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

Getting started: Navigation

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
- Become familiar with the VQSP layout and options
- Navigate the various VQSP dashboard choices

For the best user experience:

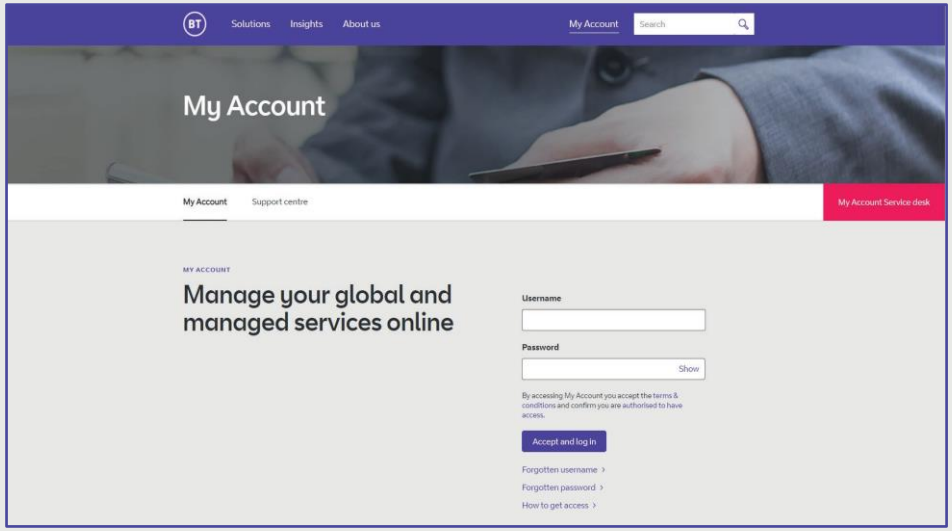
- Use a fully supported browser – MS Edge, Google Chrome or Mozilla Firefox
- Set browser to full screen
- Set browser zoom to **80%**

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.

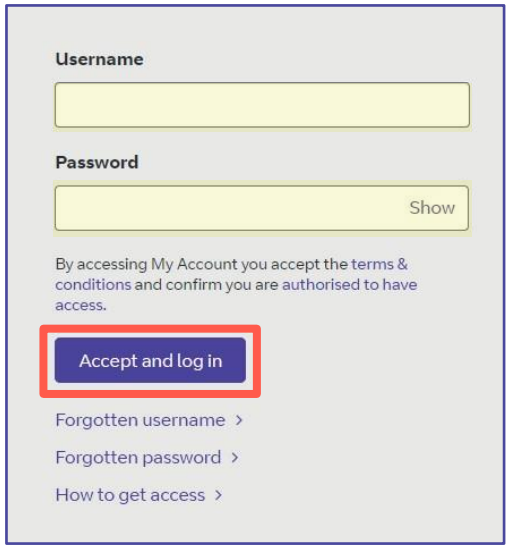
If this is the first time accessing this site you'll be required to create a 6-digit PIN and set up your security questions.



1

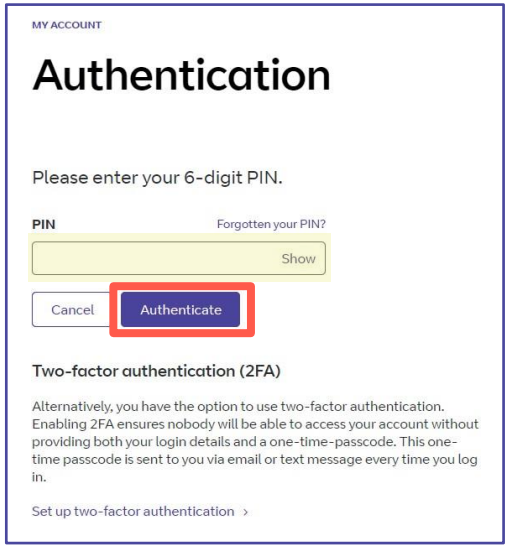
Enter your **Username** and **Password**

Then select **Accept and log in**



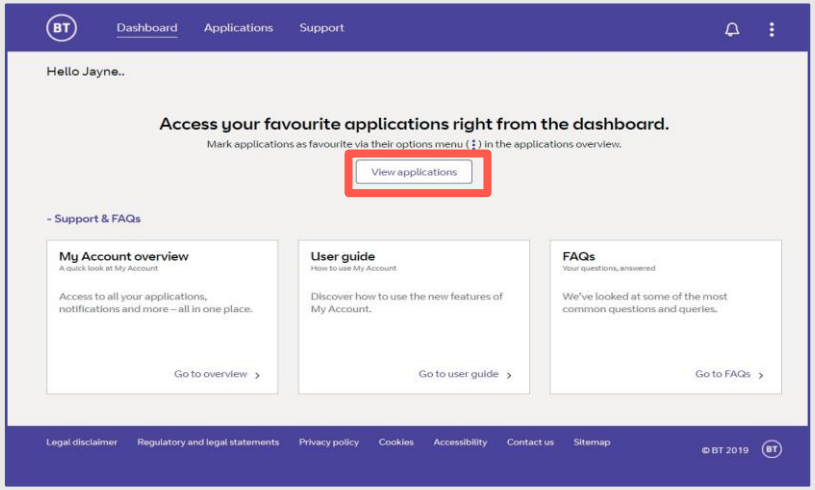
2

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

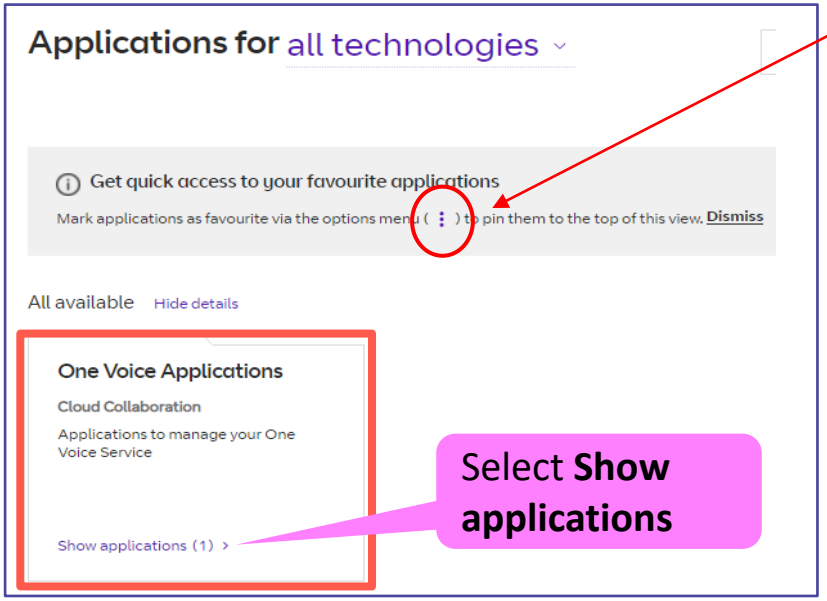


Welcome to your **BT My Account Dashboard.**

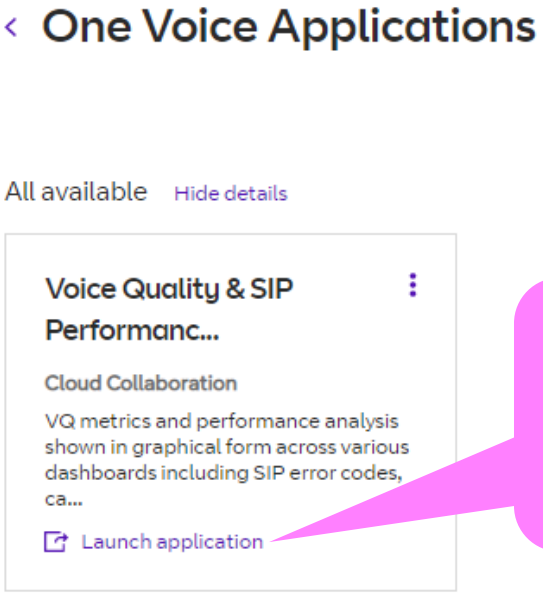
Select View applications to go to the applications that you have access to.



