BT Global Voice Quality & SIP Performance (VQSP)
Reporting and Analytics Tool

Setting up: Favourite Trunks

User guide

Administrator

As a Global Voice (GSIP & ICg product) Administrator you have access to a web-based reporting and analytics tool, known as VQSP (Voice Quality & SIP Performance) via the My Account **One Voice Applications** folder.

This guide will show you how to:

- Login via the My Account Portal
- Setup the Favourite Trunks feature in VQSP so the tool is tailored to your preferences
- Define a default set of Trunks and/or Trunk Groups to be selected when logging in

For the best user experience:

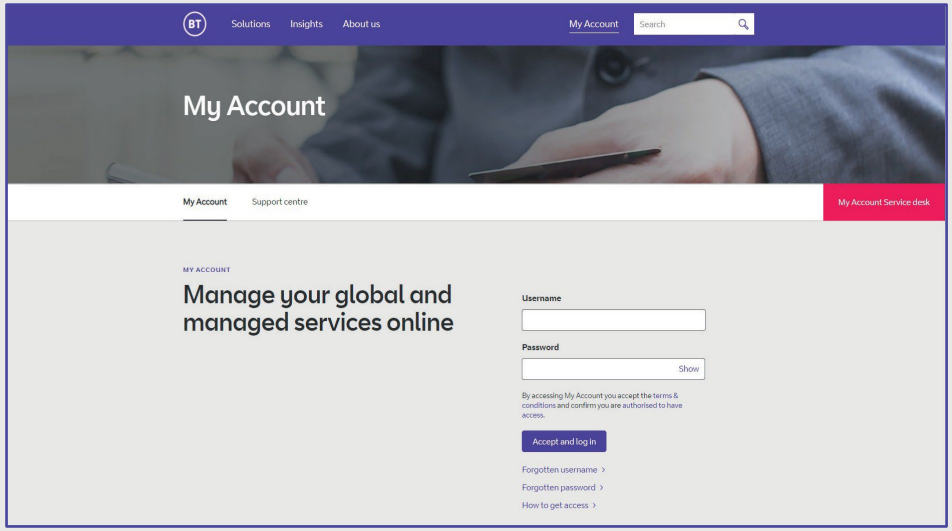
- Use a fully supported browser – MS Edge, Google Chrome or Mozilla Firefox
- Set browser to full screen
- Set browser zoom to **80%**

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.

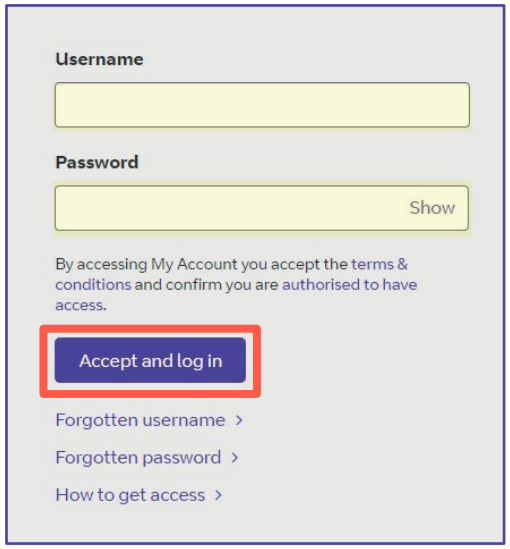
If this is the first time accessing this site you'll be required to create a 6-digit PIN and set up your security questions.



1

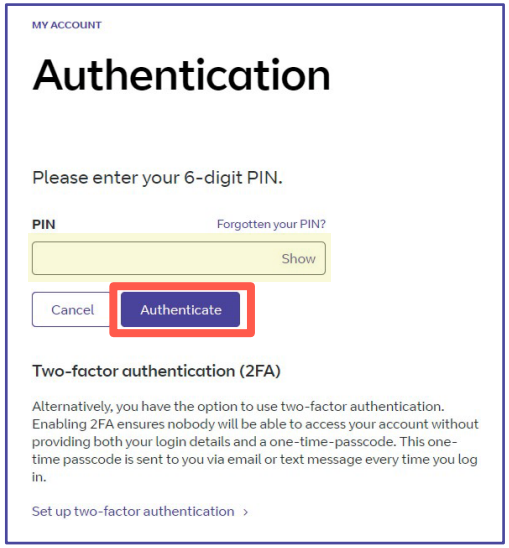
Enter your **Username** and **Password**

