

HP Network Node Manager iSPI for IP Telephony Software

For the Microsoft Windows ® operating system

Software Version: 9.10

Online Help for Gateway Statistics Reports

Document Release Date: March 2011

Software Release Date: March 2011



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Gateway Statistics Reports

The iSPI for IP Telephony provides the Gateway Statistics extension pack. You can use this extension pack to generate reports for the gateways discovered and monitored on the network.

You can filter the reports based on the various attributes of the gateway such as the total inbound calls carried by the gateway, the total outbound calls carried by the gateway and so on and generate the report based on the gateway statistics metrics such as the total inbound calls carried, the inbound calls blocked, and so on. You can use the reports generated to see the performance of the gateway over a time period specified. See the section [Specifying Topology Filters](#) for more information about the attributes you can specify to filter the reports. You can use the different report formats to view specific metric details across a range of time frames and perform a trend analysis to assist you better in taking decisions for your gateway utilization.

You can view the following types of reports using this extension pack:

- [Chart Detail](#)
- [Heat Chart](#)
- [Top N](#)
- [Most Changed](#)
- [Calendar](#)
- [Top N Chart](#)

Prerequisites to Enable Gateway Statistics Reports

You must make sure that the following prerequisites are satisfied to enable gateway statistics reporting:

- Install the NNM iSPI Performance for Metrics (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
- Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Gateway Statistics extension pack.

Accessing the Gateway Statistics Reports




To access the Gateway Statistics reports from the NNMi console:

1. Log on to the NNMi console.
2. Click **Actions > Reporting - Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **Microsoft IP Telephony > Gateway Statistics > Gateway_Statistics_Metrics** to view a list of the supported report formats.

Specifying Topology Filters

Topology filters allow you to scope or filter the metric reports based on the various combinations of the gateway statistic attribute values available in the accumulated gateway statistic metric data. You can use the Topology Filter page to specify the topology filters that you require.

To access the Topology Filter page and specify the topology filters, do as follows:

1. From any report that is displayed, click **Topology Filters** from the menu. This displays the Topology Filter page.
2. Select the topology filter as required from the list of topology filters using any of the following methods:
 - If you want to select only one value for a topology attribute, click the **Single value select** icon,  and then select a value of your choice.
 - If you want to select multiple values, click the **Multi value select** icon , and then select values of your choice by using the Control **Ctrl** key.
 - If you want to search and select a value for a topology filter from a list of values, click the **Search and Select** icon . This displays the following options:
 - **Keywords:** selecting the **Keywords** check box helps you search for values based on the keywords that you specify in the box provided. You can specify multiple keywords separated by white spaces. Click the **Options** link to select from the available options to specify how the specified keywords must be used to perform the search. You can select the **Case insensitive** check box if you do not want the keywords to be searched based on case sensitivity.
 - **Results:** This list displays the topology filter values that match the specifications you provided after you click the **Search** button. You can select the values that you want and click the **Insert** button to move the selected values to the **Choices** list. The report uses the topology filter values in the Choices list to generate the report.
 - **Choices:** This list displays the topology filter values that you have selected to generate the report. You can select values that you do not want to be used and then click the **Remove** button to move the values back to the Results list.
3. Select the **Not** option to specify that the selected topology filter must not be considered when generating the report.
4. Click **Apply** and then click **Confirm Selection** to select the topology filter and generate the report.

Note: You can click **Reset** to clear all the topology filters you selected.

You can specify the topology filters based on the following attributes or dimensions of the gateway statistics.

Gateway Statistic Attribute	Description
NodeGroup Name	The name of the node group that includes the node for the gateway discovered.
Node UUID	The UUID of the node for the gateway discovered.
Node Name	The name of the node for the gateway discovered.

