

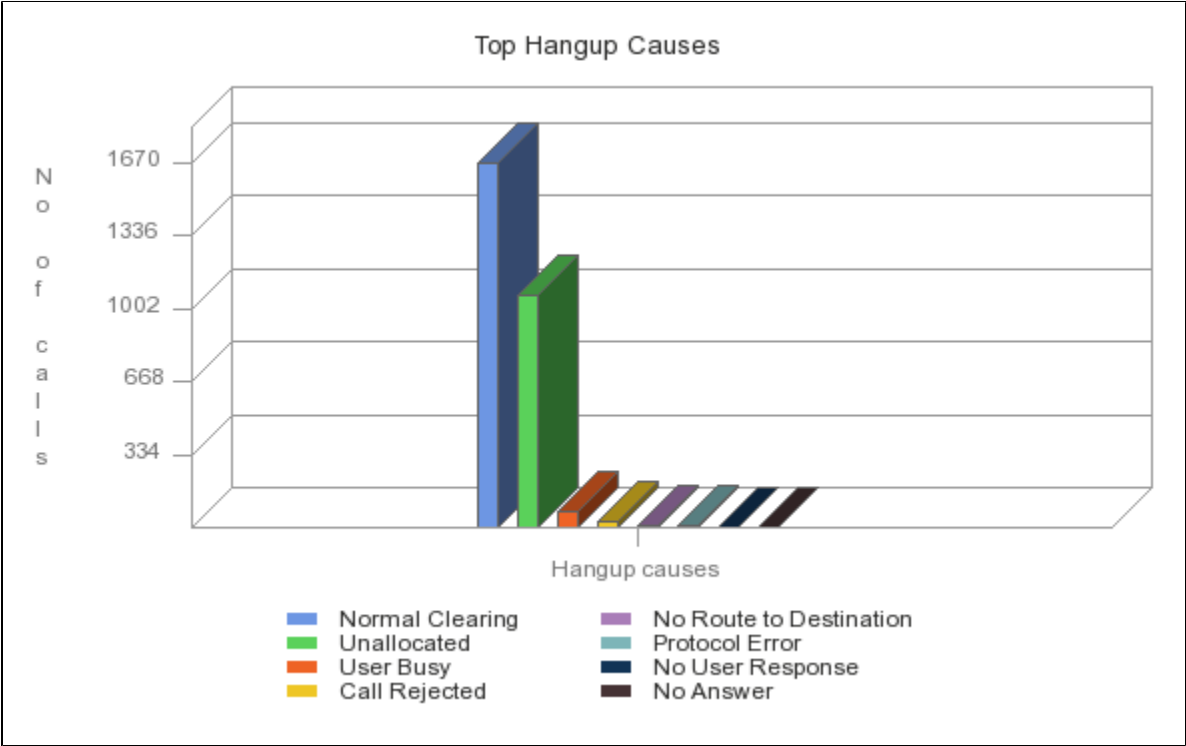
Top Hangup Causes

This page describes the Top Hangup Causes report, which displays statistics about the top 10 disconnection reasons.

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THC graph

The chart uses colored bars to represent the top 10 possible hangup causes. This representation keeps you informed at any time about the most frequent disconnection reasons. The incidence of each cause is displayed on the vertical axis.



Screenshot: The top ten hangup causes

Please note that the chart displays only the causes that forced at least one call to disconnect. Also, the chart and the results may vary from one channel to another.

THC table

The table displays the following information about the top 10 disconnection reasons:

- **Rank:** Position of the cause in the top.
- **Hangup cause:** Reason that caused the call to disconnect. Please see the [Hangup Causes](#) section below for more information.
- **Calls:** Total number of calls ended with the hangup cause.
- **Percent:** Percentage out of the total hangup calls.

Rank	Hangup Cause	Calls	Percent
1	Normal Clearing	1671	57.96%
2	Unallocated	1060	36.77%
3	User Busy	76	2.64%
4	Call Rejected	32	1.11%
5	No Route to Destination	17	0.59%
6	Protocol Error	11	0.38%
7	No User Response	9	0.31%
8	No Answer	7	0.24%

Screenshot: The top 10 hangup causes table

Hangup Causes

These are the hangup causes you may find in the Top 10 Hangup Causes table, along with an explanation.

Cause	Description
Normal Clearing	The call was cleared because one of the users involved in the call requested the call to be cleared. Under normal situations, the source of this hangup cause is not the network.
Unallocated	The called party cannot be reached because, although the called party number is in a valid format, it is not currently assigned.
User Busy	The called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.
Call Rejected	The equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that the call was cleared due to a supplementary service constraint.
Network Out of Order	The network is not functioning correctly and that the condition is likely to last for a relatively long period of time (most probably, immediately reattempting the call will not be successful).
No Answer	The called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers
No Route to Destination	The called party cannot be reached because the network through which the call has been routed does not serve the destination desired.
Invalid Number Format	The called party cannot be reached because its number is not in a valid format or it is not complete.
Interworking	An interworking call (usually a call to SW56 service) has ended.
No User Response	A called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time.

Search for statistics

If you want to view the **Top Hangup Causes** statistics for a specific period of time or for a certain channel, you can use the available search controls to define your preferences:

Show top 10 hangup causes between <start_date_time> and <end_date_time> for channel <channel_name>

Where:

- **<start_date_time>**: Specify when the time interval for the current statistics starts. Mandatory format: yyyy-mm-dd hh:mm. Default value: the first day of the current month.
- **<end_date_time>**: Specify when the time interval for the current statistics ends. Mandatory format: yyyy-mm-dd hh:mm. Default value: the current date and time.
- **<channel_name>**: Choose the channel for the statistics.
 - **All** - Displays the top hangup causes of the calls made through all the channels in the system.
 - **<channel_name>** - Displays the top hangup causes of all the calls made through one particular channel that you can choose among all the channels available in the system.
 - **System Internal** - Displays only the top hangup causes of the local calls. All external calls are excluded.

After deciding on the filters, click the [Search](#) link. The graphic and the table will be updated.

If no calls were placed during the selected time interval, the graphic and the table will not be generated!

Export statistics

You can export the Top Hangup Causes data to a .csv or a Microsoft Excel file.

1. Click the [Export](#) icon in the upper right side of the screen.
2. Choose the columns to be exported and the output file format. If you choose to export the data to a Microsoft Excel file, the output will be a table with all selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with the entire selected information in the following format:

```
<rank> <hangup_cause> <calls> <percent>
```

3. After defining all preferences, click the [Save](#) icon. You will be asked to confirm if you want to save the file to your computer or just open it.

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