

Called\_Number\_Summary\_Report\_(CNSR)\_has\_more\_calls\_than\_the\_Traffic\_Analysis\_Report\_(TAR)

## **Called Number Summary Report (CNSR) has more calls than the Traffic Analysis Report (TAR)**

<b>Problem Summary</b>	Called Number Summary Report (CNSR) has more calls than the Traffic Analysis Report (TAR).
<b>Error Message</b>	None.
<b>Possible Cause</b>	The TAR only lists external calls that hit Unified CCX. Any processing that the call undergoes within Unified CCX will not be reflected in the TAR report, but will be seen in the CNSR. The CNSR tracks not only the calls that hit Unified CCX from outside, but also the calls made within Unified CCX, outbound preview, and internal transfers (agent to agent, agent to UCCX trigger).
<b>Recommended Action</b>	None.
<b>Release</b>	
<b>Associated CDETS #</b>	None.