Gateway Statistic Attribute	Description
Node Contact	The contact for the node for the gateway discovered.
Node Location	The location of the node for the gateway discovered.
Node Family	The family that includes the node for the gateway discovered.
Node Vendor	The vendor for the node.
Node ID	The unique ID of the node.
Node ODBID	The ODBID of the node.
Node HostName	The host name for the node.
Tenant Name	The tenant name associated with the node.
Tenant UUID	The UUID of the tenant associated with the node.
SecGroup Name	The name of the security group associated with the gateway.
SecGroup UUID	The UUID of the security group associated with the gateway.
Gateway IP Address	The IP address of the gateway.
Gateway Name	The name of the gateway.
Gateway Vendor	The vendor for the gateway.
Lync Site	The name of the Lync site that includes the gateway.

Note: On the Topology Filters page, if you do not find a specific attribute value that you want to include in the filter selection from the **Selection** list, verify the following details:

- The Topology Filters page lists the attribute values in the **Selection** list. The list of attribute values are displayed based on all the gateway statistic metric records available in the database at a given point of time. To select the specific attribute values for a gateway, make sure that an hour has elapsed on the network.
- By default, the Topology Filters page lists only 5000 distinct values in the **Selection** list for a specific gateway statistic attribute. If you are unable to find a specific value in the list, you can click the **Search and Select** icon to select the value of your choice.

Specifying Time Controls

You can specify the time-specific details using which you want the report to be generated using the Time Control workspace on the NNM iSPI Performance page:

To specify time controls, do as follows:

1. Click **Time Control** from the left panel on the NNMi Performance page. This displays the following options:
 - **Relative Start:** sets the date and time for report generation. based on the time frame specified in the **Last** drop-down list. Select **Yes** to enable this option. If you select **No**, you can specify the **Start Date, Time** (start time), the **End Date, Time**(end time), and the **Interval** to be used to generate the reports.
 - **Last:** set the time frame for which the report must be generated from this drop-down list. You can select one of the following options:
 - 1 Minute
 - 5 Minutes
 - 15 Minutes
 - 30 Minutes
 - 1 Hour
 - 2 Hours
 - 12 Hours
 - 24 Hours
 - 7 Days
 - 31 Days
 - Other: Select this option to specify the time frame of your choice.
2. **Grain:** set the interval at which the report must represent data.
3. **Time Zone:** Select the time zone based on which you want to generate the report, from this drop-down list.
4. **Auto Refresh:** set the auto refresh rate for the report to a specific interval or disable the auto refresh feature for the report. This option is enabled only if you enable the **Relative Start** option.
5. Click **Submit** to apply the changes.

Specifying Metrics for Reports

You can use the **Options** link to specify the gateway statistic metrics or the gateway statistic attribute distinct count, based on which you want to generate the report.

To access the Report Options page and specify the metrics, do as follows:

1. From any report that is displayed, click **Options** from the menu. This displays the Report Options page.
2. Select the primary metric and the secondary metric from the respective drop-down lists as required for the report.
3. Click **Confirm Selection** to generate the report.

[Click here to see the metrics that you can select to generate reports.](#)

Gateway Statistic Metric	Description
¹ Inbound Calls Carried	Indicates the inbound calls carried by the gateway.
¹ Outbound Calls Carried	Indicates the outbound calls carried by the gateway.
¹ Inbound Calls Blocked	Indicates the inbound calls blocked by the gateway
¹ Outbound Calls Blocked	Indicates the outbound calls blocked by the gateway
Total Inbound Calls Carried (sum)	Indicates the sum of the total inbound calls carried by the gateway.
Total Outbound Calls Carried (sum)	Indicates the sum of the total outbound calls carried by the gateway.
Total Inbound Calls Blocked (sum)	Indicates the sum of the total inbound calls blocked by the gateway.
Total Outbound Calls Blocked (sum)	Indicates the sum of the total outbound calls blocked by the gateway.
Sample Count (sum)	The sum of the sample count of calls. Indicates the count of calls.
Gateway Statistic Attribute Distinct Count	Description
NodeGroup Name (countDistinct)	The distinct count of the name of the node group.
Node UUID (countDistinct)	The distinct count of the UUID of the node.
Node Name (countDistinct)	The distinct count of the name of the node.
Node Contact (countDistinct)	The distinct count of the node contact.
Node Location (countDistinct)	The distinct count of the location of the node.
Node Family (countDistinct)	The distinct count of the family that the node is a part of.
Node Vendor (countDistinct)	The distinct count of the vendor for the node.
Node ID (countDistinct)	The distinct count of the unique ID of the node.
Node ODBID (countDistinct)	The distinct count of the ODBID of the node.
Node HostName (countDistinct)	The distinct count of the host name for the node.
Tenant Name (countDistinct)	The distinct count of the tenant name associated with the node.
Tenant UUID (countDistinct)	The distinct count of the tenant UUID associated with the node.
SecGroup Name (countDistinct)	The distinct count of the security group name associated with the node.
SecGroup UUID (countDistinct)	The distinct count of the security group UUID associated with

