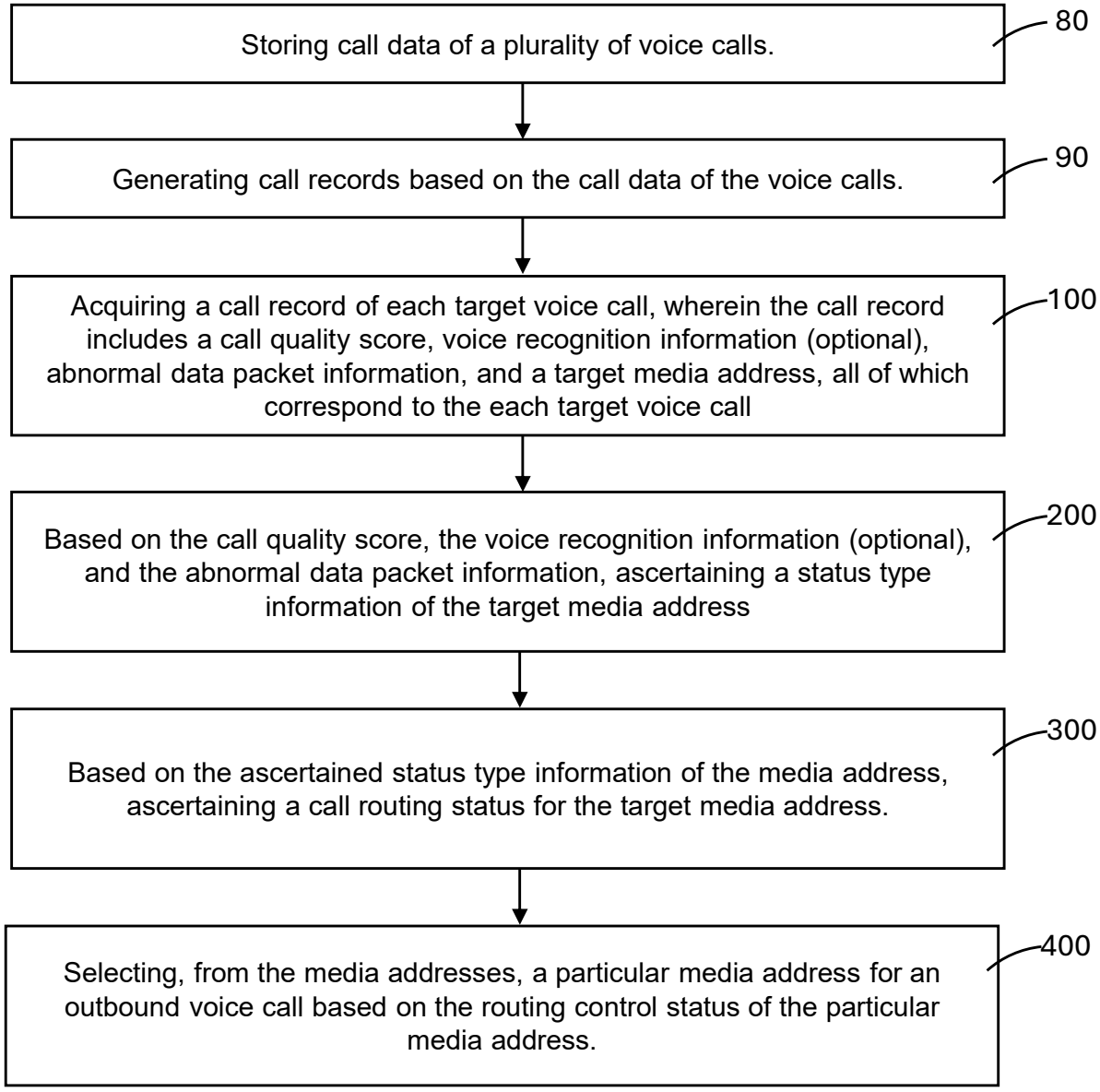

Storing call data of a plurality of voice calls.
80
Generating call records based on the call data of the voice calls.
90
Acquiring a call record of each target voice call, wherein the call record includes a call quality score, voice recognition information (optional), abnormal data packet information, and a target media address, all of which correspond to the each target voice call
100
Based on the call quality score, the voice recognition information (optional), and the abnormal data packet information, ascertaining a status type information of the target media address
200
Based on the ascertained status type information of the media address, ascertaining a call routing status for the target media address.
300
Selecting, from the media addresses, a particular media address for an outbound voice call based on the routing control status of the particular media address.
400

