



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

Setting up: Profiles

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 Profile feature in VQSP so the tool is tailored to your preferences
- Define a default Profile used when logging in
- Switch between Profiles at any time

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/glogin/#/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**

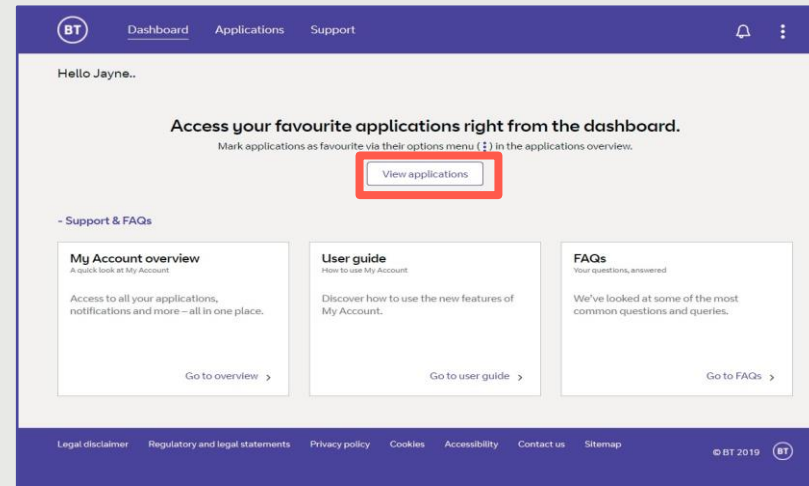
2

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

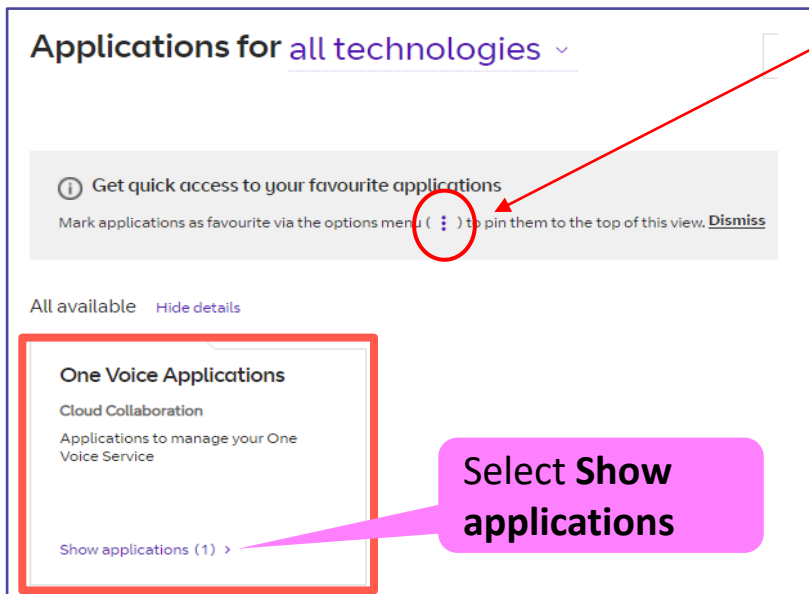


Welcome to your **BT My Account Dashboard**.

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

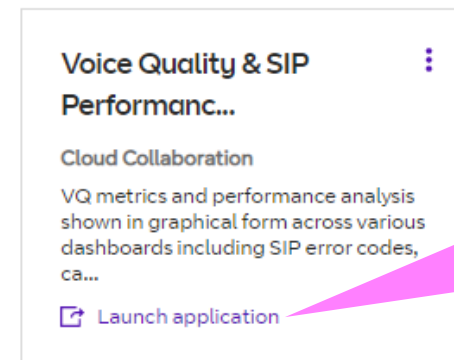


If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (...) then choose **Favourite**.



< One Voice Applications

All available [Hide details](#)



Setting Up | Profiles

VQSP Profile – This allows the user to tailor the tool across a maximum of **5** profiles to select the dashboards of interest, the associated metrics choices and the landing page.

The screenshot shows the configuration interface for Acme Banking Corporation. The sidebar on the left includes 'Dashboard', 'Configure', and 'Download' sections. The 'Configure' section has tabs for 'Trunk', 'Scheduler', and 'Profile'. The 'Profile' tab is active, showing a 'Profiles' section with a search bar and a table of configured profiles. The table has columns for Profile Name, Created Date & Time, Dashboards & Metrics, Landing Page, Default Profile, Status, and Action. The 'Default Profile' column shows a green checkmark for the 'Call_Records' profile.

Profile Name	Created Date & Time	Dashboards & Metrics	Landing Page	Default Profile	Status	Action
Profile_OS	19-Mar-2021 10:23	Overview, Summary	Overview		Active	Edit Delete
Profile_Full	20-Jul-2021 10:46	Overview, Map View, Summary, Country, Media Metrics, Call Metrics, SIP Response	Overview		Active	Edit Delete
Summary	15-Nov-2021 16:16	Summary	Summary		Active	Edit Delete
Call_Records	16-Nov-2021 15:06	Call Metrics, Overview, Summary	Call Metrics	✓	Active	Edit Delete
Example_Profile	23-Nov-2021 18:08	Summary, Overview, Call Metrics	Summary		Active	Edit Delete

User setup options are found via the **Configure** sidebar icon

Is Profile active and hence available for use

This first page shows the list of configured Profiles

This column shows the high-level view of what dashboards are defined for each Profiles

Landing page choice associated with the Profile

This shows the default Profile used when launching the tool



Setting Up | Create Profile

VQSP Profile – This allows the user to tailor the tool across a maximum of **5** profiles to select the dashboards of interest, the associated metrics choices and the landing page.

