BT Call Traffic Reporter (Reporter)
Reporting Tool

Getting started: Navigation

User guide

User

As an Inbound Contact global customer, you have access to a web-based reporting tool, known as Call Traffic Reporter (Reporter) via the My Account **Enterprise Reporting** application.

This guide will show you how to:

- Login via the My Account Portal
- Become familiar with the Reporter layout and options
- Navigate the various Reporter choices

For the best user experience:

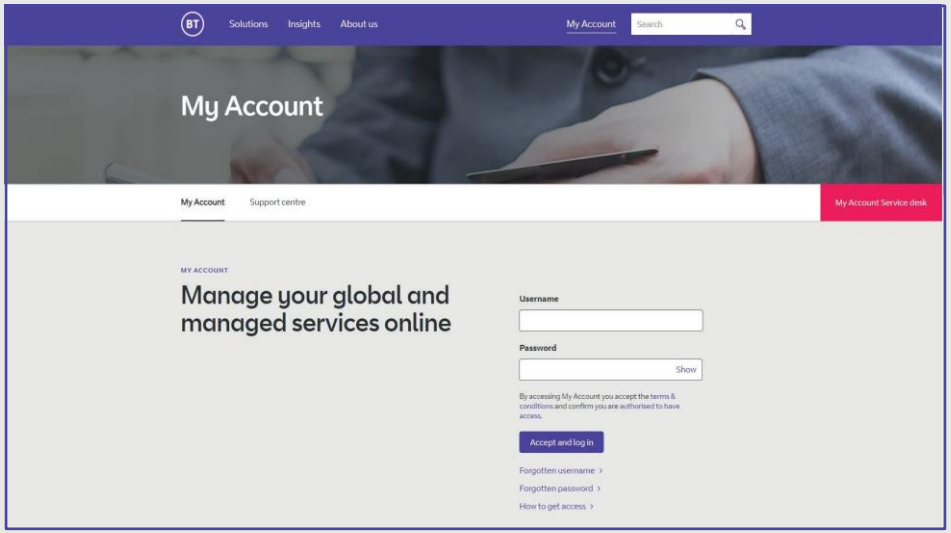
- Use a fully supported browser – MS Edge, Google Chrome or Mozilla Firefox
- Set browser to full screen
- Set browser zoom to **80%**

Get started | How to log in

Go to:
https://www.globalservices.bt.com/gslogin/#/login

To access the self service portal, you'll first need to log in to your BT My Account with your username and password. This will be supplied to you via the Voice Team Approval Process.

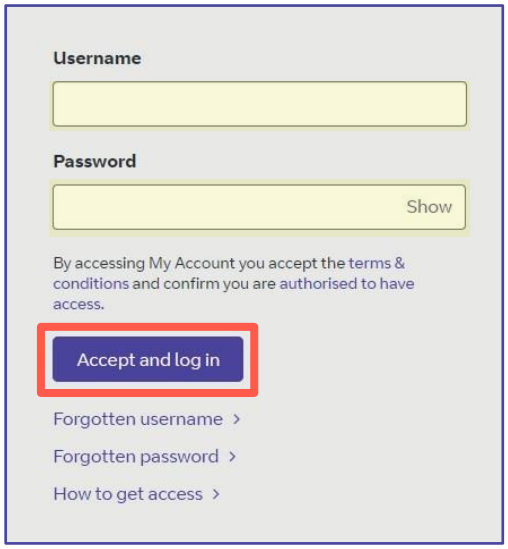
If this is the first time accessing this site you'll be required to create a 6-digit PIN and set up your security questions.



1

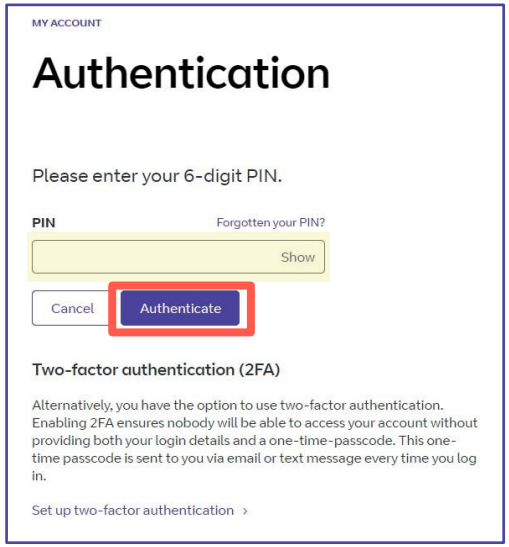
Enter your **Username** and **Password**