Figure 1

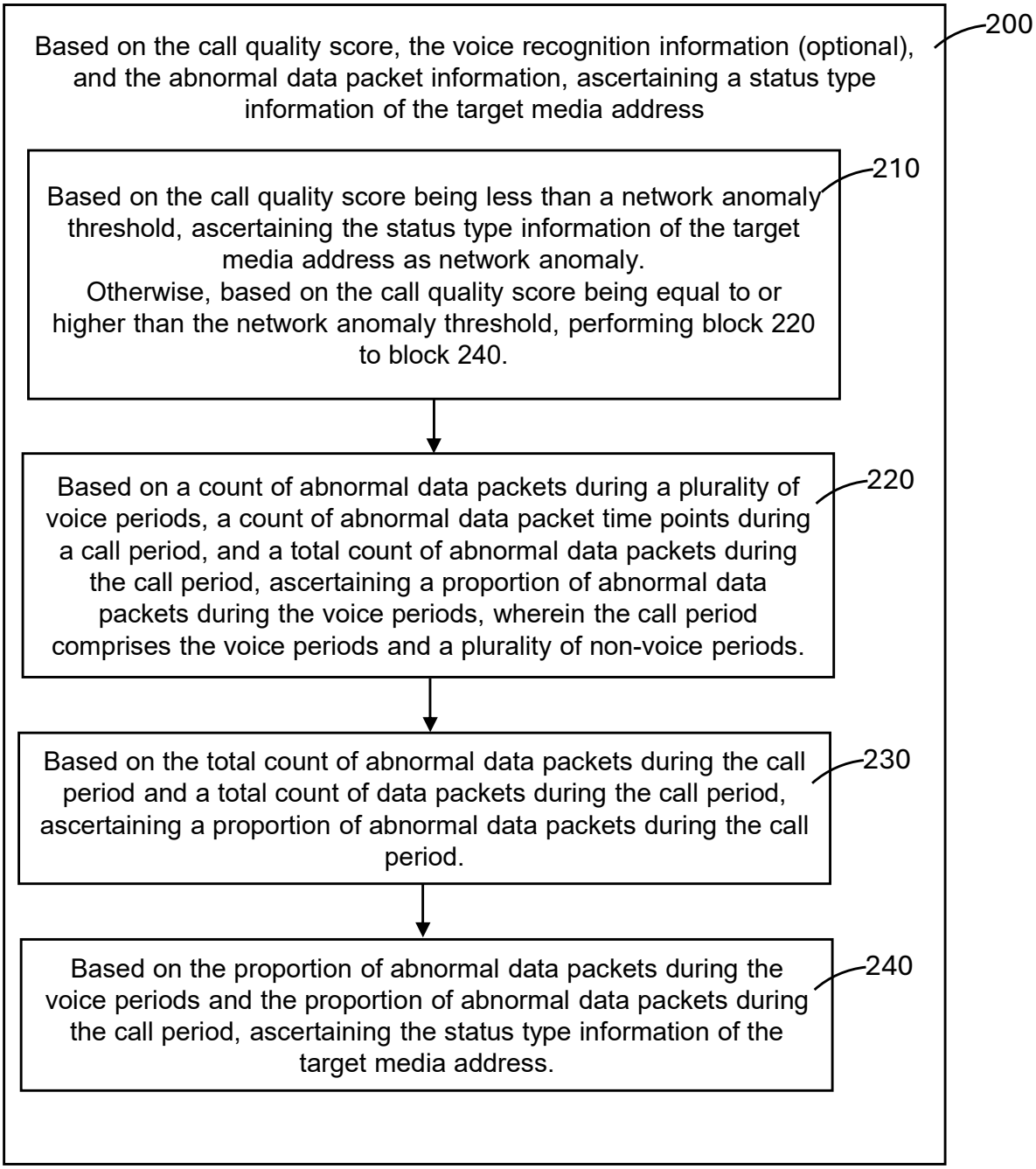

Based on the call quality score, the voice recognition information (optional), and the abnormal data packet information, ascertaining a status type information of the target media address
200
Based on the call quality score being less than a network anomaly threshold, ascertaining the status type information of the target media address as network anomaly.
Otherwise, based on the call quality score being equal to or higher than the network anomaly threshold, performing block 220 to block 240.
210
Based on a count of abnormal data packets during a plurality of voice periods, a count of abnormal data packet time points during a call period, and a total count of abnormal data packets during the call period, ascertaining a proportion of abnormal data packets during the voice periods, wherein the call period comprises the voice periods and a plurality of non-voice periods.
220
Based on the total count of abnormal data packets during the call period and a total count of data packets during the call period, ascertaining a proportion of abnormal data packets during the call period.
230
Based on the proportion of abnormal data packets during the voice periods and the proportion of abnormal data packets during the call period, ascertaining the status type information of the target media address.
240

