network, you should consider shifting station resources to another port network. Although usage data is not displayed for each port network pair, analyzing the distribution of data across each port network can provide insight.

Port Network Load Balance Study - Incoming report

The following table describes the data fields presented in this report.

Name	Description
PN	Port Network. The port network measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Intra PN Usage	Intra Port Network Usage. The TDM time-slot usage caused by incoming trunk calls to a station on the same port network. Usage is displayed in CCS.
Intra PN Peg	Intra Port Network Peg. The count of TDM time-slot seizures caused by incoming trunk calls to a station on the same port network.
Incoming Usage	The TDM time-slot usage caused by calls to a station on the port network from an incoming trunk on another port network. Usage is displayed in CCS.
Incoming Peg	The count of TDM time-slot seizures caused by calls to a station on the port network from an incoming trunk on another port network.
Outgoing Usage	The TDM time-slot usage caused by calls to a station on another port network from an incoming trunk on the measured port network. Usage is displayed in CCS.
Outgoing Peg	The count of TDM time-slot seizures caused by calls to a station on another port network from an incoming trunk on the measured port network.

Port Network Load Balance Study - Outgoing report

The following table describes the data fields presented in this report.

Name	Description
PN	Port Network. The port network measured.

Name	Description
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Intra PN Usage	Intra Port Network Usage. The TDM time-slot usage caused by outgoing calls made by stations on the measured port network and serviced by outgoing trunks on the same port network. Usage is displayed in CCS.
Intra PN Peg	Intra Port Network Peg. The count of TDM time-slot seizures caused by outgoing calls made by stations on the measured port network and serviced by outgoing trunks on the same port network.
Incoming Usage	The TDM time-slot usage resulting from outgoing calls originated at stations on another port network but serviced by trunks on the port network measured. Usage is displayed in CCS.
Incoming Peg	The count of TDM time-slot seizures resulting from outgoing calls originated at stations on another port network but serviced by trunks on the port network measured.
Outgoing Usage	The TDM time-slot usage resulting from outgoing calls originated at stations on the port network measured but serviced by trunks on another port network. Usage is displayed in CCS.
Outgoing Peg	The count of TDM time-slot seizures resulting from outgoing calls originated at stations on the port network measured but serviced by trunks on another port network.

Port Network Load Balance Study - Tandem report

The following table describes the data fields presented in this report.

Name	Description
PN	Port Network. The port network measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Intra PN Usage	Intra Port Network Usage. The TDM usage caused by tandem trunk calls originating and terminating on the port network being measured. The usage is represented in CCS.
Inter PN Peg	Intra Port Network Peg. The count of TDM time-slot seizures caused by tandem trunk calls originating and terminating on the port network being measured.
Incoming Usage	The TDM usage resulting from tandem trunk calls originating on another port network but terminating on the port network measured. The usage is represented in CCS.

Name	Description
Incoming Peg	The count of TDM time-slot seizures resulting from tandem trunk calls originating on another port network but terminating on the port network measured.
Outgoing Usage	The TDM usage resulting from tandem trunk calls originating on the port network measured but terminating on another port network. The usage is represented in CCS.
Outgoing Peg	The count of TDM time-slot seizures resulting from tandem trunk calls originating on the port network measured but terminating on another port network.

Blockage study reports

The blockage study reports provide information on usage and blockage for each port network as well as between switch node pairs.

There are two reports: one provides port network (PN) and port network link (PNL) data and the other provides switch node link (SNL) data. The latter report is available only on the G3r server.

A port network link is the hardware that provides a bridge between two port networks in a direct-connect configuration or between a port network and a switch node in a center stage configuration. A switch network link is the hardware that provides a bridge between two switch nodes.

The blockage study reports are designed to identify where congestion is occurring within the switching fabric and provide insight on how ports (load) can be adjusted to achieve satisfactory service. Planning for growth additions is also simplified because the report allows quick identification and quantification of reserve switching capacity.

Both reports are available for the following time intervals:

- last-hour
- today-peak
- yesterday-peak

The Blockage Study report for port networks provides local Time Division Multiplexed (TDM) time slot usage, pegs, and blockages, as well as PNL time slot usage, pegs, and blockages. The Blockage Study report for switched networks provides SN to SN time-slot usage, pegs, blockages, and overflow.

Of the 512 TDM time slots in each port network, usage measurements are only provided for 483 time slots employed in call processing, data links, and maintenance. Usage is not reported for the remaining 29 time slots, which primarily serve system functions.

The TDM time slots are sampled every 100 seconds. Usage measurements for these sampled intervals are expressed in hundred call seconds or CCS. For example, any time slot in use

when the sample is taken is assumed busy for the entire sampling interval and is counted as one CCS for the interval. Because there are 36 CCS in an hour and 483 reported time slots, the maximum TDM usage per port network is:

Maximum TDM usage = 483 X 36 CCS = 17,388 CCS

It should be understood that 17,388 CCS represents the maximum calling volume a single port network can support. Any calls that attempt to exceed this maximum are blocked because there are no time slots available. When this happens, the blockage field (TDM blockage) is incremented.

There are a maximum of 766 port network fiber time slots associated with a port network connected to another port network or between a port network and a switch node in a center stage configuration. Some of those time slots may be allocated for packet bandwidth, in which case the number is lower. For T1 remoting, there is a maximum of 188 fiber time slots (PNL Time Slots).

The PNL time slots are sampled every one hundred seconds. Usage measurements for these sampled intervals are expressed in hundred call seconds or CCS. For example, any time slot in use when the sample is taken is assumed busy for the entire sampling interval and is counted as one CCS for the interval. Because there are 36 CCS in an hour and 766 reported time slots, the maximum PNL usage per port network is:

Maximum PNL usage = 766 x 36 CCS = 27,576 CCS

It should be understood that 27,576 CCS represents the maximum calling volume supported between port networks or between a port network and a switch node. Any calls that attempt to exceed this maximum are blocked because there are no time slots available. When this happens, the blockage field (TDM blockage) is incremented.

Related topics:

[Displaying the Blockage Study report](#) on page 148

[Blockage Study - Port Network report](#) on page 149

[Blockage Study - Switch Node report](#) on page 150

Displaying the Blockage Study report

Type `list measurements blockage <pn/sn> <yesterday-peak/today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There are two required fields for this command — **pn/sn** and **yesterday-peak/today-peak/last-hour**.

-
1. Enter **pn** to display the Blockage Study report for port networks; or **sn** to display the Blockage Study report for switch nodes
 2. Enter **yesterday-peak** to list the blockage activity for yesterday's peak hour; **today-peak** to list the blockage activity for today's peak hour; **last-hour** to list the blockage activity of the most recently completed hour.
The peak hour is the hour (within a 24-hour period) with the greatest usage.
-

Result

Options: The schedule option is available with this command.

Blockage Study - Port Network report

The following table describes the data fields presented in this report.

Name	Description
PN	Port Network. The port network being measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
TDM Usage	Time Division Multiplexed Usage. The total TDM time-slot usage, in CCS, for the PN being measured, during the measurement hour. This is calculated as follows: TDM Usage = Sum of the allocated TDM time slots at the end of each 100 second interval in a measurement hour. TDM usage max = 483 x 36 CCS = 17,388 CCS After each 100-second interval, a snapshot is taken of the number of TDM time-slots used on each port network.
TDM Peg	Time Division Multiplexed Peg. The total count of circuit switch TDM time-slot seizure attempts for the PN during the measurement hour (requests for maintenance processes not included).
TDM Peak	Time Division Multiplexed Peak. The maximum number of time-slots allocated at any one time during the measurement hour.
TDM Blockage	Time Division Multiplexed Blockage. The total count of TDM blockages, that is, the total number of times a TDM time-slot request is denied for the PN measured, during the measurement hour. Suggested Action: Generally, it is desirable to balance the traffic across port networks. If the usage nears the maximum CCS, some resources should be moved to another port network.
PNL Time-Slots	Port Network Link. The number of port network link time-slots available between port networks or between port networks and switch nodes. At any

Name	Description
	given time interval, this translation value is fixed. (Remember, this refers to available time slots, not measurement data.)
Port Network Link Usage	The total circuit switch usage of the available PN Link(s) connecting the PN to the SN or to other PNs. For directly connected PNs in three PN systems, this is the sum of the usage for both links. PN LINK USAGE = Sum of the allocated PN Link time-slots at the end of each 100 second interval in a measurement hour. PN Link Usage Max = $766 \times 36 \text{ CCS} = 27,576 \text{ CCS}$.
Port Network Link Peg	The total count of circuit switched time-slot seizure attempts for the link(s) during the measurement hour.
Port Network Link Peak	The maximum number of time slots allocated at any one time on the port network links.
Port Network Link Blockage	The total count of circuit switched PN blockages, that is, the total number of times a PN link time-slot is denied during the measurement hour. This count includes calls originating or terminating on this PN. This field should be zero for all configurations that do not use T1 remoting and are smaller than 16 PNs since the center stage is non-blocking in these configurations. Suggested action: Generally, it is desirable to balance traffic between port networks, or between port networks and switch nodes. If the usage is high for a port network, resources may need to be moved from one port network to another.

Blockage Study - Switch Node report

The following table describes those data fields presented in this report which are different from those in the Blockage Study - Port Network report.

This report is only accessible from the G3r server.

Name	Description
SN Pair	Switch Node Pair. Identifiers for the two SNs connected by the SNL being measured.
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.
Switch Node Link (SN) Time-Slots	The number of switch node link time-slots available between switch nodes. At any given time interval, this translation value is fixed. The SNL time slot maximum is 766; for T1 remoting it is 94.
Switch Node Link Usage	The total circuit switch usage of the SNL=connecting the two SN=. This is the total usage on interconnecting fibers. At the end of each 100-second interval, a snapshot is taken of the number of SNL time-slots used on each port network. Max SNL usage = $766 \times 36 \text{ CCS} = 27,576$.

Name	Description
Switch Node Link Peg	The total count of circuit switched SNL time-slot seizure attempts during the measurement hour between the two measured SNs. This is the total peg count on all interconnecting fibers.
Switch Node Link Blockage	The total count of circuit switched SNL blockages, that is, the total number of times a call is blocked because no time-slots are available either in the most direct route or through any alternate route, during the measurement hour.
Switch Node Link Overflow	The total number of times a call is routed over an alternate route. This counter is incremented when a call was not successfully routed over the most direct route and is routed over an alternate route. This allows you to distinguish true blockage of a call from the direct route blockage. Suggested action: Generally, the usage between switch nodes should be equally distributed. If the usage between switch nodes is high, you may want to move resources to another switch node or add a new switch node.

Attendant and Maintenance Status report

This describes the attendant and maintenance status reports which provide an overall view of how the system is performing in real-time.

The **monitor system** commands generate dynamic one-page status reports that summarize the overall current condition of the system and last-hour traffic status.

Using these commands, you can generate two different status report screens. These two screens contain the following information:

- **monitor system view**: Includes the attendant status, maintenance status, and last hour's traffic data for attendant, hunt, and trunk groups. The screen also shows the date and time of day at which you requested the report.
- **monitor system view2**: Includes attendant status, maintenance status, and last hour's traffic data for attendant and trunk groups. The screen also shows the date and time of the day at which you requested the report.

Data for attendant and maintenance status updates every 60 seconds. Data for the traffic status updates once every hour because traffic status is obtained from existing measurements collected on an hourly basis.



Note:

Requesting either of the system status reports should be your last request during your current log on. The screens are exited by pressing **CANCEL**, which also logs you off the system, or after a 30-minute time-out.

Related topics:

[Displaying the desired system status report](#) on page 152


[Sample attendant and maintenance status reports](#) on page 152

Displaying the desired system status report

-
1. Choose one of the following:
 - Type `monitor system view1`
 - Type `monitor system view2`
 2. Press `Enter`.
-

Sample attendant and maintenance status reports

The following table describes the data fields presented in the report views.

Name	Description
ATTENDANT STATUS	<p>Shows the activated and deactivated attendant consoles. In the sample screens, console #1 and console #2 are deactivated and console #3 is activated.</p> <p> Note: Activated means the agent's headset/handset is plugged into the console, and the console is not busied-out or set for Night Service. To obtain other details, use the <code>status attendant</code> command.</p>
MAINTENANCE STATUS	<p>Shows the number of alarms (including minor and major alarms) that may indicate problems on trunks, stations, and other resources. If any alarm exists in the system or if remote maintenance has acknowledged an alarm, indications are shown on the report. A y indicates acknowledgment. An n indicates no acknowledgment. To determine exactly what alarms currently exist, use the <code>display alarms</code> command.</p>
TRAFFIC STATUS	<p>View1 displays the call handling status for trunk, hunt, and attendant groups; View2 only displays the call handling status for trunk and attendant groups. For trunk groups, the reports indicate the number of queued calls during the previously completed measurement interval for the identified trunk groups.</p> <p>For hunt groups, the reports indicate the number of queued calls and abandoned calls during the previously completed measurement interval for the identified trunk groups. For the trunk group</p>

Name	Description
	<p>measurements, only the four trunk group numbers with the highest percentage of blocking are listed. The reports also display trunk group direction (two-way, outgoing, or incoming), the number of calls queued, the percentage of outgoing blocking (for outgoing and two-way trunks), and the percentage of all trunks busy.</p> <p>For outgoing and two-way trunk groups only experiencing a high number in the %Time ATB field, no action is required since this indicates that the trunks are used very efficiently. However, a bad condition is when both the %Time ATB and %Out blk fields display high numbers, indicating calls arrive and are blocked because all trunks are already in use. For incoming trunk groups experiencing a high number in the %Time ATB field, then some incoming calls are probably blocked.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> • For outgoing and two-way trunk groups experiencing a high number in both the %Time ATB and %Out blk fields, use the list performance trunk-group command and follow the suggested actions specified for that command. • For incoming trunk groups experiencing a high number in the %Time ATB field, use the list performance trunk-group command and follow the suggested actions specified for that command.

Tone receiver reports

Tone Receiver Summary Measurements report

The Tone Receiver Summary Measurements report provides traffic data for Dual Tone Multi frequency (DTMF) receivers, general purpose tone detectors (GPTDs), and Call Classifiers (CCs). DTMF receivers detect touch tones, while GPTDs detect call progress tones. CCs can function either as Call Progress Tone Receivers (CPTRs), touch-tone receivers (TTRs), or multi frequency compelled receivers (MFCRs).



Note:

Tone receivers are required to support the ARS, Terminal Dialing, Abbreviated Dialing, LND, and Call Prompting features. For additional details, refer to the *Avaya Aura™ Communication Manager Hardware Description and Reference*.

Reports can be requested on tone receiver activity for yesterday's peak hour, today's peak hour, or the last hour. The peak is the hour of the day with the highest Peak Req measurement. The data in this report can be used to determine if there is a need for additional Tone Detector or Tone Detector/Generator circuit packs.

Related topics:

[Displaying the Tone Receiver Summary Measurements report](#) on page 154

[Sample Tone Receiver Measurements Summary report](#) on page 154

Displaying the Tone Receiver Summary Measurements report

Type `list measurements tone-receiver summary <yesterday-peak /today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

1. Enter `yesterday-peak` to list the tone receiver activity for yesterday's peak hour.
2. Enter `today-peak` to list the tone receiver activity for today's peak hour.
3. Enter `last-hour` to list the tone receiver activity of the most recently completed last hour.


The peak hour is the hour (within a 24-hour period) with the greatest usage.



Result

Options: The schedule option is available for this command.

Sample Tone Receiver Measurements Summary report

The following table describes the data fields presented in the Tone Receiver Measurements Summary report.

Name	Description
Hour	Measurement Hour. The starting time (using 24-hour clock) of the last hour or the hour with the highest Peak Req measurement.
Type	The type of tone receiver measured.
Total Req	Total Requests. The system-wide total number of requests, by call processing, for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers during the listed hour. The total number of requests is calculated by incrementing a counter for each request.
Peak Req	<p>Peak Requests. The system-wide peak number of simultaneous requests for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers that occurred at any one time for the listed hour. The peak (or maximum) number is calculated by incrementing a counter for each request and decreasing the counter when the request fails or a tone receiver is released.</p> <p> Note:</p> <p>If the Peak Req field indicates a number higher than listed in the Avail field, then certain requests were either queued or denied during the peak time interval. Denied requests fail and are given the reorder tone.</p>

Name	Description
Total Queued	<p>The system-wide total number of requests queued during the listed hour. A request is queued when there are no receivers immediately available. Only DTMF and CC-TTR requests are queued.</p> <p> Note: If a request for a receiver is made in one port network, and no receivers are available, then the request is offered to the next port network. If no receivers are available on any port network, then the request is queued. Queued call requests do not receive dial tone until a tone receiver becomes available.</p>
Peak Queued	<p>The system-wide maximum number of call requests queued at any one time during the listed hour.</p> <p> Note: The system has a maximum queue size of 4 for DTMF requests and 80 for CC-TTR call vectoring requests.</p>
Total Denied	<p>The system-wide total number of requests denied because no receivers were available during the listed hour. For DTMF-receiver or CCTR requests, this happens only after the queue is full. Those requests denied are given reorder tone.</p>
Peak Denied	<p>The system-wide peak number of requests denied because no receivers were available during the listed hour.</p> <p>Suggested action: At a minimum you should increase the number of tone receivers by the number displayed in the Peak Denied field. Furthermore, you may want to consider engineering the switch as “non-blocking” for tone receivers. This involves increasing the number of tone receivers (the Avail field) so all requests receive service immediately and no requests are queued. For example, keep the value displayed in the Avail field greater than that displayed in the Peak Req field.</p>
TR Type	<p>Tone Receiver Type. The tone receiver circuit packs physically connected at the time of the hour measurement.</p>
Total Avail	<p>Total Available. The number of the ports available for the type of tone receiver listed in the previous column.</p>
Capabilities	<p>The types of tone(s) the tone receiver can detect.</p>

Tone Receiver Detail report

The Tone Receiver Measurements Detail report provides traffic data for Dual Tone Multifrequency (DTMF) receivers, general purpose tone detectors (GPTDs), and Call Classifiers (CCs) as Call Progress Tone Receivers (CC-CPTRs) for call classification, as touch-tone receivers (CC-TTRs) for call vectoring, and as multifrequency compelled receivers (MFCRs).

**Note:**

Tone receivers are required to support the ARS, Terminal Dialing, Abbreviated Dialing, LND, and Call Prompting features. For additional details, refer to the *Avaya Aura™ Communication Manager Hardware Description and Reference*.

Reports can be requested on tone receiver activity for yesterday's peak hour, today's peak hour, or the last hour. The peak is the hour of the day with the highest Peak Req measurement. The data in this report can be used to determine if there is a need for additional Tone Detector or Tone Detector/Generator circuit packs.

Related topics:

[Displaying the Tone Receiver Measurements Detail report screen](#) on page 156

[Sample Tone Receiver Detail Measurements report](#) on page 156

Displaying the Tone Receiver Measurements Detail report screen

Type `list measurements tone-receiver detail <yesterday-peak /today-peak/ last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

1. Enter `yesterday-peak` to list the tone receiver activity for yesterday's peak hour.
2. Enter `today-peak` to list the tone receiver activity for today's peak hour.
3. Enter `last-hour` to list the tone receiver activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.




Result

Options: The schedule option is available for this command.

Sample Tone Receiver Detail Measurements report

The following table describes the data fields presented in this report.

Name	Description
Hour	Measurement Hour. The starting time (using 24-hour clock) of the last hour or of the hour with the highest Peak Req measurement.
PN	Port Network. The port network in which the circuit pack containing the type of tone receiver listed is physically located.
Type	The type of tone receiver measured.