Then select **Accept and log in**



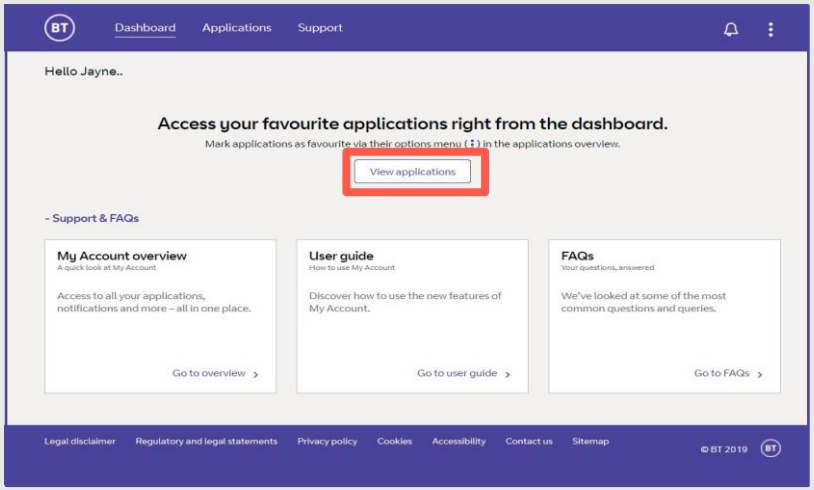
2

Enter your **PIN** here and then select **Authenticate**.

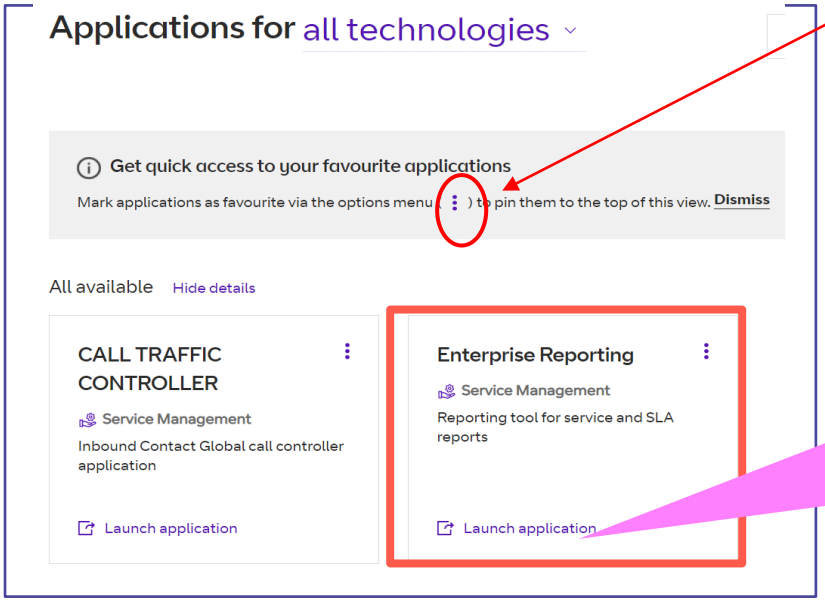


Welcome to your **BT My Account Dashboard.**

Select View applications to go to the applications that you have access to.



If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (⋮) then choose **Favourite**

