



User Guide

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## Introduction

### Preface

This document provides a general overview of Call Monitor and its functionality. The main purpose of Call Monitor is to complement functionality that is not available in standard PortaSwitch, but can be helpful in different types of statistics monitoring.

Statistics of your customers' calls, vendors' reliability parameters, and your and others' profits are crucial in running successful VoIP business.

ASR, ALOC, Revenue, and Gross Margin provide vital information that allows the service provider to be completely informed about its service and ready to perform any needed changes in the PortaSwitch configuration.

Call Monitor significantly enhances reporting capabilities of standard PortaSwitch. Major enhancements are listed below.

### Why Call Monitor has been created

Based on feedback from a large number of our customers, we learned that the statistics model of standard PortaSwitch needed to be extended to provide more information. That's why Telinta's engineers developed Call Monitor.

The Call Monitor application is a proprietary addition developed by Telinta to cover some aspects of billing activities that cannot be controlled by the standard PortaSwitch's set of utilities.

The tool was developed to allow PortaSwitch users to increase their revenues with the capabilities described below.

## Key features of Call Monitor

Call Monitor has multiple features, which extend limited functionality of standard PortaSwitch installation.

These features include:

- Tracking customers' profit
- Tracking down malfunctioning vendors with near real time ASR reports
- Monitoring ALOC of particular vendors
- Displaying information graphically
- Customizing configuration for information displays
- Using AJAX

### Tracking customers' profit

Call Monitor allows you to track your customers' profits in order to find problems in time. For example, if the profit of a customer decreased, you could identify this problem and try to find the reasons for it (e.g., wrongly configured routing or extremely high profit guarantee limits).

### Tracking down malfunctioning vendors with near real time ASR reports

**Average successful rate (ASR)** is an indicator of correct and sustainable working of your vendors.

In scenarios with multiple vendors, you might face the problem that some vendors are not able to connect the call. In such a case they will be automatically skipped, but it will increase **PDD (Post Dial Delay)** – the time between dialing the number and connection with the called side).

Using Call Monitor ASR reports, you can find this problem and take measures in time.

### Monitoring ALOC of particular vendors

Another parameter of efficient termination is **average length of calls (ALOC)**, which shows how long a call lasts. When this parameter is low, it can mean that a vendor disconnects the call in the middle of the conversation.

Call Monitor permits you to track these issues and allows you to start investigating and finding such a vendor. You can exclude this vendor from routes, contact their tech support, and put the vendor back when the problem is solved.

## Displaying information graphically

Call Monitor is able to draw graphs based on information of the particular vendor or customer. Such representation of information can simplify the process of reports' analyzing by operators.

## Customizing configuration for information displays

There are a variety of parameters monitored by Call Monitor. All of them can be sorted as you like. Additionally, all your settings, such as sorting, displaying of some particular parameter, vendor, customer, etc., can be saved to Profiles that allow you to have different sets of rules for displaying the monitored information.

## Using AJAX

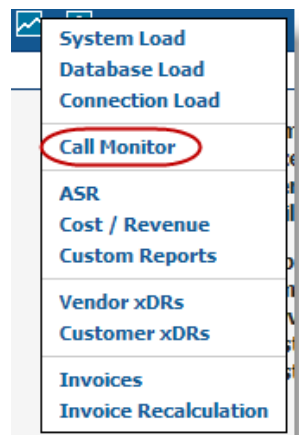
**AJAX (Asynchronous JavaScript and XML)** is a web-programming technique that allows the creation of rich and fast user interfaces. Using this technique in Call Monitor, we can provide end-users with increased speed of the web-interface response.

## Call Monitor web-interface hardware and software requirements

- **Browser:** Firefox 3.0+, Internet Explorer 7.0+, Chrome 7+, Opera 10+ with Adobe Flash plug-in installed.
- **Internet Connection:** high speed for quick response from the interface
- **Display Settings:** minimum screen resolution is 1024 x 768

## How to start using Call Monitor

To begin, the operator should log in to the PortaBilling web interface and follow the "Call Monitor" link from the main menu. After that, the user will be redirected to the Call Monitor interface.