Name	Description
	<p> Note:</p> <p>Each TN748 and TN420 circuit pack provides four DTMF ports (for touch-tone reception) and two GPTD ports (for call progress tone reception). The TN744 Call Classifier Circuit Pack provides eight ports for call progress tone reception (CC-CPTR), touch-tone reception (CC-TTR), or MFC (CC-MFCR) reception.</p>
PN Req	Port Network Requests. The number of requests for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers within the port network during the listed hour.
PN Alloc	Port Network Total Allocation. The total number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers located in the listed port network allocated for use during the listed hour.
Peak Alloc	Peak Allocation. The peak number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers located in the listed port network in use simultaneously during the listed hour.
Total Off-PN	<p>Total Off-Port Network. For the identified hour and port network, this is the total number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers allocated on a different port network for requests originated on this port network.</p> <p> Note:</p> <p>With ideal conditions, this field displays the number 0. However, with more practical conditions, the field displays a larger number. Suggested actions: Locate communities of interest within the same port network. Provide sufficient tone receivers for each port network.</p>
Peak Off-PN	<p>Peak Off-Port Network. For the identified hour and port network, this is the peak number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers simultaneously allocated on a different port network for requests originated on this port network.</p> <p> Note:</p> <p>A desirable goal is to minimize (within reason) the number displayed with this field. Suggested actions: Locate communities of interest within the same port network. Provide sufficient tone receivers for each port network. Perhaps you should move one TN748 and TN420 circuit pack (or, if you are working with a CC-TTR, CC-CPTR, and MFCR, move a TN744 circuit pack) to the PN with the Off-PN counts to minimize Off-PN allocations.</p>

Abbreviated Dialing report

Abbreviated Dialing lists are accessed by both the SYSTEM 75 abbreviated dialing button feature and the abbreviated dialing code feature. The difference between the two features is feature activation. Abbreviated dialing code feature is activated by dialing a feature activation code (which identifies the list), and dialing an entry number. Abbreviated dialing button feature

is activated by a button depression, which identifies the feature access code and the entry number.

Abbreviated dialing lists may be assigned to the following:

- Multi-function stations
- Analog stations
- Data terminals
- Attendant group



Note:

To access the abbreviated dialing reports, create group abb dialing or personal dialing into your switch.

Related topics:

[Displaying the Abbreviated Dialing report](#) on page 158

[Sample Abbreviated Dialing Group and Personal reports](#) on page 158

Displaying the Abbreviated Dialing report

Type `list abbreviated dialing group or personal [schedule]` and press `Enter`.

Options: The schedule option is available for this command.

Sample Abbreviated Dialing Group and Personal reports

Name	Description
List Type	Indicates whether the list is group, personal, or system type.
List No.	Indicates list number used to identify a particular list.
List Id	Indicates list Id used to identify a particular list.
List Name	Indicates list name used to identify a particular list.
Total Entries	Indicates the number of abbreviated dialing list entries.
No. unused	Indicates the number of entries not used for abbreviated dialing list.
Priviledged	Indicates whether the system or group list is privileged or not privileged.
Prg Ext	Indicates privileged extension number.

Traffic Summary report

The Traffic Summary report provides an overview of system performance. Summarized in the report are peak hour call processing and system management occupancy, peak hour blocking for TDM time slots on each port network, peak hour blocking for port network links and switch node links, and the peak hour for the TDM time slots, port network links and switch node links combined, peak hour for the worst attendant speed of service, and the peak for today and yesterday for trunk blocking for the worst five trunk groups.

Also included are a series of traffic flags and counters provided for the last hour of measurement data. They include a time stamp for a major alarm, trunk group, wideband trunk group, coverage path, coverage principals, and routing-pattern time stamps for measurement selection modifications.

There are, as well, for last hour, totals for Trunks Out of Service, CDR high water mark and overflow, and total security violations.



Note:

Data in this report is not updated on demand. It is generated every hour on the hour and can be used to identify problem areas in the system. More detailed data can be retrieved from other measurements reports, as noted in the field descriptions.

When a potential problem is identified from this report, other more detailed reports in the suspect area are required to adequately characterize the problem.

Related topics:

[Displaying the Traffic Summary report](#) on page 159

[Sample Traffic Summary report](#) on page 159

Displaying the Traffic Summary report

Type `list measurements summary [schedule]` and press `Enter`.

Options: The schedule option is available for this command.

Sample Traffic Summary report

The following table describes the data fields presented in these screens.

Name	Description
Meas Hour	Measurement Hour. The starting time (using the 24-hour clock) of the hour during which the data is recorded.

Name	Description
Static Occupancy	Static Occupancy. The percentage of processor occupancy required by background processes in support of call processing, maintenance, and system management. Examples of this activity are high-level sanity checks, system timing, and polling of adjuncts.
CP Occupancy	Call Processor Occupancy. The percentage of processor occupancy due to high priority processing and dynamic call processing. The peak hour is determined by the hour with the largest combined call processing and static occupancy.
SM Occupancy	System Management Processor Occupancy. The percentage of processor occupancy due to system management processes. This measurement is time coincident with the peak value of the combined call processing and static processor occupancy.
Total Blockage	The percent of total circuit switched time slot seizures blocked due to insufficient TDM or CSS time slots. $\text{Total Blocking} = ((\text{TDM Blockage} + \text{SNL Blockage} + \text{PNL Blockage}) \times 100) / (\text{TDM Pegs} + \text{SNL Pegs} + \text{PNL Pegs}).$
High PN Blk	Highest Port Network Blocking. The highest percent of TDM time slot seizure failures due to insufficient time slots for any PN. This is time coincident with Peak Total Blocking above. It is computed as follows: $\text{Highest PN Blk} = (\text{TDM Blockage} \times 100) / \text{TDM Pegs}$
High PNL/SNL Blk	Highest Port Network Link/Switch Node Link Blocking. (G3r only). The highest percent of SNL and PNL seizure failures due to insufficient time slots. This measurement is only meaningful for links between Center Stage Nodes or T1 remote PNs since connectivity to the Center Stage from any PN is non-blocking with fiber connectivity. This is time coincident with Peak Total Blocking. It is computed as follows: $\text{Highest PNL/SNL Blk} = ((\text{SNL Blockage} + \text{PNL Blockage}) \times 100) / (\text{SNL Pegs} + \text{PNL Pegs})$ <p>The data from Total Blockage, High PN Blk and High PN/SNL Blk can be correlated to data on the Blockage PN and Blockage SN Reports. The peak hour has the worst total (TDM, PNL, and SNL) blockage.</p>
Attendant Speed	Attendant Group Speed of Service. The average time calls are in the attendant queue. The peak hour has the slowest speed of service. $\text{Attendant Speed} = \text{Total Delay for all Answered Call (in seconds)} / \text{Total Number of Calls Answered}$ <p>Suggested action If the speed of answer is not acceptable, review the attendant group and attendant positions reports for suggested actions.</p>
Major Alarm	The time stamp of the last major alarm active when the report was generated for the last hour. <p>Suggested action If measurement data on reports seems inconsistent, further study of alarms may point to a potential problem (“display alarms”).</p>
Trunk Group	The time stamp that indicates when the Trunk Groups Measurement Selection screen was last updated. This time stamp is retrieved when the

Name	Description
	measurements for the Trunk Group Hourly Report are collected each hour.
Wideband Trunk Group	The time stamp that indicates when the Wideband Trunk Group Measurement Selection screen was last updated. This time stamp is retrieved when the measurements for the Wideband Trunk Group Hourly Report are collected each hour.
Coverage Path	The time stamp that indicates when the Coverage Measurement Selection screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour.
Covered Principals	The time stamp that indicates when the Principal Measurement Selection Administration screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour.
Route Pattern	The time stamp that indicates when the Measurement Route Pattern Selection Administration screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour. The time at which the identification of routing patterns to be studied was last changed.
Total Trunks Out of Service	The total number of trunks out of service for the entire system as of the last hour. For more details and suggested actions, refer to.
Security Violations	The total number of security violations, login, barrier code, and authorization code, as recorded in the Security Violations Summary Report. Generally, this number should not be high. for suggested actions.
CDR High Water Mark	Call Detail Recording High Water Mark. The number of times during the measurement interval the CDR Record Buffer High Water Mark is exceeded. This is a warning level reached when the number of CDR records stored on the switch is close to the maximum number of buffers allocated.
CDR Overflow	Call Detail Recording Overflow. The number of times during the last hour the CDR record buffer overflowed invoking the administration selectable overflow response. Special handling procedures occur when all CDR buffers are filled. To prevent undesired loss of data, options are put in effect to redirect calls generating CDR records to the attendant or to give those calls intercept treatment. Suggested actions: Both the above conditions may indicate that the CDR primary link is down and that maintenance tests should be done to check the link doesn't have hardware problems ("test cdr-link primary").
Grp No	Group Number. The trunk group number.
% ATB	Percent All Trunks Busy. The observed blocking as determined by All Trunks Busy (ATB) for the trunk group. This is reported for the 5 trunk groups with the highest % ATB for today and yesterday.

Trunk group reports

This section describes the traffic, outage, performance, status, call-by-call, and lightly used reports for trunk groups, and describes the validation and analysis of the data provided in the reports.

Related topics:

[Trunk Group Summary report](#) on page 162

[Trunk Group Hourly report](#) on page 166

[Specifying trunks to monitor for Trunk Group Hourly report](#) on page 168

[Highest Hourly Trunk Group Blocking Performance report](#) on page 169

[Trunk Out of Service report](#) on page 172

[Trunk Group Status report](#) on page 173

[CBC Trunk Group Measurements report](#) on page 181

Trunk Group Summary report

The Trunk Group Summary report gives traffic measurements for all trunk groups except for personal central office line groups. By using this report, you can determine the trunk group total usage (in CCS), the total number of calls, trunk blockage, and other measurement data.

Related topics:

[Displaying the Trunk Group Summary report](#) on page 162

[Sample Trunk Group Summary report](#) on page 163

Displaying the Trunk Group Summary report

Type `list measurements trunk-group summary <yesterday-peak/ today-peak/last-hour> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday-peak/today-peak/last-hour`.

-
1. Enter `yesterday-peak` to list a summary of the trunk group activity for yesterday's peak hour.
 2. Enter `today-peak` to list a summary of the trunk group activity for today's peak hour.
 3. Enter `last-hour` to list a summary of the trunk group activity for the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Result

Options: The schedule option is available for this command.


Sample Trunk Group Summary report


The following table describes the data fields presented in this report.

Name	Description
Peak Hour for All Trunk Groups	The hour during the specified day with the largest total usage, when summed over all trunk groups. Peak hour and busy hour are synonymous. With conventional traffic theory data analysis, there are two methods for determining the peak hour. One is the time-coincident peak hour, meaning that hourly usage values are averaged across days for each hour of the day. The other is the bouncing peak hour, meaning that the highest usage is selected for each day without regard to the average across days. For the bouncing peak hour the highest load on a given day may or may not occur during the time-coincident busy hour. These traffic reports and accompanying trunk group data worksheet only use the bouncing peak hour method. Note that if the total usage for the current hour equals the total usage for the previous peak hour, then the peak hour is the hour with the greatest number of total seizures.
Grp No.	Group Number. A number that identifies each trunk group associated with the displayed data. Group numbers are displayed in numerical order, beginning with the lowest administered number and continuing to the highest administered number.
Grp Siz	Group Size. The number of administered trunks in the trunk group.
Grp Type	Group Type. The type of trunk in the trunk group. The system monitors/measures the following trunk types: <ul style="list-style-type: none"> • Access Tie Trunk (Access) • Advanced Private Line Termination (aplt) • Central Office (co) • Public Network Service Customer Provided Equipment (cpe) • Direct Inward Dialing (did) • Direct Inward/Outward Dialing (diod) • Digital Multiplexed Interface Bit Oriented Signaling (dmi-bos) • Foreign Exchange (fx) • Integrated Services Digital Network (isdn-pri) • Release Link Trunk (rlt) • Session Initiated Protocol (sip) • Tandem (tan)

Name	Description
	<ul style="list-style-type: none"> • Tie Trunk (tie) • Wide Area Telecommunications Service (wats)
Grp Dir	Trunk Group Direction. Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Meas Hour	Measurement Hour. The hour (using 24-hour clock) in which the measurements are taken. For the last-hour report, it is the last hour of measurement (each trunk group's measurement hour is identical; but not necessarily the same as the indicated peak hour for the day). For the today-peak report, the measurement hour is the peak hour for each trunk group thus far today (each trunk group's measurement hour could be different). For the yesterday-peak report, the measurement hour is the peak hour for each trunk group yesterday (each trunk group's measurement hour can be different).
Total Usage ²	Total usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy (with calls) during the one-hour measurement period. Total usage measures each time a trunk is seized for use by an incoming call (whether it is picked up or not) or an out going call (only after digits have been dialed).
Total Seize	The number of incoming and outgoing seizures carried on the trunk group. This includes the number of times a trunk in the group is seized, including false starts, don't answer, and busy.
Inc. Seize	Incoming Seize. The number of incoming seizures carried on the trunk group.
Grp Ovf	Group Overflow. The number of calls offered to a trunk group not carried or queued (if a queue is present). Calls rejected for authorization reasons are not included.
Que Siz	Trunk Group Queue Size. A number (0 to 100) that identifies the number of slots assigned to the trunk group queue. This number represents how many calls may be held in queue by the trunk group. If 0 is displayed, then no queue is administered. Hence, the other queue measurements are also 0. Generally, the queue size should be larger than the trunk group size; however, not more than three times as large as the trunk group size.
Call Qued	Calls Queued. The total number of calls that entered the trunk group queue after finding all trunks busy.
Que Ovf	Queue Overflow. The total number of calls not queued because the queue is full. These calls receive a reorder signal. Suggested actions: Generally, this field indicates the number 0. If this field indicates a high number, then either the queue size may be too small, or add more trunks to reduce the number of calls queuing.

² The usage that wideband calls contribute to this measurement is proportional to the resources the calls consume. For example, a 384-kbps call contributes six times more to the total usage than does a 64-kbps call.

Name	Description
Que Abd	<p>Queue Abandoned. The number of calls removed from the queue in one of the following manners:</p> <ul style="list-style-type: none"> • By the system because they have been in the queue for more than 30 minutes • By the user (for example, dialing the cancel code). <p>Suggested action: Typically, this field indicates a small number. However, a large number generally indicates the queue size is too large and people are abandoning because they remained in queue for a long holding time and gave up.</p>
Out Srv	<p>Out of Service. The number of trunks in the trunk group out of service (listed as maintenance busy) at the time data is collected. An individual trunk may be taken out of service by the switch whenever an excessive number of errors occur, or by maintenance personnel to run diagnostic tests.</p> <p>Suggested action: If the trunks are removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group “in service.” Generally, you should not make adjustments to the trunk group because of “Out of Service” trunks, but should get those trunks returned to service. For specific details, refer to Trunk Out of Service report on page 172.</p>
% ATB	<p>Percentage All Trunks Busy. The percentage of time all trunks in the trunk group were simultaneously in use during the measurement interval.</p> <p> Note:</p> <p>In use means the trunks are busy — either serving calls or because they are busied-out by maintenance.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> • If the group direction is outgoing or two-way, then a high number in the % ATB field and nothing in the Grp Ovfl or Que Ovfl indicates everything is functioning normally. However, a more typical scenario is a high number in this field and a high number in the Grp Ovfl field. This indicates a possible problem that necessitates further analysis. Unless it is the last trunk group in the pattern, overflow is to the next choice trunk group, and the number in the Grp Ovfl field is of no great significance. Otherwise, the obvious choice is to add more trunks to the trunk group. • If the group direction is incoming, then a high number in this field is bad. It indicates some incoming calls are probably blocked. Generally, you want to add more trunks, thus lowering the % ATB and decreasing the number of calls blocked.
% Out Blk	<p>Percentage Outgoing Blocking. The percentage of offered calls not carried on the trunk group. It does not include unauthorized calls denied service on the trunk group (due to restrictions) or calls carried on the trunk group but do not successfully complete at the far end (that is, where there is no answer). For trunk groups without a queue, the calls not carried are</p>

Name	Description
	<p>those calls that arrive when all trunks are busy. The number of Outgoing Seizures is calculated as follows:</p> $\text{Outgoing Seizures} = \text{Total Seizures} - \text{Incoming Seizures}$ <p>Similarly, the equation for calculating Outgoing Calls Offered is as follows:</p> $\text{Outgoing Calls Offered} = \text{Group Overflow} + \text{Outgoing Seizures}$ $\% \text{ OutBlk} = \left[\frac{\text{Group Overflow}}{\text{Outgoing Calls Offered}} \right]$ <p>For trunk groups with a queue, the calls not carried are those calls that arrive when all trunks are busy and the queue is full (Queue Overflow) and calls removed from queue before being carried (Queue Abandoned). For this scenario, the Percentage Outgoing Blocking is calculated as follows:</p> $\text{Outgoing Calls Offered} = \text{Que Ovf} + \text{Que Abd} + \text{Outgoing Seizures}$ $\% \text{ OutBlk} = \left[\frac{\text{Queue Overflow} + \text{Que Abd}}{\text{Outgoing Calls Offered}} \right] \times 100$ <p>Suggested actions:</p> <ul style="list-style-type: none"> • You can increase the length of the queue rather than adding more trunks. Subsequently, you should monitor the Que Abd field to insure it stays within reasonable limits. • If conditions are such that Step 1 is not appropriate, then you may find it necessary to add more trunks. <p> Note:</p> <p>If you are using ARS you may see a high number in this field. This only indicates calls are overflowing to the next choice.</p>
Wideband Flag	If the trunk group supports wideband (n X DS0) switching, a “W” appears next to the trunk group entry. In addition, if any trunk group on the report supports wideband switching, the tag “W = Wideband Support” appears in the report heading.

Trunk Group Hourly report

The Trunk Group Hourly report provides data necessary to validate the information in the Trunk Group Summary report and to size the trunk groups. A separate report is generated for each trunk group. On the G3r, a maximum of 75 trunk groups can be studied hourly at the same time. On the G3csi and G3si, a maximum of 25 trunk groups can be studied.

**Note:**

In order to display these hourly reports, you must first complete the Trunk Group Measurement Selection screen. See [Specifying trunks to monitor for Trunk Group Hourly report](#) on page 168.

Related topics:

[Displaying the Trunk Group Hourly report](#) on page 167

[Sample Trunk Group Hourly report](#) on page 167

Displaying the Trunk Group Hourly report

Type `list measurements trunk-group hourly <assigned trunk group number> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command —`assigned trunk group number`. Enter the trunk group number for which you want to list trunk group activity.

Options: The schedule option is available for this command.

Sample Trunk Group Hourly report

The following table describes the data fields presented in this report. The report contains two sections: a header section that provides report ending time and trunk group administrative information; and a data section that provides the measurement data for 24 hours.

**Note:**

If a translation change has occurred during a particular hour, an asterisk (*) appears in front of the data for the hour in which the translation change occurred.

Name	Description
Grp No	Group Number. A number that identifies the trunk group associated with the displayed data.
Grp Size	Group Size. The number of trunks in the trunk group.
Grp Type	Group Type. All trunk group types except PCOL trunk groups.
Grp Dir	Group Direction. Incoming, outgoing, or two-way.
Que Size	Queue Size. The size of the trunk group queue. If there is no queue, the size is zero and the other queue measurements are irrelevant.

Name	Description
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.
Total Usage ³	The total time (in CCS) trunks in the trunk group are unavailable to carry a new call. It includes the time the trunks are busy on calls, false starts,

³ The usage that wideband calls contribute to this measurement is proportional to the resources the calls consume. For example, a 384-kbps call contributes six times more to the total usage than does a 64-kbps call.