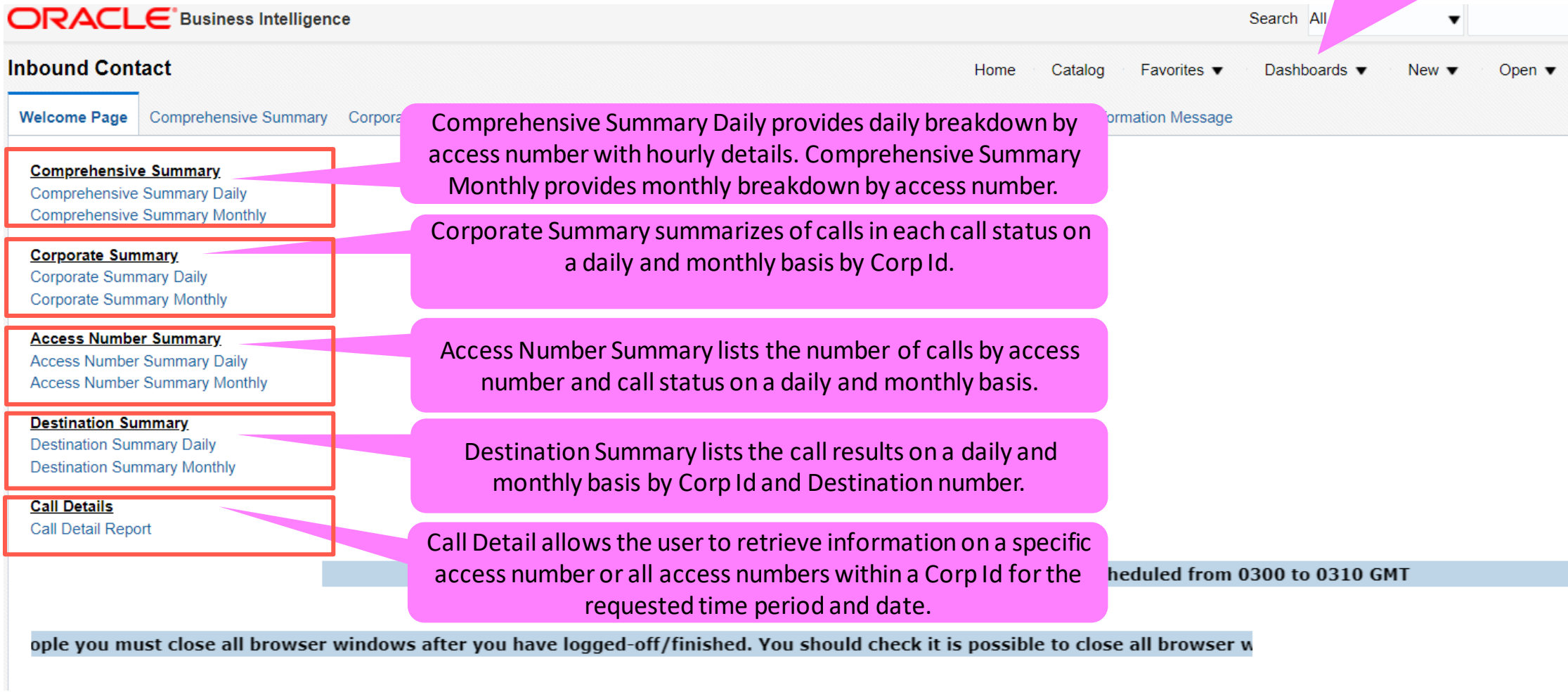


Select **Launch application** to open Reporter in a new browser window

Call Traffic Reporter Home

Reporter Welcome Page – You have access to run all these reports

Select "Inbound Contact" from the Dashboard to view the available Reports



Comprehensive Summary Daily provides daily breakdown by access number with hourly details. Comprehensive Summary Monthly provides monthly breakdown by access number.

Corporate Summary summarizes of calls in each call status on a daily and monthly basis by Corp Id.