## Basic working concepts

### Interface details

Here you can see the default look of Call Monitor:

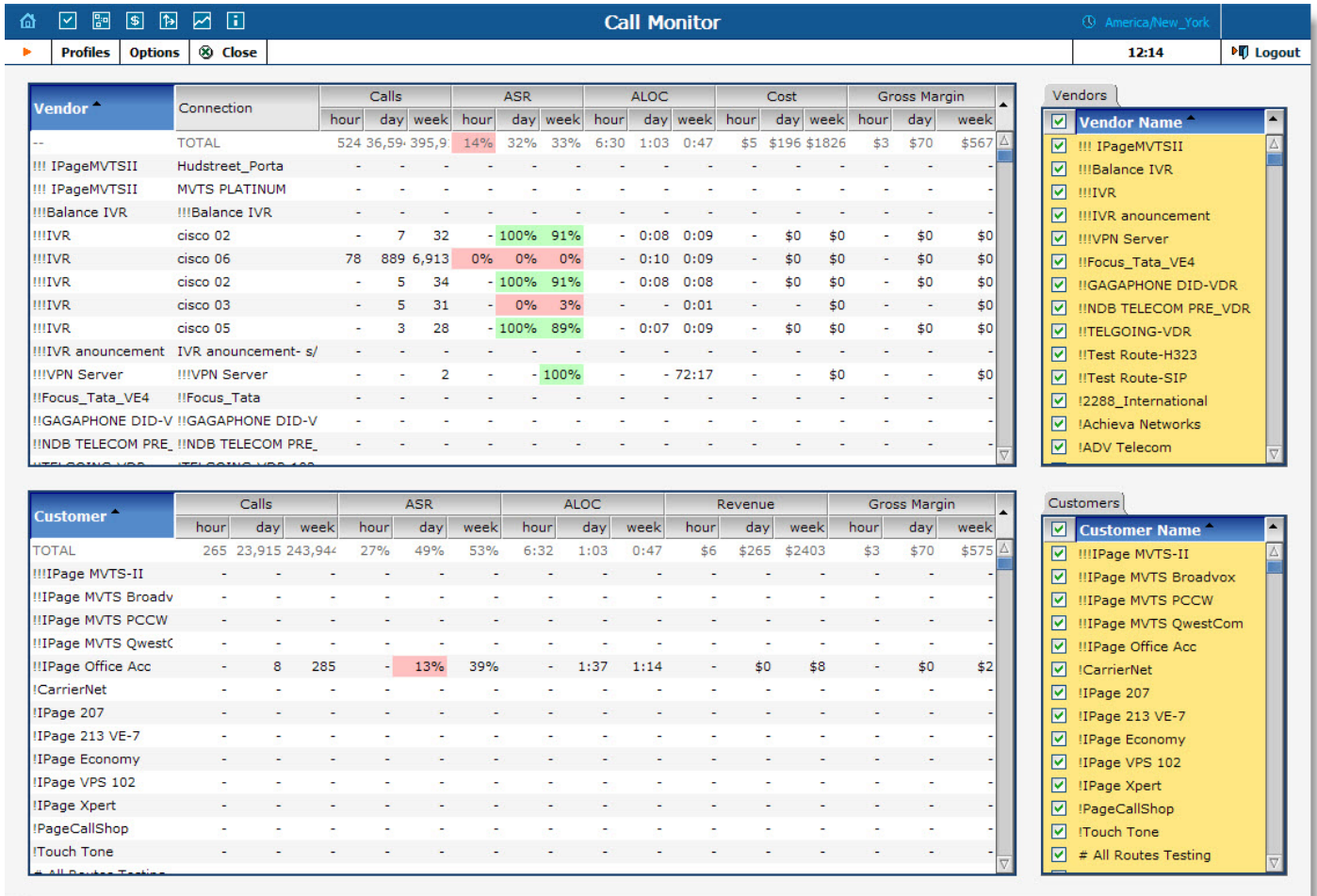


Fig. 1 - Default view

Vendor and customer information is kept in the same place to make the operator's work more productive. The operator has the ability to see all useful information at the same time and to take care of any easily recognized suspicious events.