Figure 2

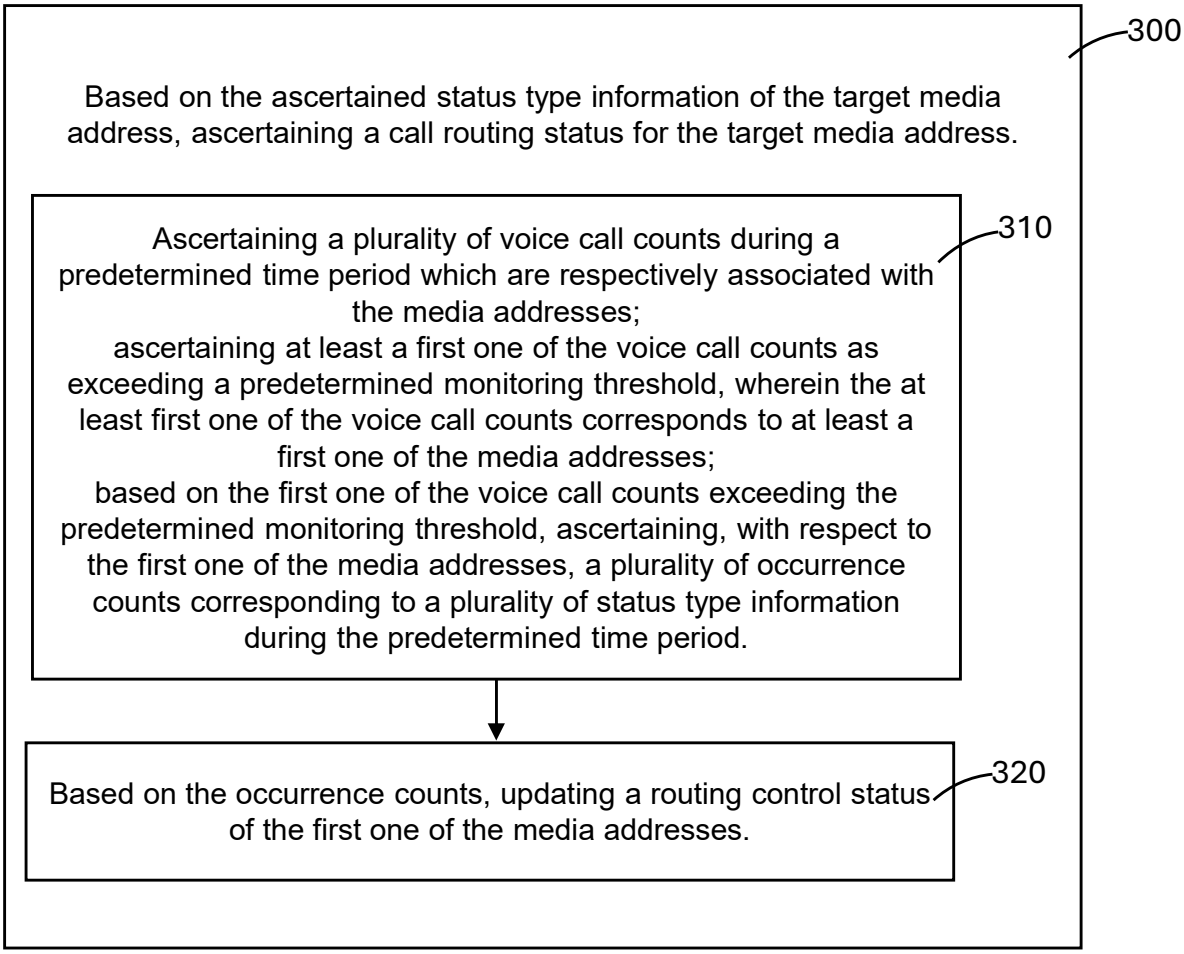

300
Based on the ascertained status type information of the target media address, ascertaining a call routing status for the target media address.
Ascertaining a plurality of voice call counts during a predetermined time period which are respectively associated with the media addresses;
ascertaining at least a first one of the voice call counts as exceeding a predetermined monitoring threshold, wherein the at least first one of the voice call counts corresponds to at least a first one of the media addresses;
based on the first one of the voice call counts exceeding the predetermined monitoring threshold, ascertaining, with respect to the first one of the media addresses, a plurality of occurrence counts corresponding to a plurality of status type information during the predetermined time period.
310
Based on the occurrence counts, updating a routing control status of the first one of the media addresses.
320