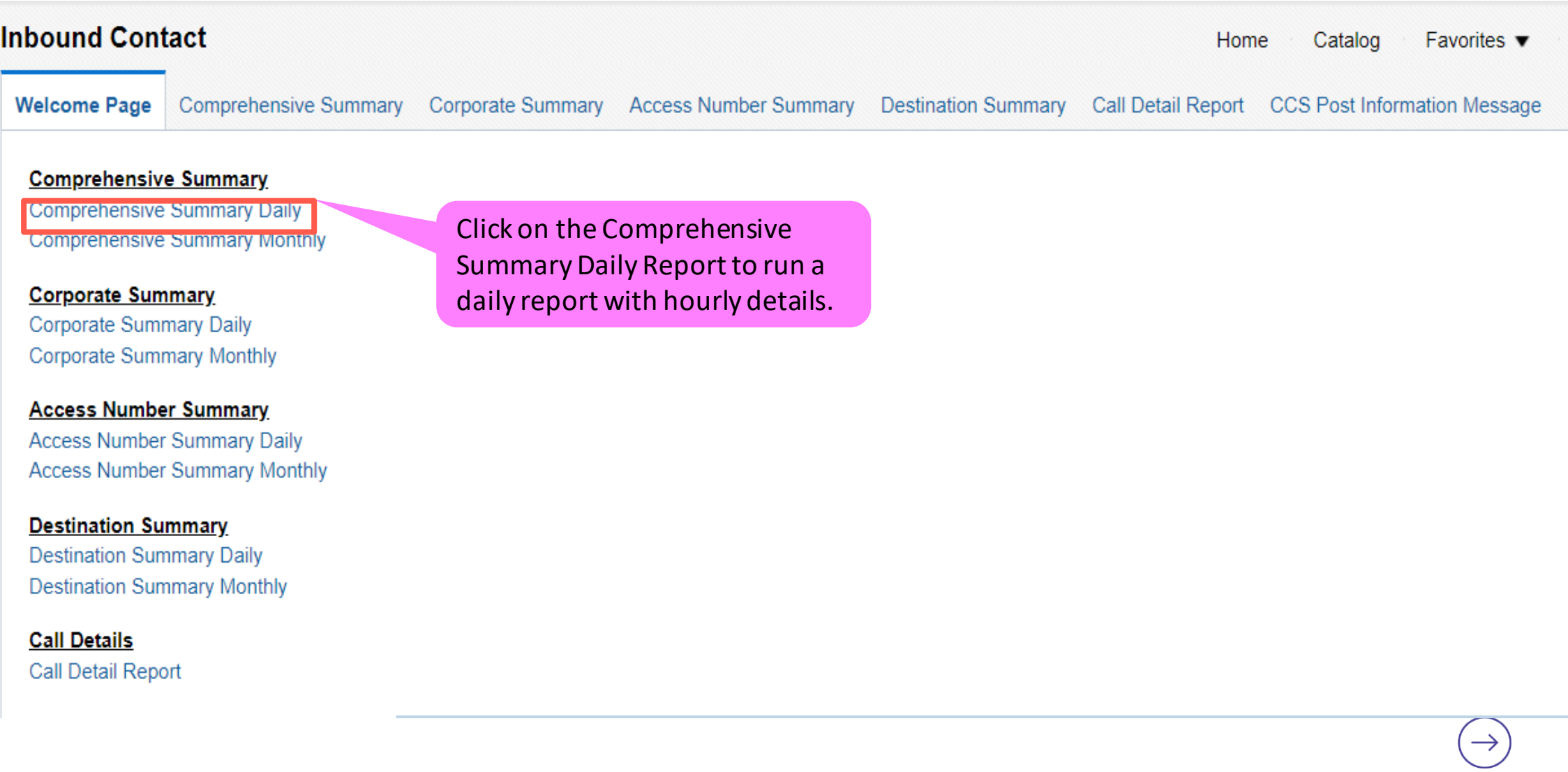
Access Number Summary lists the number of calls by access number and call status on a daily and monthly basis.

Destination Summary lists the call results on a daily and monthly basis by Corp Id and Destination number.

Call Detail allows the user to retrieve information on a specific access number or all access numbers within a Corp Id for the requested time period and date.