**NOTE:** Information displayed in Callmon can be 5 minutes behind real time.

### Explanation of statistics information terms

Here is an explanation of what the main parameters mean and how they are represented in the interface:

**ALOC** - Average length of calls

**ASR** - Average successful rate

**Revenue** - Money paid for the calls according to rates

**Cost** – Money paid to a vendor

**Gross Margin** - Difference between money paid to a vendor and revenue

Calls			ASR			ALOC			Revenue			Gross Margin		
hour	day	week	hour	day	week	hour	day	week	hour	day	week	hour	day	week

Fig. 2 Main parameters

## Multiple vendors

You can select several vendors and see their statistics. To do this you need to select the vendor checkboxes and wait until statistics are loaded.

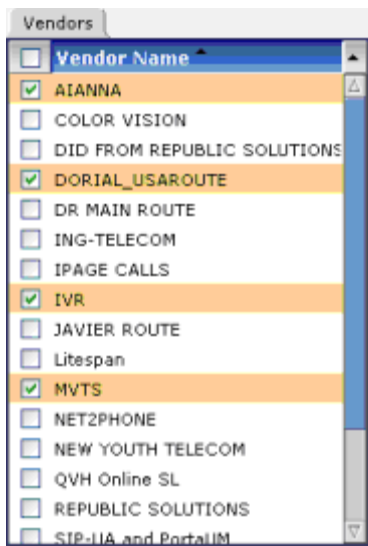


Fig. 3 Selecting several vendors

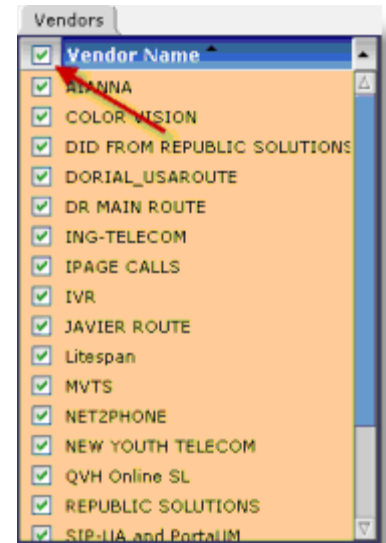


Fig. 4 Selecting all vendors

To select all vendors, click the checkbox at the top left of the window, near the “Vendor Name” label.

If several vendors are selected, Call Monitor will calculate the TOTAL amount of hours, days, and other parameters for them. The total number will be displayed in the first line of statistics.

Vendor	Connection	Calls			ASR			ALOC			Revenue			Gross Margin		
		hour	day	week	hour	day	week	hour	day	week	hour	day	week	hour	day	week
--	TOTAL	2	3,023	19,075	0%	48%	51%	-	4:14	4:18	\$0	\$402	\$3144	\$0	\$197	\$1416

Fig. 5 TOTAL calculation

## Customers' statistics

Customers' statistics have the same functionality as the vendors. You can select several customers at the same time to calculate their statistics.

