



Product description

CDRTool is an operational support system for service providers. CDRTool provides mediation and real time web access to Call Detail Records generated by SIP Proxies, VoIP gateways or network access equipment using the RADIUS protocol.

CDRTool can generate real-time statistics like successful/failed call ratio and breakdown of calls per subscriber, destination or disconnection code. During mediation each CDR is cleaned, assigned a unique identifier, a consistent caller ID, normalized and rated.

Users can share CDRTool search criteria and the query results. Ticket numbers can be linked to sets of Call Details Records. Queries and results can be reproduced at a later time.

CDRTool has on the fly rating capability for non-rated CDRs. Based on exceptions, different rates depending on destinations, time of the day and day of the week are applied per subscriber, domain or gateway. Different tariffs may be selected based on application type like video or audio.

Features

- Real-time normalization
- Rating engine
- Multiple data-sources
- Link search criteria to trouble-tickets
- Trace calls between data-sources
- Consolidated specifications
- Multiple timezones
- Data export

Data sources

- SIP Express Router
- SNOM 4S
- Cisco gateways
- Asterisk PBX
- MediaProxy
- IPNX switch

Is CDRTool for you?

Based on available usage information, consolidated specifications and electronic invoices can be automatically generated saving operational costs related to billing activities.

CDRTool provides one consistent interface for Call Detail Records acquired from multiple data sources including Voice over IP equipment.

Combined NGN/PSTN rating

Having access to service usage information from both signalling and media, you may use CDRTool to build various billing models based on any combination of bandwidth, destination, application type and duration.

Hosted environments

Hosting multiple customers on the same platform requires dedicated rating plans and support for multiple time-zones. CDRTool enables multiple providers to share the same rating engine and present subscribers with localized information.



```
INVITE sip:0235458104@ag-projects.com SIP/2.0
Via: SIP/2.0/UDP 21.84.95.205:17000
From: "Adrian G." <sip:208005299@ag-projects.com>;tag=000c854663c000ab5c07ede0-734ea048
To: <sip:0235458104@ag-projects.com>
Call-ID: 000c8546-63c00a54-38e2efea-2ab53482@21.84.95.205
Date: Mon, 03 May 2004 11:43:20 GMT
CSeq: 101 INVITE
User-Agent: Snom220
Contact: <sip:108005299@21.84.95.205:1700>
Expires: 180
Content-Type: application/sdp
Content-Length: 249
Accept: application/sdp

o=Snom220 19158 27599 IN IP4 213.84.95.205
s=SIP Call
c=IN IP4 213.84.95.205
t=0 0
m=audio 17004 RTP/AVP 18 0 8 101
a=rtpmap:18 G729/8000
a=rtpmap:0 PCMU/8000
a=rtpmap:8 PCMA/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
```



Technical specifications

Hosted environment

- 24/7 monitored facility
- Dual power and always-on UPS
- SUPERMICRO servers
- High-availability setup
- Off-site data backup every 24h
- MySQL with replication

Call Detail Records

- CallerId / Subscriber
- Destination
- Proxy / Gateway
- Date and time
- Call duration
- Rate and price
- Release code (SIP, Q931)
- Application type (Audio/Video/Text)
- Network traffic
- SIP Status
- SIP Method
- SIP Username
- SIP Domain

Security

- Username/password
- Temporary passwords sent via SMS
- Session time-out
- Multi-level authorization
- System auditing based on IP address, time, username and query criteria

Data sources

- SIP Express Router (RADIUS accounting)
- SER ACC (MySQL)
- Cisco (RADIUS accounting with VSA)
- Asterisk CDRs (MySQL)
- MediaProxy (traffic/codec/user agent)

Functions

- Call search
- Call statistics
- Logging
- Rating
- Anti-fraud
- Data export

Rating functionality

Per customer rating tables can be used to rate differently based on NGN application type or PSTN destination. Rating formula may be tuned based on:

- Time of the day
- Day of the week
- Subscriber/Domain
- Proxy/Gateway
- Application type
- Duration
- Destination

CDR retrieval

- CDR batch file import
- Real time synchronization (RADIUS)

Anti-fraud mechanism

CDRTool provides an anti-fraud mechanism for SIP Express Router which blocks and notifies accounts exceeding a predefined quota. Quota can be specified per SIP subscriber and based on monthly number of calls, minutes, IP traffic or price.