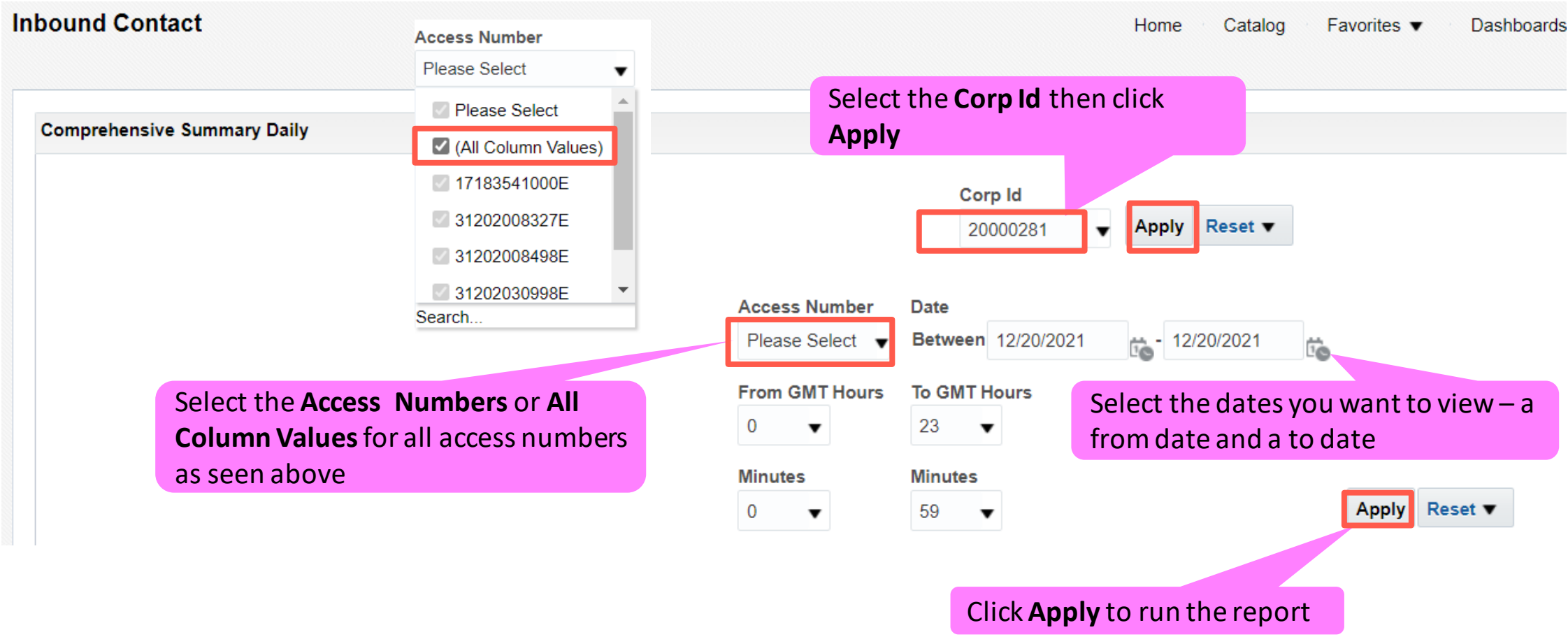
Welcome Page

Report Selection – Click on the Comprehensive Summary Daily report to get to selection screen



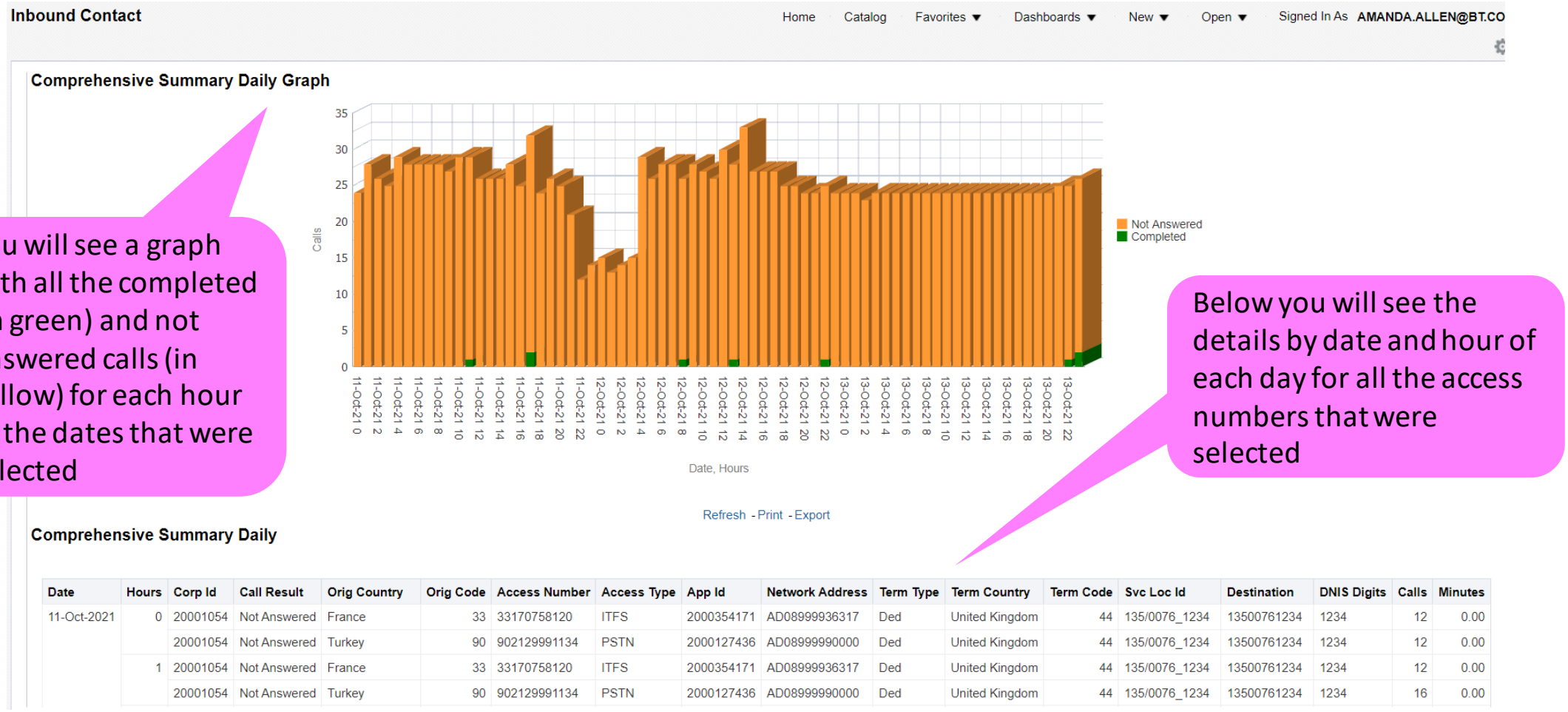
Comprehensive Summary Daily Report Input Screen