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 **Show applications**

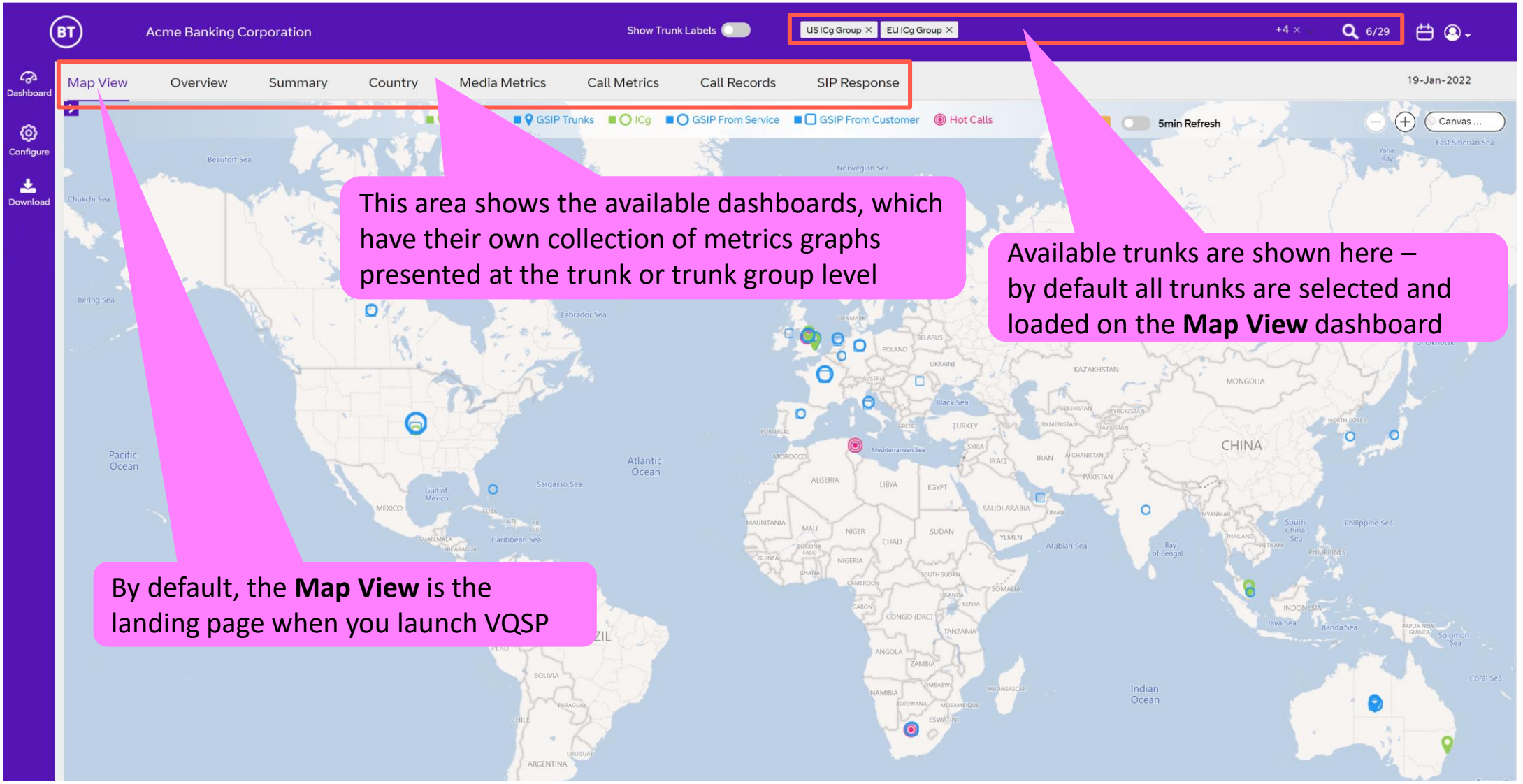


Select **Launch application** to open VQSP in a new browser window

Home | Navigation

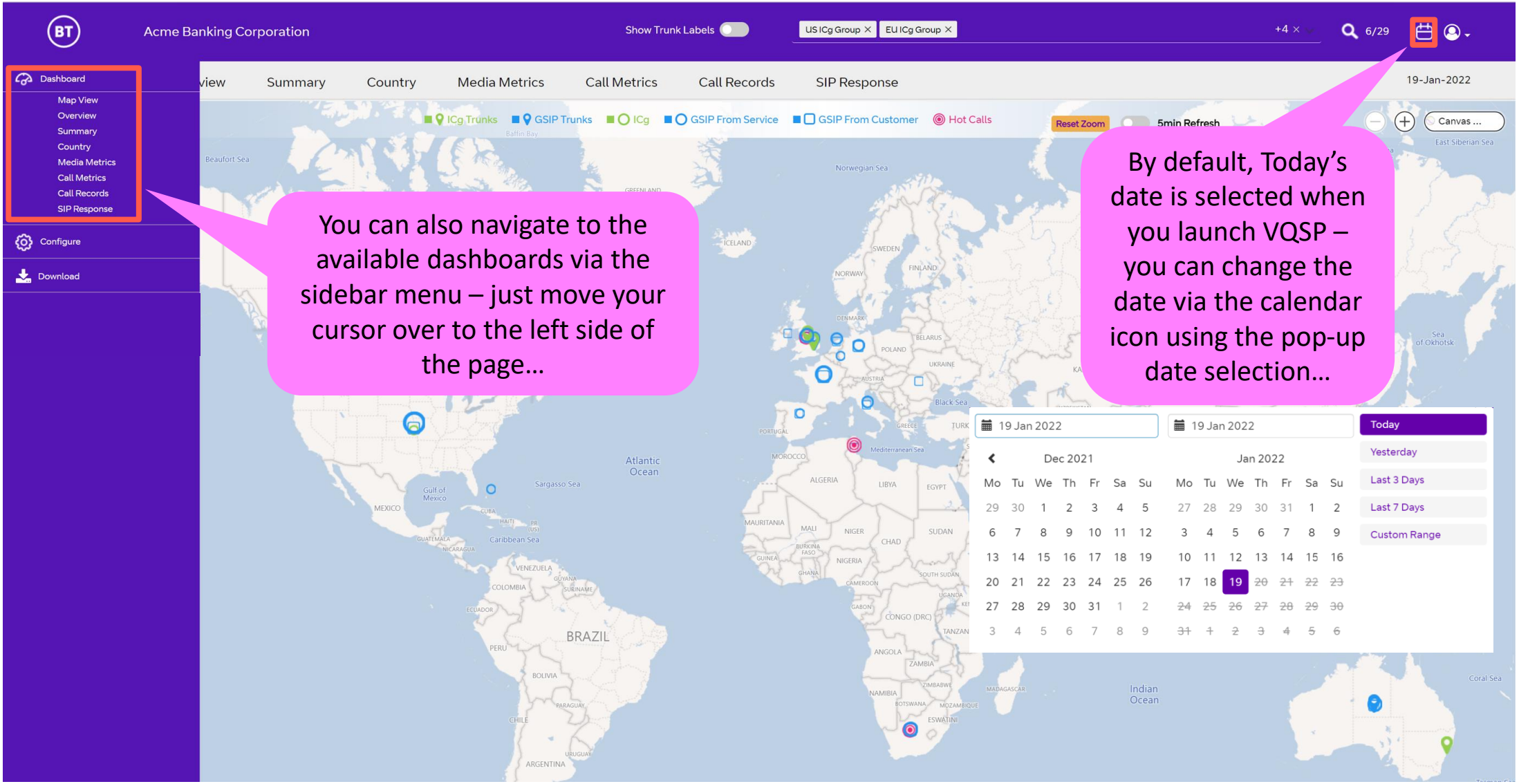
VQSP dashboards – You have access to view live and historical data across your trunks and regions

