



BT Global One Voice self serve

Getting started

User guide

Administrator

As a Global Voice (GSIP & ICg product) Administrator you have to request access to One Voice self serve portal via My Account **One Voice Applications** folder.

This guide will show you how to:

- Login via the My Account Portal
- Become familiar with the One Voice self serve layout and options

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 **100%**



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**

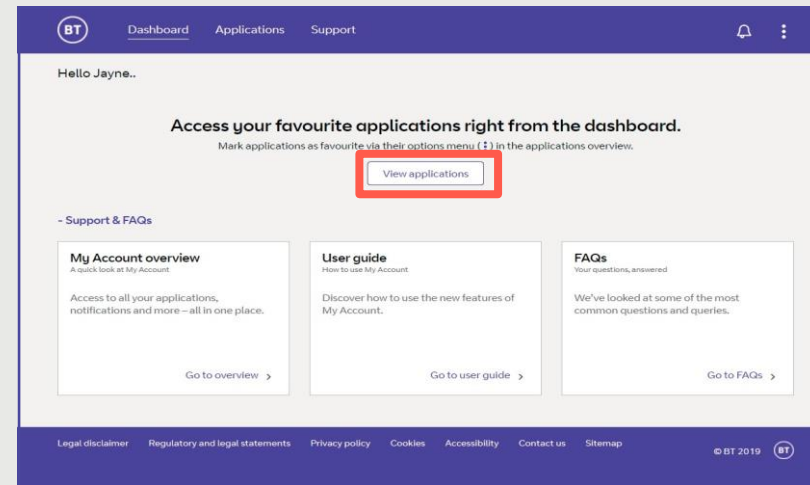
2

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

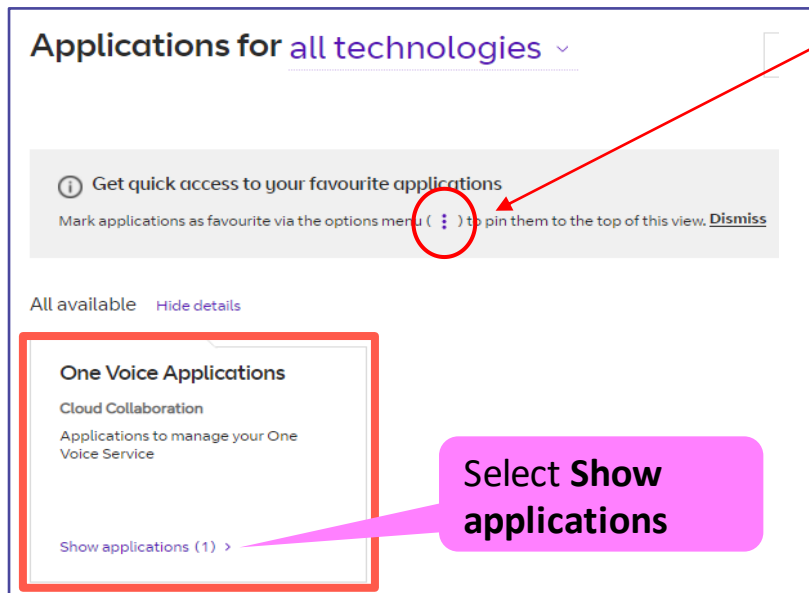


Welcome to your **BT My Account Dashboard**.

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



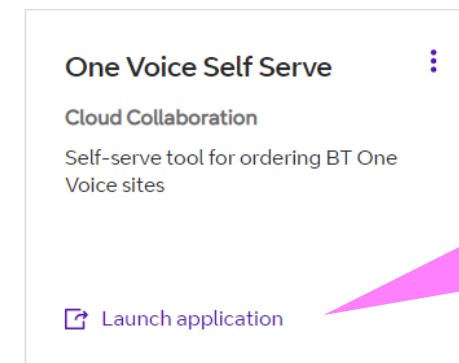
If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (⋮) then choose **Favourite**



Select **Show applications**

< One Voice Applications

All available [Hide details](#)



Select **Launch application** to open One Voice self serve in a new browser window



Home | Inventory

Click here to simply navigate back to **GS Portal** home, or click **One Voice** to return to the **Inventory** landing page.