Selection Input – Select the Corp Id, Access Number(s), Dates (from – to dates), Hours (if need specific hours) and click Apply to run the report



Comprehensive Summary Daily Report Output Screen

Selection Output Graph – The top of the screen you will see a graph with completed and not answered calls by date and hour.
Selection Output Details – The bottom of the screen you will see the details for the date by hour with call results, Origintaion Country, Access Number, Termination Information with number of calls and the total minutes.

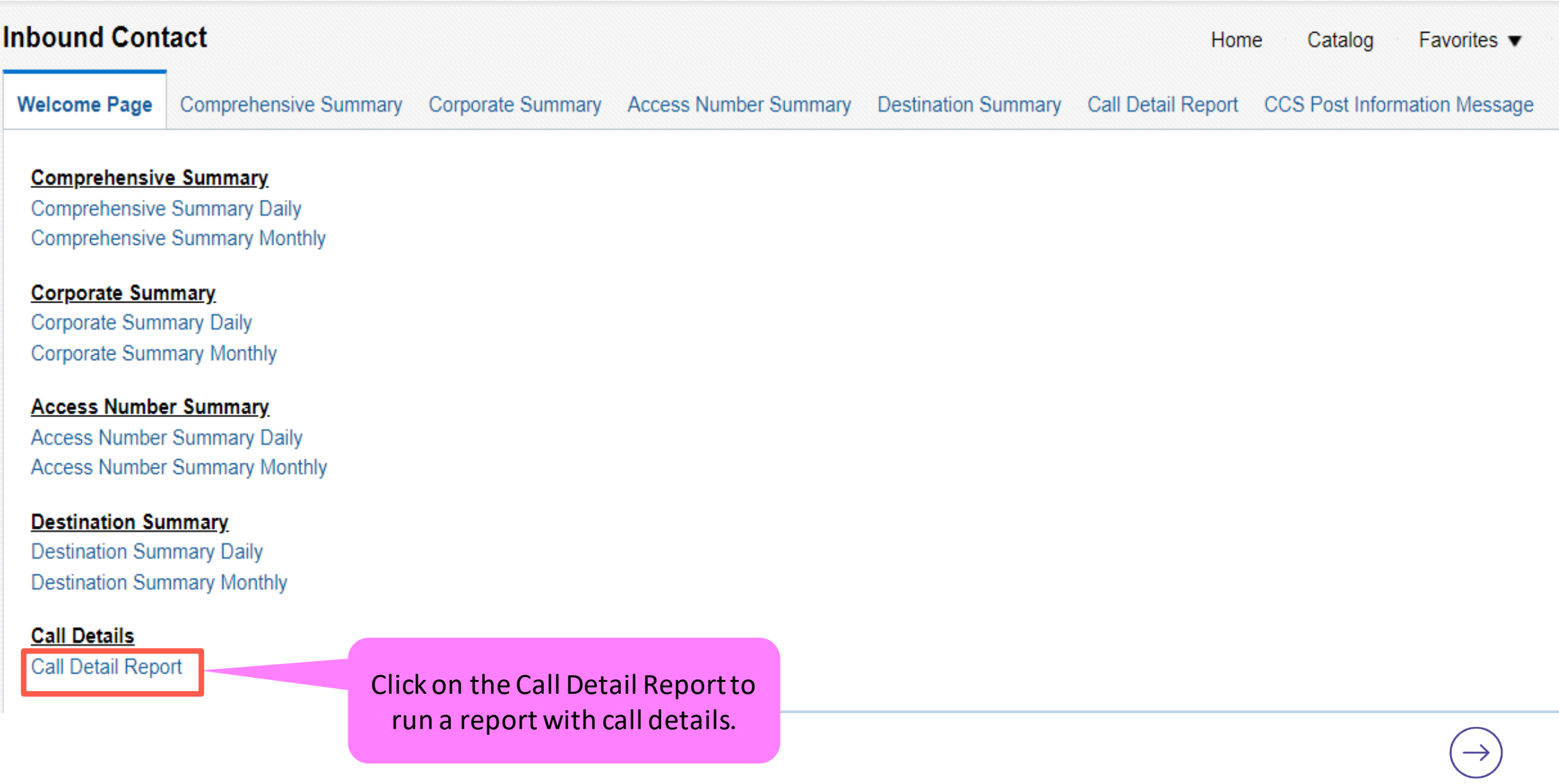


Date	Hours	Corp Id	Call Result	Orig Country	Orig Code	Access Number	Access Type	App Id	Network Address	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Calls	Minutes