We will now take you through the different areas of the menu bars and highlight their main purpose



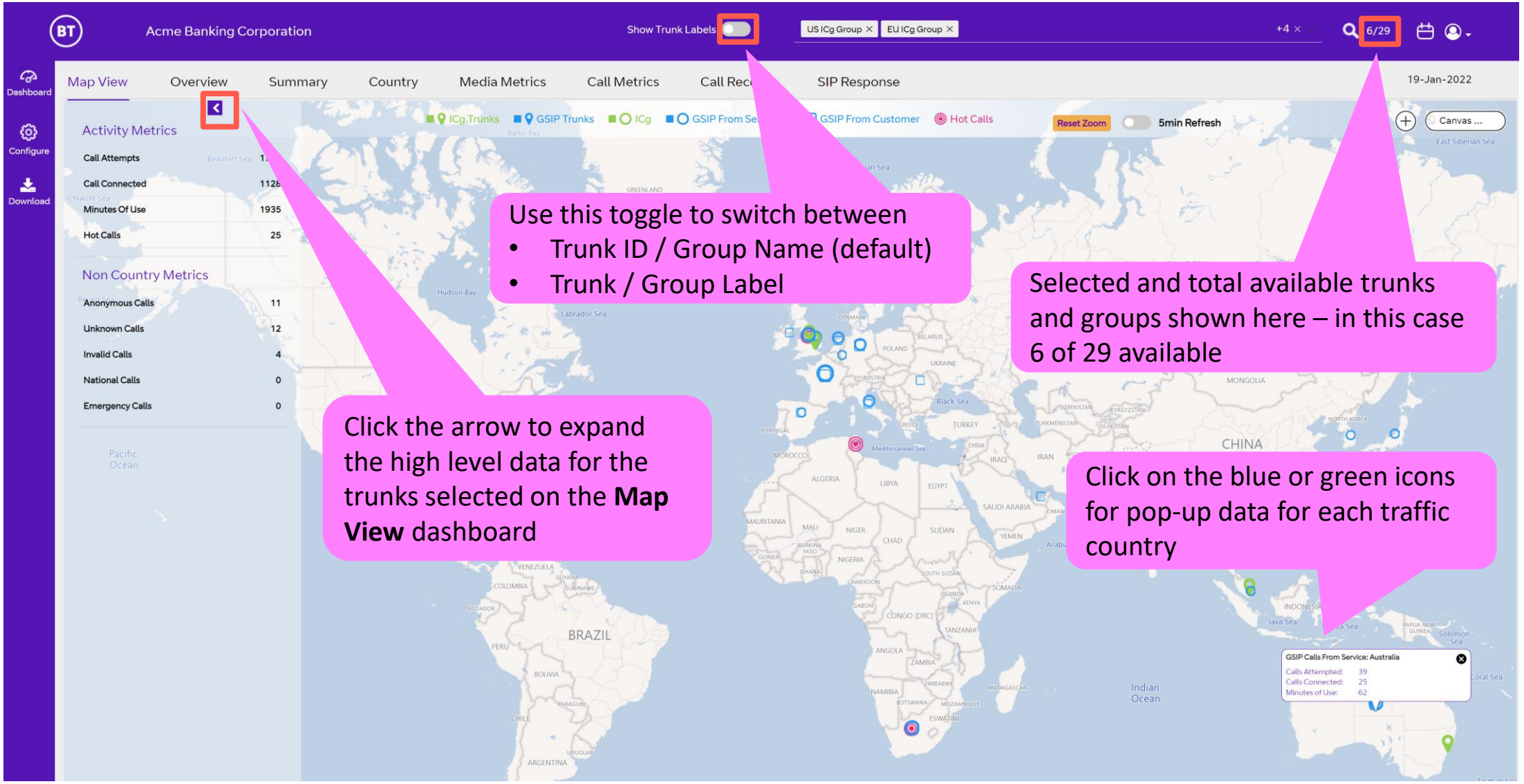
Side Menu | Navigation

Dashboards – Use the menu tabs or the left hand menu to navigate to the report type you want to view
Date Selection – Use the calendar icon to select date ranges, note 1 to 3 days provides the 5 min measurement periods



