

CDR Manager

The inclusion of CDRs as a data source provides the end user with all the call trace information needed to rapidly troubleshoot switch call problems presented in an intuitive, easy to understand graphical Web interface



EXECUTIVE SUMMARY:

The key to a successful telecommunications operator is having the right tools to rapidly troubleshoot customer problems when they occur. REWSS has developed the CDR Manager with just this objective in mind. The data used by the CDR Manager comes from the enormous store of call data record (CDR) files which is maintained on every Telco service provider's network. Regardless of the vendor platform being used all calls going through the switch produce a CDR file which is, at the minimum, used by the billing department. These files contain detailed information about the different stages of the routing of a call which can be used for different scopes like network monitoring, service charging, QoS monitoring, detection of bad use of network or tracing of telecommunication fraud issues, etc. The information gathered from a call that is contained in each CDR is deemed to be valuable, in such a way that it could be used as a source of data for many network applications. REWSS sees the value of this data for troubleshooting issues on the network and has built a tool for precisely this purpose.

The value for the Operator:

This application is the perfect compliment to the already included basic modules of any REWSS installation. On a broad scale, the operator would continue using reports such as release codes to identify changes in the NORMAL END OF CALL performance. From there the users (including the NOC) could simply switch to the CDR Manager to easily and rapidly find the common denominator for the new problem. Could the problem be:

- Related to a particular route
- Related to a specific handset model (IMEI)
- Related to a certain type of roamer
 - From a specific country
 - From a specific PLMN
- Related to a specific circuit group
 - A certain span of circuits
- Is there a common number range affected

The answer to all of the above questions will easily stand out in the CDR data meaning that troubleshooting network problems will be possible for many users in many groups with vastly improved effectiveness.

HOW IT WORKS:

To pair the functionalities of a CDR Manager with the already deployed features of REWSStools® is an unbeatable combination providing tremendous power to the operator in the ability to rapidly detect and troubleshoot network problems.

The CDR contains an enormous amount of traffic analysis information including:

- Time, duration and trunk groups of a call
- Origination, termination, and routing of a call
- Call completion/Answer seizure rate (ASR) with failure cause codes
- Call Setup Time (IAM...ACM)
- Call Duration (ANM...REL)
- Call Hold Time (ACM...REL)
- Total Facility Used (IAM...RLC)
- Dropped calls

Here is how data is collected:

- At regular intervals the REWSS server synchronizes with the CDR directory on the call server via FTP and collects all new CDR files.
- Real time analysis of incoming data will trigger alerts whenever operator defined thresholds are breached for rapid fault detection.
- Lateral interlinking with already existing REWSStools® reports empowers technicians to diagnose network problems faster than ever.
- It does not impair the functionalities of other applications already accessing CDRs as a data source.
- It does not impact the operator's billing system in any way.

These are the different types of CDRs available:

- Mobile Originating Call
- Mobile Terminating Call
- Transit Call

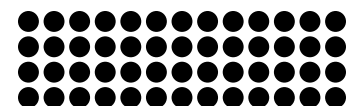
- Roaming Call
- IN Gateway Call
- CAMEL Terminating Call
- Mobile Originating SMS
- Mobile Terminating SMS

RETURN OF INVESTMENT:

The addition of this product to the REWSStools® installation would greatly reduce the MTTR for all network problems and thus improve all services offered to subscribers. The implications of such improvements to the operator's bottom line are obvious.

CONCLUSION:

REWSStools® currently collects all data by communicating directly with the network elements themselves. Though valuable, this data source does not normally have the ability to search through all calls that are generated simply because of the limits imposed by the sheer volume of call traffic. The inclusion of CDRs as a data source thus provides the end user with all the call trace information needed to rapidly troubleshoot switch call problems presented in an intuitive, easy to understand graphical Web interface.



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