

## **ABSTRACT**

*Nowadays, communication is one of importance necessities to the human being especially in technology era. The improvement of technology except offered so many easiest to the consumers it also was offered so many new alternatives in the way of communications. Although there was short message services technology (SMS), but the necessities of voice communication can't be changed, especially in 2-ways connections that was crucial or essential needed.*

*The orientation of this final task is project-plan and evaluate an application the named call management application to regulate a new mechanism in telecommunications. The communication media in this object is voice. This application utilize SMS by the certain format which filled a request to connected a certain number in an application computer. After receive the request SMS and then check the identity validity, an application computer as soon as is going to call a source (SMS sender) and dialed to destination, and then communication proceed. Call management application also will count the billing, considered to lifetime and tariff to behave.*

*Call management application has been implemented by microsoft visual basic 6.0 language program with TAPIEx component versi 2.5 and MFBUS component versi 1.5 as additonal tools it's included Oracle 8i as database.*

*From several testing on the system that has been built, call management application has been successful to handle communication process base on voice, by using SMS as preliminarary connection. Based on data accounting in time testing, it has known that average time delay system to sms confirm is 3 seconds and average time delay to calling is 4 seconds, it is supported to multiple service and system could handle all of call request from user. Otherwise, call management application is going to count the user billing base on provider tariff, and using duration.*

**Keyword :** *call management applications, SMS, voice communication, billing*