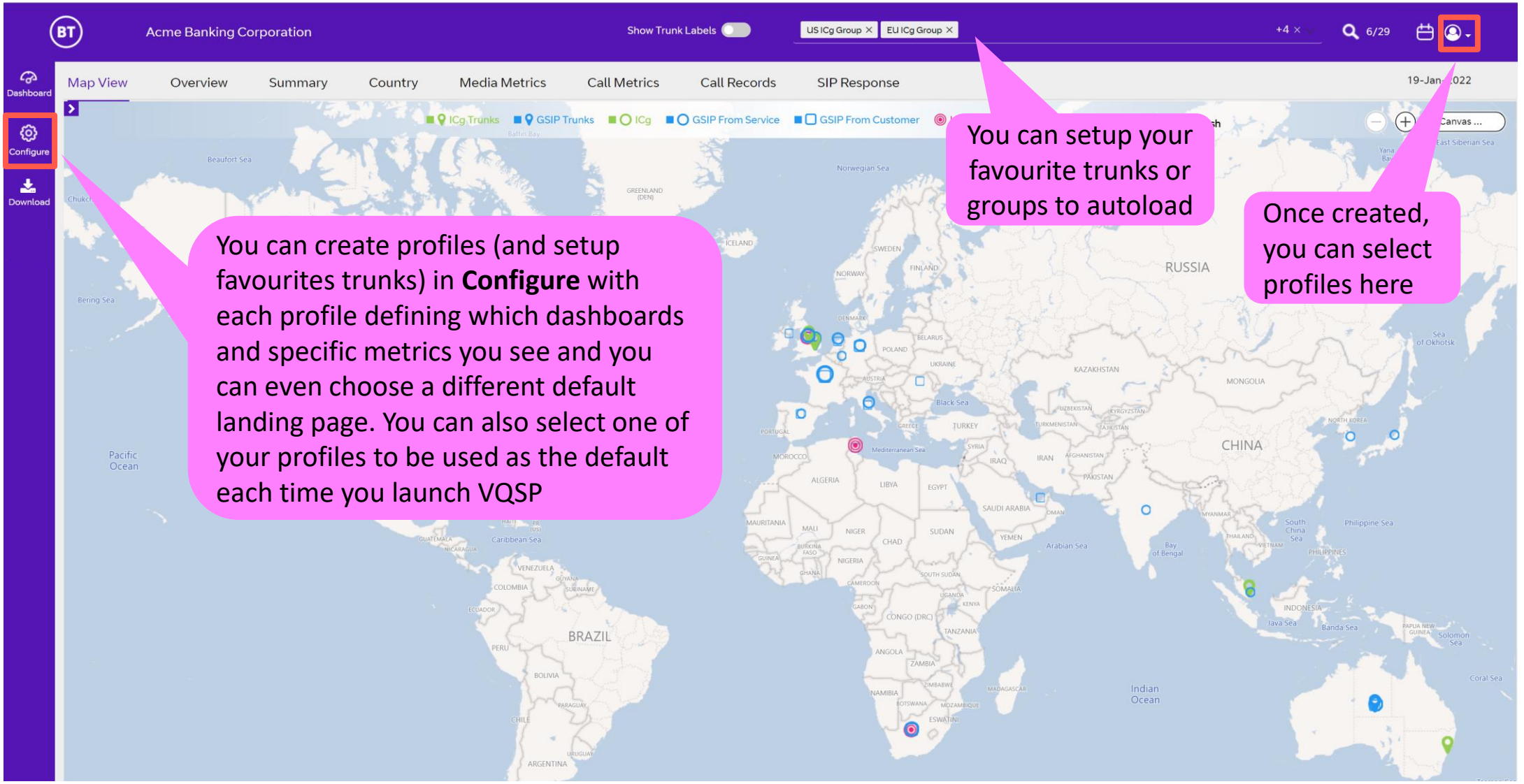
Home Menu | Navigation

Activity Metrics – Use the expandable arrow to view and collapse the summary metrics for the selected trunks



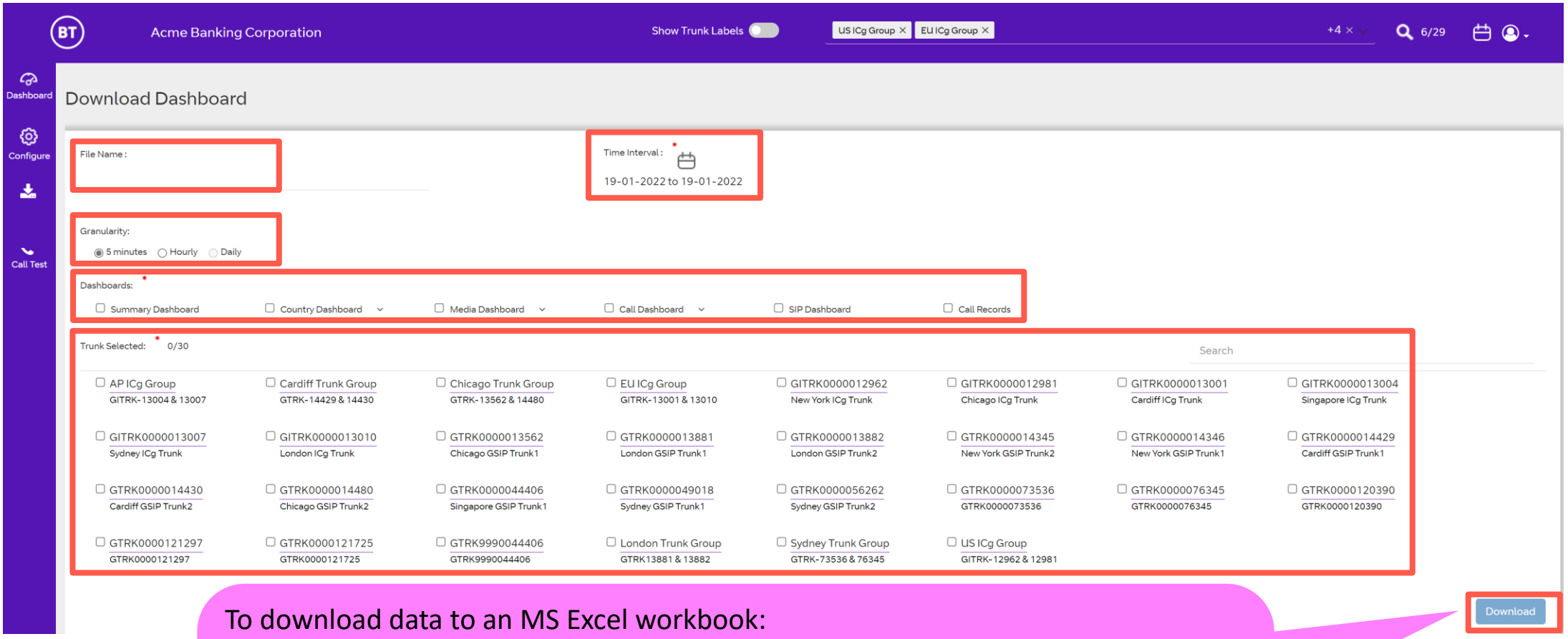
Configure Menu | Navigation

Configuration – Use the Configure menu to define which dashboards and metrics you see by creating different profile views
Profile Selections – Once created, select the profile name you want to apply



Download Menu | Navigation

Download Menu – To quickly access data without the need to navigate to specific dashboards



To download data to an MS Excel workbook:

- Define a **File Name**, although not mandatory
- Select a specific **Time Interval** on the Download page, Today is the default
- Select the data **Granularity** required
- Choose the **Dashboard(s)** of interest and specific metrics (if applicable)
- Select the **Trunk ID**(s) and/or **Trunk Group**(s), use **Search** to filter if needed
- Click **Download**

Dashboard Menu | Overview

Collections – Compare the data for Media Metrics / Call Metrics / SIP Response dashboards on a single page
Interactive Graphs – Highlighting any area on the graph will provide a pop up for timestamp specific metric data

The **Overview** dashboard brings together the **Media Metrics**, **Call Metrics** and **SIP Response** dashboards on a single page for easier comparisons and analysis

