



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/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**

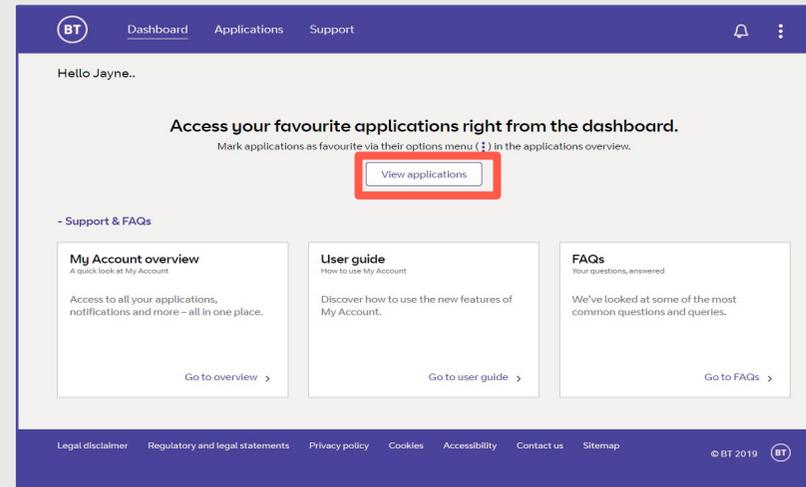
2

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

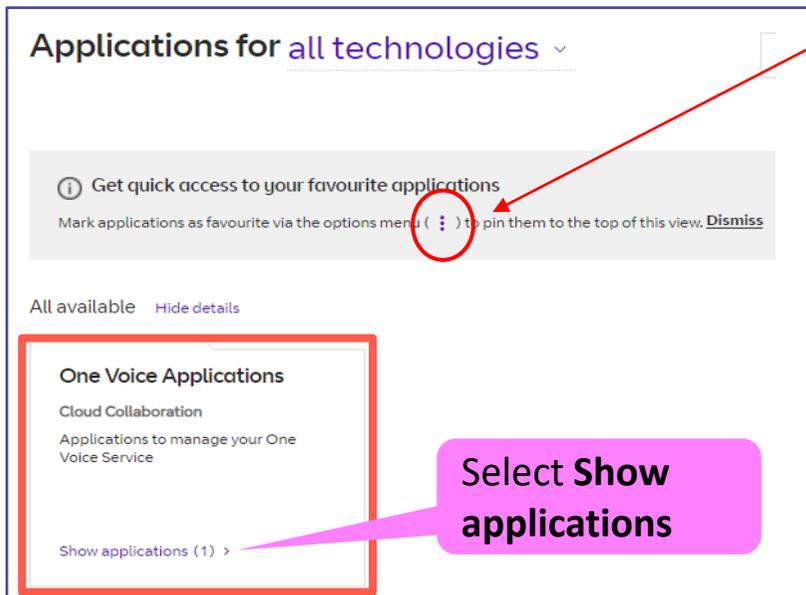


Welcome to your **BT My Account Dashboard**.

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

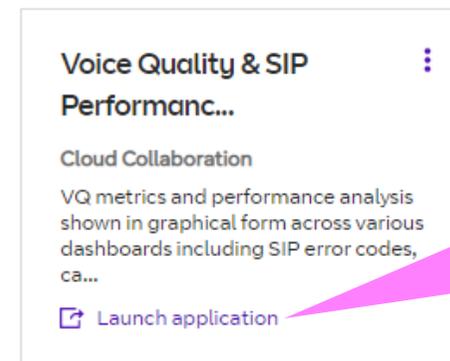


If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu () then choose **Favourite** 



< One Voice Applications

All available [Hide details](#)



Setting Up | 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

BT Acme Banking Corporation Show Trunk Labels AP ICg Group X Chicago Trunk Group X +4 x 6/29

Dashboard Configuration Trunk Scheduler Profile

Download Profiles Create Profile Favourite Trunks

Activate Favourite Trunks:

Default Trunk Selected: US ICg Group X EU ICg Group X AP ICg Group X Chicago Trunk Group X London Trunk Group X Sydney Trunk Group X