Then select **Accept and log in**



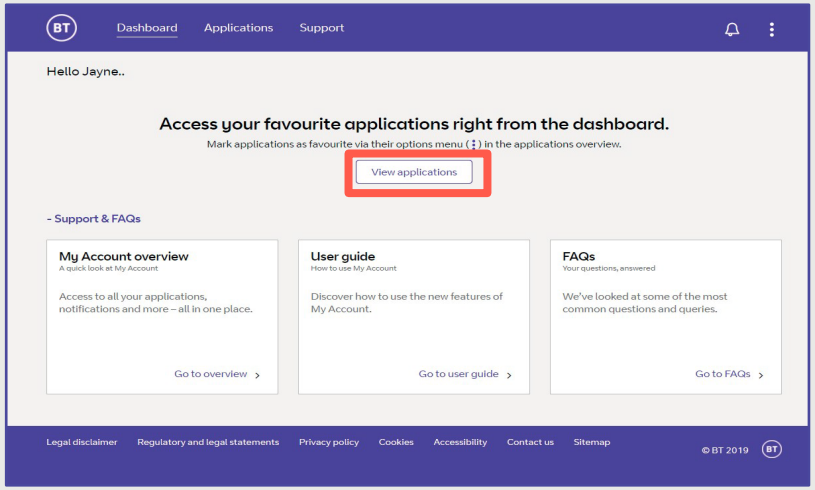
2

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

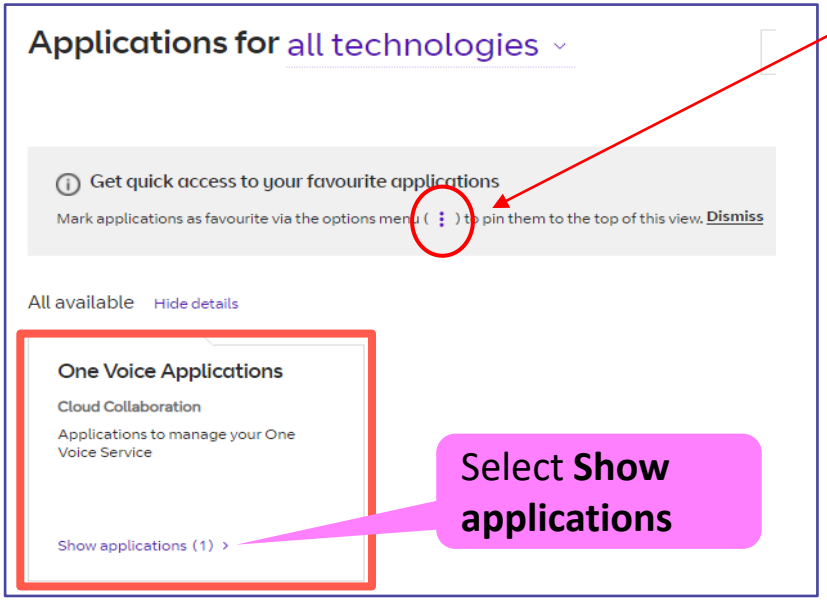


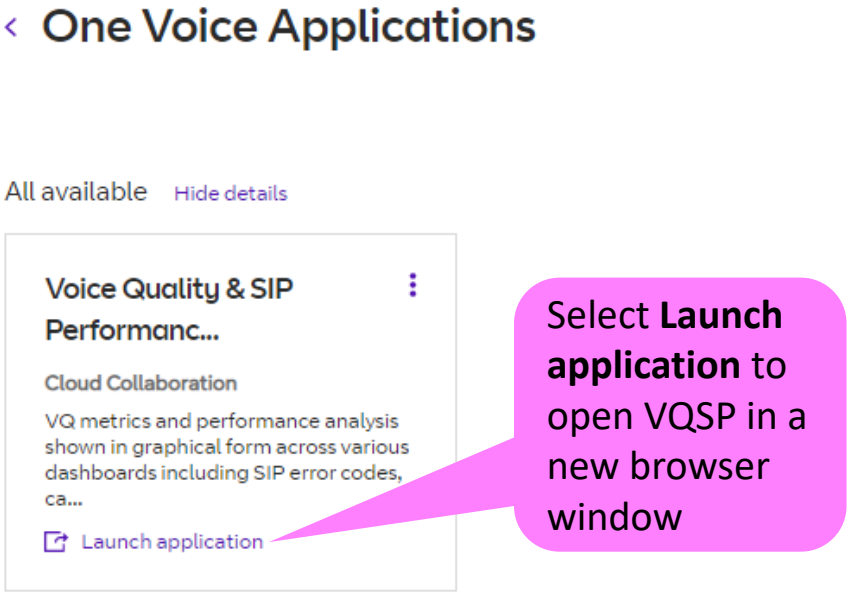
Welcome to your **BT My Account Dashboard.**