Each panel offers a drop-box providing available metrics to be plotted

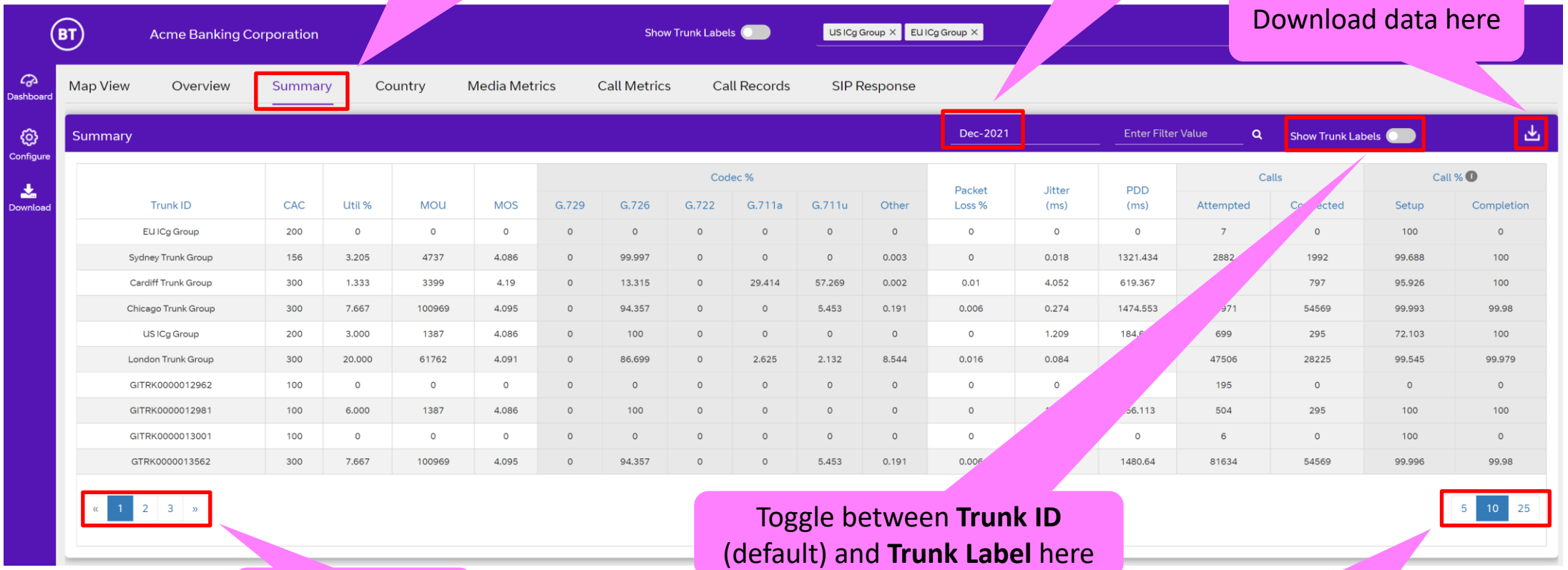
Other than the Map View, the dashboards allow a maximum of **8** trunks or trunk groups selected

Data is plotted for each **5min** data interval when viewing **daily** or **up to 3 days** in calendar.
Up to **31 days** the plots are **hourly** and above this daily data counts/averages/peaks

Moving the cursor over the graph provides the tool-tip pop up offering the specific data feed timestamp and associated metric values

Dashboard Menu | Summary

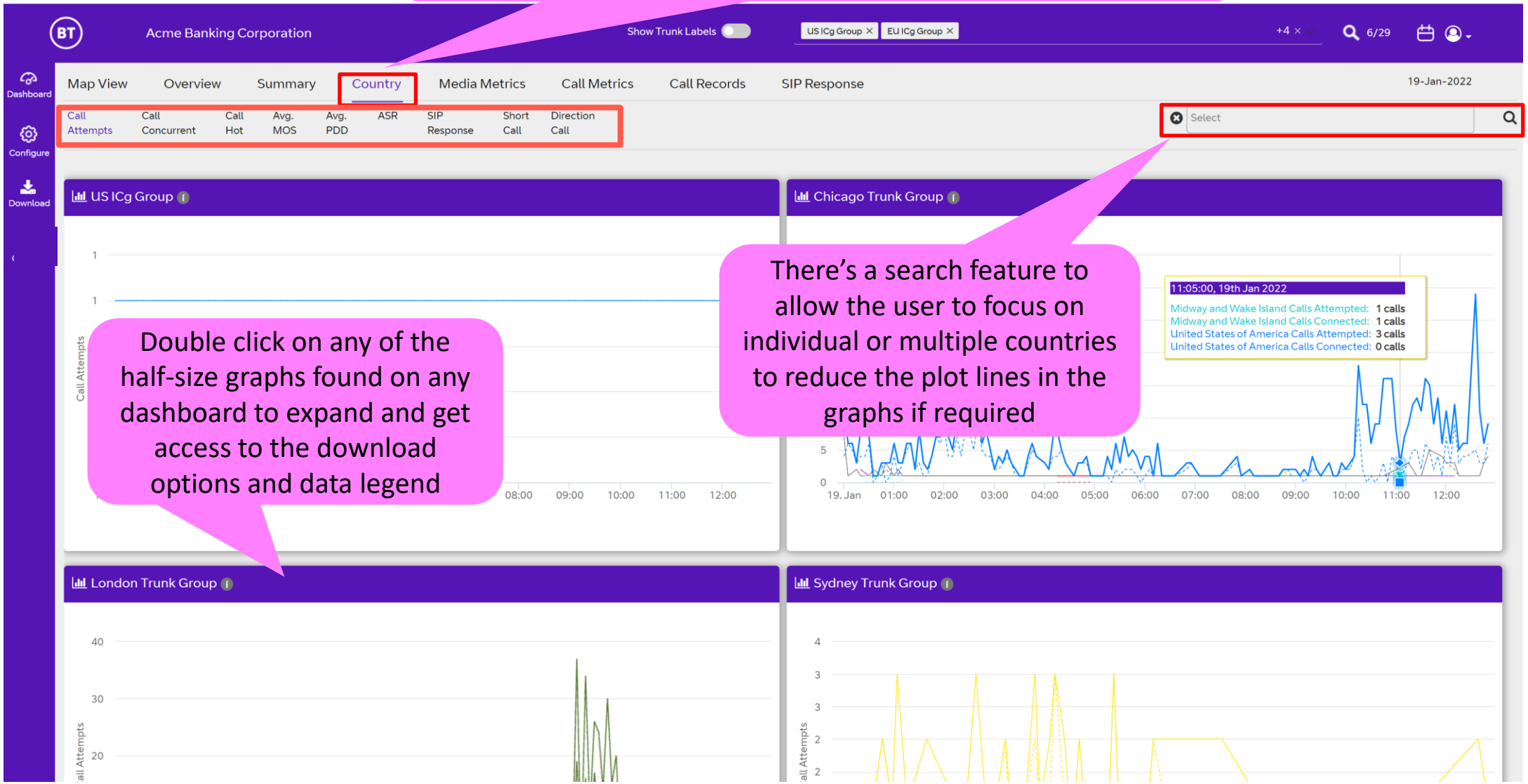
Summary Dashboard – Monthly summary of all the Trunk and Trunk Group activity and performance
Note – it will show all the trunks and groups in the table regardless of those selected or the date range chosen



Dashboard Menu | Country

Country – Drill down to metrics presented on a country basis
Search – Use the search options to select specific countries for comparisons

The **Country** dashboard provides a set of key call and media related metrics presented by country across multiple sub-menus



