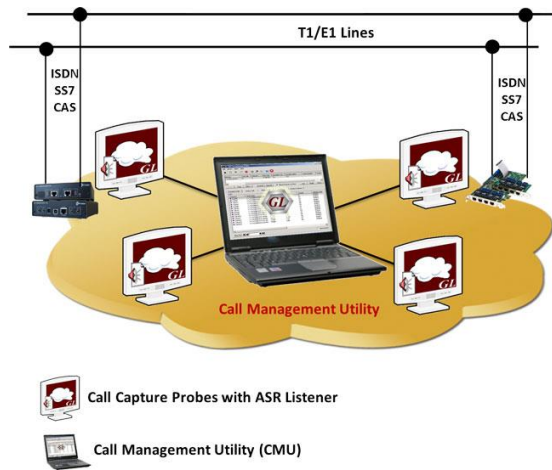


Voice Call Management Utility



Automated T1 E1 Voice Logger

Aggregate Call Records from Multiple Call Capture Probes

ISDN, SS7, CAS

Real-time and Post Processing Filtering Capabilities

Post Processing and Voice Playback

Playback of Captured and Active Bi-directional Calls

Network Capable (CMU can point to multiple nodes across the TCP/IP connection)

Statistics for all Call Records

Overview

Managing recorded voice calls is essential especially when recording for extended periods of time. The job of managing recorded voice calls is easier when calls can be sorted or filtered by called or calling number, time of day, or length of call.

GL's **Call Management Utility (CMU)** application included with GL's T1 E1 [Call Capture and Analysis \(CCA\)](#) provides all the necessary management tools to perform exactly such monitoring functions for ISDN, SS7, and CAS calls over T1 or E1 networks. Call records are immediately generated, indexed, and displayed once a voice recording over T1, E1, or 2-Wire lines is completed by the CCA. The GL's T1 E1 Analysis boards allow easy bridging/monitoring connections to a T1 E1 interfaces. By tapping T1 E1 lines, Call Capture and Analysis (CCA) captures SS7, ISDN, and CAS calls on East, West, or both the directions simultaneously.

The CMU then can be used to pull all the voice files in real-time from the user-defined capture directory of CCA for generating the call records.

The most important feature of CMU is the ASR Listener, which provides the capability to remotely access the recording in progress (real-time) from multiple T1E1 probes. As indicated in the block diagram above, CMU can work with multiple GL's T1E1 CCA probes using ASR listener to monitor call recording remotely.

Using the CMU post-processing feature, one can display call records associated with and the user has the fundamental capability to play each voice file. Audio playback of completed and captured calls allows a captured call to be instantly played to the PC speakers, either in the East direction, or the West direction, or both directions simultaneously. The audio files can also be analyzed using a waveform viewer for further troubleshooting.

For more information on Voice Call Management Utility, refer to <http://www.gl.com/voice-call-management-utility.html>

Main Features

- Complete call records for each captured file.
- Filter/Search for specific calls.
- Post process capability to view the directory of captured files, log files and instances.
- Streaming audio files over TCP/IP and playback voice on either East, West, or both the directions simultaneously.
- Real-time voice playback (during active call) and post-processing voice playback (after call is completed).
- Statistics for all call records.
- Works as complete automated T1 and E1 voice logger



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Filter Setup

The CMU provides the mechanism to easily view an entire directory of captured voice files. These voice files include any type of traffic, including full duplex conversations, when used in conjunction with the GL T1 E1 Analysis Call Capture and Analysis application. As a fundamental capability within the Call Management Utility, the user can easily configure filtering for real-time call record capture as well as post-processing display. During real-time processing, the user may configure a different filter for each monitoring instance, and hence providing added flexibility.