Gateway Statistic Metric	Description
	the node.
Gateway IP Address (countDistinct)	The distinct count of the gateway IP address.
Gateway Name (countDistinct)	The distinct count of the gateway name.
Gateway Vendor (countDistinct)	The distinct count of the gateway vendor.
Lync Site (countDistinct)	The distinct count of the Lync site.

¹You can select any of the following options for the call duration metric:

- Average (avg)
- Minimum (min)
- Maximum (max)

Note: The distinct count of call attributes represents the sum of the occurrences of unique values for the attributes.

Types of Reports

This extension pack helps you to generate the following types of reports based on the metrics that you specify:

- [Chart Detail](#)
- [Heat Chart](#)
- [Top N](#)
- [Most Changed](#)
- [Calendar](#)
- [Top N Chart](#)

Calendar Report

The Calendar Report uses a traditional, calendar-style layout to show hourly statistics for two call metrics in a single, extended graph spanning over multiple days. By default, this report displays the data for the current month.

To launch a Calendar Report based on your requirements, do as follows:

1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on page 7) to launch the Calendar report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on page 9) section.

Note: If you select a time range that is less than 24 hours, the report displays the following message: This report is not designed to operate with a time range of less than 24 hours. Please modify your time selections.

3. Perform the steps in the section "[Specifying Topology Filters](#)" (on page 7) to be applied on the report.
4. Perform the steps listed in the "[Specifying Metrics for Reports](#)" (on page 10) to specify the primary metric and the secondary metric for the report.
5. Click **Confirm Selection** to generate the report.

Chart Detail Report

This report plots the selected call metrics on a chart at each display grain interval within the specified time frame. This report helps you to do a detailed analysis of the trend of aggregated metric values (aggregated at selected display grain interval) over a period of time. Based on your requirements, you can select a pair of metrics for which you want to analyze the data.

To launch a Chart Detail Report based on your requirements, do as follows:

1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on page 7) to launch the Chart Detail report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on page 9) section.
3. Perform the steps in the section "[Specifying Topology Filters](#)" (on page 7) to specify the topology filters to be applied on the report.
4. Perform the steps listed in the "[Specifying Metrics for Reports](#)" (on page 10) to specify the primary metric and the secondary metric for the report. You can select one of the following options from the **Chart or Table** drop-down list to specify the format in which you want the report to be displayed:
 - **Chart:** specifies the report to be displayed as a chart. The Chart Detail report uses this option by default.
 - **Table:** specifies the report to be displayed in a tabular format. The table lists the rows based on the specified display grain (time interval) and displays the corresponding values for the primary and the secondary metrics.
 - **Chart and Table:** specifies the report to be displayed both in a chart and a tabular format.
5. Click **Confirm Selection** to generate the report.

Heat Chart Report

This report displays the hourly values of the selected call metric in a color-coded tabular format. The report lists the hour of the day vertically and the day of the month horizontally. The report also displays the legend for the color coding on top of the report using which you can identify the color code used to represent the specific value ranges for the metric. Based on your requirement, you can select a metric for which you want to see the value range across a specified time frame.

Note: You can launch this report for a minimum time frame of 24 hours only.

To launch a Heat Chart Report based on your requirements, do as follows:



1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on page 7) to launch the Heat Chart report for a specific time frame.