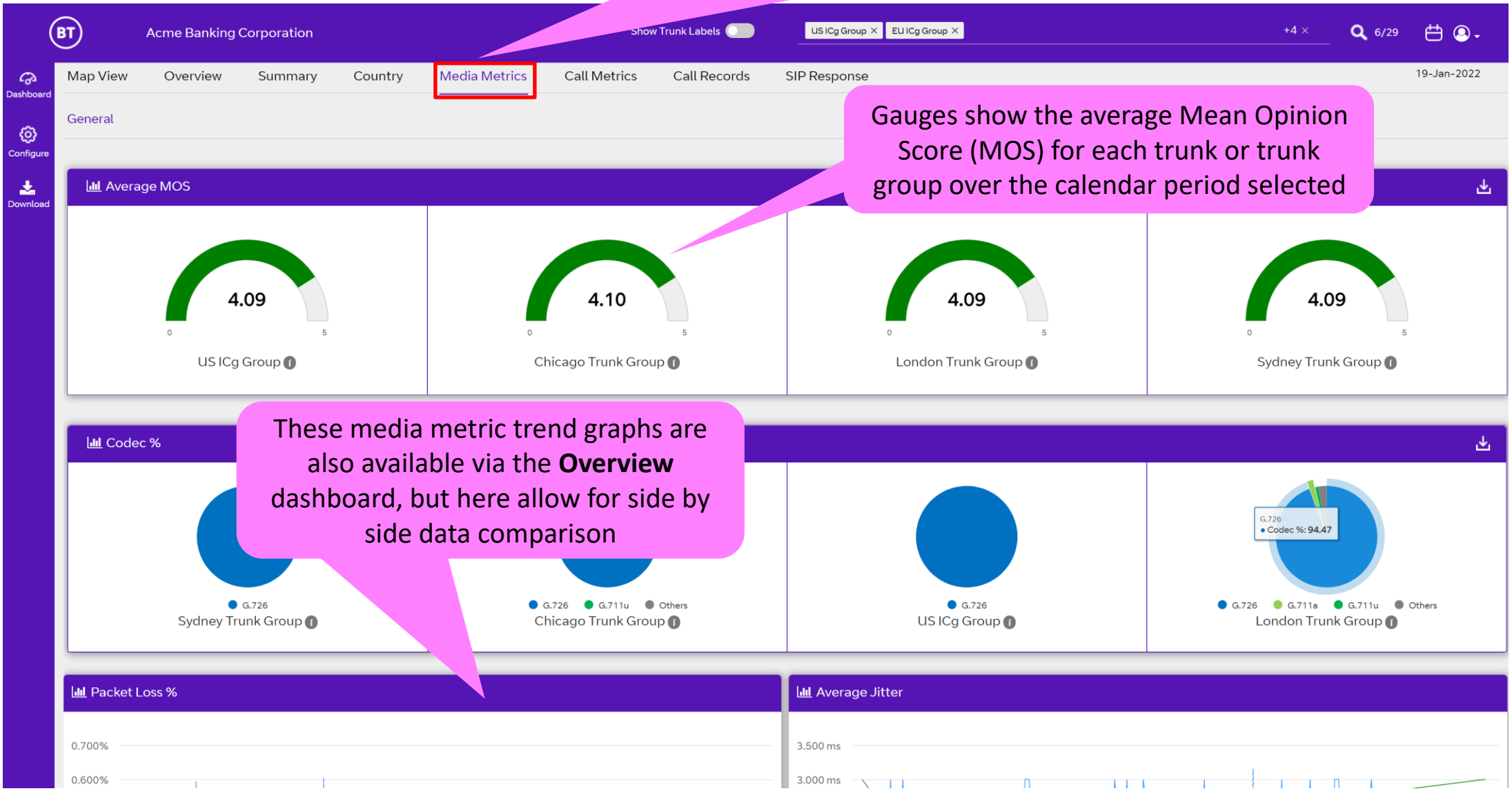
Double click on any of the half-size graphs found on any dashboard to expand and get access to the download options and data legend

There's a search feature to allow the user to focus on individual or multiple countries to reduce the plot lines in the graphs if required

Dashboard Menu | Media Metrics

Media Dashboard – Presenting media metrics with different graph styles, including gauges for Average MOS and pie charts for codec usage by trunk or trunk group

The **Media** dashboard provides a set of media related metrics presented using gauges, pie-charts and trend graphs



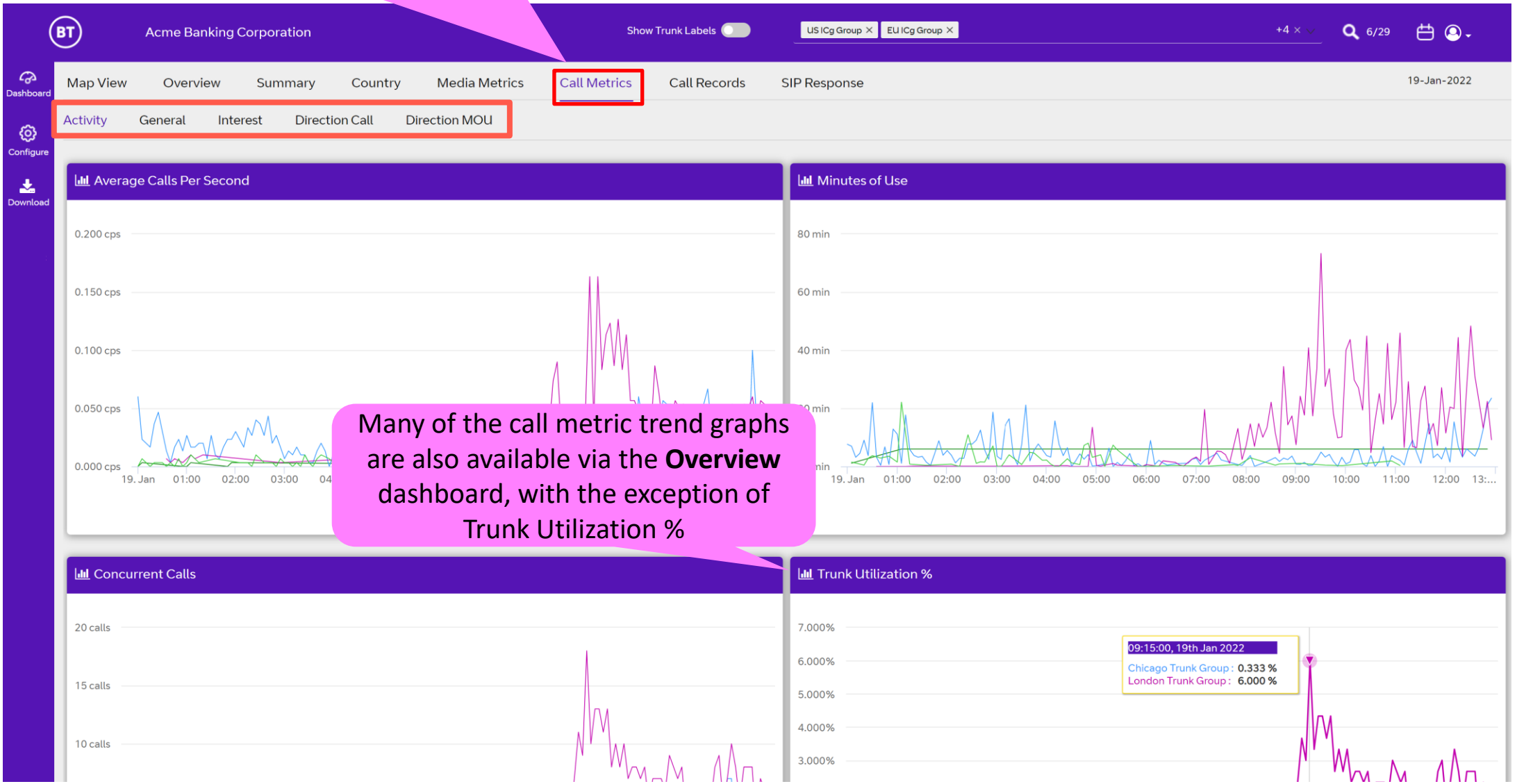
Gauges show the average Mean Opinion Score (MOS) for each trunk or trunk group over the calendar period selected