Figure 3

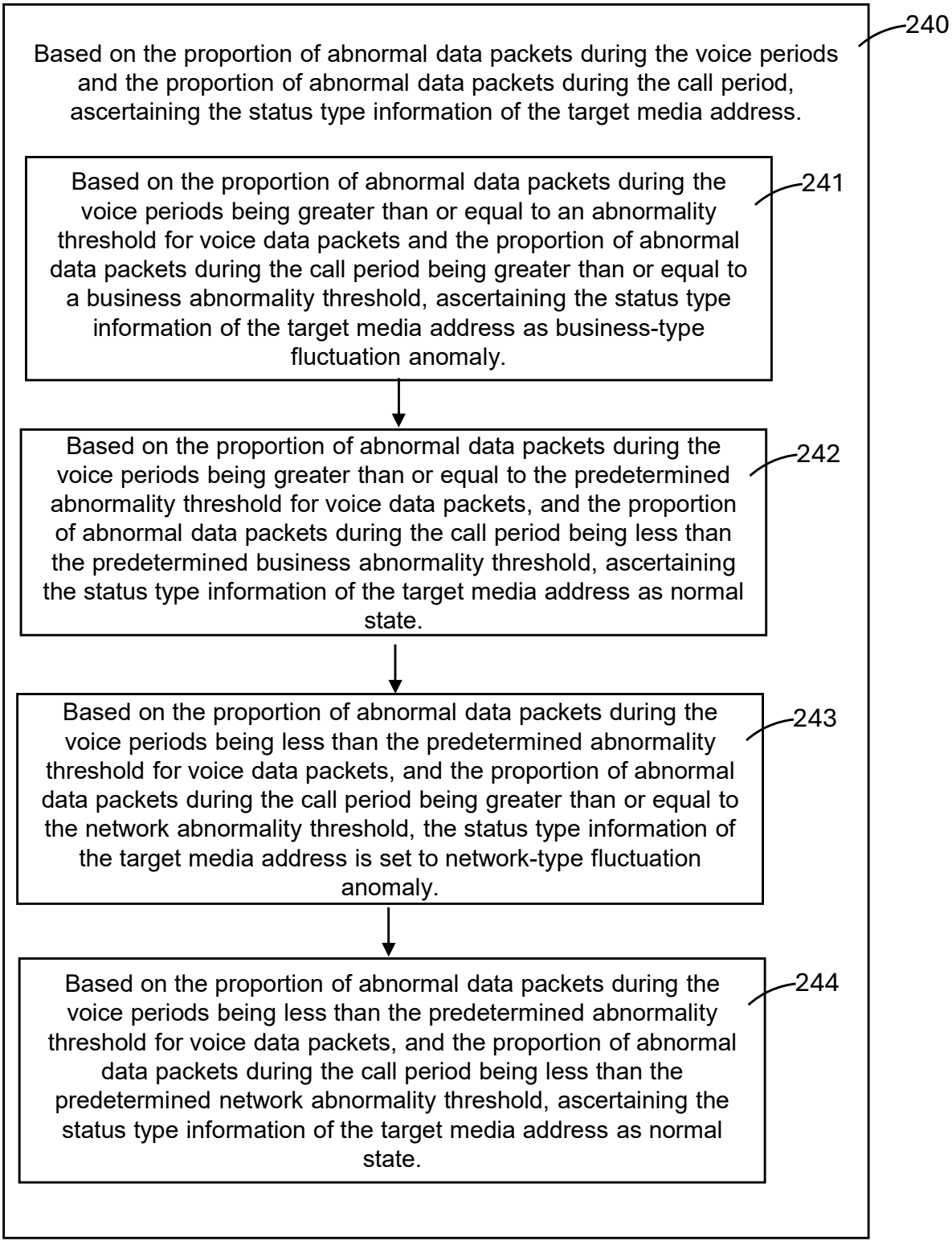

240
Based on the proportion of abnormal data packets during the voice periods and the proportion of abnormal data packets during the call period, ascertaining the status type information of the target media address.
241
Based on the proportion of abnormal data packets during the voice periods being greater than or equal to an abnormality threshold for voice data packets and the proportion of abnormal data packets during the call period being greater than or equal to a business abnormality threshold, ascertaining the status type information of the target media address as business-type fluctuation anomaly.
242
Based on the proportion of abnormal data packets during the voice periods being greater than or equal to the predetermined abnormality threshold for voice data packets, and the proportion of abnormal data packets during the call period being less than the predetermined business abnormality threshold, ascertaining the status type information of the target media address as normal state.
243
Based on the proportion of abnormal data packets during the voice periods being less than the predetermined abnormality threshold for voice data packets, and the proportion of abnormal data packets during the call period being greater than or equal to the network abnormality threshold, the status type information of the target media address is set to network-type fluctuation anomaly.
244
Based on the proportion of abnormal data packets during the voice periods being less than the predetermined abnormality threshold for voice data packets, and the proportion of abnormal data packets during the call period being less than the predetermined network abnormality threshold, ascertaining the status type information of the target media address as normal state.