Easily switch between Main Sites, Remote Sites or Trunk Groups view.

Customise the view using the filters, populated on your deployment. Reset the filter to return to normal view.

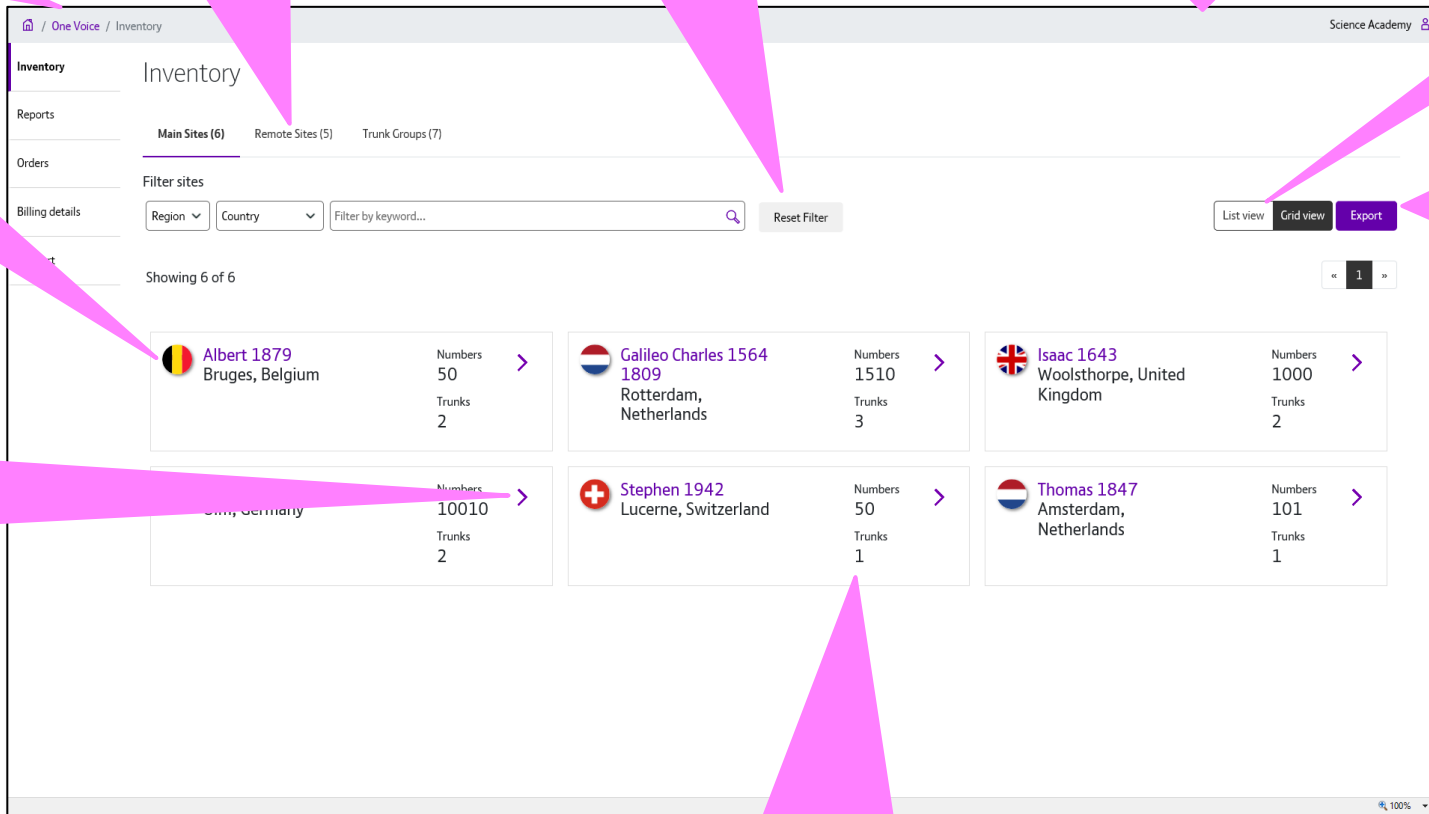
Customer Selection. You'll be able to select other customers you have access to.