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



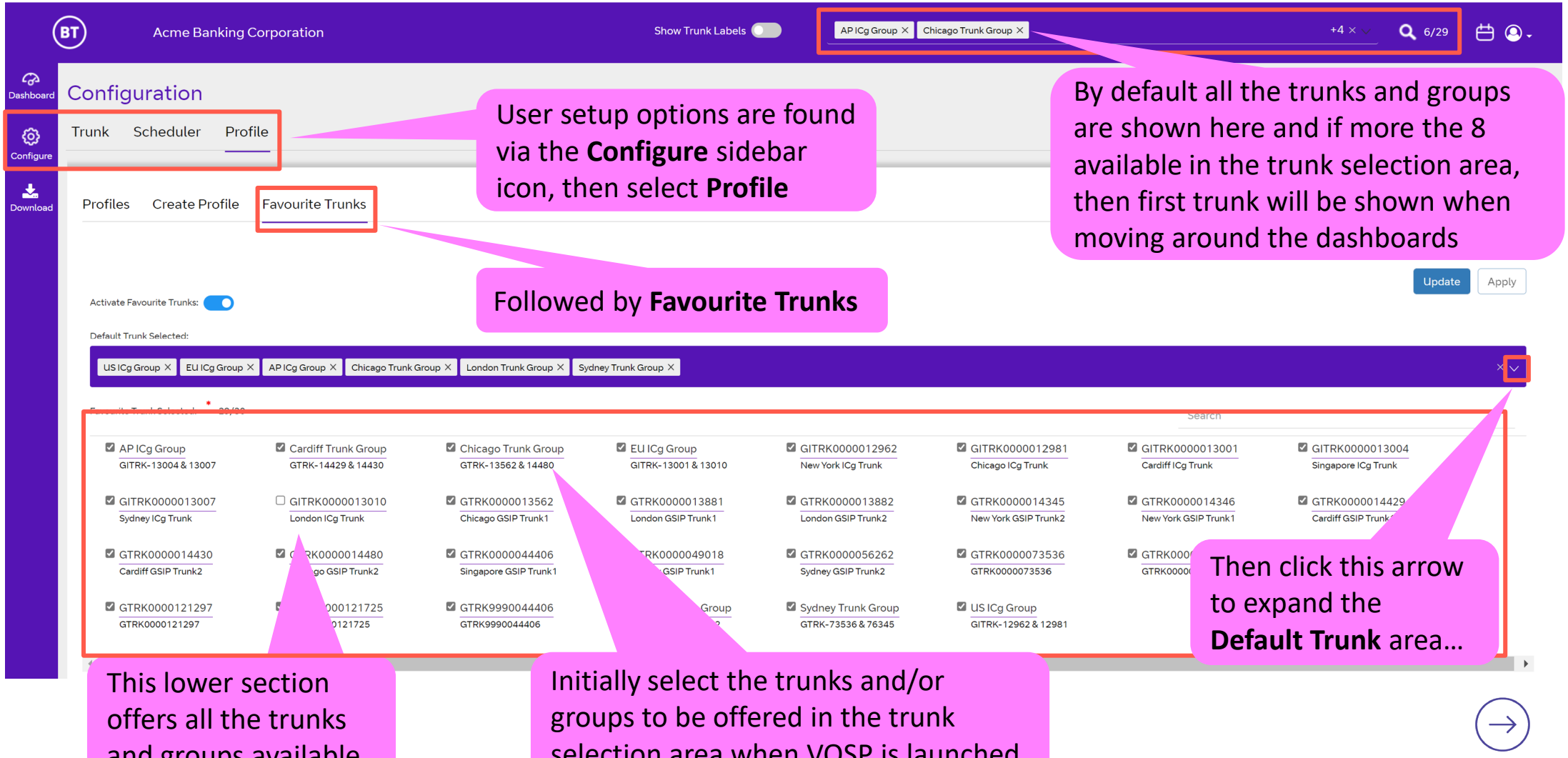
If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (⋮) then choose **Favourite**





