

## BroadWorks Call Detail Server

BroadWorks Call Detail Server is an optional server in the BroadWorks system that breaks out the management of call logs from the Application Server. With the Call Detail Server, providers can collect of a broader array of call data and distribute those records to other systems in real-time.

More extensive call data from the Call Detail Server can be used to offer new feature-functionality to users such as BroadWorks Enhanced Call Logs. Also, the separation of call log management from the Application Server enables carriers to further optimize system performance and hardware utilization.

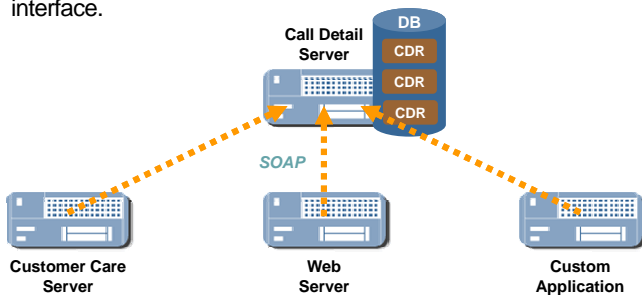
### Enhanced Call Logs

The Call Detail Server enables service providers to offer Enhanced Call Logs. With this feature, users can view call logs beyond the 20 records of dialed, received, and missed calls that are available with BroadWorks Web Call Logs feature.

Users view the Enhanced Call Log records through in their web portal. The most recent 20 of each call type are still displayed in the CommPilot Call Logs tab. Additional logs enable users to recall prior call activity and retrieve otherwise lost contact details.

### Third Party Applications

Once data are collected and stored by the Call Detail Server, they are available for third party applications using the SOAP interface.

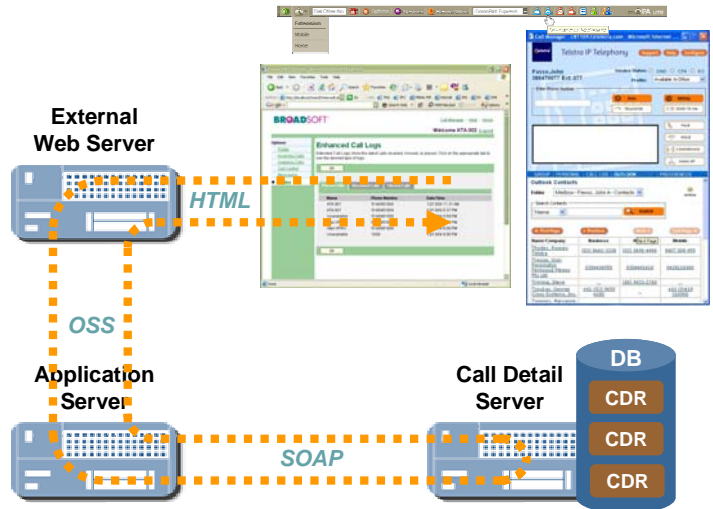


Third party applications supported by the Call Detail Server include station message detail reporting (SMDR) and customer care.

### New Service Capabilities

With the availability of more call data, providers can parse and present call data for new services and applications. Enhanced Call Logs can be configured to show additional call characteristics such as call duration. Logs can also be displayed based on department, group, enterprise, or provider.

For additional options in service delivery, providers can give provisioning access to enterprise-level administrators. This capability enables an enterprise to define its own call log settings such as the maximum number of call logs per user per user type. Enterprises can also set the expiry period (in days) per call type. Ideal for larger enterprises, these features provide the type of control expected from large PBX systems – without the associated maintenance and back-office issues of premises equipment.



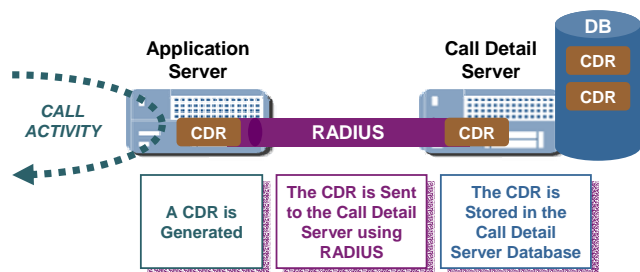
*Delivery of Enhanced Call Logs from the Call Detail Server*

### Call Detail Server Operation and Deployment

The Call Detail Server operates on standard NEBS compliant hardware and is deployed with primary and secondary server addresses. CDRs are sent to both servers using the RADIUS protocol. A RADIUS component on the Call Detail server decodes the RADIUS messages and writes to the database. Requests are authenticated by RADIUS shared secret for security.

The Application Server retrieves CDRs from the Call Detail Server using SOAP over HTTP. The SOAP engine on the Call Detail Server retrieves CDRs from the database and returns them to the Application Server. The Application Server also uses SOAP to configure the Call Detail Server.

CDRs are stored in a disk-based database on the Call Detail Server. For database sizing, it is estimated that each call log uses 500 bytes of storage. For 1000 users, each with 100 logs for 3 call types, disk storage is estimated at 150MB.



As the Call Detail Server removes storage requirements from the Application Server, the deployment of the Call Detail Server typically improves the hardware efficiency and improved system performance. These efficiencies offer attractive economics for providers, especially with larger systems.

The Call Detail Server can be rapidly added to an existing BroadWorks system. The Service Pack Migration feature can be used to bulk assign Enhanced Call Logs and bulk remove Basic Call Logs for select users.