Switch between List and Grid views.

Easily see which country your site is deployed in.

Clicking on a site brings up the Site Details information.

Click Export to present all the data relating to your Main Sites in a simple CSV file.



Sites show how many numbers hosted, and how many trunks are configured. Simply click to see further detail.



Inventory | Main sites - Detail

Here you can review site details such as Address, Contacts, Numbers hosted and Trunk details.

Name of site clicked on is shown in the title.

You can close the details page but clicking the X or simply clicking on the main page.

Highlights the site you clicked on for Site Details information.

Main page greys when site detail is shown. If you click the main page, then the site details closes.

The screenshot shows the 'Inventory' application interface. A modal window titled 'Site details for Albert 1879' is open, displaying a list of detail categories with expandable arrows:

- Site and Service Details
- Contact Details
- Number Details
- Trunk Details

The background page is dimmed and shows a list of sites. The site 'Albert 1879' (Bruges, Belgium) is highlighted. Other visible sites include 'Marie 1867' (Ulm, Germany), 'Isaac 1643' (Woolsthorpe, United Kingdom), and 'Thomas 1847' (Amsterdam, Netherlands). The interface includes navigation elements like 'List view', 'Grid view', and 'Export' buttons, and a search filter for sites.



Inventory | Remote sites

Easily switch between Main Sites, Remote Sites or Trunk Groups view.

Click Export to present all the data relating to your Remote Sites in a simple CSV file.

Easily see which country your site is deployed in.

Clicking on a site brings up the Site Details information.

Sites show how many numbers hosted. Simply click to see further detail.

The screenshot displays the 'Inventory' page for 'Remote Sites'. The interface includes a navigation menu on the left with options for 'Inventory', 'Reports', 'Orders', and 'Billing details'. The main content area shows a list of sites with the following details:

Site Name	Location	Numbers Hosted
Anne 1841	Helsinki, Finland	101
Francis 1848	Paris, France	15
George 1845	Brussels, Belgium	229
Leonard 1850	Marseille, France	160
Lucy 1970	Bern, Switzerland	60

The interface also features a 'Filter sites' section with dropdown menus for 'Region' and 'Country', a search bar for 'Filter by keyword...', and a 'Reset Filter' button. View options include 'List view', 'Grid view', and 'Export'. The page shows 'Showing 5 of 5' items.



Home | Remote Site - Details

Here you can review site details such as Address, Contacts, and Numbers hosted details.

Name of site clicked on is shown in the title.

You can close the details page but clicking the X or simply clicking on the main page.

Highlights the site you clicked on for Site Details information.

Main page greys when site detail is shown. If you click the main page then the site details closes.

The screenshot displays the 'One Voice / Inventory' application interface. A modal window titled 'Site details for Leonard 1850' is open, showing a list of details: 'Site and Service Details', 'Contact Details', and 'Number Details'. The main page is dimmed. The modal window has a close button (X) in the top right corner. The main page shows a list of sites under the 'Remote Sites (5)' tab, with 'Leonard 1850' highlighted. Other sites listed include 'Anne 1841 Helsinki, Finland' and 'George 1845 Brussels, Belgium'. The interface includes navigation tabs, filters, and a table of site information.



Inventory | Trunk Groups

Inventory – Trunk Groups

Country is not shown as Trunk Groups can cover a number of countries in a region.