Name	Description
	don't answers, or any other reason the trunk is unavailable. Not included are calls denied service on the trunk group for authorization reasons or because of queue overflow.
Maint Usage	Maintenance Usage. The total usage (in CCS) of trunks in this trunk group for Maintenance Busy or any other non-call situation where trunks are not available to carry a call.
Total Seize	Total Seizures. The total number of seizures on the trunk group.
Inc. Seize	Incoming Seizures. The number of incoming seizures on the trunk group.
Tandem Seize	Tandem Seizures. The number of trunk-to-trunk call seizures. This count is incremented on the outgoing-trunk side of the connection.
Grp Ovfl	Group Overflow. The outgoing calls offered to the trunk not carried. These are calls that arrive when all trunks in the group are busy and are not queued on the trunk group. It does not include calls denied service on the trunk group because of authorization reasons.
Call Qued	Calls Queued. The calls that enter the trunk group queue. This can happen automatically for analog terminal users or at the request of the caller for other terminal types.
Que Ovfl	Queue Overflow. The number of calls that arrive when all slots in the Trunk Group Queue are occupied.
Que Abd	Queue Abandoned. Calls removed from the queue either by the system because they have been in the queue for the maximum allowed time (currently fixed at thirty minutes), or forced by users when they cancel the auto-call back, set earlier to put the call in the queue.
Out Serv	Out of Service. The number of trunks in the trunk group out of service at the time the data is collected.
% ATB	Percent All Trunks Busy. The percentage of time during the measurement interval all trunks in the group are unavailable to carry a new call (All Trunks Busy).
%Out Blk	Percent Outgoing Blocking. The percent of the outgoing seizures, including tandem seizures, offered to that trunk group that are not carried on that trunk group. The value is calculated as follows: $\% \text{ Out Blk} = \{Grp \text{ Ovfl} / [Total \text{ Seize} - Inc \text{ Seize}] \times 100$
Wideband Flag	If the trunk group supports wideband (n X DS0) switching, "Wideband Support" appears in the report heading.

Specifying trunks to monitor for Trunk Group Hourly report

To specify which trunk groups to monitor for the Trunk Group Hourly report, use the Trunk Group Measurement Selection screen. The Summary Report lists all administered trunks. You can administer a maximum of 75 trunk groups for the hourly report studied hourly on the G3r; on

the G3csi and G3si, the maximum is 25. If you do not select which trunk groups to study, none appear on the hourly report.

Related topics:

[Displaying the Trunk Group Measurement Selection screen](#) on page 169

[Changing the Trunk Group Measurement Selection screen](#) on page 169

[Sample Trunk Group Measurement Selection](#) on page 169

Displaying the Trunk Group Measurement Selection screen

Type `display meas-selection trunk-group [schedule]` and press `Enter`.
Use the `schedule` command to print the report at a later time.

Changing the Trunk Group Measurement Selection screen

-
1. Type `change meas-selection trunk-group` and press `Enter`.
 2. Enter the trunk group number to be monitored and press `Enter`.

Trunk group numbers do not have to be in numerical order. If the trunk group number you want is not in the list, add the trunk group number (if there is space available), or replace an existing trunk group number you no longer need. To do so, perform one of the following:

- Press `Enter` until the cursor is placed on the unwanted trunk group number and enter the new number.
 - Press `CLEAR FIELD` and enter the new trunk group number.
-

Sample Trunk Group Measurement Selection

The following table describes the data fields presented in this screen.

Name	Description
Trunk Group Numbers	The trunk group(s) to be studied hourly.

Highest Hourly Trunk Group Blocking Performance report

The Highest Hourly Trunk Group Blocking Performance report gives a graphical and numerical display of the peak hour blocking for each trunk group. You can display this performance report for the previous (yesterday) or current (today) day.

Related topics:

[Displaying the Highest Hourly Trunk Group Blocking Performance](#) on page 170

[Sample Highest Hourly Trunk Group Blocking Performance report](#) on page 170

Displaying the Highest Hourly Trunk Group Blocking Performance

Type `list performance trunk-group <yesterday/today> [schedule]` and press `Enter`.

Required Fields: There is one required field for this command — `yesterday/today`.

-
1. Enter `yesterday` to list the trunk group activity for yesterday.
 2. Enter `today` to list the trunk group activity for today.
-


Result

Options: The schedule option is available for this command.

Sample Highest Hourly Trunk Group Blocking Performance report

The following table describes the data fields presented in this report.

Name	Description
Grp No.	Group Number. The number that identifies the trunk group associated with the displayed data.
Grp Type	<p>Group Type. The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>Administrator's Guide for Communication Manager</i>):</p> <ul style="list-style-type: none"> • Access (access) • Advanced Private Line Termination (aplt) • Central Office (co) or Public Network Service • Customer Provided Equipment (cpe) • Direct Inward Dialing (did) • Direct Inward/Outward Dialing (diod) • Digital Multiplexed Interface Bit Oriented Signaling (dmi-bos) • Foreign Exchange (fx) • Integrated Services Digital Network (isdn-pri) • Release Link Trunk (rlt) • Session Initiated Protocol (sip) • Tandem (tandem)

Name	Description
	<ul style="list-style-type: none"> • Tie Trunk (tie) • Wide Area Telecommunications Service (wats)
Grp Dir	Trunk Group Direction. Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Grp Size	Group Size. The number of trunks in the trunk group.
%Out Blkg	Percentage Outgoing Blocking. The percentage of calls that arrive when all trunks are busy.
% Outgoing Blocking or % ATB	<p>Percent Outgoing Blocking or Percent All Trunks Busy. A graphical representation equivalent to the numerical value of calls offered but not carried. For two-way and outgoing trunk groups, peak hour blocking is the largest % Outgoing Blocking. For incoming trunks, peak hour is the largest % ATB. Since % Outgoing Blocking is meaningless for incoming trunks, it is displayed as * in that column. For trunk groups without a queue, calls not carried are those calls that arrive when all trunks are busy. For trunk groups with a queue, calls not carried are calls that arrive when all trunks are busy and the queue is full (Queue Overflow) and calls removed from queue before being carried (Queue Abandoned).</p> <p>Suggested actions: If a trunk group has a higher percent of blocking than desired, determine the exact reason that the trunk group is blocking calls.</p> <ul style="list-style-type: none"> • The Total Calls field indicates the calling volume. If excessive blocking is because of calling volume alone, consider the possibility of adding more members to the trunk group. • If excessive blocking is not because of calling volume, the reason might be because trunks are in the maintenance busy state. You can use the Trunk Outage Report (described next) to identify those trunks determined to be out of service. Furthermore, and as required, use the ACA feature to monitor any trunk group still experiencing unexplained excessive blockage. • For identified problems, determine whether maintenance has been or should be alerted.
% Time ATB	<p>Percent of Time All Trunks Busy. The percent of time all trunks in the trunk group are simultaneously in use during the measurement interval.</p> <p> Note: In use means the trunks are busy — either serving calls, or because they are busied-out by maintenance.</p>
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.
Total Calls	The total number of calls (seizures) for the trunk group during the peak hour of blocking.

Trunk Out of Service report

The Trunk Out of Service report lists up to a maximum of five trunks (in each trunk group) out of service when sampled. The number of times the trunks are out of service when sampled is also given. The trunk outage data is kept for the current day, the previous day, and the last hour.

Related topics:

[Displaying the Trunk Out of Service report](#) on page 172

[Sample Trunk Out of Service report](#) on page 172

Displaying the Trunk Out of Service report

Type **list measurements outage-trunk <yesterday/today/last-hour> [schedule]** and press **Enter**.

Required Fields: There is one required field for this command — **yesterday/today/last-hour**.

-
1. Enter **yesterday** to list the trunk group activity for yesterday.
 2. Enter **today** to list the trunk group activity for today.
 3. Enter **last-hour** to list the trunk group activity for the most recently completed hour.
-

Result

Options: The schedule option is available for this command.

Sample Trunk Out of Service report

The following table describes the data fields presented in this report.

Name	Description
Grp No.	Group Number. The number that identifies each trunk group associated with the displayed data.
Grp Type	Group Type. The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>Administrator's Guide for Communication Manager</i>): <ul style="list-style-type: none"> • Access (access) • Advanced Private Line Termination (aplt) • Central Office (co) or Public Network Service • Customer Provided Equipment (cpe) • Digital Multidmi-bosplexed Interface Bit Oriented Signaling ()

Name	Description
	<ul style="list-style-type: none"> • Direct Inward Dialing (did) • Direct Inward/Outward Dialing (diod) • Foreign Exchange (fx) • Integrated Services Digital Network (isdn-pri) • Release Link Trunk (rlt) • Session Initiated Protocol (sip) • Tandem (tandem) • Tie Trunk (tie) • Wide Area Telecommunications Service (wats)
Grp Dir	Group Direction. Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Grp Size	Group Size. The number of trunks in the trunk group.
Grp Mbr#	Group Member Number. The number that identifies a specific trunk member (in the group) out of service.
#Sampled Outages	<p>Number of Sampled Outages. The number of times the group member is sampled as out of service over the period covered by the report (yesterday, today, or last hour). Yesterday includes the 24 hours beginning at midnight and ending at midnight. Today includes those hours from midnight to the most recently completed hour. Last hour only includes the most recently completed hour. Note: If there are no outages, no data is displayed.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> • The sampling period is once per hour. Therefore, if the report covers several hours (for example, the yesterday or today report) but the column only indicates a small number of outages, then the trunk member may be providing intermittent service. To determine whether a specific trunk member is functioning, use the Facility Test Calls feature. • If a trunk is suspected of causing ACAg problems, use the feature to monitor the particular trunk group. • If a trunk member is totally out of service, then (depending on local arrangements) you may choose to refer the problem to maintenance personnel.

Trunk Group Status report

The Trunk Group Status report gives a current indication of the load on various trunk groups in terms of the number of calls waiting to be serviced.

For each trunk group, the Trunk Group Status Report displays the number of calls in the queue waiting to be serviced. For comparative analysis, the trunk members in the group active on

calls are also displayed. With this data, it is possible to rearrange the members in the groups to provide load balancing. For example, if one group shows a higher number of calls waiting in the queue and the size of the group is too small, more members can be added to that group.

Related topics:

[Displaying the Trunk Group Status report](#) on page 174

[Sample Trunk Group Status report](#) on page 174

[Data analysis guidelines for trunk group reports](#) on page 174

[Analyzing trunk group data](#) on page 175

Displaying the Trunk Group Status report

Type `monitor traffic trunk-groups [option]` and press `Enter`.

Options: Entering the command without an option produces a display of the first 60 administered trunk groups. To display higher numbered trunk groups, enter the number of the first group of the 60 trunk groups to be displayed. Only those trunk groups administered are shown on the report.

Because the command is constantly updated, you must click **CANCEL** to cancel the command.

Sample Trunk Group Status report

Some of the right-hand columns in the Trunk Group Status report are blank when the System has less than 60 groups administered. The date and time at which the report was requested are displayed on the right of the screen title.

The following table describes the data fields presented in the Trunk Group Status report.

The data on the screen is updated every 60 seconds. If the values of any of the fields for a given trunk group are changed, all fields for that trunk group are updated.

Name	Description
#	Group Number. The number that identifies each trunk group.
S	Group Size. The number of trunks administered for the trunk group.
A	Active Group Members. The number of trunk members in the group active on a call. Busied-out trunks are not active.
Q	Queue Length. The length of the queue administered for the group.
W	Waiting Calls. The number of calls waiting in the group queue.

Data analysis guidelines for trunk group reports

The following guidelines are intended to show an easy and fast method of determining whether the collected data is invalid or questionable. These guidelines represent the least you should do for validation. Perform additional validation as necessary.

Use the list performance trunk-group report to obtain an overall indication of those trunk groups that may be providing poor service. The five trunk groups with the highest percentage of

blocking are listed in the list performance summary report. However, this report (summary) has the following limitations:

- The Group Blocking shown on this report is the percentage of blocking for outgoing and two-way trunk groups. For incoming trunk groups, the Group Blocking value is the percentage of all trunks busy (ATB). A high value for either % ATB or the % Out Blocking is an indication of possible traffic load problems.
- A two-way trunk group with undesirable incoming blocking do not show any problems on this report, since only outgoing blocking is displayed on two-way trunks.

Use data from the Trunk Group Measurements report for a more accurate estimate of service levels on incoming and two-way trunk groups. To validate the Trunk Group Measurements report, verify the following data is in order:

- Total Usage (in CCS) should not exceed 36 times group size. For example, with two trunks, the total usage measured should not exceed $2 \times 36 = 72$ CCS.
- On incoming trunks, total seizures should be equal to total incoming seizures.
- Incoming trunk groups should have a queue length of zero.
- The number of incoming calls should never be greater than the total number of calls carried by all trunks in the group.
- Outgoing trunk groups should indicate zero as their number of incoming calls.
- Out-of-service trunks should never be greater than group size.
- For trunk groups with queues, the two fields (Calls Queued and Queue Overflow) should total the number displayed in the Group Overflow field.
- For trunk groups with queues, the Queue Overflow field is incremented whenever a call finds the all trunks busy condition and the queue is full.
- For trunks groups without queues, the Calls Queued and Queue Overflow fields are always zero. The blocked call count is reflected in the Group Overflow field.
- If the Percent Outgoing Blocking field shows a value greater than zero, the Queue Overflow (if a queue is administered for the trunk group), Queue Abandon, and Group Overflow fields should also have values greater than zero.
- Measurement hour data reported in the System Status Report (for example, monitor system view1 or monitor system view2) should correspond to those shown on the hourly trunk group measurements and performance reports.

Analyzing trunk group data

The Trunk Group Summary report may be used to determine:

- Average holding time
- Trunk blockage
- Number of trunks required for a specified Analyzing trunk group data Grade of Service



Note:

Data collected in a real-time environment virtually always deviates from the theoretically predicted data because of the asynchronous nature of processes and interactions with other events such as maintenance.

Related topics:

[Determining Average Holding Time](#) on page 176

[Determining Trunk Group Blockage](#) on page 176

[Determining the number of trunks required for a specified Grade of Service](#) on page 177

Determining Average Holding Time

Determine the Average Holding Time (in seconds) of a trunk group by dividing the Total Usage CCS by Calls Answered and multiplying the result by 100. A short holding time can indicate trouble.

Example:

Assume the following data is reported for a one-way trunk group:

- Total Usage CCS = 656 CCS
- Total Seizures = 280

Determine the Average Holding Time as follows:

$$\text{Average Holding Time} = \left[\frac{\text{Total Usage CCS}}{\text{Total Seizures}} \right] \times \frac{100 \text{ Seconds}}{\text{CCS}}$$

$$\text{Average Holding Time} = \left[\frac{656 \text{ CCS}}{280} \right] \times \frac{100 \text{ Seconds}}{\text{CCS}}$$

$$\text{Average Holding Time} = 234 \text{ seconds (or 3 minutes and 54 seconds)}$$

Determining Trunk Group Blockage

Generally, use either the list measurements trunk-group summary or list performance trunk-group report for determining trunk group blockage. All of the appropriate calculations are performed by the system and the results are displayed via the reports. However, to be complete, the equations and an example are included.

The following equations will help to determine the Percent Blocking one-way outgoing and two-way trunk groups.

One-Way Trunk Group (outgoing)

$$\text{Percent Out Blocking} = \left[\frac{\text{Group Overflow}}{\text{Total Seizures} + \text{Group Overflow}} \right] \times 100 \%$$

Two-Way Trunk Group

$$\text{Percent Out Blocking} =$$

$$\left[\frac{\text{Group Overflow}}{\text{Total Seizures} - \text{Incoming Seizures} + \text{Group Overflow}} \right] \times 100 \%$$

Note:

If the trunk group has a queue, group overflow is calculated as follows:

$$\text{Group Overflow} = \text{Queue Overflow} + \text{Queue Abandons}$$

Example:

With the following data, determine the Percent Blocking of a two-way CO trunk group without a queue:

- Total Seizures = 280
- Incoming Seizures = 170
- Group Overflow = 6

Using the equation for two-way trunk groups, you can calculate average Percent Blocking as follows:

$$\text{Percent Blocking} = \left[\frac{6}{(280 - 170) + 6} \right] \times 100 = 5.2 \%$$

Determining the number of trunks required for a specified Grade of Service

For both stand-alone and last-choice trunk groups, use the trunk group peak traffic reports to determine the number of trunks required to provide a specified Grade of Service. The number of trunks required strictly depends on the Grade of Service you want to provide.

Note:

Stand-alone and last-choice trunk groups do not reroute their blocked calls. As a contrast, Alternate Routing trunks do reroute their blocked calls.

The procedure for determining the optimal number of trunk members for a particular trunk group requires you initially generate the appropriate reports and subsequently record the data on the Trunk Group Data Worksheets. What you attempt to accomplish is to identify the peak hour and the traffic data for that hour. The **list measurements trunk-group summary yesterday-peak scheduled** command results in generating all of the necessary data on

a daily basis. You can enter 20 weekdays of data on each Trunk Group Data Worksheet. Subsequently, you need only scan the worksheet to identify which measurement hour occurs most frequently. The most frequent measurement hour is considered the peak hour. You should use the data for the identified peak hour, that has the highest total usage, to calculate the required number of trunks.

Example 1:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data Worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. Trunk Group 1 is suspected of not providing the desired Grade of Service.

For two-way trunk groups the equation for determining Calls Carried is as follows:

$$\text{Calls Carried} = \text{Total Seize}$$

$$\text{Calls Carried} = 280$$

For Trunk Groups Without a Queue

$$\text{Total Calls Offered} = \text{Calls Carried} + \text{Group Overflow}$$

For Trunk Groups With a Queue

$$\text{Total Calls Offered} =$$

$$\text{Calls Carried} + \text{Queue Overflow} + \text{Queue Abandoned}$$

Since Trunk Group 1 has a queue, the equation for Calls Offered is as follows:

$$\text{Total Calls Offered} = \text{Calls Carried} + \text{Queue Overflow}$$

$$\text{Total Calls Offered} = 280 + 50 + 1$$

$$\text{Total Calls Offered} = 331$$

The Average Holding Time is determined as follows:

$$\text{Average Holding Time (in seconds)} = \left[\frac{\text{Total Usage (in CCS)}}{\text{Total Seizures}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = \left[\frac{656 \text{ CCS}}{280 \text{ seizures}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = 234.29 \text{ seconds}$$

Offered Load is defined as the number of calls in progress if there had been no blocking or delay. The Offered Load is calculated as follows:

$$\text{Offered Load} = \text{Average Holding Time (in seconds)} \times \text{Calls Offered}$$

$$\text{Offered Load (in CCS)} = \frac{234.29 \text{ (in seconds)} \times 331 \text{ calls}}{100 \text{ seconds per CCS}}$$

$$\text{Offered Load (in CCS)} = 775.5$$

The calculated Offered Load is used with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service. For more information, refer to *Basic Traffic Analysis*.

The desired Grade of Service is dependent on the particular trunk type (for example, CO, did, tie, FX, WATS, and so on) and the nature of the business the trunk type supports. Generally, those trunk types that are least expensive (for example, CO) are engineered for a 1 percent (P.01) Grade of Service. Those trunk types that are more expensive are engineered to provide from 2 percent to 5 percent (P.02 to P.05) Grade of Service.



Note:

A one percent Grade of Service means the fraction of calls blocked during the identified bouncing peak hour should not exceed 1 percent.

Assuming we desire a P.01 Grade of Service on Trunk Group 1, for the calculated Offered Load of 775.5 CCS, the Retrial Capacity tables in *Basic Traffic Analysis* indicate (under the column heading GROUP SIZE) 32 trunks are required.

The number of currently functioning (or in service) trunks is calculated as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 23 - 0$$

$$\# \text{ of In-Service Trunks} = 23$$

Therefore, since 32 trunks are required but only 23 are currently in service, nine additional trunks must be added to obtain the desired Grade of Service.

Example 2:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data Worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. Data on trunk group 4 indicates a higher than desired percentage of outgoing blockage.

For one-way outgoing trunk groups, the equation for determining Calls Carried is as follows:

$$\text{Calls Carried} = \text{Total Seize}$$

$$\text{Calls Carried} = 81$$

Since Trunk Group 4 does not have a queue, the equation for Calls Offered is as follows:

$$\text{Calls Offered} = \text{Calls Carried} + \text{Group Overflow}$$

$$\text{Calls Offered} = 81 + 5$$

$$\text{Calls Offered} = 86$$

The Average Holding Time is determined as follows:

$$\text{Average Holding Time (in seconds)} = \left[\frac{\text{Total Usage (in CCS)}}{\text{Total Calls}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = \left[\frac{73 \text{ CCS}}{81 \text{ calls}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = 90.12 \text{ seconds}$$

Offered Load is defined as the number of calls in progress if there is no blocking or delay. The Offered Load can be calculated as follows:

$$\text{Offered Load} = \text{Average Holding Time (in seconds)} \times \text{Calls Offered}$$

$$\text{Offered Load (in CCS)} = 90.12 \text{ (in seconds)} \times 86 \text{ calls}$$

$$\text{Offered Load (in CCS)} = 77.50 \text{ CCS or } 78 \text{ CCS}$$

The calculated Offered Load is used, with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service.