Figure 4

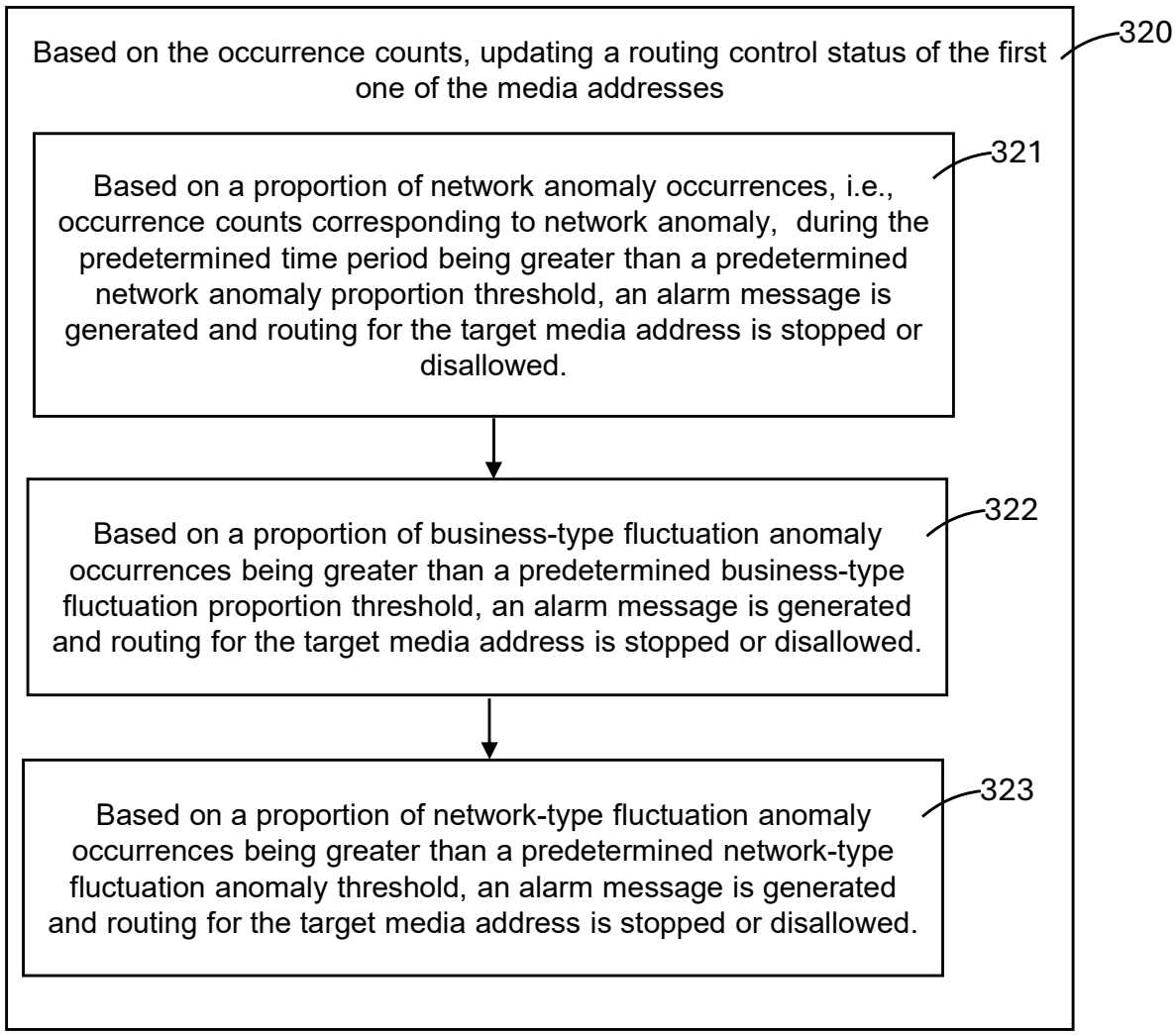