Customer	Calls			ASR			ALOC			Revenue			Gross Margin		
	hour	day	week	hour	day	week	hour	day	week	hour	day	week	hour	day	week
US_NJ_CAPITAL INC	0	70	226	-	43%	54%	-	2:37	3:52	-	\$10	\$52	-	\$4	\$22
US_NJ_EL VECINO I	0	6	70	-	33%	54%	-	3:17	6:01	-	\$1	\$30	-	\$0	\$12
US_NJ_EL VECINO II	0	37	361	-	57%	58%	-	2:59	5:08	-	\$8	\$157	-	\$3	\$70
US_NJ_UNITELLE PLA	0	40	351	-	53%	66%	-	6:55	5:34	-	\$15	\$174	-	\$6	\$63
US_NJ_UNITELLER FA	0	91	437	-	58%	70%	-	3:48	4:20	-	\$28	\$193	-	\$9	\$63
US_NJ_UNITELLER NE	0	0	66	-	-	56%	-	-	6:55	-	-	\$51	-	-	\$18
US_NJ_UNITELLER TF	0	1	68	-	100%	62%	-	3:41	5:56	-	\$0	\$49	-	\$0	\$13
US_NY J & J CORPOR	0	23	227	-	83%	68%	-	3:17	3:21	-	\$6	\$52	-	\$3	\$26
US_NY_A & P MULTIS	0	7	32	-	100%	91%	-	6:33	3:23	-	\$3	\$8	-	\$1	\$3
US_NY_AMIGOENVIO	0	0	0	-	-	-	-	-	-	-	-	-	-	-	-
US_NY_BAINBRIDGE	0	29	127	-	76%	69%	-	4:10	4:53	-	\$12	\$54	-	\$5	\$22
US_NY_BALBUENA	0	21	37	-	71%	73%	-	2:03	2:24	-	\$5	\$8	-	\$2	\$4
US_NY_CARICOM IN	0	36	243	-	44%	60%	-	3:51	4:31	-	\$7	\$84	-	\$3	\$34
US_NY_CCINTERNAC	0	0	51	-	-	65%	-	-	5:06	-	-	\$99	-	-	\$7
US_NY_CHAMPION	0	0	47	-	-	68%	-	-	7:00	-	-	\$28	-	-	\$10
US_NY_CIBAO TRAVI	0	13	78	-	62%	47%	-	3:27	3:07	-	\$2	\$10	-	\$1	\$3

Customers

Customer Name

- ABC\_NY\_CHAMPION
- ABCDUS\_NJ\_SIMATEL
- ABCUS\_WS\_VOZ\_IP\_SYSTEM
- ABCUS\_NY\_NYCMULTISERVICES
- ABCUS\_NY\_TURISSA
- ABCUS\_PA\_GARCIA ENVIO
- ABCUS\_RI\_UNITELLER RODE ISL
- ABCUSA\_OH\_AREA809
- CALL ME EASY FWD SERVICES
- Callshops
- DID-incoming-c
- ETS REG-CUSTOMER WITH DID
- ETS\_ENTERPRISE CUSTOMERS
- PinSkip
- PortaTest
- PROVIDER DID 8xx BICOM

Fig. 6 Customers' statistics

## Sorting

To better analyze monitored results, you can sort all of them by clicking the column header.

Customer	Calls			ASR		
	hour	day	week	hour	day	week
TOTAL	104	26,139	115,14€	55%	45%	48%
2288	0	0	0	-	-	-
Abatel	0	78	1,995	-	59%	63%

Fig. 7 Click to sort

On the next picture you can see results of re-sorting:

Customer	Calls		
	hour	day	week
2288	0	0	0
Abatel	0	78	1,995
arbinet customer	0	0	0
Bardana	0	0	2
Bormax	0	171	768
Brasilvox	0	0	0
Bravo	0	32	32
Btelevoip	0	0	0
BTI - Broadband	0	0	0
CamargoF	0	65	234
Cartona	0	43	165
CCS - Capital City S	0	0	0

Fig. 8 Data sorted by hour

## Options

Call Monitor menu provides an ability to customize statistics look. A list of options is available under the “Options”.