Assuming we desire a P.03 Grade of Service on Trunk Group 4, then for the calculated Offered Load of 78 CCS the Retrial Capacity tables in *Basic Traffic Analysis* indicate (under the column

heading GROUP SIZE) six trunks are required. The number of currently functioning (or in-service) trunks is as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 5 - 1$$

$$\# \text{ of In-Service Trunks} = 4$$

Therefore, since six trunks are required but only four are currently in-service, two additional trunks are needed to obtain the desired Grade of Service. The obvious options are have the out-of-service trunk repaired and just add one new trunk, or add two new trunks.

Example 3:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. That Trunk Group 2 indicates a higher % ATB than desired.

Incoming trunk groups do not have queues. Therefore, from the switch perspective you cannot determine the number of calls blocked. But, in this case Total Usage is actually the Carried CCS. You can use the Carried CCS, with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service.

Assuming you desire a P.05 Grade of Service on trunk group #2, then for a Carried CCS of 201 CCS the Retrial Capacity tables in the *DEFINITY Communications System and System 75 and System 85 Traffic Tables*, 555-104-503, indicates (under the column heading GROUP SIZE) 10 trunks are required. The number of currently functioning (or in-service) trunks is as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 6 - 0$$

$$\# \text{ of In-Service Trunks} = 6$$

Therefore, since 10 trunks are required but only 6 are currently in-service, four additional trunks are needed to obtain the desired Grade-of-Service. The solution is to add four trunk members to the trunk group.

CBC Trunk Group Measurements report

The CBC Trunk Group Measurements report displays last-hour traffic data for any specified Call-by Call trunk group, provided the trunk group had a Usage Allocation Plan (UAP) administered for the last-hour. Use the report to monitor the trunk group and to determine if

the UAP meets current needs. Whenever it is determined changes are required, you must make these changes on the appropriate trunk group screen(s).



Note:

If the trunk group is administered to support wideband switching, the tag “WIDEBAND Support” appears in the report title.

Related topics:

[Displaying the Trunk Group CBC Measurements Report](#) on page 182

[Sample CBC Trunk Group Measurements report](#) on page 182

[Background information for CBC Trunk Group Measurements report](#) on page 186

Displaying the Trunk Group CBC Measurements Report

Type `list measurements cbc-trunk-group <ISDN CBC trunk group number> last-hour [schedule]` and press `Enter`.

Required Fields: There is only one required field for this command—`ISDN CBC trunk group number`. Enter the ISDN CBC trunk group number for which you want to list the last-hour traffic data.


Options: The schedule option is available for this command.


Sample CBC Trunk Group Measurements report


The following table describes the data fields presented in this report.

Name	Description
Queue Size	Size of the queue for the ISDN-PRI CBC trunk group. If zero is displayed, then no queue is administered. Hence, the other queue measurements is also zero. If the queue is administered, then it serves all of the network services/features administered for the trunk group. However, its functional operation is somewhat different than the queue used with conventional trunk groups. When a particular service/feature uses its allotted maximum number of channels, then any additional call attempts are queued, even though not all of the trunks are currently in use. If the queue is already full, any additional call attempts simply overflow with the caller receiving reorder tone. Recommendations: Since one service/feature generally does not experience peak traffic the same time as another service/feature, there is an averaging effect. Furthermore, the queue size for a CBC trunk group need not be much larger than for a non-CBC trunk group. The Queue Size should be larger than the trunk group size; but, typically, not more than three times as large as the trunk group size.
Calls Queued	The total number of calls entered the CBC trunk group queue during the hour.

Name	Description
Queue Overflow	<p>The total number of calls denied access to a trunk, found the queue full, and the caller received reorder tone.</p> <p>Suggested actions: Generally, this field displays the number 0. If this field indicates a high number, then the queue size may be too small, more trunks may be needed so fewer calls will queue, or the UAP may be too restrictive (for example, some of the “Min Chn” values may be too high, or some of the “Max Chn” values may be too low). Also, see Suggested actions in the % TBM description.</p>
Queue Abandonments	<p>The number of calls removed from the queue by either the system or the user. The system automatically removes calls from the queue after 30 minutes. A user may abandon that call by canceling the Automatic Callback feature (set earlier to place their call in the queue).</p> <p>Suggested action: Recall that a trunk group and its associated queues are sized to accommodate peak-hour traffic loads. Typically, this field indicates a small number. However, a large number generally indicates the queue size is too large and people are abandoning because they remained in queue for a long time. Consider adding more trunks so fewer calls queue.</p>
Out of Service	<p>The number of trunks in the trunk group out of service at the time the measurements are collected. An individual trunk may be taken out of service either automatically by the switch whenever an excessive number of errors occur, or by maintenance personnel in order to run diagnostic tests.</p> <p>Suggested action: If the trunks were removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group in service. Generally, you should not make adjustments to the CBC trunk group because of Out of Service trunks, but should get those trunks returned to service.</p>
Usage Allocation Plan Used	<p>A list of the Usage Allocation Plan numbers followed by a list of the durations (in minutes) each plan was in effect during the measurement interval. The Number field can display up to a maximum of six plan numbers. A maximum of three different UAPs (identified by the numbers 1, 2, and 3) may be defined for each trunk group. All three plans are defined on Page 3 of the trunk group screen. Page 4 of the corresponding trunk group screen is where you administer plan assignments.</p>
Usage Allocation Plan Used (Contd)	<p>Each CBC trunk group is administered with either “fixed” allocation or “scheduled” allocation. If fixed, it remains in effect continuously. If scheduled, the designated plans are activated on a per-day and time-of-day basis determined by the schedule.</p>
Service Feature	<p>The names of up to 10 services/features and the special identifier “other” for which the associated measurements are reported.</p>
Min Chn	<p>Minimum Number of Channels. The minimum number of channels in the ISDN-PRI CBC trunk group allocated to the specified service/feature at the time the measurements are collected.</p>

Name	Description
Max Chn	Maximum Number of Channels. The maximum number of channels in the ISDN-PRI CBC trunk group allocated to the specified service or feature at the time the measurements are collected.
Total Usage	The sum of time, in hundred-call-seconds (CCS), for all channels used by the specified service/feature during the measurement interval.
Total Seize	Total Seizures. The total number of incoming and outgoing calls that requested the specified service/feature through the ISDN-PRI CBC trunk group.
Inc. Seize	Incoming Seizures. The total number of incoming calls that requested the specified service/feature through the ISDN-PRI CBC trunk group. For two-way and outgoing trunks, the number of <i>Outgoing Seizures</i> can be calculated as follows: $Out\ Seize = Total\ Seize - In\ Seize$
Tan Seize	Tandem Seizures. The total number of trunk-to-trunk call seizures using this Service/Feature.
Ovf TG	<p>Overflow Trunk Group. The number of outgoing calls that requested the specified service/feature, on the ISDN-PRI CBC trunk group, but are not carried because the calls arrived to find no idle trunk members available.</p> <p> Note:</p> <p>There are three overflow fields, each with a different priority. They are: overflow trunk group (Ovf TG) (priority 1), overflow maximum (Ovf Max) (priority 2), and overflow services/features (Ovf S/F) (priority 3). If more than one of the overflow conditions is met, only the field that represents the condition with the highest priority is incremented.</p>
Ovf S/F	<p>Overflow Services/Features. The number of calls that requested the specified service/feature but denied because the calls arrived under the following conditions:</p> <ul style="list-style-type: none"> • The specified service/feature is at or above its minimum channel allocation and below its maximum allocation. • There are idle channels available in the trunk group, but they are reserved to meet the minimum channel allocation for other services/features. <p>Suggested actions:</p> <ul style="list-style-type: none"> • Investigate the possibility of raising the “Min Chn” requirements for this service/feature. • Investigate the possibility of increasing the number of members for the trunk group. • Determine whether or not the “Min Chn” assignments for the other services/features are appropriate. For example, if the column “% TBM” displays a high number for one or more of the other service/features,

Name	Description
	then you can lower the minimums (for one or more of the other services/features). This makes more trunks available for this service/feature.
Ovf Max	<p>Overflow maximum. The number of calls not carried because the calls originated at a time when the service/feature already used-up its allotted maximum number of channels. In this case, the trunk group may still have trunk members available for the other services/features.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> Investigate the possibility of raising the number administered in the Max Chn field. This is only possible provided the free pool is not exceeded. To determine whether or not you have more trunks available for a S/F calculate the following: $Max - Min \text{ (for the identified S/F)} \leq \text{Free Pool}$ <p>For example, use the above equations with the data in the formula as follows:</p> $\text{Free Pool} = \text{Total \# of in-service trunks} - \sum \text{Min for each S/F}$ $\text{Free Pool} = 18 - (5+4)$ $\text{Free Pool} = 9$ $8 - 4 \text{ (for SDN)} \leq 9$ $4 \leq 9 \text{ Therefore, you can increase the Max}$ Consider adding more trunks to the trunk group and increase the maximum for the identified service/feature.
% TBM	<p>Percentage of Trunks Below Minimum. The percentage of time during the polling interval that the number of channels in use by the specified service/feature is below the specified minimum.</p> <p>Suggested action: Lower the “Min Chn” since this may be the cause for the “Ovf S/F”.</p> <p> Note:</p> <p>If the % TBM field is high, then you are reserving more trunk members than will be used. Determine if another service/feature needs more trunks and, if so, lower the “Min Chn” for this service/feature.</p>

Name	Description
% ATB	<p>Percentage All Trunks Busy. The percentage of time (0 to 100%) during the measurement interval that the specified service/feature could not get a channel because of at least one of the following reasons:</p> <ul style="list-style-type: none"> • All trunks in the ISDN-PRI CBC trunk group are busy on a call or busied-out by maintenance. • This service/feature is above its minimum; and all available trunks are reserved for other features/services below their minimums. • The specified feature or service is at its maximum number of channels. <p>Suggested actions:</p> <ul style="list-style-type: none"> • A number in the Ovf TG field indicates the physical maximum number of trunks is exhausted. Unless the trunk group is the last preference in the routing pattern, overflow is to the next trunk group. Otherwise, the obvious choice is to add more trunks to the trunk group. • If the Ovf S/F field indicates a problem (for example, a significant number), refer to Suggested actions in the Ovf S/F description. • If the Ovf Max field indicates a problem (for example, a significant number), refer to Suggested actions in the Ovf Max description. <p> Note: If the ISDN-PRI CBC trunk group is administered to support wideband switching, the title WIDEBAND Support appears in the report title.</p>
% BLK	<p>Percentage Outgoing Blocking. The ratio of outgoing calls not carried for a specified service/feature to the outgoing calls offered by the service/feature. For an ISDN-PRI CBC trunk group without a queue, the calls not carried are those calls that find all facilities busy for the specified service/feature. For an ISDN-PRI CBC trunk group with a queue, the calls not carried are queue abandons plus those calls that find all facilities for the specified service/feature busy and cannot be queued because the queue is full.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> • Look at the % ATB column and identify any service/feature with a high value. Follow the Suggested actions in the % ATB description. • You can increase the length of the queue rather than adding more trunks. Subsequently, you should monitor the Queue Abandonments field to insure it stays within reasonable limits. • If conditions are such that Item 1 above is not appropriate, you may find it necessary to add more trunks.

Background information for CBC Trunk Group Measurements report

For background information:

1. In a non-Call-By-Call Service Selection environment, a trunk group must be preassigned and provisioned for each desired service (for example, MEGACOM

telecommunications service, WATS, SDN, and so on). With this arrangement, each trunk group must be designed to accommodate the peak traffic load for the intended service application. Furthermore, the time when one service application encounters peak traffic may not coincide with when another service application encounters peak traffic. As an alternative, if multiple network services are accommodated with a single trunk group (referred to as a CBC Trunk Group), and that trunk group is provided with allocation and scheduling controls, significant trunking efficiencies may be realized by distributing the total traffic for all of the specified network services over the total number of available trunk members.

2. By implementing Usage Allocation Plans (UAPs) you can optimize, within certain limits, the CBC trunk group without involving any of the Inter-Exchange Carrier/ Local Exchange Carrier (IXC/LEC) network services personnel. Each Usage Allocation Plan specifies the network services/features that may be accommodated with the trunk group. It also specifies the minimum number of reserved channels and maximum number of channels each service/feature may use at a given time.
3. The free pool concept is associated with UAP's. Specifically, free pool refers to the number of trunks not reserved for a specific service/feature and free to be assigned to another service or feature. The free pool is calculated as:

$$\text{Free Pool} = \text{Total \# of in-service Trunks} - \sum \text{of the Mins* (for each S/F)}$$

* Minimum channel assignment.

4. Each UAP may be administered as fixed or scheduled. If fixed, a specified plan remains in effect continuously. If scheduled, two or three UAPs may be scheduled to vary both by day of week and time of day.
5. Before you analyze the Trunk Group CBC Measurements Report, you must know the intent of the strategy for each UAP. You should have (in hand) a completed copy of the CBC Trunk Group UAP and the associated Assignment Schedule, which are Pages 3 and 4 of the Trunk Group Administration screen. For additional details, refer to your *Communication Manager Administrator's Guide* for , or to the *DEFINITY ECS Communications System Generic 1 DS1/DNI/ISDN-PRI Reference*.
6. For wideband calls that consume more than 64 kbps of bandwidth, the total usage consumed is reflected in the Total Usage field. (For example, the usage for a 384-kbps call is six times more than for a 64-kbps call.) However, these calls are counted only as a single call. The call counts that may be incremented due to wideband calls are: Total Seize, Incoming Seize, Overflow Trunk Group, Overflow Service/ Feature, and Overflow Maximum Service/Feature. The %ATB and %Out Blk fields are also affected by wideband calls.

Trunk Lightly Used report

The Trunk Lightly Used report lists the five trunk members with the lowest number of calls carried for each trunk group. The trunk lightly used data is kept for the current day, the previous day, and the last hour.

Related topics:

[Displaying the Trunk Lightly Used report](#) on page 188

[Sample Trunk Lightly Used report](#) on page 188

Displaying the Trunk Lightly Used report

Type `list measurements lightly-used-trunk <yesterday/ today/last-hour> [schedule]` and press `Enter`.

Required Fields: There is only one required field for this command—`yesterday/today/last-hour`.

-
1. Enter `yesterday` to list the trunk activity for yesterday.
 2. Enter `today` to list the trunk activity for today.
 3. Enter `last-hour` to list the trunk activity of the most recently completed hour.
-

Result

Options: The schedule option is available for this command.

Sample Trunk Lightly Used report

The following table describes the data fields presented in this report.

Name	Description
Grp No.	Group Number. A number that identifies the trunk group associated with the displayed data.
Grp Type	Group Type. The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>Administrator's Guide for Communication Manager</i>): <ul style="list-style-type: none">• Access (access)• Advanced Private Line Termination (aplt)

Name	Description
	<ul style="list-style-type: none"> • Central Office (co) or Public Network Service • Customer Provided Equipment (cpe) • Digital Multiplexed Interface Bit Oriented Signaling (dmi-bos) • Direct Inward Dialing (did) • Direct Inward/Outward Dialing (diod) • Foreign Exchange (fx) • Integrated Services Digital Network (isdn-pri) • Release Link Trunk (rlt) • Session Initiated Protocol (sip) • Tandem (tandem) • Tie Trunk (tie) • Wide Area Telecommunications Service (wats)
Grp Dir	Group Direction. Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Grp Size	Group Size. The number of administered trunks in a specified trunk group. For additional details, refer to the <i>Avaya Aura™ Communication Manager Hardware Description and Reference</i> .
Grp Mbr#	Group Member Number. The number that identifies a specific trunk member (in the group number).
Calls Carried	<p>The number of calls carried on the trunk member over the report interval (yesterday, today, or last hour). Wideband calls increment this counter once for every trunk or 64-kbps channel that they use.</p> <p>Suggested actions:</p> <ul style="list-style-type: none"> • If the identified trunk member has zero or a very small number of calls (seizures) in comparison to other listed trunk members, use the Facility Test Calls feature to determine whether a specific trunk member is functioning. • If a trunk is just suspected of causing problems, use the ACA feature to monitor the particular trunk group.
Wideband Flag	If any trunks in the trunk group are used in a wideband (n X DS0) connection, a “W” appears next to the trunk entry. In addition, the tag “W = Wideband Support” appears in the report heading.

Voice Announcement Measurements report

Use this command to generate a detailed report about the announcement usage for all integrated and non-integrated announcements.

Related topics:

[list measurements announcement command](#) on page 190

[Voice Announcement Measurements report fields](#) on page 190

list measurements announcement command

The command syntax is

```
list measurements announcement <all, integ-all, board <board-loc>  
<period>
```

The type qualifiers are

- **all** lists announcements regardless of type (analog, aux-trunk and integrated).
- **integ-all** lists all active integrated announcement circuit packs (TN2051AP or TN750) in the order they were activated. The report for each circuit pack starts on a new page.
- **board** lists announcements for the specified circuit pack.

The period qualifiers are

- **yesterday-peak** (for yesterday's peak hour)
- **today-peak** (for today's peak hour)
- **last-hour** (for today's previous hour)

Voice Announcement Measurements report fields

All of the fields on the Voice Announcement Measurements report apply to announcements that are administered as type **integrated** or **integ-rep**.

The following fields do not apply for all other announcement types (for example, analog, aux-trunk):

- **Mport Plays**
- **Max Pts**
- **Max Call**

Name	Description
Switch Name	The administered switch name.
Date	The date and time of the report submission.
Board Location	The physical location (UUCSS) of the TN750B or C or TN2501AP circuit packs. This field displays only with the integ-all and board-loc qualifiers.
Play Ports	The number of ports available on the circuit pack. This field displays only with the integ-all and board-loc qualifiers.
Max Callers on Board in Period	The peak number callers simultaneously connected to a circuit pack (sum of the ports) at the same time. This field displays only with the integ-all and board-loc qualifiers.
All-Ports-Busy in Period	A count of how many times the all-ports-busy condition occurred within the reporting period. This field displays only with the integ-all and board-loc qualifiers.
Ann No.	The administered announcement number.
Ext	Assigned extension.
Name (first 24 chars)	The first 24 characters of the 27-character announcement name as administered on the announcement form.
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded.
Play Reqts	Play Requests. The number of requests to play this announcement. <ul style="list-style-type: none"> • If there is a queue, equals the number of times played plus abandons • If there is no queue, equals the number of times played plus “busys” (no ports are available)
Calls Que	Calls Queued. The number of announcements that were held in queue while waiting for a port during the period.
ASP	Average speed-to-play from the time the request to play the announcement went into the queue until the time it starts playing. Abandoned calls that are waiting for announcement port are not included in the calculation (sum of the queue time divided by the number of calls queued).
PSP	Peak speed to play, that is, the maximum amount of time an announcement was in the queue until the time it starts playing.
Queue Drops	Calls that dropped while in queue. A count of the individual calls that had to queue but dropped while waiting during the period - this includes calls abandoned by the caller and VOA aborts but excludes calls that were waiting but answered by an agent.
MPort Plays	Multi-port Plays. A count of how many times the announcement played through more than one port simultaneously during the period.

Name	Description
Mx Pt	Maximum Ports. The peak number of ports used simultaneously for playing the same announcement during the period (1-16 for TN750; 1-31 for TN2501AP).
Max Cls	Maximum Calls. The peak number callers simultaneously connected to a port by announcement during the period.

Voice/Network Statistics reports

The Voice/Network Statistics feature provides you measurement data to resolve voice quality issues within your network. You can view the measurement data through the SAT interface in the form of reports, which is helpful to troubleshoot threshold events (packet loss, jitter, and round trip delay) during calls.

The media processor board gathers data on a per call basis, based on SAT-administered threshold events that have been exceeded. Then it supplies this data to Communication Manager that in turn generates the voice/network statistics reports. These reports help you to determine the cause of a voice quality issue.