11-Oct-2021	0	20001054	Not Answered	France	33	33170758120	ITFS	2000354171	AD08999936317	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
		20001054	Not Answered	Turkey	90	902129991134	PSTN	2000127436	AD08999990000	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
	1	20001054	Not Answered	France	33	33170758120	ITFS	2000354171	AD08999936317	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
		20001054	Not Answered	Turkey	90	902129991134	PSTN	2000127436	AD08999990000	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	16	0.00

This is a test account used for demos

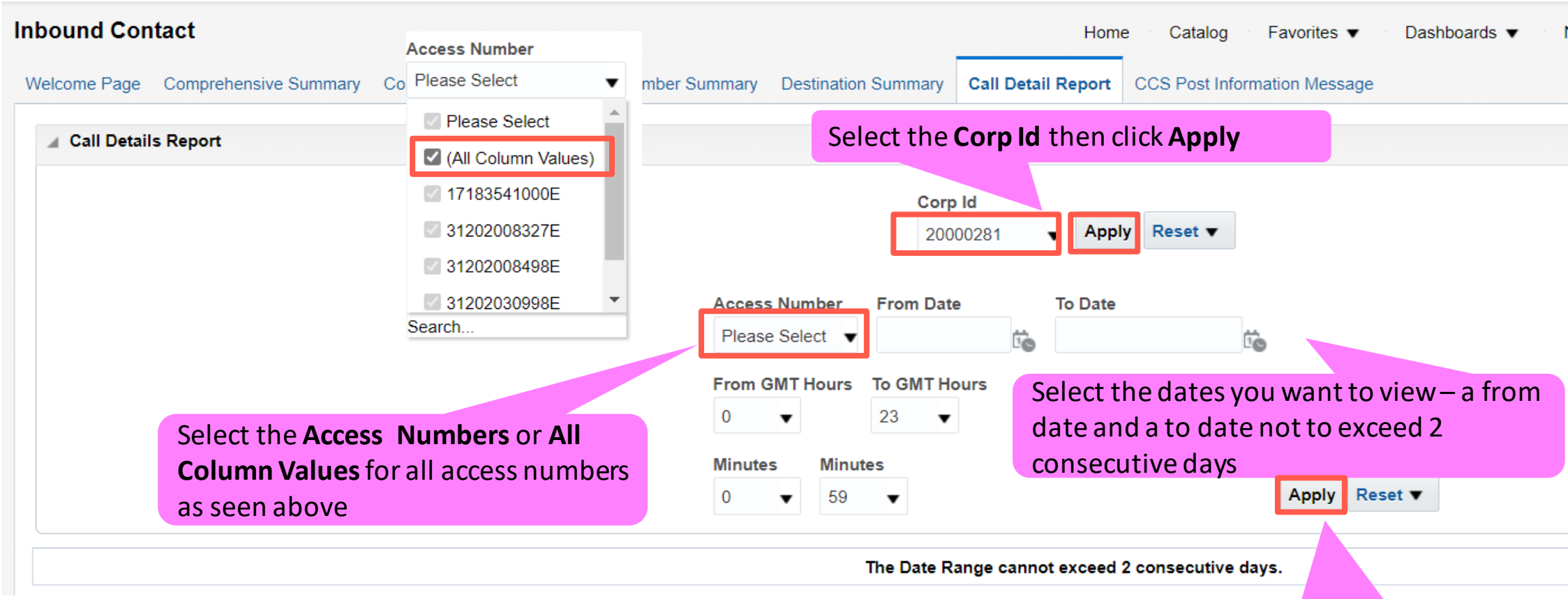
Welcome Page

Report Selection – Click on the Call Detail Report report to get to selection screen



