

Which_reports_should_be_used_to_determine_BHCA_and_BHCC?

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

Problem Summary	Which reports should be used to determine BHCA and BHCC?
Error Message	None.
Possible Cause	None.
Recommended Action	The Traffic Analysis Report shows information related to any call that hits Unified CCX. In that sense, it is an accurate reflection of BHCA (Busy Hour Call Attempts). To get the BHCC (Busy Hour Call Completion) from Unified CCX perspective, we need to calculate BHCA - (all aborted calls + all rejected calls). The Aborted and Rejected Call Detail Report can help retrieve that information.
Release	
Associated CDETS #	None.