The SYSTEM PARAMETERS IP-OPTIONS form and IP INTERFACES form provide information on Voice/Network Statistics. In the IP-OPTIONS SYSTEM PARAMETERS form, a Voice/Network Stats field is added to the System-Parameters IP-Options Report and in IP INTERFACES form, the VOIP/Network Thresholds fields are added to the IP-Interfaces Report.

Related topics:

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- [Displaying the System-Parameters IP-Options report](#) on page 194
- [Voice/Network Stats Field on System-Parameters IP-Options form](#) on page 194
- [Thresholds Fields on IP-Interface Form](#) on page 194
- [Displaying the IP-Interfaces report:](#) on page 194
- [IP-Interfaces Form for Media Processor Threshold Options](#) on page 195
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Voice/Net Stats Field on System-Parameters IP-Options Form

The **Enable Voice/Network Stats?** field in the change system-parameters ip-options form, enables/disables Voice/Network Statistics at the system level. When the **Enable Voice/Network Stats?** is set to y, Voice/Network Statistics for threshold events are recorded on the media processor boards. However, Voice/Network Statistics feature has to be turned on at the media processor board level as well.

Displaying the System-Parameters IP-Options report

Type `change system-parameters ip-options` and press `Enter`.

Result

Options: The value in the **Enable Voice/Network Stats?** field can be changed from `n` (No) to `y` (Yes). The default value for **Enable Voice/Network Stats?** field is `n`.

Voice/Network Stats Field on System-Parameters IP-Options form

The following table describes the data fields presented in this report.

Name	Description
Enable Voice/Network Stats?	Enables/disables the recording of voice/network statistics at a system level for all TN2302/TN2602 media processor boards in your network.

Thresholds Fields on IP-Interface Form

The change ip-interface form includes Voice/Network thresholds at the media processor board level. The threshold fields and their default values are displayed only when the value in the **Enable Voice/Network Stats?** field on the change system-parameters ip-interface form is `y` and a valid TN2302 or TN2602 media processor board is used, and has also been entered on the change meas-sel media-processor form.

Displaying the IP-Interfaces report:

Type `change ip-interface 1A03` and press `Enter`.

Result

Options: The value in the **Enable Voice/Network Stats?** field can be changed from `n` (No) to `y` (Yes). The default value for

Enable Voice/Network Stats? field is *n*.



Note:

If duplicated TN2602s have been administered, the voice network statistics are applied to both boards (provided each is capable of supporting this feature).




Note:

If going from *y* to *n*, the board must be removed from the *ch meas-sel media-processor* form first.

IP-Interfaces Form for Media Processor Threshold Options

The following table describes the data fields presented in this report.

Name	Description
Enable VoIP/Network Thresholds?	Enables/disables the recording of Voice/Network Statistics at a single media processor board level (applies to both TN2602 boards, if duplicated).
Packet Loss (%)	Unacceptable packet loss coming into the administered media processor board.  Note: “xxx” indicates 100% packet loss.
Jitter (ms)	Unacceptable jitter coming into the media processor board at which point data is captured to send up to Communication Manager.
RT Delay (ms)	Unacceptable elapsed time for a packet to reach remote location and revert. (Round Trip Delay)

Status Station report

A page on Voice Statistics is added to the Status Station report. This page allows you to view real time Voice Statistics for the calls in progress, which may or may not exceed the administered Voice/Network thresholds.


Displaying the Status Station report

Type `status station 4901201` and press `Enter`.

Sample Status Station report

The following table describes the data fields presented in this report.

Name	Description
TN Code	The media processor board code used for the call.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Encryption	The type of media encryption used on the call (for example, aes, aea, srtp1, none, etc.)
DSP Number	The number of the DSP on the media processor board used for the call.
Endpoint ID	The endpoint ID assigned for the call.
UDP Port	The UDP port used by the media processor board for the call.
Codec	The codec used for the call.
Called Number	The number of the endpoint which received the call (far end).
Dst Net Reg	The network region where the destination media processor is located.
Far-End IP Addr	IP address of the device on the far end of the call (called party).
Echo Canc	Indicates whether the echo cancellation is on/off for the call.
Echo Tail (ms)	The tail length of the echo canceller used for the call. "0" implies that a different echo canceller was used than the one on the media processor.
Silence Suppression	Indicates whether Voice Activation Detection (VAD) is used for the call.
Comfort Noise Gen	Indicates whether CNG is being used for the call.
Data Call/Type	Indicates whether the call is a data call. Indicates type of data call (for example, FAX, Modem, Clear Channel, TTY, Fax-PT (pass-thru), Mod-PT, TTY-PT) For instance, Data Call/Type: y/T.38 FAX

Name	Description
Total Exceptions	A total number of thresholds that are exceeded for the call.
Packet Size (ms)	The size for each stream of data for the associated call, measured in milliseconds.
% Packet Loss	<p>The amount of packet loss for the call.</p> <p> Note: “xxx” indicates 100% packet loss.</p>
Peak Packet Loss (%)	The peak packet loss percentage recorded for the call.
Jitter Buffer Size (ms)	The size of the jitter buffer used for the call, measured in milliseconds.
Jitter Buffer Overruns	<p>A number of jitter buffer overruns occurred for the call. Overruns occur when too many packets arrive into the jitter buffer very quickly, causing the jitter buffer to fill up. When it happens, the jitter buffer is unable to handle additional traffic/packets. If the number of overruns exceeds 99, the value in this field is “99+”.</p>
Jitter Buffer Underruns	<p>A number of jitter buffer underruns occurred for the call. When the arrival time of packets goes beyond the size of the jitter buffer, the jitter buffer underrun occurs which results in silence until there are additional packets in the jitter buffer to process. If the number of underruns exceeds 99, the value in this field is “99+”.</p>
Average Jitter (ms)	The average amount of jitter recorded for the call over a 10-second reporting interval, measured in milliseconds.
Peak Jitter (ms)	The peak amount of jitter recorded for the call, measured in milliseconds.
Avg RT Delay (ms)	The average round trip delay of packets, measured in milliseconds.
Peak RT Delay (ms)	The peak round trip delay recorded for the call, measured in milliseconds.

Hourly Voice/Network Statistics reports

These reports are generated to record the voice statistics for the TN media processor boards. They comprise measurement data for up to a 24-hour period for three of the threshold events, namely jitter, packet loss, and round trip delay, at both an hourly and summary level. The fourth report type contains information on data calls.

Hourly Jitter Network Region report

The Hourly Jitter Network Region report is used to assess the jitter at the network region per hour during calls.

Displaying the Hourly Jitter Network Region report

```
Type list measurements ip voice-stats hourly jitter <net reg #>
and press Enter.
```

Sample Hourly Jitter Network Region report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which measurement data is being collected/ reported.
Date	Time and date for which measurement data is requested.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number	The number of the endpoint initiating the call (near end).
Called Number/ FarEnd IP Addr	The number of the endpoint which has received the call (far end), followed by the corresponding IP Address.
Codec	The codec used for the call.
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).
Jitter Buffr Size (ms)	The size of the jitter buffer used for the call, measured in milliseconds.
Jitter Buffr Orn	The number of jitter buffer overruns occurred for the call. Overruns occur when many packets arrive into the jitter buffer very quickly,

Name	Description
	causing the jitter buffer to fill up. When this happens, the jitter buffer is unable to handle additional traffic/packets. If the number of overruns exceeds 99, the value in this field is "99+".
Jitter Buffr Urn	The number of jitter buffer underruns occurred for the call. When the arrival time of packets goes beyond the size of the jitter buffer, a jitter buffer underrun occurs. This results in silence until there are additional packets in the jitter buffer to process. If the number of underruns exceeds 99, the value in this field is "99+".
Avg Jitter (ms)	The average amount of jitter recorded for the call over a 10-second reporting interval, measured in milliseconds.
Peak Jitter (ms)	The peak amount of jitter recorded for the call, measured in milliseconds.

Hourly Delay Network Region report

The Hourly Delay Network Region report is used to assess the round trip delay at the network region per hour during calls.

Displaying the Hourly Delay Network Region report

Type `list measurements ip voice-stats hourly rtdelay <net reg #>` and press `Enter`.

Sample Hourly Delay Network Region report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.

Name	Description
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end) The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.
Dst Reg	The network region where the destination media processor is located.
Avg RT Delay (ms)	The average round trip delay of packets, measured in milliseconds.
Peak RT Delay (ms)	The peak round trip delay recorded for the call.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).
Data Call	Indicates whether the call is a data call.
Encryp	Indicates whether media encryption was used for the call.
EC	Indicates whether the echo cancellation is on/off for the call.

Hourly Packet Loss Network Region report

The Hourly Packet Loss Network Region report is used to assess the packet loss at the network region per hour during calls.


Displaying the Hourly Packet Loss Network Region report

Type `list measurements ip voice-stats hourly pktloss <net reg #>`
and press `Enter`.

Sample Hourly Packet Loss Network Region Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.

Name	Description
Date	Time and date for which data is requested.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end). The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Dst Reg	The network region where the destination media processor is located.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).
UDP Port	The UDP port used by the media processor for this call.
Pkt Size (ms)	The packet size for each steam of data for the associated call, measured in milliseconds.
Total #Lost Pkts	The total number of packets lost for the call.
Pkt Loss (%)	The peak packet loss for the call. The packet loss percentage is calculated at 10-second intervals.  Note: “xxx” indicates 100% packet loss.
Sil Sup	Indicates whether the silence suppression was used for the call.

Hourly Data Network Region report


The Hourly Data Network Region report is used to assess the data calls which exceeded a threshold event at the network region. This report is not applied to the specific threshold exceeded, but applies only to pass-through and TTY relay calls, which exceed any one of the three thresholds.

Displaying the Hourly Data Network Region report

Type `list measurements ip voice-stats hourly data <net reg #>` and press `Enter`.

Sample Hourly Data Network Region Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number	The number of the endpoint initiating the call (near end).
Called Num/ Farend IPAddr	The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Data Type	Indicates the type of data call. Valid options include: ~ ttyrel (TTY Relay) ~ mod-pt (Modem pass-through) ~ fax-pt (FAX pass-through) ~ tty-pt (TTY pass-through) ~ t38fax (T.38 FAX) ~ faxrel (FAX relay) ~ modrel (Modem relay)
Pkt Size (ms)	The packet size for each steam of data for the associated call, measured in milliseconds.
Pkt Loss (%)	The packet Loss for the call. The Packet loss percentage is calculated at 10-second intervals.  Note: “xxx” indicates 100% packet loss.
Peak Jit (ms)	The peak amount of jitter recorded for the call, measured in milliseconds.

Name	Description
Peak Dly (ms)	The peak round trip delay recorded for the call, measured in milliseconds.
EC	Indicates whether the echo cancellation is turned on/off for the call.

Hourly Jitter Media Processor report

The Hourly Jitter Media Processor report is used to assess the jitter at the media processor region per hour during calls.

Displaying the Hourly Jitter Media Processor report

```
Type list measurements ip voice-stats hourly jitter <medpro
location> and press Enter.
```

Sample Hourly Jitter Media Processor Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested
Net Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Calling Number	The number of the endpoint initiating the call (near end).
Called Number/ Farend IP Addr	The number of the endpoint that received the call (far end), followed by the corresponding IP Address.
Codec	The codec used for the call.
Pkt Size (ms)	The packet size for each steam of data for the associated call, measured in milliseconds.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).

Name	Description
Jitter Buffr Size (ms)	The size of the jitter buffer used for the call, measured in milliseconds.
Jitter Buffr Orn	The Number of jitter buffer overruns occurred for the call. Overruns occur when many packets arrive into the jitter buffer very quickly, causing the jitter buffer to fill up. When this happens, the jitter buffer is unable to handle additional traffic/packets. If the number of overruns exceeds 99, the value in this field is "99+".
Jitter Buffr Urn	The number of jitter buffer underruns occurred for the call. When the arrival time of packets goes beyond the size of the jitter butter, a jitter buffer underrun occurs. This results in silence until there are additional packets in the jitter buffer to process. If the number of underruns exceeds 99, the value in this field is "99+".
Avg Jitter (ms)	The average amount of jitter recorded for the call over a 10-second reporting interval, measured in milliseconds.
Peak Jitter (ms)	The peak amount of jitter recorded for the call, measured in milliseconds.

Hourly Delay Media Processor report

The Hourly Delay Media Processor report is used to assess the round trip delay at the media processor region per hour during calls.

Displaying the Hourly Delay Media Processor report

```
Type list measurements ip voice-stats hourly rtdelay <medpro
location> and press Enter.
```

Sample Hourly Delay Media Processor Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested

Name	Description
Net Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end). The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds
Dst Reg	The network region where the destination media processor is located.
Avg RT Delay (ms)	The average round trip delay of packets, measured in milliseconds.
Peak RT Delay (ms)	The peak round trip delay recorded for the call, measured in milliseconds.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).
Data Call	Indicates whether the call is a data call.
Encryp	Indicates whether media encryption was used for the call.
EC	Indicates whether the echo cancellation is on/off for the call.

Hourly Packet Loss Media Processor report


The Hourly Packet Loss Media Processor report is used to assess the packet loss at the media processor region per hour during calls.

Displaying the Hourly Packet Loss Media Processor report

```
Type list measurements ip voice-stats hourly pktloss <medpro
location> and press Enter.
```

Sample Hourly Packet Loss Media Processor Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested
Net Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end). The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Dst Reg	The network region where the destination media processor is located.
Time of Call	A time stamp when threshold was first exceeded for the associated call, shown in MMSS (minutes seconds).
UDP Port	The UDP port used by the media processor for the call.
Pkt Size (ms)	The packet size for each steam of data for the associated call, measured in milliseconds.
Total #Lost Pkts	The total number of packets lost for the call.
Pkt Loss (%)	<p>The peak packet loss for the call. The packet loss percentage is calculated at 10-second intervals.</p> <p> Note: “xxx” indicates 100% packet loss.</p>
Sil Sup	Indicates whether the silence suppression is used for the call.

Hourly Data Media Processor report

The Hourly Data Media Processor report is used to assess the data calls which exceeded a threshold event at the media processor region. This report is not applied to the specific threshold exceeded, but applies only to pass-through and TTY relay calls which exceed any one of the three thresholds.


Displaying the Hourly Data Media Processor report

Type `list measurements ip voice-stats hourly data <medpro location>` and press `Enter`.

Sample Hourly Data Media Processor Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Net Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Calling Number	The number of the endpoint initiating the call (near end).
Called#/Farend IPAddr	The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Codec	The codec used for the call.
Data Type	Indicates the type of data call. Valid options include: <ul style="list-style-type: none"> • ttyrel (TTY Relay) • mod-pt (Modem pass-through) • fax-pt (FAX pass-through) • tty-pt (TTY pass-through) • t38fax (T.38 FAX) • faxrel (FAX relay) • modrel (Modem relay)
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.
Pkt Loss (%)	The packet Loss for the call. The packet loss percentage is calculated at 10-second intervals.

Name	Description
	 Note: “xxx” indicates 100% packet loss.
Peak Jit (ms)	The peak amount of jitter recorded for the call.
Peak Dly (ms)	The peak round trip delay recorded for the call.
EC	Indicates whether the echo cancellation is turned on/off for the call.

Summary Voice/Network Statistics reports

The summary reports can be obtained for yesterday-peak, today-peak, or last-hour interval. The summary reports provide measurement data on the calls during the peak hour per board over a 24-hour period.

Summary Jitter report

The summary jitter report summarizes up to five worst jitter calls for the corresponding peak hour for a given media processor board in the network region.

Displaying the Summary Jitter report

```
Type list measurements ip voice-stats summary jitter
['yesterday' | 'today' | 'last-hour'] and press Enter.
```

Sample Summary Jitter Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.

Name	Description
Src Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number	The number of the endpoint initiating the call (near end).
Called Number/ FarEnd IP Addr	The number of the endpoint that received the call (far end), followed by the corresponding IP Address.
Dst Reg	The network region where the destination media processor is located.
Codec	The codec used for the call.
Pkt Size (ms)	The packet size for each steam of data for the associated call, measured in milliseconds.
Time of Call	A time stamp when the threshold is first exceeded for the associated call, shown in MMSS (minutes seconds).
Jitter Buffer Size (ms)	The size of the jitter buffer used for the call, measured in milliseconds.
Jitter Buffer Orn	The number of jitter buffer overruns occurred for the call. Overruns occur when many packets arrive into the jitter buffer very quickly, causing the jitter buffer to fill up. When this happens, the jitter buffer is unable to handle additional traffic/packets. If the number of overruns exceeds 99, the value in this field is "99+".
Jitter Buffer Urn	The number of jitter buffer underruns occurred for the call. When the arrival time of packets goes beyond the size of the jitter butter, a jitter buffer underrun occurs. This results in silence until there are additional packets in the jitter buffer to process. If the number of underruns exceeds 99, the value in this field is "99+".
Avg Jitter (ms)	The average amount of jitter recorded for the call over a 10-second reporting interval, measured in milliseconds.
Peak Jitter (ms)	The peak amount of jitter recorded for the call, measured in milliseconds.

Summary Round Trip Delay report

The summary round trip delay report summarizes up to five worst round trip delay calls for the corresponding peak hour for a given media processor board in the network region.

Displaying the Summary Round Trip Delay report

```
Type list measurements ip voice-stats summary rtdelay
['yesterday' | 'today' | 'last-hour'] and press Enter.
```

Sample Summary Round Trip Delay Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Src Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end). The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.
Dst Reg	The network region where the destination media processor is located.
Codec	The codec used for the call.
Avg RT Delay (ms)	The average round trip delay of packets, measured in milliseconds.
Peak RT Delay (ms)	The peak round trip delay recorded for the call.
Time of Call	A time stamp when the threshold is first exceeded for the associated call, shown in MMSS (minutes seconds)
Data Call	Indicates whether the call is a data call.
Encryp	Indicates whether media encryption is used for the call.
EC	Indicates whether the echo cancellation is on/off for the call.

Summary Packet Loss report

The summary packet loss report summarizes up to five worst packet loss calls for the corresponding peak hour for a given media processor board in the network region.


Displaying the Summary Packet Loss report

```
Type list measurements ip voice-stats summary pktloss
['yesterday' | 'today' | 'last-hour'] and press Enter.
```

Sample Summary Packet Loss Report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Src Reg	The network region associated with the media processor for which data is being recorded.
Meas Hour	The hour (military time) in which data is collected.
Board Loc	The carrier/slot location of the media processor for which data is being reported.
Calling Number/ Called#/FE Addr	The number of the endpoint initiating the call (near end). The number of the endpoint that received the call (far end), followed by the associated far-end IP address.
Dst Reg	The network region where the destination media processor is located.
Codec	The codec used for the call.
Time of Call	A time stamp when the threshold is first exceeded for the associated call, shown in MMSS (minutes seconds)
UDP Port	The UDP port used by the media processor for the call.
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.

Name	Description
Total #Lost Pkts	The total number of packets lost for this call.
Pkt Loss (%)	<p>The peak packet loss for the call. The packet loss percentage is calculated at 10-second intervals.</p> <p> Note: “xxx” indicates 100% packet loss.</p>
Sil Sup	Indicates whether the silence suppression is used for the call.

Summary Data report

The summary data report summarizes up to five worst data calls for the corresponding peak hour for a given media processor board in the network region.


Displaying the Summary Data report

```
Type list measurements ip voice-stats summary data ['yesterday'
| 'today' | 'last-hour'] and press Enter.
```

Sample Summary Data report

The following table describes the data fields presented in this report.

Name	Description
Switch Name	The name of system from which data is being collected/reported.
Date	Time and date for which data is requested.
Src Reg	The network region associated with the media processor for which data is being captured.
Meas Hour	The hour (military time) in which data is collected.
Calling Number/ Called#/FE Addr	<p>The number of the endpoint initiating the call (near end).</p> <p>The number of the endpoint that received the call (far end), followed by the associated far-end IP address.</p>
Dst Reg	The network region where the destination media processor is located.

