

## Generate Call Records

## Works with GL T1/E1 Call Capture and Analysis

## Full Filtering Capabilities

## Post Processing and Real-Time Call Records and Voice Playback

## Playback of Captured Call (one way or both directions)

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

## Fully Automated and User Friendly

# Voice Call Management Utility™

Directory	Total Calls	Filtered C...	Start Time	Included Exist...	Include SubDir	Log Complete	Log Fil
..c:\Documents...	14	0	11/16/20...	No	Yes		

Direction	TimeStamp	Size(bytes)	Length(secs)	Timeslot	CallingNumber
Call #1	11/16/2006 6:00:00 PM	461328	57.67	01	554000
Call #2	11/16/2006 6:00:52 PM	203648	25.46	03	554002
Call #3	11/16/2006 6:01:26 PM	67472	8.43	03	554002
Call #4	11/16/2006 5:59:51 PM	828064	103.51	02	554001
Call #5	11/16/2006 6:01:26 PM	84400	10.55	05	554004
Call #6	11/16/2006 6:01:44 PM	33744	4.22	02	554001
Call #7	11/16/2006 5:59:51 PM	912384	114.05	04	554003
Call #8	11/16/2006 6:01:26 PM	157504	19.69	01	554000
Call #9	11/16/2006 6:01:44 PM	61904	7.74	03	554002
Call #10	11/16/2006 6:01:44 PM	22544	2.82	02	554001
Call #11	11/16/2006 6:01:44 PM	67536	8.44	05	554004
Call #12	11/16/2006 6:01:44 PM	90032	11.25	04	554003
Call #13	11/16/2006 6:01:52 PM	73168	9.15	02	554001
Call #14	11/16/2006 6:01:52 PM	78768	9.85	05	554004

### Overview:

Generating complete call records with filtering capability and voice playback is a necessity when capturing voice files for extended periods of time. GL's Call Management Utility (CMU), is an application coupled with the GL's T1/E1 Call Capture and Analysis (CCA) application, that provides all the necessary management tools to perform function of recording voice calls. Call records are immediately generated, indexed, and displayed once a voice recording over T1 or E1 lines is completed by the CCA. The Call Management Utility, configured to automatically capture all voice files as they are generated in a user-defined directory, displays all relevant information associated with the call. This includes timestamp, timeslot, length of call, and size of file (to name a few). The user has the option to display all Active calls (shows real-time capturing information) or a user-defined filtered list of all completed calls.

Audio playback of completed and captured calls is easily accomplished with the CMU. A captured call can instantly be played to the PC speakers, either the East direction, or the West direction, or both directions simultaneously. The user may also display the captured call to a waveform viewer for further analysis.

Using the CMU's post-processing feature, one can display call records associated with a directory of recently captured voice files. Individual Call Records are displayed for each file and the user has the same fundamental capability to play each voice file.

### 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.
- Voice playback including streaming of audio over TCP/IP and playback of either East, West or both directions simultaneously.
- Real-time Voice playback (during active call) and post-processing Voice playback (after call is completed).
- Statistics of all Call Records.
- Complete Automated T1 and E1 Voice Logger