These media metric trend graphs are also available via the **Overview** dashboard, but here allow for side by side data comparison

Dashboard Menu | Call Metrics

Call Metrics Dashboard – Call related metrics
Sub Menus – Drill down further into the sub-menus and here's where you access Call Record data for detailed analysis

The **Call Metrics** dashboard provides a set of key call related metrics offered over several sub-menus

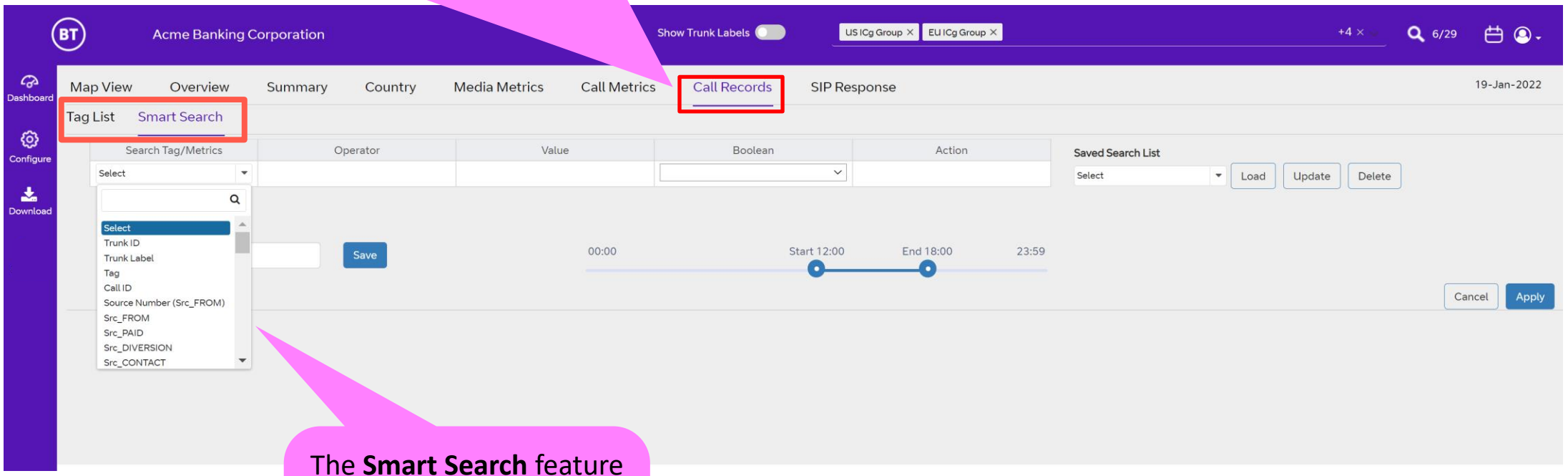


Many of the call metric trend graphs are also available via the **Overview** dashboard, with the exception of Trunk Utilization %

Dashboard Menu | Call Records

Call Records Dashboard – Provides access to call record data offering detailed analysis of trunk activity
See separate **Call Records User guide** for more details of how to use this dashboard

The **Call Records** dashboard provides a smart search capability to define specific filters to access trunk level call details, including SIP headers and performance metrics

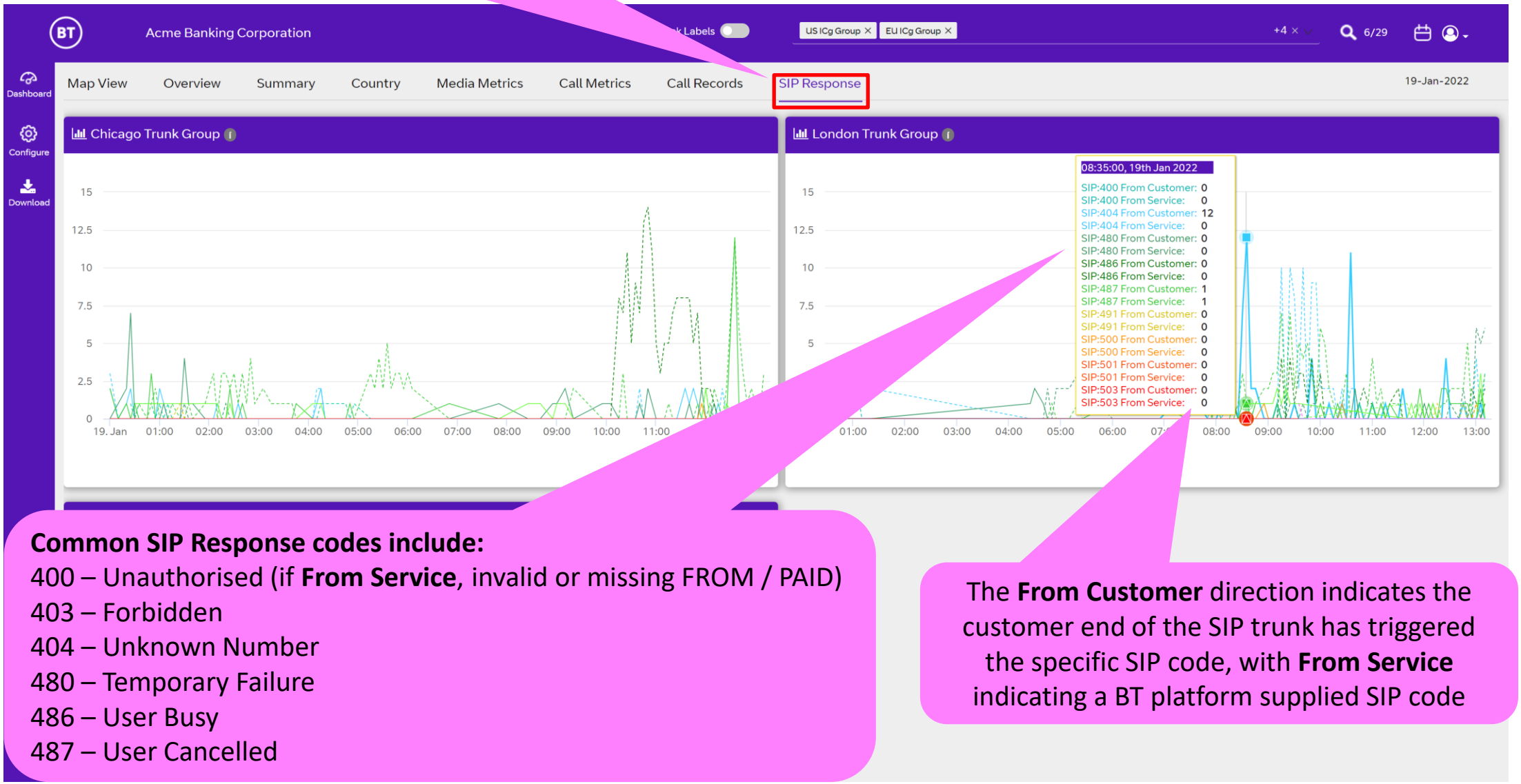


The **Smart Search** feature offers a varied list of metrics and specific SIP headers to use to create a search criteria…

Dashboard Menu | SIP Response

SIP Response Dashboard – Provides SIP error code directional data

The **SIP Response** dashboard provides SIP error code directional analysis



Common SIP Response codes include:

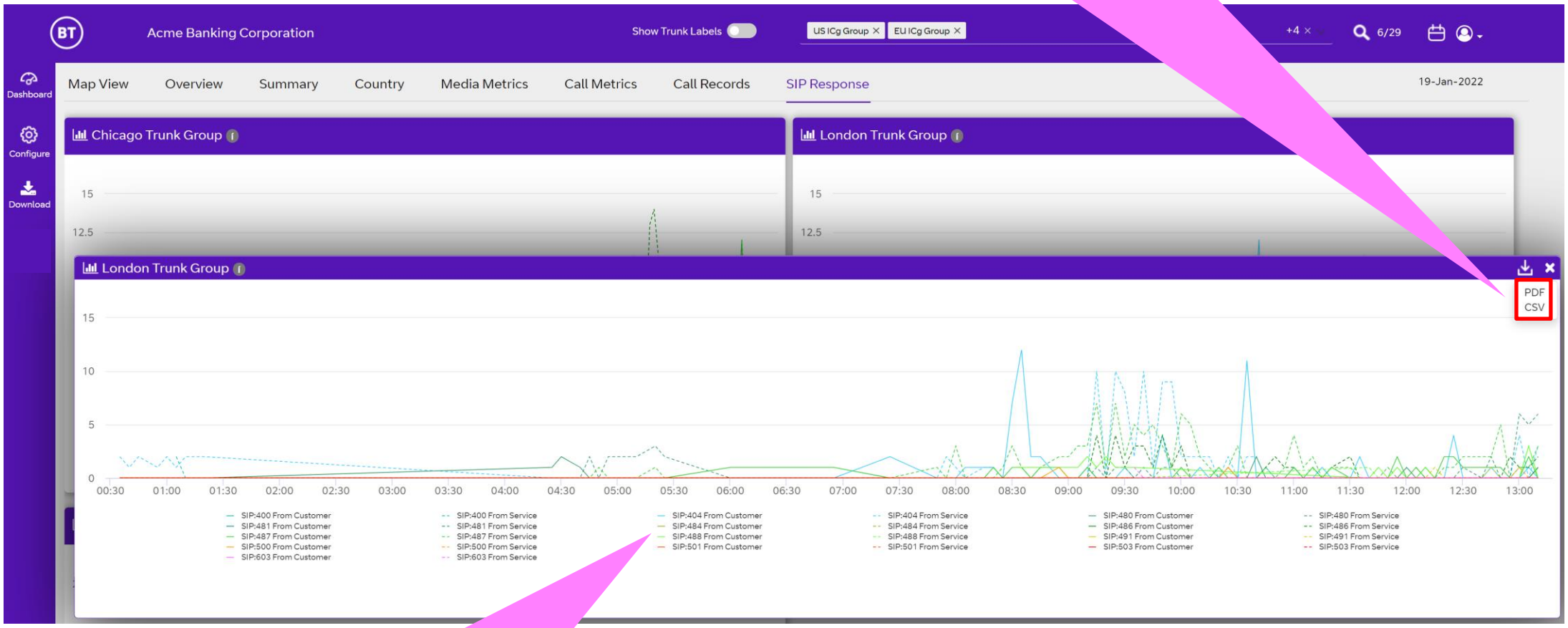
400 – Unauthorised (if **From Service**, invalid or missing FROM / PAID)
403 – Forbidden
404 – Unknown Number
480 – Temporary Failure
486 – User Busy
487 – User Cancelled

The **From Customer** direction indicates the customer end of the SIP trunk has triggered the specific SIP code, with **From Service** indicating a BT platform supplied SIP code

Menu | Graph Data Download

Download Options – Use any of the graphs to expand and access the download options
Legend Use – The graph legends offer an interactive option to disable or enable specific item plot lines

Double click on a half-size graph to expand and get access to the download option

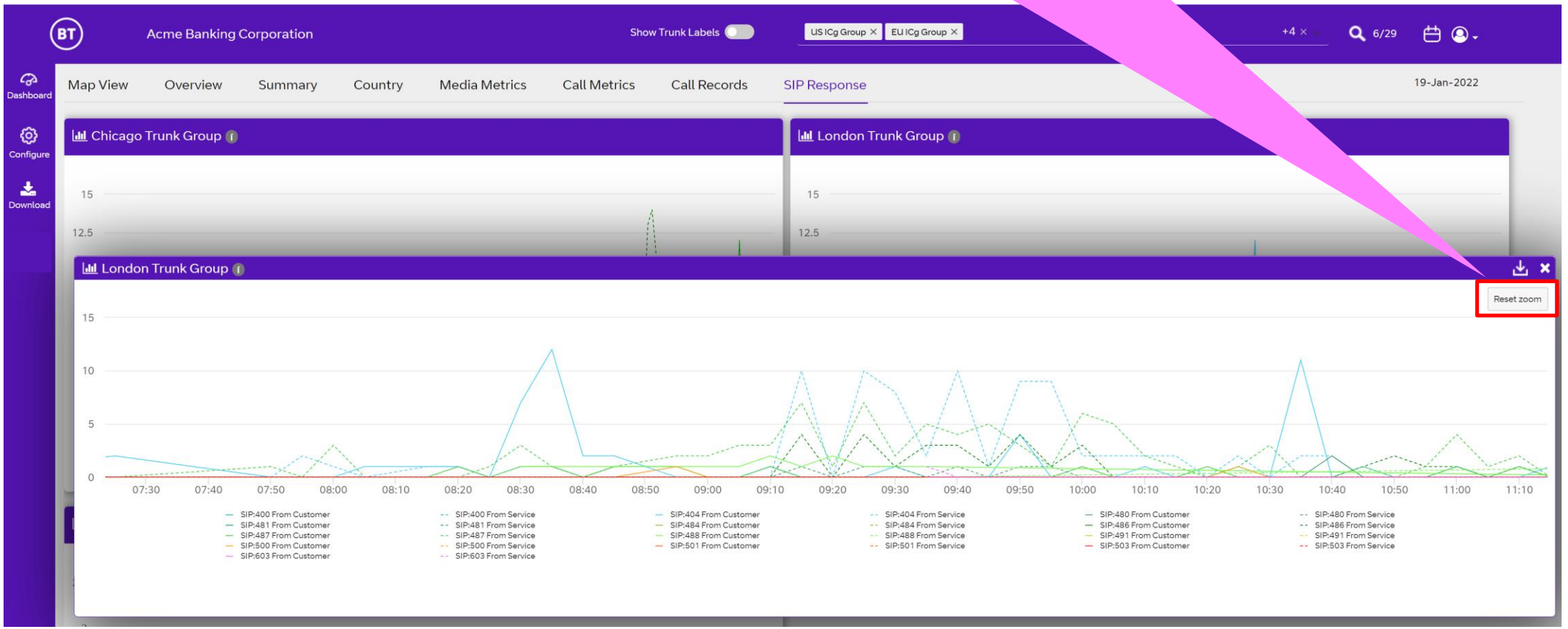


Click on the legend item to disable/enable the corresponding plot line

Menu | Graph Zoom

Zoom Option – All the trend graphs support the 'click and drag' option to allow the user to zoom in on specific data points to view the data more easily

Click and drag your cursor on any graph whether half size or fully expanded to zoom in on the data points of interest.
Select **Reset zoom** to reset to full date/time range



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