Name	Description
Codec	The codec used for the call.
Data Type	Indicates the type of data call. Valid options include: <ul style="list-style-type: none"> • ttyrel (TTY Relay) • mod-pt (Modem pass-through) • fax-pt (FAX pass-through) • tty-pt (TTY pass-through) • t38fax (T.38 FAX) • faxrel (FAX relay) • modrel (Modem relay)
Pkt Size (ms)	The packet size for each stream of data for the associated call, measured in milliseconds.
Pkt Loss (%)	The packet loss for the call. The packet loss percentage is calculated at 10-second intervals. <div>  Note: “xxx” indicates 100% packet loss. </div>
Peak Jit (ms)	The peak amount of jitter recorded for the call.
Peak Dly (ms)	The peak round trip delay recorded for the call, measured in milliseconds.
EC	Indicates whether the echo cancellation is turned on or off for the call.

Change measurement selection forms

When you specify a specific network region or media processor in a list measurements ip voice-stats report and that network region or media processor is included in the ch meas-selection form, then the system shows a list measurement report, otherwise the following error message is displayed: `Not a measured resource`. For more information, refer to [Voice/Network Statistics reports](#) on page 192.

There is a major inter-dependency between ch meas-sel media-processor form and the ip-interface form. For example, you have to have the media processor on both of these forms in order to collect data. In addition, the board has to be Voice/Network Statistics-enabled and Voice/Network Statistics-capable (correct firmware version on the media processor board). You cannot enter `Enable Voice/Net Stats?Y` in the field unless the board location has been entered on the ch meas-sel media-processor form and that media processor's firmware is Voice/Network Statistics-capable. For more information, refer to [Thresholds Fields on IP-Interface Form](#) on page 194

Related topics:

[Displaying the NETWORK REGION MEASUREMENT SELECTION report](#) on page 214

[Sample Ch Meas-Selection Network Region Form](#) on page 214

Displaying the NETWORK REGION MEASUREMENT SELECTION report

Type `change meas-selection network-region [schedule]` and press `Enter`.

Sample Ch Meas-Selection Network Region Form



Note:

If you enter a network region on this form, and have not specified corresponding media processor board location in that same region on the *ch meas-selection media-processor* form, then measurements for that region will not be reported. For example, if you enter network region 10 on the *ch meas-sel network region* form, but do not specify any media processors form region 10 on the *ch meas-sel media-processor* form, no measurements will be reported for network region 10.

Command

To display the MEDIA PROCESSOR MEASUREMENT SELECTION report:

Type `change meas-selection media-processor [schedule]` and press `Enter`.

The validations for the command are as follows:

- If media processor board is not a TN2302 or TN2602, do not allow it on this form. Communication Manager performs this validation.
- If TN2302/TN2602 is physically inserted, perform a capabilities exchange to confirm that the board can support this feature. Communication Manager performs this validation.
- When a media processor board is removed from the *ch meas-sel media-processor* form, Communication Manager must verify that the Voice/Net Stats feature has been disabled on the *ip-interface* form, otherwise the following error message is displayed: `Must first disable voice/net stats on ip-interface form`. Also, you must check the same, that is, Voice/Net Stats feature is disabled on the *ip-interface* form, with duplicated TN2602 media processor boards, if your are going to/from duplicated, simplex or load balanced media processor boards.
- In addition, if a board location or network region is moved or deleted, all previous data for that board/network region and measurement hour is lost. If you attempt to move a network region/media processor board from one position to another, the following warning message is displayed: `Moving a board/NR from one location to another will result in the loss of existing data`.

The following table describes the data fields presented in this report:

Name	Description
Network region	Valid entries: 1-250
Media Processor board location	Valid entries: Five alpha-numeric characters (cabinet/carrier/slot)

Wideband trunk groups reports

This section describes the traffic reports and selection screen for wideband trunk groups. It also provides guidelines for validating and analyzing the wideband trunk group data.

Related topics:

[Wideband Trunk Group Summary report](#) on page 215

[Wideband Trunk Group Hourly report](#) on page 218

Wideband Trunk Group Summary report

The Wideband Trunk Group Summary report gives traffic measurements for all trunk groups administered to support wideband switching. By using this report, you can determine the trunk group total wideband usage (in CCS), the total number of wideband calls, the percentage of wideband calls blocked, and other measurement data.



Note:

This report is only available if the Wideband Switching field is set to **y** on page 4 of the System-Parameters Customer-Options screen.

Related topics:

[Displaying the Wideband Trunk Group Summary report](#) on page 215

[Sample Wideband Trunk Summary report](#) on page 216

Displaying the Wideband Trunk Group Summary report

To display the Wideband Trunk Group Summary report:

Enter `list measurements wideband-trunk-group summary <yesterday-peak/today-peak/last-hour> [schedule]`.

Required Fields: There is only one required field for this command—**yesterday-peak/today-peak/last-hour**.

1. Enter **yesterday-peak** to list the wideband call activity for yesterday's peak hour.
2. Enter **today-peak** to list the wideband call activity for today's peak hour.
3. Enter **last-hour** to list the wideband call activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.


Result

Options: The schedule option is available for this command.

Sample Wideband Trunk Summary report

The following table describes the data fields presented in this report.

Name	Description
Peak Hour for Wideband Usage for All Trunk Groups	The hour during the specified day with the highest total wideband call usage, when summed over all trunk groups. Peak hour and busy hour are synonymous. With conventional traffic theory data analysis, there are two methods for determining the peak hour. One is the time-consistent peak hour, meaning hourly usage values are averaged across days for each hour of the day. The other is the bouncing peak hour, meaning the highest usage is selected for each day without regard to the average across days. For the bouncing peak hour, the highest load on a given day may or may not occur during the time-consistent busy hour. These traffic reports and accompanying trunk group data worksheet only use the bouncing peak hour method. Note that if the total usage for the current hour equals the total usage for the previous peak hour, the peak hour is the hour with the greatest number of total seizures.
Grp No.	Group Number. A number that identifies each trunk group associated with the displayed data. Group numbers are displayed in numerical order, beginning with the lowest administered number and continuing to the highest administered number.
Grp Size	Group Size. The number of administered trunks in the trunk group.
Grp Dir	Trunk Group Direction. Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Service Type	Service Type. The administered Service Type for the trunk group. Valid entries are accunet, i800, inwats, lds, mega800, megacom, multiquest, operator, other, outwats-bnd , public-ntwrk , sdn , sub-operator , and wats-max-bnd .
Meas Hour	Measurement Hour. The hour (using 24-hour clock) in which the measurements are taken. For the last-hour report, it is the last hour of measurement (each trunk group's measurement hour is identical; but not necessarily the same as the indicated peak hour for the day). For the

Name	Description
	today-peak report, the measurement hour is the peak hour for each trunk group thus far today (each trunk group's measurement hour could be different). For the yesterday-peak report, the measurement hour is the peak hour for each trunk group yesterday (each trunk group's measurement hour could be different).
Total Usage	Total wideband call usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy processing wideband calls.
Total Seize	Total Seizures. The number of wideband call attempts. This measurement includes completed calls, false starts, don't answers, and busies.
Inc. Seize	Incoming Seizures. The number of wideband incoming call attempts. This measurement includes completed calls, false starts, don't answers, and busies. The number of Outgoing Seizures can be calculated as follows: <i>Out Seize = Total Seize - Inc Seize</i>
Grp Ovfl	Group Overflow. The number of outgoing wideband calls attempted when the remaining trunk group capacity is insufficient to accommodate the call or the trunk group's remaining bandwidth is in the wrong configuration. This measurement does not include unauthorized calls denied service on the trunk group (due to restrictions). The number of wideband calls equals the number of actual calls, regardless of the number of trunks involved in the call.
Out Srv	Out of Service. The number of trunks in the trunk group out of service (listed as maintenance busy) at the time the data is collected. Suggested action: If the trunks are removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group "in service." Generally, you should not make adjustments to the trunk group because of "Out of Service" trunks, but should get those trunks returned to service. For specific details, refer to the Trunk Out of Service report on page 172.
% ATB	<p>Percentage All Trunks Busy. The percentage of time all trunks in the trunk group were simultaneously in use during the measurement interval.</p> <p> Note: In use means that the trunks are busy — either serving calls or because they are busied-out by maintenance. Suggested actions:</p> <ul style="list-style-type: none"> • If the group direction is outgoing or two-way, a high number in the % ATB field and nothing in the Grp Ovfl indicates everything is functioning normally. However, a more typical scenario is a high number in this field and a high number in the Grp Ovfl field. This indicates a possible problem that necessitates further analysis. Unless this trunk group is the last preference in the pattern, overflow is to the next choice trunk

Name	Description
	<p>group, and the number in the Grp Ovfl field is of no great significance. Otherwise, the obvious choice is to add more trunks to the trunk group.</p> <ul style="list-style-type: none"> • If the group direction is incoming, a high number in this field is bad. It indicates some incoming calls are probably blocked. Generally, you want to add more trunks, thus lowering the % ATB and decreasing the number of calls blocked.
% Out Blk	<p>Percentage Outgoing Blocking. The percentage of offered wideband calls not carried on the trunk group. It does not include unauthorized wideband calls denied service on the trunk group (due to restrictions) or calls carried on the trunk group but do not successfully complete at the far end (where there is no answer). The calls not carried are calls made when the remaining trunk group capacity is insufficient to serve them. The Percentage Outgoing Blocking is calculated as follows:</p> $\% \text{ OutBlk} = \left[\frac{\text{Group Overflow}}{\text{Outgoing Calls Offered}} \right] \times 100$ <p>The number of Outgoing Seizures is calculated as follows: Outgoing Seizures = Total Seizures - Incoming Seizures Similarly, the equation for calculating Outgoing Calls Offered is as follows: Outgoing Calls Offered = Group Overflow + Outgoing Seizures</p>

Wideband Trunk Group Hourly report

For trunk groups chosen at the Wideband Trunk Group Selection screen, the Wideband Trunk Group Hourly report lists the wideband call activity for all hours of switch activity. This information helps you validate the information in the Wideband Trunk Group Summary report.

Related topics:

[Displaying the Wideband Trunk Group Hourly report](#) on page 218

[Sample Wideband Trunk Group Hourly report](#) on page 219

Displaying the Wideband Trunk Group Hourly report

To display the Trunk Group Hourly report:

Enter `list measurements wideband-trunk-group hourly <assigned wideband-trunk-group number> [schedule]`.

Required Fields: There is only one required field for this command—**assigned wideband-trunk-group number**. Enter a specific trunk group number to list the wideband call activity for all hours of switch activity.

Options: The schedule option is available for this command.

Sample Wideband Trunk Group Hourly report

The following table describe the data fields presented in this report. This report contains two sections:

Name	Description
Grp No:	Group Number. A number that identifies the trunk group associated with the displayed data.
Grp Size:	Group Size. Number of trunks in the trunk group.
Grp Dir:	Group Direction. Incoming (inc), outgoing (out), or two-way (two).
Service Type:	Service Type. The administered Service Type for the trunk group. Valid entries are accunet, i800, inwats, lds, mega800, megacom, multiquest, operator, other, outwats-bnd, public-ntwrk, sdn, sub-operator, and wats-max-bnd.

Name	Description
Total Usage	Total wideband call usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy processing wideband calls.
Maint Usage	Maintenance Usage. The total usage of trunks in this trunk group for Maintenance Busy or any other non-call situation where trunks are not available to carry a call.
Total Seize⁴	Total Seizures. The number of wideband call attempts. This measurement includes completed calls, false starts, don't answers, and busies.
Inc. Seize*	Incoming Seizures. The number of wideband incoming call attempts. This measurement includes completed calls, false starts, don't answers, and busies. The number of Outgoing Seizures can be calculated as follows: $\% \text{ OutBlk} = \left[\frac{\text{Group Overflow}}{\text{Outgoing Calls Offered}} \right] \times 100$
Tandem Seize*	Tandem Seizures. The number of trunk-to-trunk wideband call seizures. This count is incremented on the outgoing-trunk side of the connection.
Grp Ovfl	Group Overflow. The number of outgoing wideband calls attempted when the remaining trunk group capacity is insufficient to accommodate the call or the trunk group's remaining bandwidth is in the wrong configuration. This measurement does not include unauthorized calls denied service on the trunk group (due to restrictions).
Out Serv	Out of Service. The number of trunks in the trunk group out of service during the measurement hour.

⁴ The number of logical calls equals the number of actual calls, regardless of the bandwidth.

Name	Description
% ATB	Percent All Trunks Busy. The percentage of time during the measurement interval all trunks in the group are unavailable to carry a new call (All Trunks Busy).
%Out Blk	Percent Outgoing Blocking. The percent of the outgoing wideband call seizures, including tandem wideband call seizures, offered to a trunk group that are not carried on that trunk group. The value is calculated as follows: $\% \text{ Out Blk} = \{ \text{Grp Ovfl} / [\text{Total Seize} - \text{Inc Seize} + \text{Grp Ovfl}] \times 100$

Wideband Trunk Group Measurement Selection

The Wideband Trunk Group Measurement Selection screen is used at administration time to specify trunk groups to list on the Wideband Trunk Group Hourly reports. It permits you to administer which trunk groups are to be reported for the hourly report. (Measurements on administered trunk groups are collected to list them on the wideband summary and hourly reports.) A maximum of 10 trunks can be studied on the G3csi and G3si. On the G3r, the maximum is 30. If no selections are made, no trunk groups are studied hourly.

Related topics:

[Displaying the Wideband Trunk Group Measurement Selection screen](#) on page 220

[Sample Wideband Trunk Group Measurement Selection screen](#) on page 221

[Data analysis guidelines for trunk groups](#) on page 221

[Summary report](#) on page 221

[Hourly report](#) on page 222

[Performance considerations](#) on page 222

Displaying the Wideband Trunk Group Measurement Selection screen

Type **display meas-selection wideband-trunk-group [schedule]** and press **Enter**.

Options: The schedule option is available for the display command only.

The following steps change a Wideband Trunk Group Measurement Selection:

1. Type **change meas-selection wideband-trunk-group** and press **Enter**.
2. Enter the wideband trunk group number to be measured and press **Enter**.
 Wideband trunk group numbers do not have to be in numerical order. If the wideband trunk group number you want is not listed, add the wideband trunk group number (if there is space available), or replace an existing wideband trunk group number you no longer need. Press **Enter** until the cursor is placed on the unwanted

wideband trunk group number and enter the new wideband trunk group number, or press **CLEAR FIELD** and enter the new wideband trunk group number.

Sample Wideband Trunk Group Measurement Selection screen

The following table describes the data fields presented in the Wideband Trunk Group Measurement Selection screen.

Name	Description
Trunk Group Numbers	The trunk group(s) to be studied hourly for wideband activity.

Data analysis guidelines for trunk groups

The wideband summary and hourly reports closely parallel the other trunk group summary and hourly reports. That is, visually they contain similar fields, except there is no queuing for wideband calls, so queuing fields are eliminated. Logically, the difference is that only the wideband reports isolate wideband call usage. If the trunk group processes ordinary narrowband calls during the measurement period, the narrowband measurements are *not* included in the wideband traffic measurements.

With the overall trunk group measurements and the wideband trunk group measurements, you have data for all usage and can calculate the narrowband call usage and counts by subtracting the wideband measurement from the overall measurements.

Summary report

The Wideband Trunk Group Summary report provides data essential for monitoring trunk groups supporting wideband service to assure they provide the expected level of service. The report is modeled after the Trunk Group Summary report but only trunk groups administered to provide wideband service are reported. Other trunk groups do not appear on the report. If a trunk group is administered to provide wideband service but had no wideband traffic during the measurement period, then zeros are shown on the report.

The yesterday-peak and today-peak reports list the wideband call activity for the peak wideband traffic hour. That is, the measurements shown are those that occurred during the hour in which the Total Usage for wideband service for that trunk group was highest. This is not necessarily the same peak hour as the peak hour for total usage as shown on the overall Trunk Group Summary report. Note that on the Wideband Trunk Group Summary report, the measurements for different trunk groups are not necessarily time-coincident with each other.



Caution:

The yesterday-peak and today-peak reports cannot be used to determine narrowband usage except in cases where the peak traffic hour for total usage (shown on the overall report) is the same as the peak hour for wideband usage (shown on this report) for a particular trunk group in the same measurement period. In this case alone, narrowband measurements for that trunk group may be determined by subtracting the wideband measurements from the measurements shown on the overall report for the same trunk group.



Caution:

For trunk groups where the peak hour is different on the overall summary report from that shown on the wideband summary report, the narrowband usage must be determined by using the measurements on the Wideband Trunk Group Hourly report. In addition, if there were calls blocked at that time, the group should be studied using both the overall and wideband hourly reports to determine whether wideband calls were blocked.

Hourly report

The Wideband Trunk Group Hourly report shows the wideband call activity for each hour in the current 24-hour period. A separate report is generated for each measured wideband trunk group.

For trunk groups having mixed wideband and narrowband traffic, it is best to administer the trunk group to appear on both the overall and wideband hourly trunk group reports. In this way a complete picture of usage and blockages is possible. For these trunk groups, direct comparisons can be made between measurements for the same hour on the overall and wideband reports. For example, if the hour beginning at 1:00 p.m. is examined for the same trunk group on both the overall hourly report and on the wideband hourly report, the narrowband usage measurements may be determined by subtracting the wideband data from the overall data. This can be done for each hour in the 24-hour period.

Note that some measurements, such as trunks-out-service and all-trunks-busy, are identical for the same hour on both the wideband and the overall reports for the same trunk group.

Performance considerations

Although Communication Manager supports wideband transmission for from two to 30 channels, the most common transmissions are at the H channel rates:

H Rate	Speed	# 64-Kbps Channels
H0	384 Kbps	6
H11	1.536 Mbps	24
H12	1.920 Mbps	30

When considering how many trunks to put in a trunk group that supports wideband call activity, remember:

- Every wideband call must be carried on a single DS1 interface. That is, when the bandwidth on one interface is insufficient for the call, another interface must be found that can accommodate the entire call. The bandwidth for the call cannot be spread over 2 or more interfaces. The chances for finding enough bandwidth on a single interface are far less than finding the bandwidth on several interfaces.
- Some far end switches (for example, the 4ESS) require the bandwidth for a call be contiguous. That is, not only must the call be carried over a single interface, but the channels over which the call is carried must be consecutively numbered. The chances for finding contiguous bandwidth are far less than for finding the bandwidth on a single interface alone.

To increase the chances of providing the bandwidth a wideband call requires, either put as many trunks as possible in the trunk groups you have designated for wideband call usage or put as many trunk groups as possible in the wideband routing pattern.

Chapter 5: Processor occupancy reports

Processor occupancy reports

About processor occupancy reports

The term *processor occupancy* (or simply, *occupancy*) is defined as the percentage of time the configuration's processor is busy performing call processing tasks, maintenance tasks, administration tasks, and operating system tasks. As a contrast, the percentage of time the processor is not used is referred to as *idle occupancy*.

The primary objectives of the processor occupancy reports are:

- To provide a summary of your usage data so processor occupancy and available capacity can be determined.
- To display, on a per time interval basis, the processor occupancy and associated calling rates which facilitates the isolation of certain customer reported problems.

There are four different processor occupancy commands:

- `list measurements occupancy summary`
- `list measurements occupancy last-hour`
- `list measurements occupancy busiest-intervals`
- `list measurements communications-links`

The first three commands provide processor occupancy data and associated call traffic for different measurement intervals. The last command provides a picture of the traffic data generated on each processor interface link.

The processor occupancy commands can be executed from all user logins if allowed to. However, for most systems, the two primary users are the customers' telecommunications manager and the service technician.

The type of application can significantly affect processor occupancy. For purposes of determining processor occupancy, your calling traffic is defined as one of the following applications:

- General Business — The majority of applications. It does not include the impact of the Inbound Call Management (ICM)/Call Management System (CMS) or CallVisor Adjunct Switch Applications Interface (ASAI)/Outbound Call Management (OCM) applications.
- ICM/CMS — Only includes the impact due to the ICM traffic (using the ACD, Call Vectoring, CallVisor ASAI, and CMS features).
- CallVisor ASAI/OCM — Only includes the impact due to ASAI/OCM applications.

 **Note:**

A particular configuration may have a traffic load that consists of any combination of the three defined applications.