BT Acme Banking Corporation Show Trunk Labels Group_ICg X Group_GSIP X 2/6

Configuration

Trunk Scheduler Profile

Profiles **Create Profile** Favourite Trunks

Profile Name :
Example_Profile

Default Profile Set Status: Active Disabled

Dashboards:
 Map View Overview Summary Country Media Metrics Call Metrics SIP Response
 Note: Please select atleast one Sub-Dashboard / Metrics for Call / Media Metrics / Country.

Landing Page :
 Note: Please select atleast one Dashboard.

Submit Cancel

Create a Profile using this menu option...

Define the Profile Name here – a maximum of 20 characters with no spaces

Is Profile Active and hence available for use

Select whether Default Profile and hence used when launching the tool

Select the Dashboards that you want to be presented as part of this Profile

Landing page choice associated with the Profile

→

Setting Up | Create Profile

VQSP Profile – This allows the user to tailor the tool across a maximum of **5** profiles to select the dashboards of interest, the associated metrics choices and the landing page.

BT Acme Banking Corporation Show Trunk Labels Group_ICg X Group_GSIP X 2/6

Configuration

Trunk Scheduler Profile

Profiles Create Profile Favourite Trunks

Profile Name: Example_Profile

Default Profile Set Status: Active Disabled

Dashboards: Map View Overview Summary Country Media Metrics Call Metrics SIP Response

Note: Please select atleast one Sub-Dashboard / Metrics for Call Metrics / Media Metrics / Country.

Landing Page: Overview Summary Call Metrics

Note: Please select atleast one Dashboard.

Submit Cancel

Note that the Country, Media and Call Metrics dashboards have sub-menus with associated metrics which can be individually selected...

Landing page choice associated with the Profile, in this example Summary

A minimum of one sub-menu and at least one associated metric must be selected

Once your Profile is complete, select **Submit** to save and the Profiles table will automatically refresh



Usage | Select Profile

VQSP Profile – This allows the user to tailor the tool across a maximum of **5** profiles to select the dashboards of interest, the associated metrics choices and the landing page.

To utilise a Profile, select the Profile icon...

And choose from the menu choices

The screenshot shows the BT Acme Banking Corporation Configuration page. The 'Profile' tab is selected. A table lists the following profiles:

Profile Name	Created Date & Time	Dashboards & Metrics	Landing Page	Default Profile	Status	Action
Profile_OS	19-Mar-2021 10:23	Overview, Summary	Overview		Active	Edit Delete
Profile_Full	20-Jul-2021 10:46	Overview, Map View, Summary, Country, Media Metrics, Call Metrics, SIP Response	Overview		Active	Edit Delete
Summary	15-Nov-2021 16:16	Summary	Summary		Active	Edit Delete
Call_Records	16-Nov-2021 15:06	Call Metrics, Overview, Summary	Call Metrics	✓	Active	Edit Delete
Example_Profile	23-Nov-2021 18:08	Summary, Overview, Call Metrics	Summary		Active	Edit Delete

The 'Example_Profile' row is highlighted in red. A dropdown menu is open, showing the following options: None, Profile_OS, Profile_Full, Summary, Call_Records, Example_Profile. The 'Example_Profile' option is selected.

Your new Profile is added to the end of the table

With associated Date & Time details



Usage | Switch Profile

VQSP Profile – This allows the user to tailor the tool across a maximum of **5** profiles to select the dashboards of interest, the associated metrics choices and the landing page.

Switch to a different Profile at any time and select **None** to remove all Profile settings

The screenshot shows the Acme Banking Corporation dashboard. The top navigation bar includes the BT logo, the company name, and tabs for Summary, Overview, and Call Metrics. A search bar shows '2/6' results. A dropdown menu is open, with 'None' highlighted in a red box. The main content area displays a table of call metrics for October 2021. The table has columns for Trunk ID, CAC, Util %, MOU, MOS, Codec % (G.729, G.726, G.722, G.711a, G.711u, Other), Packet Loss %, Jitter (ms), PDD (ms), and Calls (Attempted, Connected, Setup, Completion). The table contains 6 rows of data.

Trunk ID	CAC	Util %	MOU	MOS	Codec %						Packet Loss %	Jitter (ms)	PDD (ms)	Calls			
					G.729	G.726	G.722	G.711a	G.711u	Other				Attempted	Connected	Setup	Completion
Group_GSIP	90	26.667	86960	4.186	0.002	0	0	0	99.998	0	0.093	0.697	948.942	143749	15242	99.529	100
Group_ICg	720	41.944	1674049	4.193	0	0	0	0	100	0	0.045	0.039	1274.138	223333	218817	99.996	100
GITRK0000098305	360	45.000	833590	4.192	0	0	0	0	100	0	0.045	0.044	1276.213	111688	109290	99.991	100
GITRK0000098308	360	43.611	840459	4.193	0	0	0	0	100	0	0.045	0.035	1272.062	111645	109527	100	100
GTRK0000099358	90	26.667	84561	4.186	0.002	0	0	0	99.998	0	0.095	0.688	1536.953	78689	14862	99.512	100



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