2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on [page 9](#)) section.
3. Perform the steps in the section "[Specifying Topology Filters](#)" (on [page 7](#)) to specify the topology filters to be applied for the report.
4. Perform the steps listed in the "[Specifying Metrics for Reports](#)" (on [page 10](#)) to specify the primary metric and the secondary metric for the report.
5. Click **Confirm Selection** to generate the report.

Top N Report

Based on your selection metrics, this report ranks the attribute values in the ascending or descending order of the total raw values of the metric. The report displays the rank of the metric value along with the metric value and the percentage of the metric value with respect to all the values listed. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis. You can use this report to identify the metric values that had occurrences at the extremes. You can also use this report to investigate historical sampled data for the metrics that exhibit unusual occurrence levels.



To launch a Top N Report based on your requirements, do as follows:

1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on [page 7](#)) to launch the Top N report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on [page 9](#)) section.
3. Click **Options** from the menu.
4. Select the topology filter to be applied for the report from the **Grouping by:** drop-down list.
Note: You can select multiple call attributes by clicking the **Add New Grouping** icon . Clicking on this icon displays another drop-down list of the call attributes. You can remove the additional call attribute drop-down lists displayed by clicking the **Remove Grouping** icon .
5. Select the metric for the report from the **Metric:** drop-down list.
6. Select one of the following options from the **Top N:** drop-down list to view the report for the specified number of attributes:
 - **Top 5:** lists five of the specified attributes with the maximum metric value in the descending order of the value, with the highest value at the top of the list.
 - **Top 10:** lists 10 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 25:** lists 25 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 50:** lists 50 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 100:** lists 100 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.

- **Bottom 5:** lists five of the specified attributes with the lowest metric value in the ascending order of the value, with the lowest value at the top of the list.
 - **Bottom 10:** lists 10 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 25:** lists 25 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 50:** lists 50 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 100:** lists 100 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Sort All in Descending:** lists all the specified attributes with the metric value in the descending order of the value, with the highest value at the top of the list.
 - **Sort All in Ascending:** lists all the specified attributes with the metric value in the ascending order of the value, with the lowest value at the top of the list.
7. You can select **Yes** from the **Display Time Series Chart** drop-down list if you want the report to display the data in the form of a chart. The chart uses a different color to plot each Top N attribute. Alternatively, you can click the **Show Chart** link to view the chart after you generate the report.
 8. Click **Confirm Selection** to generate the report.

Most Changed Report

This report compares the variation in the call metric values for two different (consecutive) time periods for specified grouping of call attributes and ranks these groups of call attributes based on the variation. The sort order lists the attributes from the attributes with the most changed values to the attributes with the least changed values. The report displays the value of the call metric for the previous time frame and the current time frame along with the difference and the percentage of change in the value. Based on your requirement, you can select a call metric, specify the call attribute to group by, select the topology filter to scope the report only for certain call attribute values, and specify the time range before generating the report.

You can select multiple call attributes by clicking the **Add New Grouping** icon . Clicking on this icon displays another drop-down list of the call attributes. You can remove the additional call attribute drop-down lists displayed by clicking the **Remove Grouping** icon .

Note: You can generate a Most Changed Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

To launch a Most Changed Report based on your requirements, do as follows:



1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on page 7) to launch the Most Changed report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on page 9) section.
3. Click **Options** from the menu.
4. Select the topology filter to be applied to the report from the **Grouping by:** drop-down list.

5. Select the metric for the report from the **Metric:** drop-down list.
6. Select one of the following options from the **Top N:** drop-down list to view the report for the specified number of attributes.
 - **Top 5:** lists the top five specified attributes with the maximum metric value variation in the descending order of the value with the highest value at the top of the list.
 - **Top 10:** lists the top 10 specified attributes with the maximum metric value variation in the descending order of the value with the highest value at the top of the list.
 - **Top 25:** lists the top 25 specified attributes with the maximum metric value variation in the descending order of the value with the highest value at the top of the list.
7. Click **Confirm Selection** to generate the report.