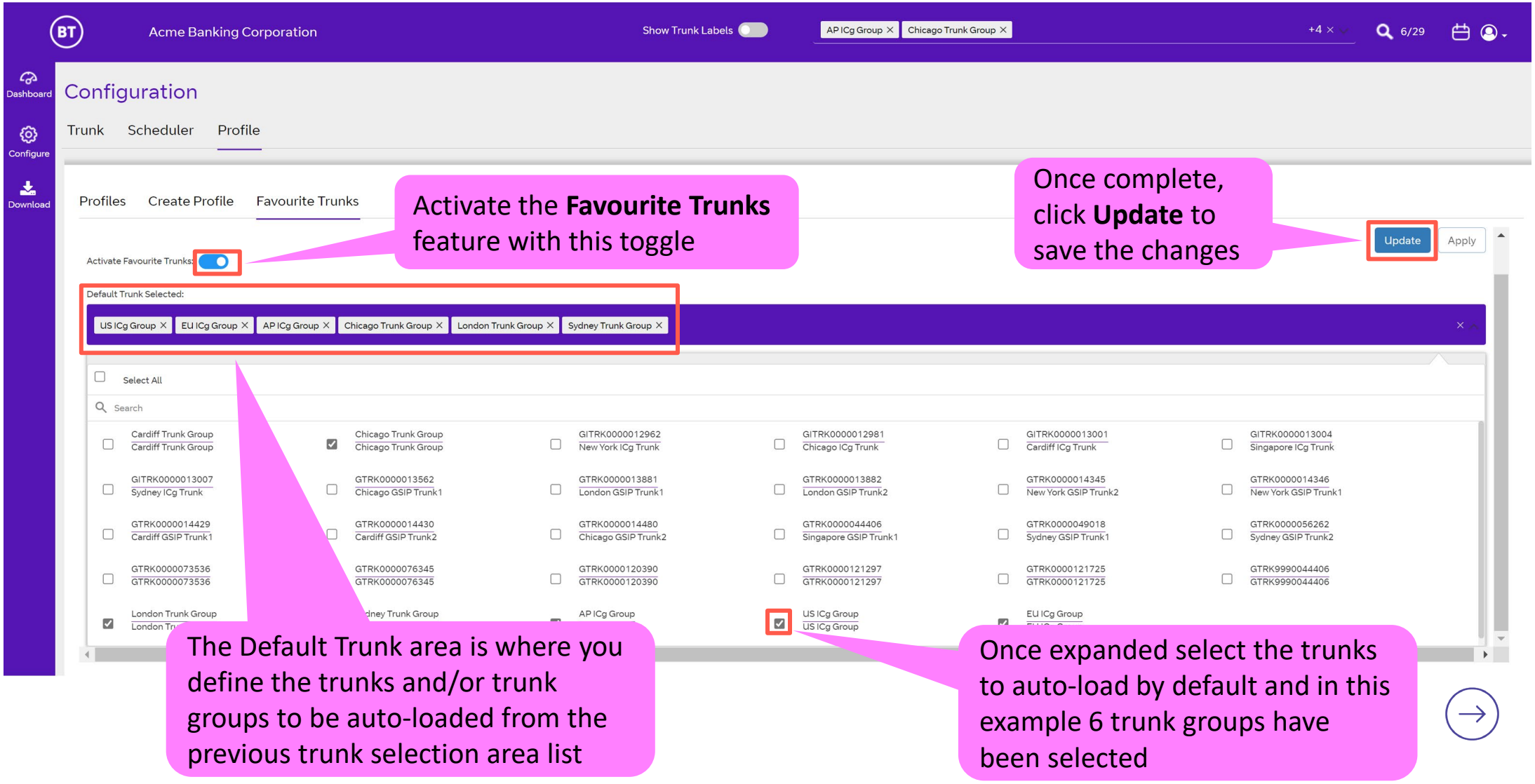
Setting Up | Favourite Trunks

VQSP Profile – The Favourite Trunks feature allows the user to select the trunks/groups shown in the tool and those pre-selected and hence auto-loaded on launch.
It's a two stage process of initially selecting all the trunks/groups that you want to have access to and secondly which ones you want to auto-load when launching VQSP