Easily switch between Main Sites, Remote Sites or Trunk Group view.

Click Export to present all the data relating to your Trunk Groups detail in a simple CSV file.

Clicking on a Trunk Group brings up the detailed information.

Trunk Group shows how many trunks are configured and how many sites are supported in the group.

The screenshot displays the 'Inventory - Trunk Groups' page. At the top, there are tabs for 'Main Sites (6)', 'Remote Sites (5)', and 'Trunk Groups (7)'. Below the tabs is a 'Filter sites' section with a search input and a 'Reset Filter' button. On the right, there are view options: 'List view', 'Grid view', and 'Export'. The main content area shows a list of trunk groups, each with a table of metrics and a right-pointing arrow. The visible data is as follows:

Trunk Group	CAC	Distribution	Trunks	Sites
Curie_TG	60	Roundrobin	2	1
Darwin_TG	135	Roundrobin	2	5
Edison_TG	35	Roundrobin	1	1
Einstein_TG	60	Roundrobin	2	1
Galilei_TG	5	Roundrobin	1	1
Hawking_TG	30	Priority	1	2



Inventory | Trunk Group Details

Here you can review Trunk Group details such as Numbers hosted and individual Trunk details.

You can close the details page but clicking the X or simply clicking on the main page.

Highlights the entry you clicked on for Trunk Group details.

Main page greys when site detail is shown. If you click the main page then the site details closes.

The screenshot displays the 'Inventory | Trunk Group Details' interface. The main page is dimmed, and a modal window titled 'Trunk group details' is open. The modal contains sections for 'Number details' and 'Trunk service details'. The background shows a table of Trunk Groups with columns for CAC, Distribution, and Trunks.

Trunk Group	CAC	Distribution	Trunks
Curie_TG	60	Roundrobin	2
Einstein_TG	60	Roundrobin	2
Newton_TG	200	Roundrobin	2



Inventory | E911 address update (only for USA based customer sites) 1.

With One Voice self serve you can update the E911 address details for USA sites.

E911 address update is only available for sites in the United States.