Call Detail Report Input Screen

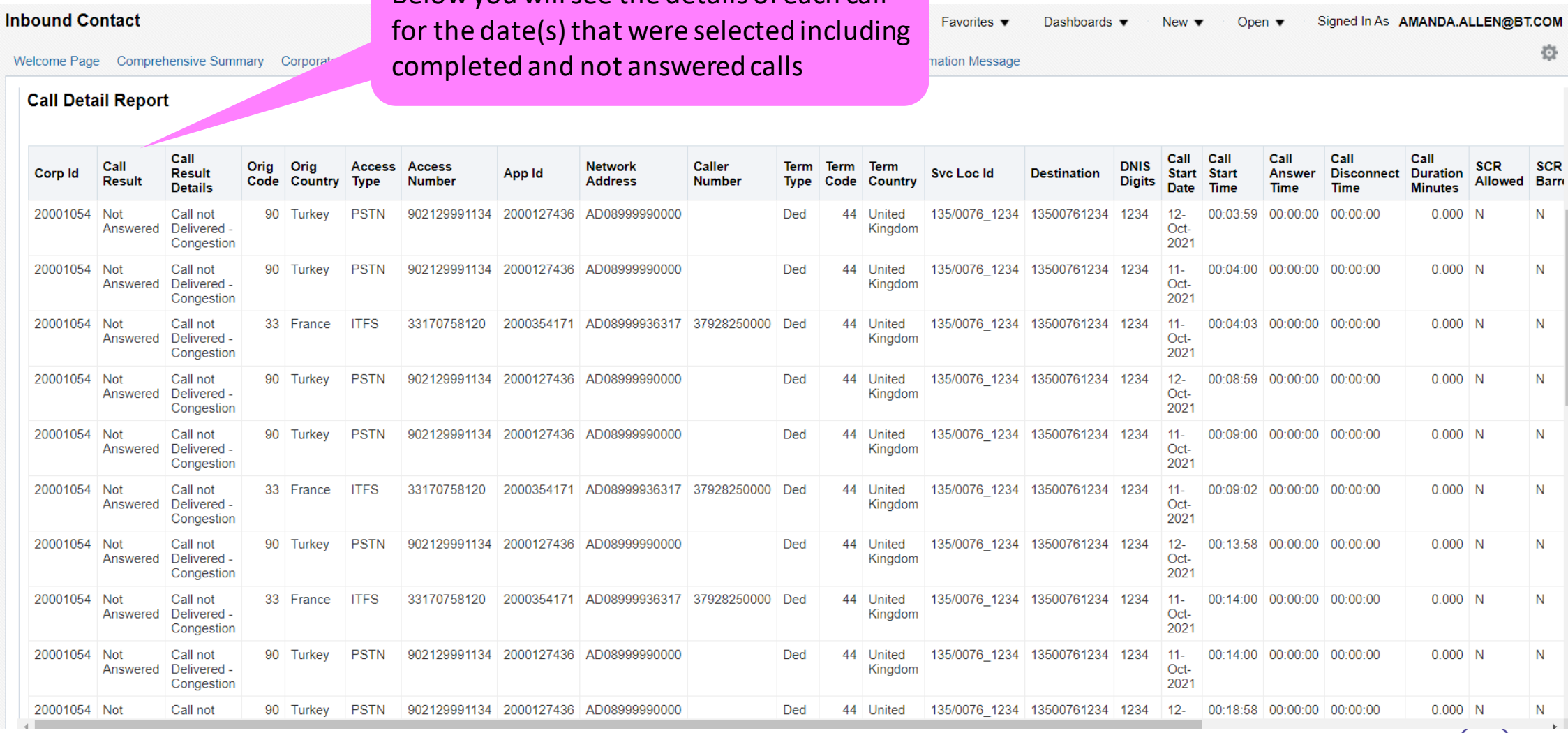
Selection Input – Select the Corp Id, Access Number(s), Dates (from/to dates – not to exceed 2 consecutive days), Hours (if need specific hours) and click Apply to run the report



Call Detail Output Screen

Selection Output Details – The screen provides you with the details for the days that were selected which include all call details for each call including call results and details, Origination Country, Access Number, Termination Information with number of calls, start and end time and the call duration along with many other detail.

Below you will see the details of each call for the date(s) that were selected including completed and not answered calls



Corp Id	Call Result	Call Result Details	Orig Code	Orig Country	Access Type	Access Number	App Id	Network Address	Caller Number	Term Type	Term Code	Term Country	Svc Loc Id	Destination	DNIS Digits	Call Start Date	Call Start Time	Call Answer Time	Call Disconnect Time	Call Duration Minutes	SCR Allowed	SCR Barr
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:03:59	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:04:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD08999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:04:03	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:08:59	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:09:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD08999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:09:02	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:13:58	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD08999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:14:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:14:00	00:00:00	00:00:00	0.000	N	N
20001054	Not	Call not	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United	135/0076_1234	13500761234	1234	12-	00:18:58	00:00:00	00:00:00	0.000	N	N

All Output Screen Allow Exporting of Data

Output Details – At the bottom of each output screen you will have the option to download the report into a few different application (ie. Excel, Powerpoint, etc)