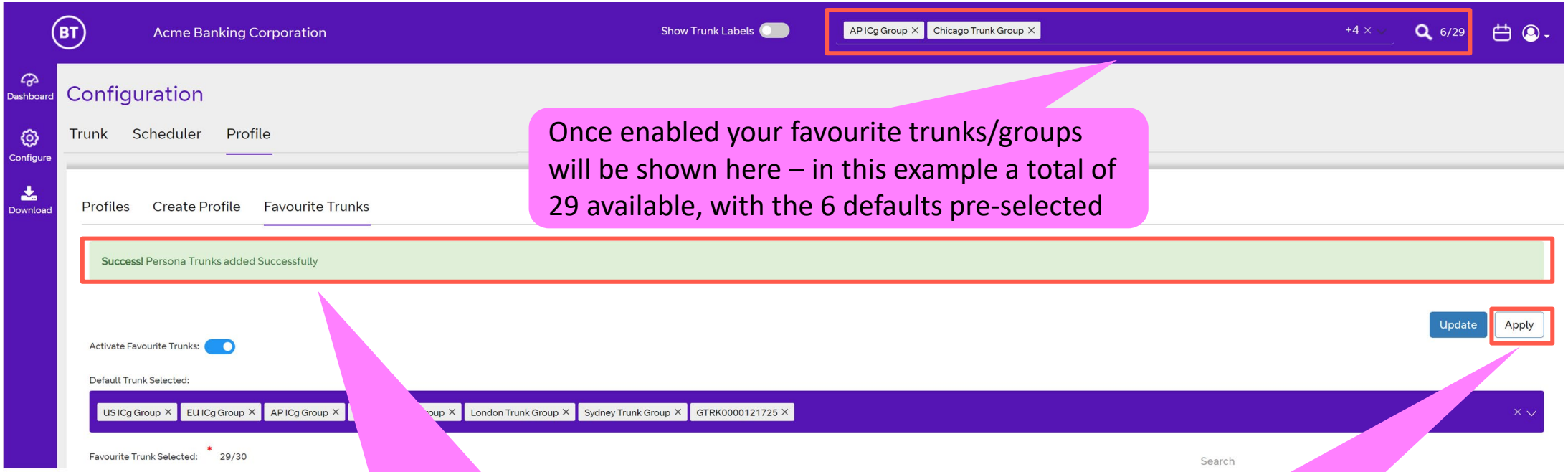
Setting Up | Favourite Trunks

VQSP Profile – The Favourite Trunks feature can be enabled/disabled, but note that currently there's only a single definition available and this is used with all user Profiles configured.



Setting Up | Activate Favourite Trunks

Favourite Trunks – Once set, your next login will then use the favourite trunk selections or use the **Apply** option to re-load and activate immediately.



Once enabled your favourite trunks/groups will be shown here – in this example a total of 29 available, with the 6 defaults pre-selected

Look for the **Success!** message when changes completed and **Update** clicked

Once **Update** complete, click **Apply** to re-load the tool with favourite trunk settings

Glossary | Common Voice Acronyms and Terms

A-SBC	Access Session Border Controller – BT's service edge SBC device located at the BT infrastructure PoP's, shown as Service IP 1 & Service IP 2 in the Configure -> Trunk dashboard list
ASR	Answer Seizure Ratio – the ratio of successful versus failed call attempts
Codec	Algorithm used to transmit/receive speech (coder/decoder) and converts the audio signal to/from IP packets. It compresses the data stream to reduce transmission bandwidth
CPS	Call Per Second – the rate of call attempts, not necessarily successful
Customer IP	The signalling IP address assigned to the customer side of the SIP trunk communicating with the BT Service IP address(es)
Dual Homed	SIP Trunk configured to communicate with two BT infrastructure PoP A-SBC's to provide a high degree of resilience (GSIP only)
KPI	Key Performance Indicator
MOS	Mean Opinion Score – a standard measure of voice quality on a scale of 1 to 5, where 5 is the highest quality, however the theoretical maximum is 4.5. The MOS value is impaired by network performance issues, for example Packet Loss and/or high Jitter (>100ms).
MOU	Minutes Of Use – total of all the successful call minutes associated with a specific trunk
NER	Network Effectiveness Ratio – the ratio of successful calls versus specific network (service side) 5xx SIP failure codes
OOS	Out Of Sequence – measure of RTP media packets received in the incorrect order
PDD	Post Dial Delay – delay between user dialling last digit and receiving ring or error tone
PoP	Point of Presence – BT data centre
RTP	Real Time Protocol – the IP packets that support the voice communication containing speech
Service IP	The BT infrastructure PoP shared signalling IP address assigned to the service side A-SBC interface communicating with the Customer SIP trunk IP addresses
SIP	Session Initiated Protocol – the VoIP signalling protocol used for call establishment and tear down
Trunk	SIP connection or adjacency between the customer and service side SBC's – this supports the signalling communication typically using UDP port 5060
Trunk Group	VQSP defined grouping of trunks that typically work in unison whether configured as active / active or active / standby
Trunk ID	All trunks are assigned a unique label/identification as part of the BT provisioning process. The leading prefix letters associate the trunk with the type of service offer and transport used, typically GTRK prefix = GSIP (PSTN) trunk and GITRK / VICTRK = ICg inbound trunk
VoIP	Voice over IP – voice transmitted digitally over an Internet Protocol (IP) network