ABSTRACT

The present disclosure relates to monitoring historical and/or current outbound voice calls and optimising current and/or future outbound voice calls. A method of monitoring and optimising voice call quality is provided which comprises: performing monitoring of a plurality of voice calls associated with a plurality of media addresses, including: acquiring a call record of each target voice call of the voice calls, wherein the call record includes a call quality score, an abnormal data packet information, and a target media address which correspond to the each target voice call, wherein the media addresses include the target media address; based on the call quality score, and the abnormal data packet information, ascertaining a status type information of the media address; based on the ascertained status type information of the media address, ascertaining a call routing status for the media address; and selecting, from the media addresses, a particular media address for an outbound voice call based on a corresponding call routing status of the particular media address.

Figure 1