

HP Network Node Manager iSPI for IP Telephony Software

For the HP-UX, Linux, Solaris, and Windows ® operating systems

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Online Help for Avaya Communications Manager Processor Occupancy Reports

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Note: Some topics do not convert properly to PDF, causing format problems. Some elements of online help are completely removed from the PDF version. Those problem topics can be successfully printed from within the online help.

Contents

Online Help for Avaya Communications Manager Processor Occupancy Reports.....	1
Contents.....	6
Avaya IP Telephony Communication Manager Processor Occupancy Reports.....	7
Prerequisites to Enable Avaya Communication Manager Processor Occupancy Reporting.....	7
Accessing the Avaya IP Telephony Communication Manager Processor Occupancy Reports.....	7
Specifying Time Controls.....	8
Specifying Topology Filters.....	9
Specifying Metrics for Reports.....	10
Types of Reports.....	12
Chart Detail Report.....	12
Heat Chart Report.....	13
Top N Report.....	13
Top N Chart Report.....	15
Most Changed Report.....	16
Calendar Report.....	17
Peak Period Report.....	17
Scheduling Reports.....	18

Avaya IP Telephony Communication Manager Processor Occupancy Reports

The iSPI for IP Telephony provides the Avaya IPT CMProcOccupancy Sum extension pack. You can use this extension pack to generate reports for the Avaya communication manager processor occupancy. You can generate the report based on the processor occupancy attributes such as the Communication Manager IP address, the SGUUIID and the processor occupancy quality metrics such as the system management occupancy percentage, the Static Occupancy Percentage, and so on. See the sections *Call Metric* under [Specifying Metrics for Reports](#) for more information about the metrics you can specify to generate reports.

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

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

The extension pack retains the detailed data in the Network Performance Server (NPS) for a period of 14 days and retains the summary data for a period of 70 days.

Prerequisites to Enable Avaya Communication Manager Processor Occupancy Reporting

You must make sure that the following prerequisites are satisfied to enable Avaya IP Telephony CDR reporting:

- Install the NNM iSPI Performance for Metrics/Network Performance Server (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
- Enable Avaya reporting in the iSPI for IP Telephony. See the Online Help for the iSPI for IP Telephony > **Help for Administrators** > **Reporting Configuration** > **Configure Avaya Reporting** > **Enable Processor Occupancy Summary Reports** section for additional information.
- Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Avaya IPT CMProcOccupancy Sum extension pack.

Accessing the Avaya IP Telephony Communication Manager Processor Occupancy Reports

To access the Avaya IP Telephony Communication Manager Processor Occupancy 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 the **Avaya IP Telephony > Avaya_IPT_CMPProcOccupancy_Sum > Processor_Occupancy_Summary** to view a list of the supported processor occupancy summary report formats.
4. You can click any report format to launch the specific report based on the default metrics (**Idle Occupancy Percentage**) as the primary metric and the **Call Processing Occupancy Percentage** as the secondary metric with no Topology Filter selected.

After launching a report, you can configure the report based on your requirements by specifying the following details and regenerating the report:

- [Specify time controls](#)
- [Specify topology filters](#)
- [Specify metrics](#)

Specifying Time Controls

You can specify the time-specific details using which you want the report to be generated on the Time Controls page. This page lets you specify the following time control details:





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. You can select the time zone of your choice even if you choose to enable the **Relative Start** option.
4. **Auto Refresh:** set the auto refresh rate for the report to a specific interval or disable the auto refresh feature for the report.
5. Click **Submit** to apply the changes.

Specifying Topology Filters

Topology filters allow you to scope or filter the processor occupancy metric reports based on the various combinations of the processor occupancy attribute values available in the accumulated processor occupancy 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 from a list of values, click the **Search and Select** icon .
 - 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 and 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.

Note: You can use the **Select All** link to select all the listed values. You can use the **Deselect All** link to clear all the selected values.

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 calls.

Attribute	Description
Communications Manager IP Address	The IP address of the Communication Manager server for which the processor occupancy is reported.
SGUUID	The UUID of the security group that is associated with the Communications Manager. Note: Do not use this attribute to filter or group your reports. This is an internal attribute used for row-level security of user roles.

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 call attribute values in the **Selection** list. The list of attribute values are displayed based on all the metric records available in the database at a given point of time.
- By default, the Topology Filters page lists only 5000 distinct values in the **Selection** list for an 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 Metrics for Reports

You can use the **Options** link to specify the metrics or the 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.

Metric	Description
SGUUID (countDistinct)	The distinct count of the SGUUID, where SGUUID represents the name of the call attribute.

Metric	Description
¹ Idle Occupancy Percentage	The percentage of idle occupancy of the CM processor during the specified time frame.
¹ Call Processing Occupancy Percentage	The percentage of call processing occupancy of the CM processor during the specified time frame.
¹ System Management Occupancy Percentage	The percentage of system management occupancy of the CM processor during the specified time frame.
¹ Static Occupancy Percentage	The percentage of static occupancy of the CM processor during the specified time frame.
¹ Total Connected Calls	The total connected calls on the CM processor during the specified time frame.
¹ Connected Tandem Calls	The connected tandem calls on the CM processor during the specified time frame.
¹ Total Calls Attempted	The total calls attempted on the CM processor during the specified time frame.
¹ Intercom Calls Attempted	The intercom calls attempted on the CM processor during the specified time frame.
¹ Outgoing Calls Attempted	The outgoing calls attempted on the CM processor during the specified time frame.
¹ Incoming Calls Attempted	The incoming calls attempted on the CM processor during the specified time frame.
¹ Private Network Calls Attempted	The private network calls attempted on the CM processor during the specified time frame.
Attribute Distinct Count	Description
Communications Manager IP Address (countDistinct)	The distinct count of the Communications Manager IP Address, where Communications Manager IP Address represents the name of the call attribute.
SGUUID (countDistinct)	The distinct count of the SGUUID, where SGUUID represents the name of the call attribute.