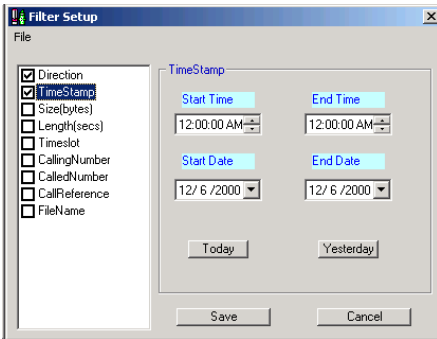


Figure: Filter Setup

Post Process

The CMU's Post Processing capability allows the user to import a previously saved log file, or an instance, or the captured files from the call capture directory. When importing, the user has the option of adding a filter to the search criteria. Thus, the user may import all voice files or import only those that adhere to the search criteria. Any call can be viewed, played if the captured file still exists in the call capture directory, and can be edited.

The CMU will automatically sort and display all call records and produce the statistics associated with these imported voice files.

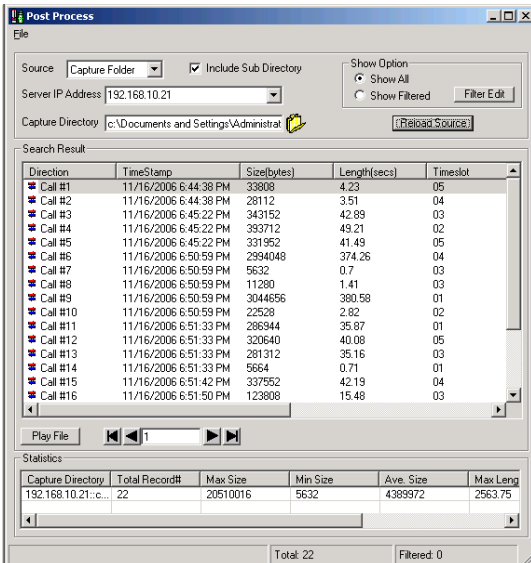


Figure: Post Process

Display Call Records

Using the Call Management Utility post-processing feature, one can display call records associated with a directory of recently captured voice files. Searching and filtering on all available information (called number, calling number, timestamp, length of call) can easily be done with the Call Management Utility, results displayed to a separate screen. Individual Call Records are displayed for each file and the user has the same fundamental capability to play each voice file.

Any call can be viewed, played, and even edited

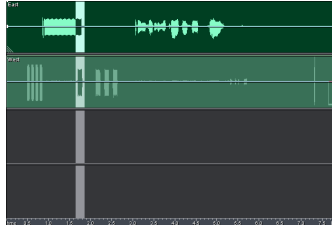


Figure: Captured Voice Calls

Statistics

The CMU will automatically sort and display all call records and produce the statistics associated with the voice files. Statistics of the calls such as record number, size of the call, and length of the call can be obtained for the all completed and filtered calls. Custom statistics can also be obtained for the specific calls across multiple instances based on the timestamp, direction, timeslots, length of call, size of file, calling #, called #, crv, and voice file name.

Complete Calls	Record #	Max Size	Min Size	Ave. Size	Max Length	Min Leng
CCA	23	624496	393840	502154	78.06	49.23
CAS	24	701960	428472	595564	87.74	53.96
Total	47	701962	393840	544491	87.74	49.23

Custom Defined Statistics	Record #	Max Size	Min Size	Ave. Size	Max Length	Min Leng
T5 15	10	706966	399466	564516	88.26	49.53
T5 8-10	10	705936	432676	532916	88.24	54.07

Figure: Call Statistics

Buyer's guide

[CMU031](#) - Call Management Utility (included with [Call Capture Analysis Application - XX031](#))

Related Software

[SA026](#) - Adobe Audition

[SA048](#) - Goldwave Software

Related Hardware

[PTE001](#) - tProbe™ Dual T1 E1 Laptop Analyzer

[TTE001](#) - tScan16™ T1 E1 Boards

[XTE001](#) - Dual Express (PCIe) T1 E1 Boards

[FTE001](#) - QuadXpress T1 E1 Main Board (Quad Port)

[ETE001](#) - OctalXpress T1 E1 Daughter boards (Octal Port)

[UTE001](#) - Portable USB based Dual T1 E1 Laptop Analyzer

[HTE001](#) - Universal T1 E1 Card



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