Top N Chart Report

Based on your selection of the attributes and the metric, this report ranks the attribute values in the ascending or descending order of the total raw values of the metric along with a chart that plots the change of values over the specified time frame. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

To launch a Top N Chart Report based on your requirements, do as follows:

1. Perform the steps in the section "[Accessing the Gateway Statistics Reports](#)" (on page 7) to launch the Top N Chart report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on page 9) section.
3. Click **Options** from the menu.
4. Select the topology filter to be applied for the report from the **Grouping by:** drop-down list.
Note: You can select multiple call attributes by clicking the **Add New Grouping** icon . Clicking on this icon displays another drop-down list of the call attributes. You can remove the additional call attribute drop-down lists displayed by clicking the **Remove Grouping** icon .
5. Select the metric for the report from the **Metric:** drop-down list.
6. Select one of the following options from the **Top N:** drop-down list to view the report for the specified number of attributes:
 - **Top 5:** lists five of the specified attributes with the maximum metric value in the descending order of the value, with the highest value at the top of the list.
 - **Top 10:** lists 10 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 25:** lists 25 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 50:** lists 50 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.
 - **Top 100:** lists 100 of the specified attributes with the maximum metric value in the descending order of the value with the highest value at the top of the list.

- **Bottom 5:** lists five of the specified attributes with the lowest metric value in the ascending order of the value, with the lowest value at the top of the list.
 - **Bottom 10:** lists 10 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 25:** lists 25 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 50:** lists 50 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Bottom 100:** lists 100 of the specified attributes with the lowest metric value in the ascending order of the value with the lowest value at the top of the list.
 - **Sort All in Descending:** lists all the specified attributes with the metric value in the descending order of the value, with the highest value at the top of the list.
 - **Sort All in Ascending:** lists all the specified attributes with the metric value in the ascending order of the value, with the lowest value at the top of the list.
7. You can select **Yes** from the **Display Time Series Chart** drop-down list if you want the report to display the data in the form of a chart. The chart uses a different color to plot each Top N attribute. Alternatively, you can click the **Show Chart** link to view the chart after you generate the report.
8. Click **Confirm Selection** to generate the report.

Types of Reportlets


This extension pack helps you to generate the following types of reportlets based on the metrics that you specify:

- [Top N Chart](#)
- [Top N Line Chart](#)
- [Top N Stacked Chart](#)
- [Top N Table](#)
- [Top N Table with Bars](#)

To access the reportlets, click the **Reportlets** workspace from the NNM iSPI Performance Report Menu page.

Top N Chart Reportlet


This reportlet displays the top 10 instances of the **Inbound Calls Carried** metric in the descending order of the raw value on a chart.

You can click the  (Toggle Options) icon to select the metrics of your choice and click **Confirm Selection** to regenerate the reportlet.

Top N Line Chart Reportlet


This reportlet displays the top 10 instances of the **Inbound Calls Carried** metric in the descending order of the raw value on a chart. This reportlet displays the data by plotting the metric using a line

on the chart over the time period.

You can click the  (Toggle Options) icon to select the metrics of your choice and click **Confirm Selection** to regenerate the reportlet.


Top N Stacked Chart Reportlet

This reportlet displays the top 10 instances of the **Inbound Calls Carried** metric in the descending order of the raw value on a chart. This reportlet displays the data by combining the metric value for all the top 10 instances on the chart over the time period.

You can click the  (Toggle Options) icon to select the metrics of your choice and click **Confirm Selection** to regenerate the reportlet.


Top N Table Reportlet

This reportlet displays the top 10 instances of the **Inbound Calls Carried** metric in the descending order of the raw value on a chart. This reportlet displays the data in a table listing the top 10 instances for the metric.

You can click the  (Toggle Options) icon to select the metrics of your choice and click **Confirm Selection** to regenerate the reportlet.

Top N Table with Bars Reportlet

This reportlet displays the top 10 instances of the **Inbound Calls Carried** metric in the descending order of the raw value on a chart. This reportlet displays the data in a table listing the top 10 instances for the metric along with a bar adjacent to the instance that depicts the value for that instance of the metric.

You can click the  (Toggle Options) icon to select the metrics of your choice and click **Confirm Selection** to regenerate the reportlet.



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