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. For example, if you select the Communications Manager IP Address (countDistinct) metric, and three distinct communication managers had participated during the time

specified, the report lists the value for the Communications Manager IP Address (countDistinct) as 3.

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](#)
- [Peak Period](#)

Chart Detail Report

This report plots the selected processor occupancy 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.

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

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

1. Perform the steps in the section "[Accessing the Avaya IP Telephony Communication Manager Processor Occupancy 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 8) section.
3. Perform the steps in the section "[Specifying Topology Filters](#)" (on page 9) 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 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. You can move the mouse pointer on a cell in the table of the report to see the raw value of the call metric for the specific hour.

Note: You can generate a Heat Chart Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

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

1. Perform the steps in the section "[Accessing the Avaya IP Telephony Communication Manager Processor Occupancy 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 8) section.
3. Perform the steps in the section "[Specifying Topology Filters](#)" (on page 9) 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 of the processor occupancy attributes and the processor occupancy metric, this report ranks the processor occupancy attribute values in the ascending or descending order of the total raw values of the processor occupancy metric. This report includes all the processor occupancy instances that had a variation for the specified processor occupancy attribute. The report displays the rank of the processor occupancy attribute value along with the processor occupancy metric value and the percentage of the processor occupancy 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 processor occupancy attribute values that had occurrences at the extremes. You can also use this report to investigate historical sampled data for the processor occupancy attributes that exhibit unusual occurrence levels in the calls.



For example, if you want to identify the Top N termination reasons for the call, you can specify the **Sample Count (sum)** as the call metric and select the call attribute **Termination Reason** in the **Grouping By** drop-down list .

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

This report defaults to the following parameters:

- All calls
- Metric for ranking: **Sample Count (sum)**
- Top/Bottom N: **Top 10**
- Grouping By call attribute: **Communication Manager IP Address**

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



1. Perform the steps in the section "[Accessing the Avaya IP Telephony Communication Manager Processor Occupancy 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 8) 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 highest 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 maximum 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 maximum 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.

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 Avaya IP Telephony Communication Manager Processor Occupancy 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 8) section.
3. Click **Options** from the menu.
4. Select the topology filter that you want to apply on 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 highest 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 maximum 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 maximum 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 processor occupancy metric values for two different (consecutive) time periods for specified grouping of processor occupancy attributes and ranks these groups of processor occupancy 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 processor occupancy 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 processor occupancy metric, specify the processor occupancy attribute to group by, select the topology filter to scope the report only for certain processor occupancy 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 Avaya IP Telephony Communication Manager Processor Occupancy 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 8](#)) 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.

Calendar Report

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

Note: You can generate a Calendar Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

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

1. Perform the steps in the section "[Accessing the Avaya IP Telephony Communication Manager Processor Occupancy 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 8](#)) 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 9](#)) 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.

Peak Period Report

This report by default, displays the top 10 processor occupancy instances based on the **Idle Occupancy Percentage** metric. You can generate this report for an hour, a day, or a week to analyze the number of in-service trunks on your network. You can select the number of trunk activities you want the report to display from the options provided by the report template.

To launch a Peak Period report based on your requirements, do as follows:

1. Perform the steps in the section "[Accessing the Avaya IP Telephony Communication Manager Processor Occupancy Reports](#)" (on page 7) to launch the Peak Period report for a specific time frame.
2. Specify the time controls for the report as mentioned in the "[Specifying Time Controls](#)" (on page 8) section.
3. Click **Confirm Selection** to generate the report.

Scheduling Reports

This extension pack allows you to schedule your reports to run at specified intervals. You can do as follows to schedule the generation of reports:

To schedule report generation:

1. Click **BI Server > Public Folders** from the NNM iSPI Performance Report Menu page. This opens the HP NNM iSPI Performance BI Portal page.
2. Click **Avaya IP Telephony**.
3. Click **Avaya_IPT_CMPProcOccupancy_Sum**
4. Click **Processor_Occupancy_Summary**. This opens the Processor Occupancy Summary page.
5. Click **Report Templates suitable for scheduling**. This displays the report templates that you can use to schedule generation of reports:
 - [Chart Detail](#)
 - [Heat Chart](#)
 - [Top N](#)
 - [Most Changed](#)
 - [Calendar](#)
 - [Top N Chart](#)
 - [Peak Period](#)
6. Click a report template. This opens the Time Controls page.
7. Specify the following details for the time controls:
 - **Time Range:** set the time range for report generation. The Server Start Date/Time changes automatically based on your selection for this field.
 - **Display Grain:** set the interval at which the report must represent data.
 - **Note:** The minimum value you can specify for the display grain is one hour for Avaya IP Telephony Processor Occupancy reports.
 - **Hour of the Day:** specify the hour of the day for which you want to generate the report. You can select multiple values from this drop-down list by pressing the Control (Ctrl) key.
 - **Day of the Week:** specify the day of the week for which you want to generate the report. You can select multiple values from this drop-down list by pressing the Control (Ctrl) key.
8. Click **Confirm Selection**. This opens the Topology Filter page.

9. Select the required topology attributes for the call that you want to filter while generating the report.
10. Click **Confirm Selection**. This opens the Report Options page.
11. Select the primary and the secondary metrics for the report
12. Click **Confirm Selection** to generate the report and complete the scheduling procedure. The iSPI for IP Telephony generates the report periodically based on the time controls, topology filter, and the metrics specified.



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