

Which\_reports\_should\_be\_used\_to\_determine\_BHCA\_and\_BHCC?

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

<b>Problem Summary</b>	Which reports should be used to determine BHCA and BHCC?
<b>Error Message</b>	None.
<b>Possible Cause</b>	None.
<b>Recommended Action</b>	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.
<b>Release</b>	
<b>Associated CDETS #</b>	None.