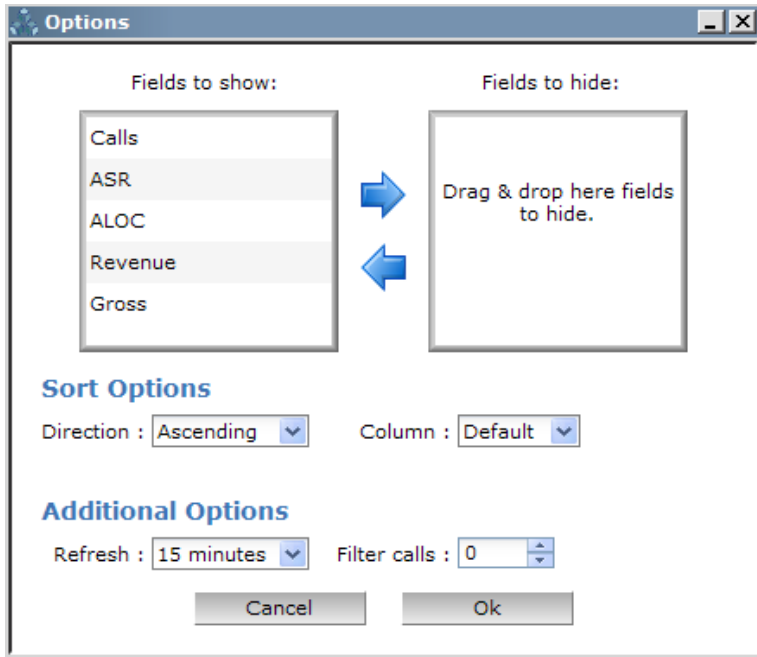


Fig. 9 Options window

There you can define which fields should be shown, and which fields should be hidden; what parameter statistics should be sorted by and in which order.

**NOTE:** Fields to show, Fields to hide and Sort options influence the behavior of pop-up windows (shown on double-click) only.

**Refresh** option defines how frequently statistics should be updated. When the option is set the timer counting the time left to the next update will appear.



Fig. 10 - Timer

**Filter calls** option limits the number of the visible calls. For example, if the option is set to ‘5’, connections and customers with less than 5 calls during last week will not be displayed.

## Details

To see details of a certain vendor or a customer, double click on its name and the 'Details' window will appear. The Details window shows statistics per country, double click on a country will display detailed statistic per destinations.

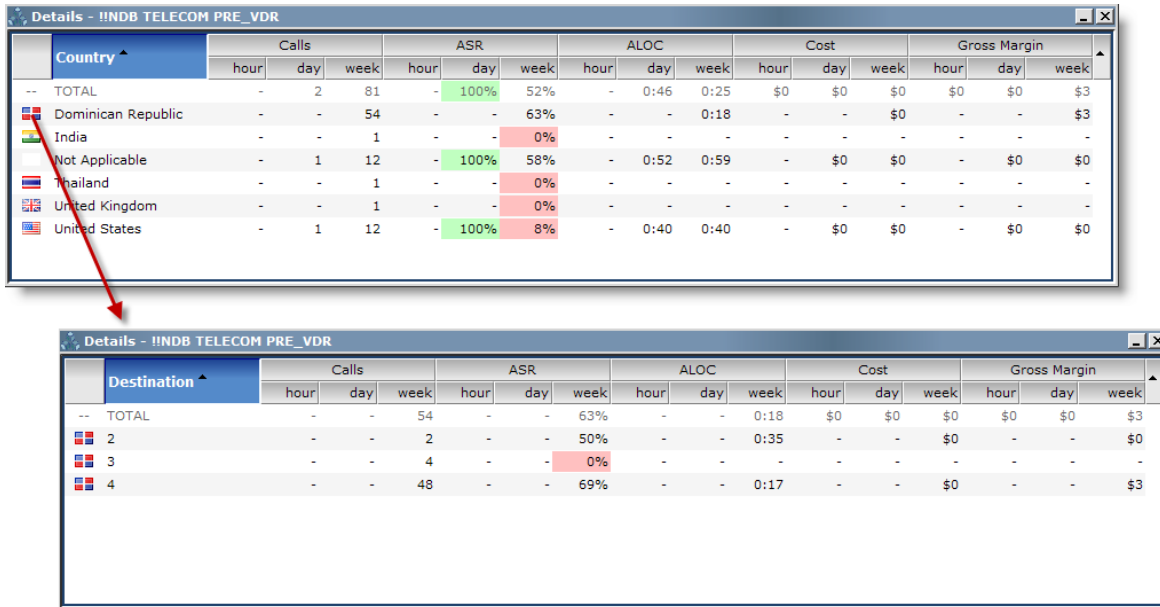


Fig. 11 - Details window

## Graphs

Call Monitor can draw graphs based on the statistics. To create the graphs an operator should right-click on a statistics line and select "Plot values" from the pop-up menu.