Depending on your specific application, the calling traffic may be as simple as a single switch with only CO trunks and analog sets, or as complex as a switch in a multinode private network that uses both DCS and ISDN features and is configured with digital sets. In order to describe this wide range of traffic, four call categories are defined:

- Intercom (INTCOM) — Locally made and completed station-to-station calls.
- Incoming (INC) — Calls which come into the switch over trunks from a CO. The following trunk types are considered public network incoming (CO, DID, FX, WATS, and ISDN-PRI calls with a public network service type).
- Outgoing (OUT) — Calls which exit the switch on trunks that terminate in a CO. The following trunk types are considered public network outgoing (CO, WATS, FX, and ISDN-PRI calls with a public network service type).
- Private Network (PNET) — Incoming and outgoing calls made over private network trunks. The following trunk types are considered private network (Access, CPE, DMI-BOS, RLT, Tandem, Tie, APLT, and ISDN-PRI with a private network service type).

Your usage profile is defined as the percent mix of traffic from each of the four call categories.

Once the traffic application, usage profile, and certain feature use loading factors are determined, it is then possible to calculate the Busy Hour Call Capacity (BHCC). The BHCC is a measure of the configuration's capacity and is defined as the maximum number of completed calls the configuration can support in an hour without degradation of service.

As a part of the RFP process, Avaya marketing can calculate the theoretical maximum BHCC for the specified application when provided with the following information:

- Description of your usage profile
- Description of the traffic application
- Certain feature use loading factors for the proposed configuration

This allows Avaya marketing to determine whether the proposed configuration can accommodate the traffic load. This number, the theoretical maximum BHCC, is an estimate and is referred to as the *predicted maximum BHCC*.

The summary command

When to use the summary command

The main function of this command is to answer the question, “How much of the system is being used?” More specifically, this command should be used whenever you want to:

- Monitor resource usage
- Validate your usage profile (for example, once the configuration is installed and calling traffic is normal, use the summary reports to determine if the actual usage profile is the same as the estimated usage profile)
- Determine the idle occupancy and how much is available for growing the configuration
- Determine the processor occupancy and call levels on an hourly basis for the last 24 hours

Occupancy Summary Measurements report

Related topics:

[Displaying the processor Occupancy Summary Measurements report](#) on page 227

[Sample Occupancy Summary Measurements report](#) on page 228

Displaying the processor Occupancy Summary Measurements report



```
Type list measurements occupancy summary [schedule] and press
Enter.
```

Result



Options: The schedule option is available for this command.

Sample Occupancy Summary Measurements report

The following table describes the data fields presented in the Processor Occupancy Summary report, as well as the Last Hour and Busiest Interval reports.

Name	Description
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded. Data is listed beginning with the most recently completed hour in the preceding 24-hour interval. For additional details, refer to the <i>Avaya Aura™ Communication Manager Hardware Description and Reference</i> .
Meas Minute	Measured Minute. (Last-Hour Report) The end-time of the 3-minute interval for which the measurement is taken. It takes the form hh:mm, where “hh” is the hour and “mm” is the end-time for the 3-minute interval.
Date of Occurrence	(Busiest-Interval Report) The date and end-time of the 3-minute interval for which the data is collected. It takes the form MM/dd/mm:hh, where “MM” is the month, “dd” is the day, “hh” is the hour, and “mm” is end of the 3-minute interval.
Stat Occ	<p>Static Occupancy. The percentage of occupancy used by high priority background processes in support of call processing, maintenance, and administration functions. Examples of this activity are high level sanity checks, system timing, polling of adjuncts, and operating system support. This also includes some call processing occupancy for BX.25 and ISDN-PRI traffic.</p> <p> Note: Static occupancy remains fairly consistent in an idle configuration. However, it increases as traffic is introduced into the system.</p>
CP Occ	<p>Call Processing Occupancy. The percentage of occupancy used by call processing-level processes. The processing of CDR, DCS, ISDN, and other adjunct interfaces is also included in this level. Note that some occupancy due to BX.25 and ISDN-PRI call traffic is counted as static occupancy instead of CP Occ.</p> <p> Note: It is not desirable for any system to function at 100 percent processor occupancy. Rather, the CP Occ and Stat Occ fields should total no more than a maximum of 75 percent. By maintaining this 75 percent maximum limit, other system functions can be performed and bursts of caller activity can also be accommodated.</p>

Name	Description
	<p>Suggested actions: If the 75 percent maximum limit is exceeded, take one or more of the following steps to lower call processing occupancy:</p> <ul style="list-style-type: none"> • If the users do not get a dial tone immediately, they should be encouraged to wait 10 to 15 seconds before going on-hook and off-hook again. • If the system is part of a private network and is receiving a large amount of traffic from another system in the private network, investigate the possibility of reconfiguring the network. • Check the administration translation and verify all digital sets, administered with display modules, actually have display modules. For those sets without display modules, change the administration translations to indicate the digital sets do not have a display module. • Check the hardware error log for high levels of maintenance activity.
Sm Occ	<p>System Management Occupancy. The amount of time taken by lower-priority activities such as administration and maintenance command processing, maintenance activity, error logging, and Light-Emitting Diode (LED) audits. For additional details, refer to the <i>Avaya Aura™ Communication Manager Hardware Description and Reference</i>.</p>
Idle Occ	<p>Idle Occupancy. The amount of time the processor is unused. There are several factors that drive down this number, including the following:</p> <ul style="list-style-type: none"> • A large offered load increases CP occupancy • A switch with many stations and trunks requires a high level of background maintenance, increases SM occupancy • Frequent demand testing or administration increases SM occupancy <p>These factors may reduce the idle occupancy to almost 0 percent during several 3-minute intervals. On a heavily-loaded configuration with frequent demand testing, the idle occupancy may drop to low levels for longer periods (perhaps 1–2 hours). These situations are normal and do not indicate a problem with the configuration.</p> <p>However, a lightly-loaded configuration with few stations translated and little demand maintenance or administration should not experience long periods of low idle occupancy (less than 15 percent). If this is the case, a problem is likely.</p>
Total Calls	<p>Total Calls. The total number of calls connected during the listed hour. Calls are counted in the time interval they are answered and not in the time interval they are dropped. Therefore, a call that starts in one time interval and ends in another is counted only in the time interval where it originates.</p>
Tandem Calls	<p>Tandem Calls. The number of trunk-to-trunk calls connected during the last hour.</p>

Name	Description
Total Atmpts	<p>Total Attempts. The number of call attempts made during the measurement interval. The following occurrences count as an attempt:</p> <ul style="list-style-type: none"> • A user lifts the station handset and hangs up before dialing any digits (off-hooks) • A user lifts the station handset, dials the destination number, the far end rings but does not answer, and the user hangs up (no answer) • A user lifts the station handset, dials the destination number, the far end is busy • A user places a call answered by the dialed number • A user conferences a second party onto the call • An incoming trunk seizure • Maintenance requests an outgoing trunk be seized • Tandem calls (either pnet or public network) result in 2 attempts, but only one total call • AUDIX audits of message waiting lamps • AUDIX Leave Word Calling activations <p> Note: Mathematically, the Total Atmpts field is the total of the Intcom, Inc, Out, and Pnet Atmpts fields.</p>
Intcom Atmpts	Intercom Attempts. This field includes the sum of two types of calls. The first type is extension-to-extension calls on the same configuration. The second type is partially completed calls where a local extension goes off-hook and then hangs up before the call is answered. This includes both busy and no-answer calls.
Inc Atmpts	Incoming Attempts. The number of incoming trunk seizures from public network facilities.
Out Atmpts	Outgoing Attempts. The number of outgoing trunk seizures made over public network facilities.
Pnet Atmpts	<p>Private Network Attempts. The number of incoming and outgoing seizures made over private network facilities. Note that a tandem call is counted as two private network attempts, since it includes both incoming and outgoing trunk seizures.</p> <p> Note: The determination of whether a call is over public network or over private network facilities depends on the trunk type (for ISDN-PRI facilities it is also dependent on the service type).</p>

The last-hour command

The main function of the `last-hour` command is to:

- Provide a detailed view of the occupancy levels for the last-hour
- Identify potential load related problems that may have occurred during the last hour

Occupancy Last-Hour Measurements report

Related topics:

[Displaying the Occupancy Last-Hour Measurements report](#) on page 231

[Sample Occupancy Last-Hour Measurements report](#) on page 231

[Using the last-hour report to resolve problems](#) on page 231

Displaying the Occupancy Last-Hour Measurements report

```
Type list measurements occupancy last-hour [schedule] and press
Enter.
```

Result

Options: The schedule option is available for this command.

Sample Occupancy Last-Hour Measurements report

Note:

The fields on this report are the same as the summary report, but the data is calculated over a 3-minute time interval. The **Meas Minute** field represents the end of the time interval.

Using the last-hour report to resolve problems

The following list identifies some areas pursued when investigating a problem believed to be processor occupancy (load) related.

-
1. Multiply the number in the **Total Calls** field by 20 for the identified 3-minute time interval (the time when the problem occurred).
If the product exceeds the advertised BHCC of the configuration, it is the load for this time interval causing the problem. If the product does not exceed the BHCC for the configuration, this load is not the problem.
 2. Compare the number in the **Total Attempts** field with the **Total Calls** field for the identified 3-minute time interval (the time when the problem occurred).
If the number of attempts is significantly greater than the number of calls, a significant percent of the occupancy is due to call processing stimuli that do not result in completed calls.
 3. Examine the hardware error log for an excessive amount of maintenance activity (for example, a high number of errors).
 4. Refer to the list measurements communications-links report to determine if any of the links are receiving an abnormal amount of traffic.
 5. Check with the users to determine if a certain feature(s) is used heavily during the identified time interval.
 6. Refer the problem to maintenance personnel with the suggestion they check the software error log.
-

The busiest-interval command

When to use the busiest-interval command

The main function of the **busiest-interval** command is to provide a long-term history report of potential performance-related problems.



Note:

This report provides a collection of the 20 busiest 3-minute intervals within the last two months. Therefore, this command is most useful to the service technician for investigating habitual performance problems or those problems not reported exactly when they occurred.

Occupancy Busiest 3-Minute-Intervals Measurements report

Related topics:

[Displaying the Occupancy Busiest 3-Minute Intervals Measurements report](#) on page 233

[Sample Occupancy Busiest 3-Minute Intervals Measurements report](#) on page 233

[Using the busiest-interval report to resolve problems](#) on page 233

Displaying the Occupancy Busiest 3-Minute Intervals Measurements report

Type `list measurements occupancy busiest-intervals [schedule]` and press `Enter`.

Result

Options: The schedule option is available for this command.

Sample Occupancy Busiest 3-Minute Intervals Measurements report

In the typical output for the Occupancy Busiest 3-Minute Intervals Measurements report, the time and date the report is requested, displays at the upper right. The **Date of Occurrence** field identifies the month, day, and time of day for 20 of the busiest intervals (that is, the sum of Stat Occ + CP Occ).

All other fields are described in [Occupancy Summary Measurements report](#) on page 227.



Note:

The fields on this report are the same as on the summary report. However, the data is calculated over 3-minute intervals rather than 1-hour intervals.

Using the busiest-interval report to resolve problems

The following list identifies some areas that may be pursued when investigating a problem that is believed to be processor occupancy (load) related.

-
1. Multiply the number in the **Total Calls** field by 20 for the identified 3-minute time interval (the time when the problem occurred).
If the product exceeds the advertised BHCC of the configuration, it is the load for this time interval causing the problem. If the product does not exceed the BHCC for the configuration, this load is not the problem.
 2. Compare the number in the **Total Attempts** field with the **Total Calls** field for the identified 3-minute time interval (the time when the problem occurred).
If the number of attempts is significantly greater than the number of calls, a significant percent of the occupancy is due to processing off-hook and on-hook stimuli that do not result in a completed call.
 3. Examine the hardware error log for an excessive amount of maintenance activity (for example, a high number of errors).
 4. Refer to the list measurements communications-links report to determine if any of the links are receiving an abnormal amount of traffic.

5. Check with the users to determine if a certain feature(s) is used heavily during the identified time interval.
6. Refer the problem to maintenance personnel with the suggestion they check the software error log.

Result

After a serious performance problem is detected and corrected, use the **clear measurements occupancy busiest-intervals** command and clear the log of busiest entries. This allows attention to be focused on any current performance problems.



Note:

The **clear measurements occupancy busiest-intervals** command should only be used to clear out data from resolved problems.

The communications links command

When to use the communications links command

The main functions of the **communications links** command are to:

- Obtain a report that facilitates the monitoring of traffic over the processor interface links
- Determine if it is necessary to perform load balancing
- Identify defective processor interface links



Note:

The three processor occupancy commands described earlier may (depending upon the application) indicate the configuration is running at capacity, in keeping with user perceptions. However, these commands, with the exception of pointing to a call overload, do not provide any extra information as to why it is running at capacity. This command provides additional insight into how the processor interface links affect occupancy (for example, link overload, link transmission problems, and so on).

Communication Link Measurements report

Related topics:

[Displaying the processor occupancy Communication Link Measurements report](#) on page 235

[Sample Communication Link Measurements report](#) on page 235

Displaying the processor occupancy Communication Link Measurements report

Type `list measurements communications-links <1-8/9-16/17-24/25> [schedule]` and press `Enter`.

Required fields: There is one required field for this command—
1-8/9-16/17-24/25. Enter the range of links you want to display.

Options: The schedule option is available for this command.

Sample Communication Link Measurements report

The following table describes the data fields presented in the Processor Occupancy Communications Link Measurements report.

The processor occupancy Communication Link Measurements reports for each of your application varies significantly since a particular link on one configuration may serve a different function than the same link for another configuration. Furthermore, what is considered to be normal link traffic for one service (for example, DCS) may vary widely from what is considered to be normal link traffic for another service (for example, CMS). Therefore, we recommend you to obtain a printed report of what is deemed to be normal traffic (for each configuration) and use that report for comparison purposes.

This report is of significant value in determining the long term impact processor link traffic has on processor occupancy. The report can also be used to identify certain types of link failure (for example, total failure at 1400 hours on link 2 [on page 2]). However, since the report summarizes data at 1-hour time intervals, some types of intermittent problems are not easily recognized with this report. Intermittent transmission problems may be more easily identified by reviewing the software error log.

Name	Description
Meas Hour	Measurement Hour. The starting time (using 24-hour clock) of the hour during which the data is recorded. Data is listed beginning with the most recently completed hour and extending back for 24-hour intervals.
Link #	Link Number. The links are identified by numbers 1 through 8, 9 through 16, 17 through 24, or 25. The numbers in each column represent the number of messages traversing the link. Once a link is established and traffic begins flowing over it, the messages are counted automatically; no command is required.

Mapping links to applications

Related topics:

[Seeing what applications are running on the links](#) on page 236

[Sample Interface Links report](#) on page 236

[Data analysis guidelines](#) on page 237

[Analyzing the data](#) on page 237

Seeing what applications are running on the links

Type **display communication-interface links** and press **Enter**.

Sample Interface Links report

The following table describes the data fields presented in this report.

Name	Description
Link	Indicates the interface link number that connects to another node in a DCS network, a message server, CMS, ISDN gateway, or AUDIX. Interface links always terminate on a port in a PGATE circuit pack for R5r and later configurations or on the PI circuit pack for R5si configurations
Enable	Indicates whether the link is enabled.
Est Conn	Establish Connection. Displays a y when the system is responsible for any part of the call setup required for the link between the system and the far-end data module.
Ext	Extension. This is the data extension assigned on the Processor Interface Data Module screen. If the data module has not been administered, this field will be blank.
Type	Displays the protocol type that is to be established on the link. Valid entries are BX25 and isdn.
Destination Number	Displays either external, switched, TAC, or eia if the system is involved in establishing any part of the connection.

Name	Description
DTE DCE	Specifies either DTE or DCE to define the type of interface. This field only contains information if the Type field is BX25. If one endpoint of a link is DTE, then the other must be DCE, and vice-versa.
Conn Mod.	Connected Data Module. This is the data module extension to which the link connects.
Name	Displays the 15-character name for the link (for identification purposes only). It may be used to identify the destination machine.

Data analysis guidelines

The following guidelines are intended to show an easy method for determining whether currently-reported data is acceptable. These guidelines represent the minimum you should do to verify the recorded measurement values are consistent with expected and historic values. Perform additional checks as necessary.

To check the acceptability of hourly data, verify the system clock was not changed during the measurement hour. If the system clock was changed, the **Minutes** field displays double asterisks (for example, 11**).

During a partial system reset (for example, 1 or 2 or Cold 1 or Cold 2) the measurement data is retained for the affected time interval. However, during a full system reset (for example, 3, 4, or 5) the measurement data is not retained for the affected time interval.

Analyzing the data

Prerequisites

Before you record the data, review the day or week that you select to record data from and ensure that the following conditions are met:

- the peak hour of the day is not the result of an abnormality. For example, caused by a snow storm. If you determine the peak hour is the result of an abnormality, ignore that day's data.
- the weeks should not be times of slack business activity
- the weeks should not be four consecutive weeks.
- the weeks should be from two or more months of normal business activity.

Use the summary report to collect measurement data and calculate the measured Busy Hour Call Completions (BHCC).

1. Record the data for the identified peak hour in the Worksheet 5 (see [Worksheets](#) on page 255).

[Wideband Trunk Group Data worksheet](#) on page 260 provides space to record seven-day-per-week data. If your application is a five-day operation, you must record the data only for five days from Monday through Friday. When you calculate the average of the data, ensure that you only divide by the number of days that data was actually recorded (for example, 20 or 28).

2. Calculate the column averages and record the averages in the appropriate row and column at the bottom of Worksheet 5.

Calculate the processor occupancy using the following steps:

3. Verify if you can increase the “Processing Occupancy” further. To do so, calculate the sum of the “Call Processing Occupancy” and “Static Occupancy”.
 - If the sum is less than 70 percent, proceed with step 4.
 - If the sum is greater than 70 percent, it means that you cannot increase the “Processing Occupancy” further. Do not proceed with step 4.
4. Calculate the usage profile using the four-week average data that you obtained from your Worksheet 5.

$$\% \text{ INTCOM} = \frac{\text{Int Atmpt}}{\text{Total Atmpt}} \times 100$$

$$\% \text{ INC} = \frac{\text{Inc Atmpt}}{\text{Total Atmpt}} \times 100$$

$$\% \text{ OUT} = \frac{\text{Out Atmpt}}{\text{Total Atmpt}} \times 100$$

$$\% \text{ PNET} = \frac{\text{Pnet Atmpt} - \text{Tandem Calls}}{\text{Total Atmpt}} \times 100$$

5. Determine whether the traffic application is ICM/Call Management System or CallVisor ASAI/OCM.

You can determine traffic application type based on the type of business served by the configuration, the percentages of incoming and outgoing traffic, and personal knowledge of features in use.

- a General Business application has a more even (in terms of incoming, outgoing, and intercom) distribution of traffic
- An ICM/Call Management System application has a high percentage of incoming calls and also provides features that are specific to ACD or Call Vectoring. Some of these include agent and trunk tracking capability (for example, Call Management System or BCMC), recurring announcements.

If the configuration supports more than one traffic application (for example, ICM/Call Management System as the primary and General Business as the secondary),

then the processor occupancy required for the primary application must be determined first; the remainder is available for the secondary application.

 **Note:**

This document describes the method for calculating the BHCC for a simple General Business traffic application. Those configurations that provide the DCS, Call Management System, BCMS, and/or ISDN-PRI feature(s) are termed complex and the Design Center must be consulted to calculate their BHCC. All ICM (ACD and Call Vectoring), ASA/OCM, and vectoring and interflow/traffic applications are also termed complex and currently are only evaluated by the Design Center. For more information, contact your Account Team.

6. Determine the maximum number of calls the configuration should be able to complete in one hour.

To determine the maximum number of calls, see the configuration guidelines.