For more details, visit <http://www.gl.com/voicecallmanagement.html>

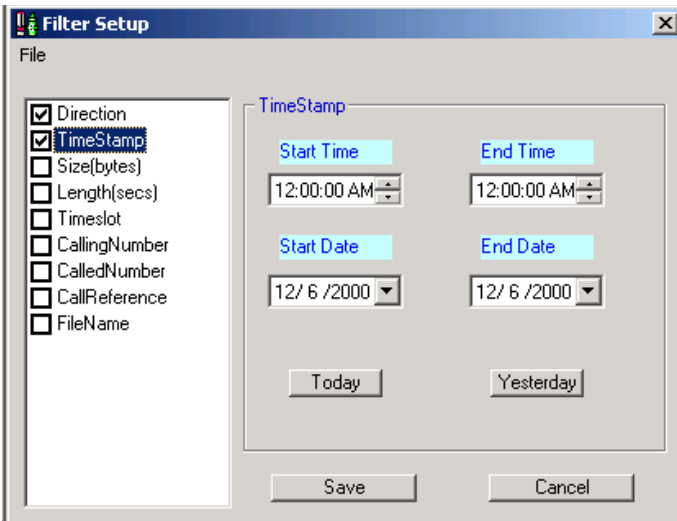


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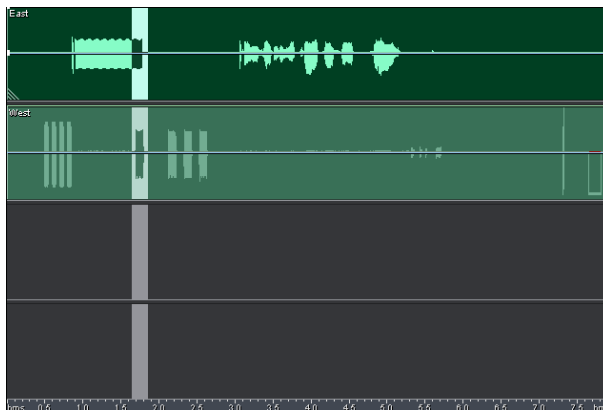
## Filter Setup

The GL Call Management Utility 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, hence providing added flexibility.



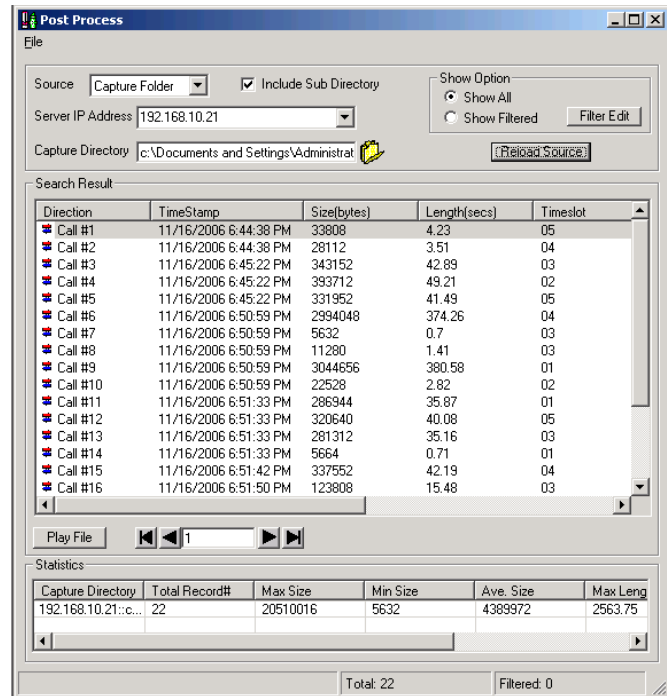
## Display Call Records

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



## Post Process

The GL Call Management Post Processing capability allows the user to import a previously saved log file, or from an instance completed call or the list of the captured files from the call capture directory. When importing, the user has the option of adding a filter to the search criteria. Any call can be viewed, played if the captured file still exists in the call capture directory. The CMU will automatically sort and display all call records and produce the statistics associated with these imported voice files. The user has the option for importing based on CAS or PRI ISDN previously captured voice files. Selecting CAS or PRI ISDN is directly associated with the method for saving these voice files using the GL T1/E1 Call Capture and Analysis application.



## Buyers Guide:

[CM0031](#) - Call Management Utility

## Related Software

[XX030](#) - Call Capture and Analysis

[SA026](#) - Adobe Audition

[SA048](#) - Goldwave Software

## Related Hardware

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

[UTA001/UEA001](#) - Basic USB based Dual T1 or E1 Laptop Analyzer Software

[HTE001](#) - Universal HD T1 or E1 PCI Cards

[HUT001/HUE001](#) - Basic Universal HD T1/E1 Software

\* Specifications and features subject to change without notice.