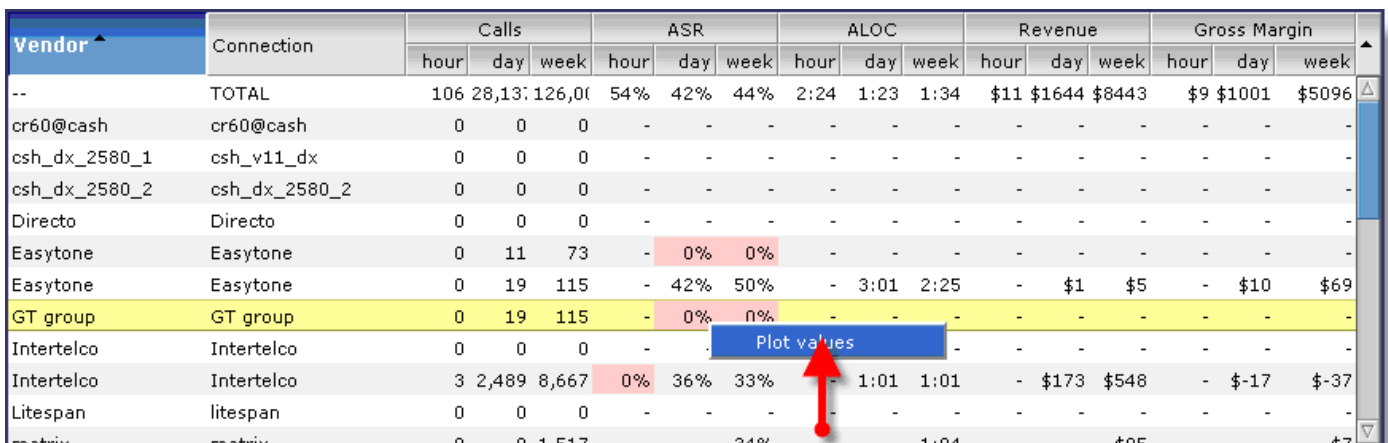


Fig. 12 Graph drawing

The window will display the data in a graph, which might be easier for inexperienced users.

Graphs window allows switching between different types of graphs: **Calls**, **ASR**, **ALOC**, **Revenue** and **Gross**. To select a needed graph type click on the radio button in the bottom of the window.

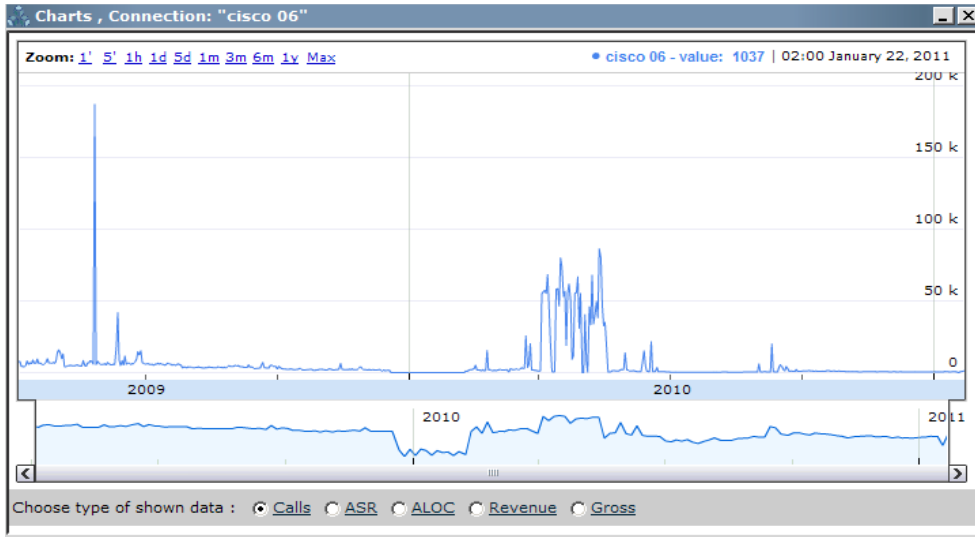


Fig. 13 - Graph window

## Profiles

Call Monitor provides the ability to create profiles, which allows you to save settings. For example, you can use a profile to set a default type of sorting and a column view.