7. Determine the normal calling rate for the given level of occupancy.
 - a. Calculate the number of calls the configuration completes for a given level of occupancy. This number is referred to as “Calls Predicted”

$$\text{Calls Predicted} = \frac{\text{Static Occ} + \text{CP Occ}}{70} \times \text{BHCC}$$

Predicted”

The divisor , 70, is the constant from step 3 and refers to the percentage of the processor used by call processing. The variable BHCC is the value you obtained in Step 6

- b. Compare the value in the “Calls Predicted” field with four-week average value

$$\text{Calls Predicted} < \text{Total Calls}$$

or

in the “Total Calls” field on Worksheet 5. $\text{Calls Predicted} > \text{Total Calls}$

- If “Calls Predicted” are less than “Total Calls”, then either you have a low feature usage rate or the system is completing more than 70 percent of calls. Therefore, if additional capacity is used in the same way, the following predictions should provide reliable results.
- If “Calls Predicted” are greater than “Total Calls”, then either you have a high feature usage rate or the system is completing fewer than 70 percent of calls. Therefore, care must be taken in predicting how many additional calls can be supported.
- If “Calls Predicted” are equal or approximately equal to the “Total Calls”, then you are using the configuration in a typical manner.

8. Determine the number of additional calls the configuration can complete. Use the following equation to calculate the number of additional calls:

Number of Additional Calls =

$$\frac{\text{Total Calls (4 Week Avg)}}{\text{Static Occ} + \text{CP Occ}} \times (\text{Idle Occ} - 15)$$

9. Determine the number of additional extensions that can be added.

$$\text{Additional Extensions} = \frac{\text{Number of Additional Calls}}{\text{Average Number of Calls per Extension}}$$



Note:

The “Average Number of Calls per Extension” depends on the traffic application and other customer-specific operating techniques. If you do not know this value, use the default value for General Business traffic application, 4.05.

Chapter 6: Security violations reports

Security violations reports

There are four security violation reports, a summary report and three status reports. These reports show attempts to use station security codes, authorization codes, and remote access barrier codes.

Related topics:

[Security Violations Summary report](#) on page 241

[Security violations status reports](#) on page 243

Security Violations Summary report

The system generates a Security Violations Summary report which displays:

- valid and invalid attempts to access the system
- security violations in each of the following categories measured
 - authorization code
 - barrier code
 - station security code

Related topics:

[Displaying the summary report](#) on page 241

[Reset all counters of the Security Violations Summary report](#) on page 242

[Sample Security Violations Summary report](#) on page 242

Displaying the summary report

Type `list measurements security-violations summary [schedule]` and press `Enter`.

Use the schedule option to print the report at a later time.

The system displays the Security Violations Summary report.

Reset all counters of the Security Violations Summary report

The Security Violations Summary report accumulates data until it is cleared. The report overflows; therefore, review and clear it at least once a month.

Type `clear measurements security-violations` and press Enter.
The system resets all counters of the Security Violations Summary report to zero.

Sample Security Violations Summary report

Fields

The table describes the data presented in the Security Violations Summary report.

Name	Description
Counted Since	The time at which the counts above were last cleared and started accumulating again, or when the system is initialized.
Barrier Codes	The total number of times a user entered a valid or invalid remote access barrier code, and the number of resulting security violations. Barrier codes are used with remote access trunks. An inexplicable, significant increase in valid barrier code use could indicate the barrier code has been compromised. A marked increase in this number of invalid codes may indicate someone is attempting to break into your system. If you have just administered a new barrier code, or if a barrier code has expired recently, it may indicate people are making honest mistakes. Avaya recommends that you delete or change the barrier code if you suspect it has been compromised.
Station Security Code Origination/ Total	The number of calls originating from either stations or trunks that generated valid or invalid station security codes, the total number of such calls, and the number of resulting security violations. A dramatic increase in the number of either valid or invalid attempts may be cause for alarm. Unless recording of TTI/PSA events is turned off, they appear in the history log. If usage does not seem legitimate, security codes and/or classes of service should be changed.

Name	Description
AuthorizationCodes	<p>The number of calls, by origination, that generated valid or invalid authorization codes, the total number of such calls, and the number of resulting security violations. Calls are monitored based on the following origination types:</p> <ul style="list-style-type: none"> • Station • Trunk (other than remote access) • Remote Access • Attd (Attendant) <p>If valid authorization code usage increases dramatically, you must investigate. Someone may have obtained valid codes; on the other hand, it may turn out that a number of new, legitimate users have come onto the system.</p> <p>If invalid authorization code usage increases dramatically, you must investigate. Someone may be trying to break into your system. However, a legitimate explanation may be that authorization codes have recently been changed and users are making some honest mistakes. If you suspect authorization codes have been compromised, change them.</p>
Total	Measurements totaled for all the above port types.

Security violations status reports

The security violations reports provide current status information for login, remote access (barrier code), or authorization code or station security code violation attempts. The data displayed in these reports is updated every 30 seconds. A total of 16 entries are maintained for each type of violation. The oldest information is overwritten by new entries at each 30-second update.

There are four distinct reports:

- Security Violations Status - Security Violations
- Security Violations Status - Remote Access Barrier Code Violations
- Security Violations Status - Authorizations Code Violations
- Security Violations Status - Station Security Code Violations

Related topics:

[Security Violations Status - Remote Access Barrier Code Violations report](#) on page 244

[Security Violations Status - Authorization Code Violations report](#) on page 244

[Security Violations Status - Station Security Code Violations report](#) on page 245

Security Violations Status - Remote Access Barrier Code Violations report

Fields

Security Violations Status - Remote Access Barrier Code Violations report contains the following data fields:

Field name	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
TG No	Trunk Group Number. The number of the remote access trunk group over which the barrier code is sent.
Mbr	Trunk Group Member. The number of the remote access trunk group member over which the barrier code is sent.
Ext	Extension. The extension used to interface with the Remote Access feature.
Bar-Cd	Barrier Code. The incorrect barrier code that resulted in the invalid attempt.
CLI/ANI	Calling Line Identifier/Automatic Number Identification. The calling line identifier or automatic number identification, when available on the incoming message, of the party making the invalid attempt.

Security Violations Status - Authorization Code Violations report

Fields

The Security Violations Status—Authorization Code Violations report contains the following data fields:

Name	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
Originator	The type of resource from which the invalid access attempt originated. Originator types include: <ul style="list-style-type: none"> • station • remote access (when the invalid authorization code is associated with an attempt to invoke the Remote Access feature) • attendant
Auth-Cd	Authorization Code. The invalid authorization code entered.

Name	Description
TG No	Trunk Group Number. The trunk group number of the trunk where the attempt originated. It appears only when the originator type is “trunk” or “remote access” and an invalid authorization code is entered.
Mbr	Trunk Group Member. The number of the trunk in the trunk group where the attempt originated.
Bar-Cd	Barrier Code. The valid barrier code entered with the invalid authorization code. It appears only when an authorization code is required to invoke Remote Access, following entry of the barrier code.
Ext	Extension. The extension associated with the station or attendant originating the call. It appears only when authorization code is entered from the station or attendant console.
CLI/ANI	Calling Line Identifier/Automatic Number Identification. The calling line identifier or automatic number identification, when available on the incoming message, of the party making the invalid attempt.

Security Violations Status - Station Security Code Violations report

Fields

Station Security Code Violations report contains the following data fields:

Name	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
TG No	Trunk Group Number. The trunk group number associated with the trunk where the attempt originated.
Mbr	Trunk Group Member. The trunk group member number associated with the trunk where the attempt originated.
Port/Ext	Port/Extension. The port or extension associated with the station or attendant originating the call.
FAC	Feature Access Code. The feature access code dialed that required a station security code.
Dialed Digits	The digits the caller dialed when making this invalid attempt. This may allow judgement as to whether the caller is actually trying to break in to the system, or is a legitimate user making typographical mistakes.

Chapter 7: History reports

History reports

This chapter describes the History (recent changes) and Malicious Call Trace History reports.

You can view a History report of the most recent administration and maintenance changes. The History report also lists each time a user logs in or off the system. This report is used for diagnostic, information, or security purposes.

The system maintains a log in a software buffer of the most recent administration and maintenance commands. This log is called the transaction log. Commands must be data-affecting and successfully entered to save in the transaction log. The data-affecting commands are called data commands.

The transaction log displays as the History report when you enter the **list history** command at the management terminal or a remote terminal. This report can be generated by any login with display administration and maintenance-data permissions.

You can also view a Malicious Call Trace History report showing all session establishment and rejection events associated with users accessing the system administration and maintenance interface.

The Access Security Gateway Session History report displays or prints when you enter the **list asg-history** or **list asg-history [print/schedule]** command. This report can only be generated by a login with the super-user permissions.

Related topics:

[Data commands](#) on page 247

[History report](#) on page 249

[Access Security Gateway Session History report](#) on page 251

[Malicious Call Trace History report](#) on page 253

Data commands

With the exception of login and logoff, only those administration and maintenance commands that change the data state associated with any object and qualifier are maintained in the transaction log.

For example, the **list change station 3600** command changes the state of the translation data and so is classified as a data command and entered in the log. However, the command **display station 3600** does not change the state of the translation data and is not entered in the log.

The following commands are classified as data commands and are saved in the transaction log:

add, change, remove, duplicate	recycle
backup	refresh
busyout, release	restart
cancel	save
clear	set, reset
configure	start
enable, disable	test
format	upgrade
login/logoff	wp (write physical)
mark	

The following commands are not classified as data commands and are not saved in the transaction log:

copy	load, restore
download	monitor
list, display, status	rp (read physical)
get	upload

History report

The History report contains associated data saved in the transaction log for every data command. This data includes:

- Date and time
- Port
- Login
- Action, object, and qualifier



Note:

If the Record IP Registrations in History Log field is enabled on the Feature-Related Systems Parameters screen, then a history log entry occurs each time an IP endpoint registers with the Communication Manager system.

The History report displays or prints data commands in last in, first out (LIFO) order.

Related topics:

[Parsing capabilities for the History report](#) on page 249

[Displaying the History report](#) on page 250

[Sample History report](#) on page 250

Parsing capabilities for the History report

The history report provides details about every data command. You can use parsing options to limit the data returned in this report. You can display these options by entering the `commandlist history`, then clicking `HELP` or pressing F5.

The following parsing options available:

Option	Description
date	Specify the month (MM) or day (MM/DD) for which you require the history data.
time	Specify the hour (HH) or minute (HH/MM) for which you require the history data.
login	Specify the login for which you require the history data.
action	Specify the command action (the first word of the command string) for which you wish to display history data. To view the list of available command actions, click <code>HELP</code> or press F5 on the command line.
object	Specify the command object for which you require the history data.

Option	Description
qualifier	Specify the command qualifier for which you require the history data.

To limit the data displayed in the history report, enter the command `list history <parser>`. If applicable, provide the format for the data. The report displays only the data for the specified parsers.

You can include multiple parsers, but only a single instance of any parser. For example, you may parse for date, time, and login. However you cannot parse for date, time, and two different logins.

Displaying the History report

Type `list history` and press `Enter`.

Sample History report

The following table describes the data fields presented in the History report.

Name	Description
Date of Loaded Translation	The time and date the translation is saved on tape. When a translation is saved on tape (via the save translation command), the time and date of the save is logged on the tape. Whenever the system is cold-started or rebooted, the transaction log is loaded from the tape and the time and date are included on the History report.
Date	The date the data command is entered.
Time	The time the data command is entered.
Port	<p>The port, or group of ports, to which the user is connected. Users are grouped as follows:</p> <p>G3csi and G3si port types</p> <ul style="list-style-type: none"> • MGR1 - direct system access port connection • INADS - dial up port • EPN - Expansion Port Network connection • NET - Network Controller incoming/outgoing system access port • PHONE - local extension • G3r port types • SYSAM-LCL - direct system access port connection • SYSAM-RMT - dial up port

Name	Description
	<ul style="list-style-type: none"> • MAINT - maintenance board RS-232 connection • SYS-PORT - incoming/outgoing system access port • PHONE - local extension <p>G3csi, G3si, and G3r port types</p> <p>XXXXXX - actual psa/tti port (for example, 1A0301) the phone is either separating from or merging to.</p>
Login	<p>The system login of the user entering the data command (for example, cust). If the port type is a psa/tti port, the corresponding login will be one of the following:</p> <ul style="list-style-type: none"> • psa-a - psa associate • psa-d - psa disassociate • tti-m - tti merge • tti-s - tti separate • actr-a - actr associate • actr-d - actr denied • actr-u - actr unassociate <p>Note that these logins associated with the port type will not appear on the Login report. These transactions only appear if the CTA/PSA/TTI Transactions in History Log field is enabled on the Feature-Related System Parameters screen. These transactions appear as two separate records; one recording the moved-from port, the other recording the moved-to port. IP phone registrations are also recorded.</p>
Action	The first command word entered; this specifies the operation to be performed.
Object	The second command word or words entered; this specifies the object to be acted on (for example station, trunk group).
Qualifier	The third command word or words entered; this typically is one or more words or digits used to further identify or complete the object (for example, 1120 [the station number]).

Access Security Gateway Session History report

The Access Security Gateway Session History report logs all session establishment and rejection events associated with users accessing the system administration and maintenance interface through Access Security Gateway (ASG). This report emulates the data provided in the History report, and also contains information on whether the session was accepted or rejected by ASG, and if rejected, the reason for the rejection.

This report is accessible only if, on the System-Parameters Customer-Options screen, the **Access Security Gateway (ASG)** field is set to *y*.

Related topics:

[Displaying the Access Security Gateway Session History report](#) on page 252

[Sample Access Security Gateway Session History report](#) on page 252

Displaying the Access Security Gateway Session History report

Type `list asg-history` and press `RETURN`.

The following step prints the Access Security Gateway Session History report:

Type `list asg-history [print/schedule]` and press `RETURN`.

Options: The schedule option is available with this command.

Sample Access Security Gateway Session History report

The following table describes the data fields presented in this report.

Name	Description
Date	Indicates the date of the session establishment or rejection. The date is displayed in the mm/dd format, where mm = month and dd = day.
Time	Indicates the time of the session establishment or rejection. The time is displayed in the hh:mm format, where hh = hour and mm = minute.
Port	Indicates the port mnemonic associated with the port on which the session was established or rejected. The port mnemonics for G3r systems are SYSAM-LCL, SYSAM-RMT, MAINT, and SYS-PORT. For G3si systems, they are MRG1, INADS, NET, and EPN.
Login	Indicates the alphanumeric login string entered by the user and associated with the session establishment or rejection.
Status	Indicates the code showing whether the session was established or rejected and, if rejected, the reason for the rejection. The following is a list of the possible status values: <ul style="list-style-type: none"> • AUTHENTICATED—User authentication and session establishment. • REJECT-BLOCK—User rejected because the Blocked field associated with the login ID is set to <i>y</i>. • REJECT-EXPIRE—User rejected because access restriction based on the Expiration Date criteria detected. • REJECT-INVALID—User rejected because the user-supplied login ID did not match any of the administered login IDs.

Name	Description
	<ul style="list-style-type: none"> • REJECT-RESPONSE—User rejected because the user-supplied response to the system challenge was not valid. • REJECT-RESTRICT—User rejected because access restriction based on either the Day of Week or Time of Day criteria detected. • REJECT-SESSIONS—User rejected because access restriction based on the Number of Sessions criteria detected.

Malicious Call Trace History report

Malicious Call Identification (MCID) feature enables you to connect to an ETSI ISDN network and request the source of an incoming call be identified and recorded by the network. If you are connected to a public ISDN that has the MCID feature enabled for you, then a Communication Manager server can notify the public network about the malicious call. The public ISDN uses one of the following protocols:

- ETSI: EN 300 130
- Australia: TPH1856

The MCT History form records in the **ISDN Notification** field whether the public ISDN was notified, and whether an acknowledgement was received. Recording a malicious call requires an Aux trunk, which can only be configured in a Port Network.

Related topics:

[Displaying the Malicious Call Trace History report](#) on page 253

[Sample Malicious Call Trace History report](#) on page 253

Displaying the Malicious Call Trace History report

Type `list mct-history` and press `Enter`

Options: The schedule option is available with this command.

Sample Malicious Call Trace History report

The following table describes the data fields presented in the Malicious Call Trace History report.

Name	Description
Date	Indicates the date of the session establishment or rejection. The date is displayed in the mm/dd format, where mm = month and dd = day.
Time	Indicates the time of the session establishment or rejection. The time is displayed in the hh:mm format, where hh = hour and mm = minute.
Contr Ext	Indicates the extension of the station that took control of the malicious call.
Active Ext	Indicates the extension of the station that activated MCT. This may or may not be the station that received the malicious call.
Recorder Port	Indicates the port on which the session was recorded. A port enables recording of a malicious call.
Redir From	If the call was redirected or transferred, this field indicates the extension of the station from which the call arrived at the Activating Extension.
Actual Party	Indicates the extension of the station that received the malicious call.
Parties on Call	Indicates the caller IDs or extensions of the other parties on the call.
ISDN Notification	Indicates whether the public ISDN was notified, and whether an acknowledgement was received.

Chapter 8: Blank worksheets

Worksheets

Worksheets serve as the suggested means for collecting data for historical comparison purposes. To obtain information on how to use these forms, refer to [Data analysis guidelines for trunk groups](#) on page 221 for the corresponding measurements report. Make as many copies of these forms as you need for your data collection and analysis.

Related topics:

[Attendant Group Data worksheet](#) on page 256

[ARS/AAR Routing Pattern Data worksheet](#) on page 257

[Hunt Group Data worksheet](#) on page 258

[Trunk Group Data worksheet](#) on page 259

[Wideband Trunk Group Data worksheet](#) on page 260

[Processor Occupancy Summary Data worksheet](#) on page 261

Attendant Group Data worksheet

ATTENDANT GROUP DATA WORKSHEET

System ID:		Location:											
		Group Size:											
Day of Week	Report Type*	Meas Hour	Calls Ans	Calls Aband	Calls Queued	Calls H-Abd	Calls Held	Time Avail	Time Talk	Time Held	Time Abd	Speed of Answer	Week No. and Date
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak.

ARS/AAR Routing Pattern Data worksheet

ARS/AAR ROUTING PATTERN DATA WORKSHEET

System ID:		Location:		Report Type = Yesterday *								
Route-Pattern No:		Queue Size:										
Day of Week	Total Calls Offered	Calls Carried	Calls Blocked	Calls Queued	Queue Overflow	% of Calls Carried						Week No. and Date
						Pref 1	Pref 2	Pref 3	Pref 4	Pref 5	Pref 6	
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												

* Use "Yesterday's report" for the full day route-pattern measurement.

Hunt Group Data worksheet

HUNT GROUP DATA WORKSHEET

System ID: Group ID:				Location: Group Size: Queue Size:			Group Name: Group Type:	
Day of Week	Report Type*	Meas Hour	Total Usage	Calls Answered	Calls Abandoned	Calls Queued	Speed of Answer	Week No. and Date
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

Trunk Group Data worksheet

TRUNK GROUP DATA WORKSHEET

System ID:		Location:		Group Type:									
Group No:		Group Size:		Group Dir:									
Queue Size:													
Day of Week	Report Type*	Meas Hour	Total Usage	Total Seize	Inc. Seize	Grp Ovfl	Calls Qued	Que Ovfl	Que Abd	Out Serv	% ATB	% Out Blk	Week No. and Date
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

Wideband Trunk Group Data worksheet

WIDEBAND TRUNK GROUP DATA WORKSHEET

System ID: Group No:		Location: Group Size:				Service Type: Group Dir:				
Day of Week	Report Type*	Meas Hour	Total Usage	Total Seize	Inc. Seize	Grp Ovfl	Out Serv	% ATB	% Out Blk	Week No. and Date
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

Processor Occupancy Summary Data worksheet

PROCESSOR OCCUPANCY SUMMARY DATA WORKSHEET

System ID:						Location:							Week No. and Date
Day of Week	Peak Hour	Stat Occ	CP Occ	SM Occ	Idle Occ	Total Calls	Tandem Calls	Total ATMPT	INTCOM ATMPT	INC ATMPT	OUT ATMPT	PNET ATMPT	
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
4 Week Avg	NA												

“NA” means that the field () should not be calculated. It is not applicable.

Blank worksheets

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