<input checked="" type="checkbox"/> AP ICg Group GITRK-13004 & 13007	<input checked="" type="checkbox"/> Cardiff Trunk Group GTRK-14429 & 14430	<input checked="" type="checkbox"/> Chicago Trunk Group GTRK-13562 & 14480	<input checked="" type="checkbox"/> EU ICg Group GITRK-13001 & 13010	<input checked="" type="checkbox"/> GITRK0000012962 New York ICg Trunk	<input checked="" type="checkbox"/> GITRK0000012981 Chicago ICg Trunk	<input checked="" type="checkbox"/> GITRK0000013001 Cardiff ICg Trunk	<input checked="" type="checkbox"/> GITRK0000013004 Singapore ICg Trunk
<input checked="" type="checkbox"/> GITRK0000013007 Sydney ICg Trunk	<input type="checkbox"/> GITRK0000013010 London ICg Trunk	<input checked="" type="checkbox"/> GTRK0000013562 Chicago GSIP Trunk1	<input checked="" type="checkbox"/> GTRK0000013881 London GSIP Trunk1	<input checked="" type="checkbox"/> GTRK0000013882 London GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000014345 New York GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000014346 New York GSIP Trunk1	<input checked="" type="checkbox"/> GTRK0000014429 Cardiff GSIP Trunk1
<input checked="" type="checkbox"/> GTRK0000014430 Cardiff GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000014480 Chicago GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000044406 Singapore GSIP Trunk1	<input checked="" type="checkbox"/> GTRK0000049018 London GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000056262 Sydney GSIP Trunk2	<input checked="" type="checkbox"/> GTRK0000073536 GTRK0000073536	<input checked="" type="checkbox"/> GTRK0000073536 GTRK0000073536	<input checked="" type="checkbox"/> GTRK0000073536 GTRK0000073536
<input checked="" type="checkbox"/> GTRK0000121297 GTRK0000121297	<input checked="" type="checkbox"/> GTRK0000121725 GTRK0000121725	<input checked="" type="checkbox"/> GTRK9990044406 GTRK9990044406	<input checked="" type="checkbox"/> Sydney Trunk Group GTRK-73536 & 76345	<input checked="" type="checkbox"/> US ICg Group GITRK-12962 & 12981			

User setup options are found via the **Configure** sidebar icon, then select **Profile**

By default all the trunks and groups are shown here and if more the 8 available in the trunk selection area, then first trunk will be shown when moving around the dashboards

Followed by **Favourite Trunks**

Then click this arrow to expand the **Default Trunk** area...

This lower section offers all the trunks and groups available

Initially select the trunks and/or groups to be offered in the trunk selection area when VQSP is launched



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.

BT Acme Banking Corporation Show Trunk Labels API Cg Group X Chicago Trunk Group X +4 X 6/29

Configuration

Trunk Scheduler Profile

Profiles Create Profile Favourite Trunks

Activate Favourite Trunks

Default Trunk Selected:

US ICg Group X EU ICg Group X AP ICg Group X Chicago Trunk Group X London Trunk Group X Sydney Trunk Group X

Select All

Search

<input type="checkbox"/> Cardiff Trunk Group Cardiff Trunk Group	<input checked="" type="checkbox"/> Chicago Trunk Group Chicago Trunk Group	<input type="checkbox"/> GITRK0000012962 New York ICg Trunk	<input type="checkbox"/> GITRK0000012981 Chicago ICg Trunk	<input type="checkbox"/> GITRK0000013001 Cardiff ICg Trunk	<input type="checkbox"/> GITRK0000013004 Singapore ICg Trunk
<input type="checkbox"/> GITRK0000013007 Sydney ICg Trunk	<input type="checkbox"/> GTRK0000013562 Chicago GSIP Trunk1	<input type="checkbox"/> GTRK0000013881 London GSIP Trunk1	<input type="checkbox"/> GTRK0000013882 London GSIP Trunk2	<input type="checkbox"/> GTRK0000014345 New York GSIP Trunk2	<input type="checkbox"/> GTRK0000014346 New York GSIP Trunk1
<input type="checkbox"/> GTRK0000014429 Cardiff GSIP Trunk1	<input type="checkbox"/> GTRK0000014430 Cardiff GSIP Trunk2	<input type="checkbox"/> GTRK0000014480 Chicago GSIP Trunk2	<input type="checkbox"/> GTRK0000044406 Singapore GSIP Trunk1	<input type="checkbox"/> GTRK0000049018 Sydney GSIP Trunk1	<input type="checkbox"/> GTRK0000056262 Sydney GSIP Trunk2
<input type="checkbox"/> GTRK0000073536 GTRK0000073536	<input type="checkbox"/> GTRK0000076345 GTRK0000076345	<input type="checkbox"/> GTRK0000120390 GTRK0000120390	<input type="checkbox"/> GTRK0000121297 GTRK0000121297	<input type="checkbox"/> GTRK0000121725 GTRK0000121725	<input type="checkbox"/> GTRK9990044406 GTRK9990044406
<input checked="" type="checkbox"/> London Trunk Group London Trunk Group	<input type="checkbox"/> Sydney Trunk Group	<input type="checkbox"/> AP ICg Group	<input checked="" type="checkbox"/> US ICg Group US ICg Group	<input type="checkbox"/> EU ICg Group	

Update Apply

Activate the **Favourite Trunks** feature with this toggle

Once complete, click **Update** to save the changes

The Default Trunk area is where you define the trunks and/or trunk groups to be auto-loaded from the previous trunk selection area list

Once expanded select the trunks to auto-load by default and in this example 6 trunk groups have been selected



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.

The screenshot displays the BT Acme Banking Corporation configuration interface. The top navigation bar includes the BT logo, the company name, and a search bar with the text "6/29". The main content area is titled "Configuration" and has tabs for "Trunk", "Scheduler", and "Profile". The "Profile" tab is active, and the "Favourite Trunks" sub-tab is selected. A green success message states "Success! Persona Trunks added Successfully". Below this, there is a toggle for "Activate Favourite Trunks" which is turned on. A list of selected trunks is shown, including "US ICg Group", "EU ICg Group", "AP ICg Group", "London Trunk Group", "Sydney Trunk Group", and "GTRK0000121725". The "Update" and "Apply" buttons are visible in the top right corner of the configuration area.

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