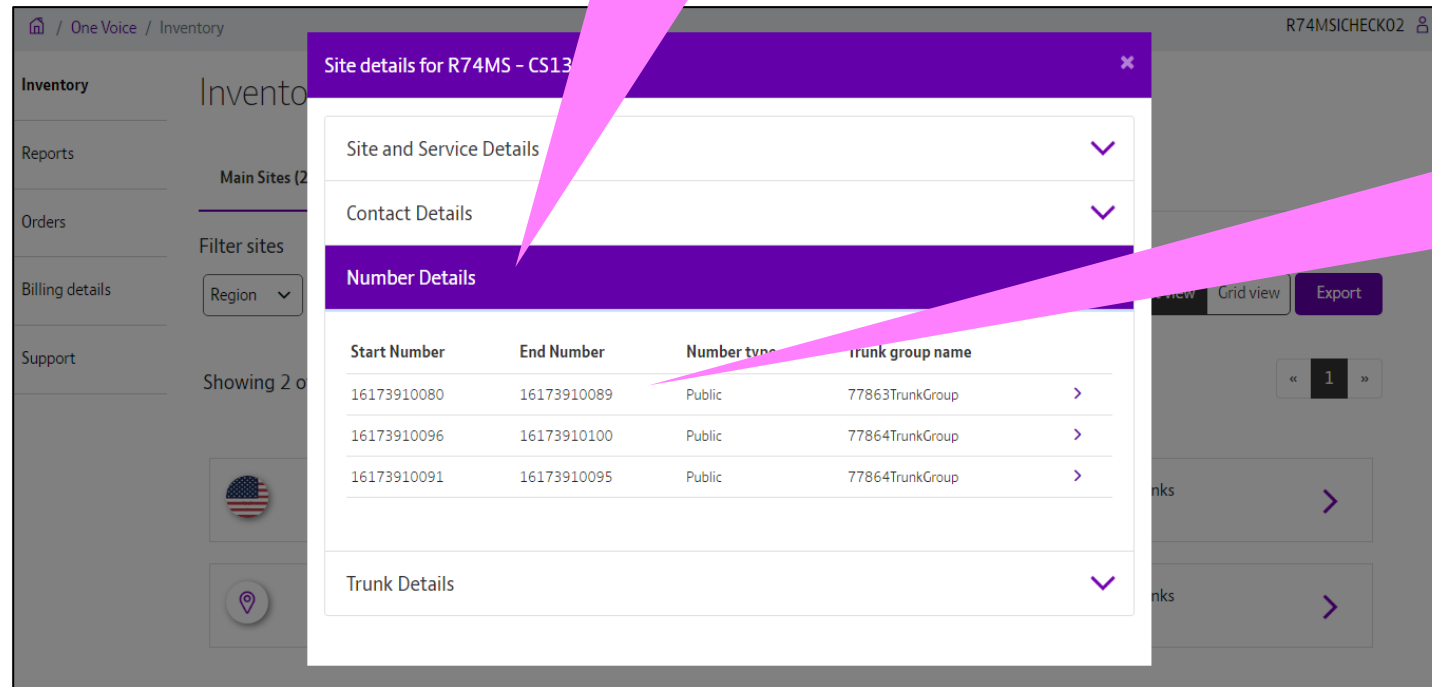
The screenshot displays the 'Inventory' page in the OneVoice self-serve portal. The page title is 'Inventory' and the user ID is 'R74MSICHECK02'. The left sidebar contains navigation options: Inventory, Reports, Orders, Billing details, and Support. The main content area shows 'Main Sites (2)', 'Remote Sites', and 'Trunk Groups (3)'. A 'Filter sites' section includes dropdowns for 'Region' and 'Country', a search box for 'Filter by keyword...', and a 'Reset Filter' button. View options for 'List view', 'Grid view', and 'Export' are available. The page shows 'Showing 2 of' items. The first item is 'R74ms - Cs134709' with a US flag icon, located in 'Miami Beach, United States'. It has 20 Numbers and 4 Trunks. The second item is 'Site911ameri02' with a location pin icon, having 20 Numbers and 1 Trunk. A pink callout bubble points to the US flag icon of the first site.

Site ID	Location	Numbers	Trunks
R74ms - Cs134709	Miami Beach, United States	20	4
Site911ameri02		20	1



Inventory | E911 address update (only for USA based customer sites) 2.

Upon selecting the site the changes will be applicable within the Number Details section



Site details for R74MS - CS13

Site and Service Details

Contact Details

Number Details

Start Number	End Number	Number type	Trunk group name
16173910080	16173910089	Public	77863TrunkGroup
16173910096	16173910100	Public	77864TrunkGroup
16173910091	16173910095	Public	77864TrunkGroup

Trunk Details

Number Block has to be selected from the list provided



Inventory | E911 address update (only for USA based customer sites) 3.

In the search bar user can search for and select multiple numbers under the Number block. User can select maximum 10 numbers for one transaction and can unselect them as applicable.

Once at least one number is selected, 'proceed to address update' button is activated.

Site details for R74MS

Site and Service Details

Contact Details

Number Details

Start Number	End Number	Number type	Trunk group name
16173910080	16173910089	Public	77863TrunkGroup
16173910096	16173910100	Public	77864TrunkGroup
16173910091	16173910095	Public	77864TrunkGroup

Search bar

Clear all

Proceed to address update



Inventory | E911 address update (only for USA based customer sites) 4.

Upon clicking the 'Proceed to address update' the system will retrieve the addresses updated on Emergency Service Database and display them

Prior to making any changes, if the close icon is selected, the process will be stopped.