To create a profile, click the link "Profiles" on the top panel:

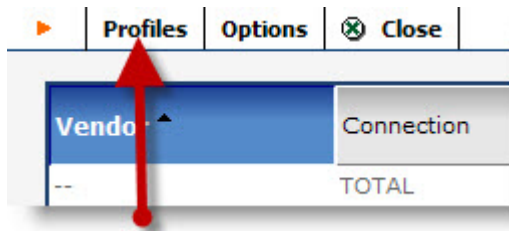


Fig. 14 - Click "Profiles" to open the profile window

In order to save current configuration click on the **Save** button and enter a name of the profile.

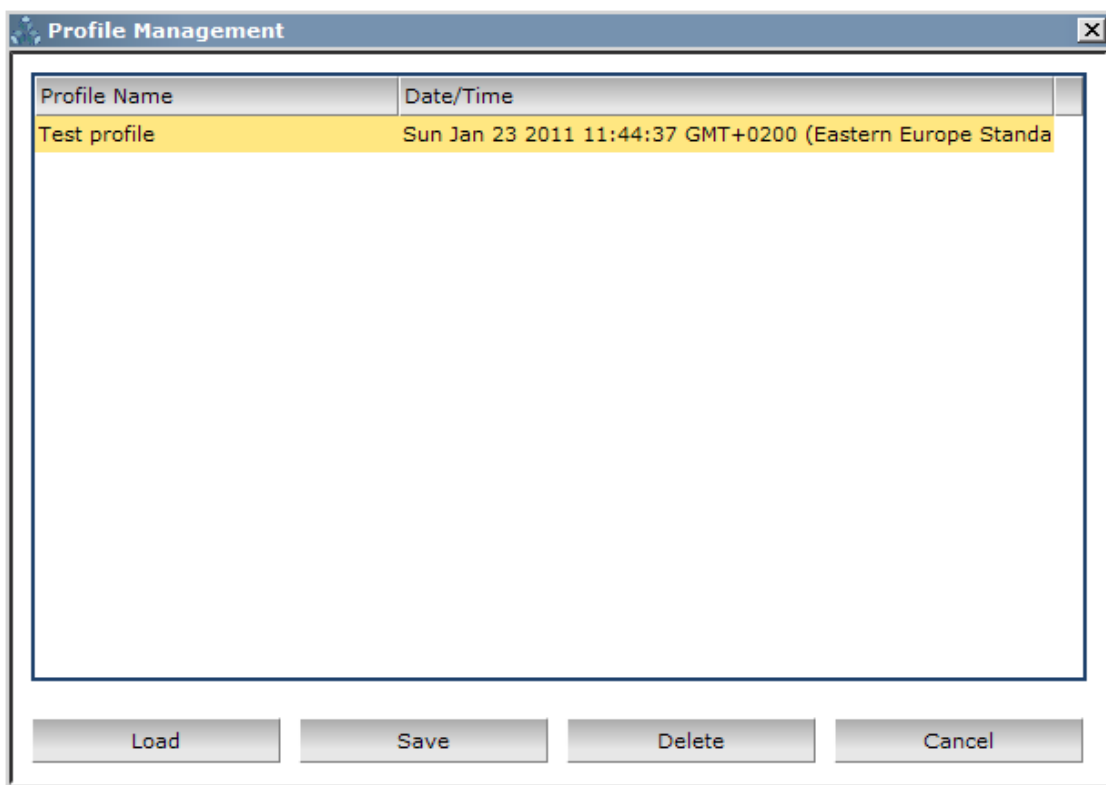


Fig. 15 - Profile management window

To load a saved profile click on it and push the **Load** button.