Figure 5

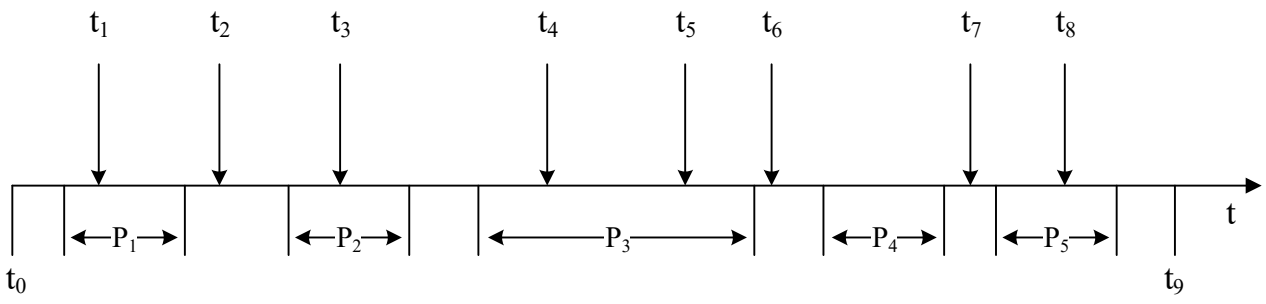


Figure 6