Here you can update the address in Emergency Database

Number	Caller name	Address line 1	Address line 2	Community	State	Zip code	Status
16173910089	R74E2EUS1	1755 ALTON RD	1755 ALTON RD	MIAMI BEACH	FL	33139	PROVISIONED 21 Jul 2021 18.17
16173910084	R74E2EUS1	1751 ALTON RD	S	MIAMI BEACH	FL	33139	PROVISIONED 21 Jul 2021 06.22
16173910083	R74E2ENEWYORK vinter	381 PARK AVE S	SOUTH D12345	NEW YORK	NY	10016	PROVISIONED 26 Jul 2021 10.20



Inventory | E911 address update (only for USA based customer sites) 5.

You can edit multiple numbers at the same time.

Here you can edit the addresses.

You have to select 'done' for at least one number to enable 'Update address' button

Site details for R74MS - CS134709 - E911 Address details

Number	Caller name	Address line 1	Address line 2	Community	State	Zip code	Status	
16173910089	R74E2EUS1	1755 ALTON RD	1755 ALTON RD	MIAMI BEACH	FL	33139	PROVISIONED 21 Jul 2021 18.17	
Caller name		Address line 1		Address line 2				
<input type="text" value="R74E2EUS1"/>		<input type="text" value="1755 ALTON RD"/>		<input type="text" value="1755 ALTON RD"/>				
Community		State		Zip code				
<input type="text" value="MIAMI BEACH"/>		<input type="text" value="FL"/>		<input type="text" value="33139"/>				
								<input type="button" value="Cancel"/> <input type="button" value="Done"/>
16173910084	R74E2EUS1	1751 ALTON RD	S	MIAMI BEACH	FL	33139	PROVISIONED 21 Jul 2021 06.22	
Caller name		Address line 1		Address line 2				
<input type="text" value="R74E2EUS1"/>		<input type="text" value="1751 ALTON RD"/>		<input type="text" value="S"/>				
Community		State		Zip code				
<input type="text" value="MIAMI BEACH"/>		<input type="text" value="FL"/>		<input type="text" value="33139"/>				
								<input type="button" value="Cancel"/> <input type="button" value="Done"/>
16173910083	R74E2ENEWYORK vinter	381 PARK AVE S	SOUTH D12345	NEW YORK	NY	10016	PROVISIONED 26 Jul 2021 10.20	
								<input type="button" value="Cancel update"/> <input type="button" value="Update address"/>



Glossary | Common Voice Acronyms and Terms

Main Site:	Customer sites where SIP Trunks are connected to. These are the customer sites, where customer's PBX or call manager is located.
Remote site:	Remote sites have no SIP Trunks connected, these sites are using the WAN of the customer and are sharing the connection of the Main sites. Remote sites are always associated to Trunk Groups.
Trunk:	<p>SIP Trunks are distinguished logical connections between customer PBX system(s) and the BT Voice POP(s). Each SIP Trunk is actually a unique combination of peer IP Addresses on either site (PBX and SBC) which talk to each other</p> <p>The SIP Trunks correspond to the physical access lines (E1, S2M, n x SO) in the TDM world, but without being bound to a specific copper or fibre line. The physical bandwidth is provided by the IP (MPLS / Internet) cloud.</p>
Trunk Group:	The Trunk Group controls how traffic flows over the trunks. This supports priority / resiliency developments and load distribution
Distribution:	Distribution of a Trunk Group determines how the traffic will be distributed among the trunks in that group. The traffic can be load shared as Round Robin, filling each trunk the same or as Priority where one trunk is filled before another in a priority order. Round Robin trunks have a priority order of 1 of each trunk.
Dual Homed:	When requested, BT provides service resiliency by connecting customer trunks to multiple BT Voice POP(s)
Full SIP Trunking:	Support full PSTN Replacement providing both outbound and inbound calling
Outbound SIP:	Supports outbound calling only.



