



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

Focus: Call Records

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 Calls Records dashboard and options
- Creation of Tags and how they are used
- Call record **retention** is currently **10 days**, moving to **45 days** in January 2022

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**

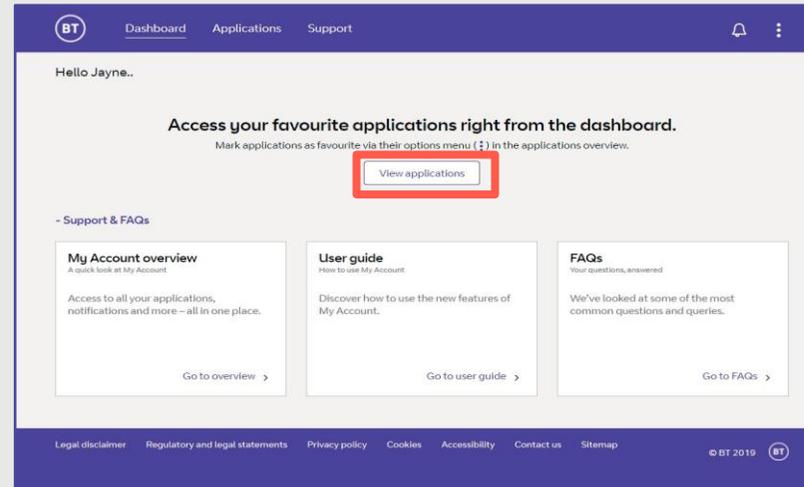
2

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

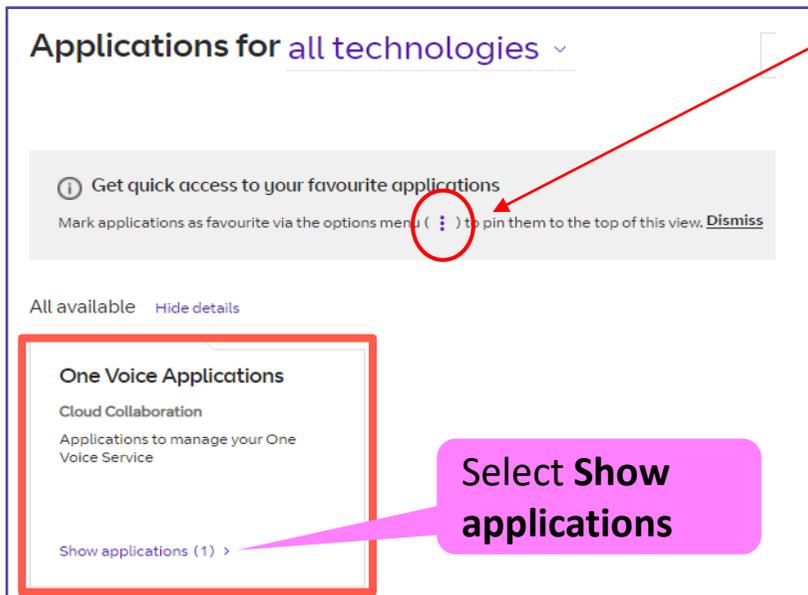


Welcome to your **BT My Account Dashboard**.

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

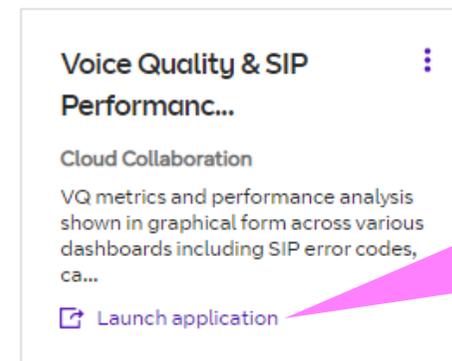


If you'd like the VQSP application to appear on your **Dashboard** for quick access, you can set it up as a *Favourite* by clicking on to the options menu (⋮) then choose **Favourite**.



< One Voice Applications

All available [Hide details](#)



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



Focus | Call Records

VQSP Call Records Dashboard – View near real-time and historical call record data across your trunks and defined trunk groups. The Call Records menu offers the ability to gain deep insight into the trunk activity and behaviour, by exposing key SIP header content.

Using the Smart Search feature you are able to build a specific filter to identify call records of interest using key metrics or tags over the calendar period and the trunks and/or trunk groups selected

Select specific trunks and/or trunk groups here – note there's a maximum of **8** selections supported at any one time

Select the specific date or date range for the search and note that the table load time will be increased the more days you select, especially for busy trunks/groups with high call volumes (current maximum is **45** days history)



Focus | Call Records

VQSP Call Records Dashboard – We will now take you through the different Smart Filter options and steps for creating a filter to return call records.

Note that VQSP is near real-time and the data displayed across the tool is delayed by **15 minutes**.

The activity data and calls shown in the Call Records table are for calls that have ended and hence not live traffic.

Define the search criteria and use the % as the wildcard for any value

Use the **Boolean** options if multiple metrics are to be combined or needed

Choose an **Operator** for example **starts with** and if choosing a Boolean metric, e.g. **hasSIP_Error**, then it will automatically populate with =

Start with a specific **Metric** or **Tag** that you wish to use to locate records of interest...

When looking at single calendar day, the time slider is offered to limit results based on 5 min increments to reflect the tool's individual measurement periods.

Note if AM (**GMT**) when logging in the slider is by default set between 06:00 and 12:00 and 12:00 to 18:00 if PM (**GMT**)



Focus | Call Records

VQSP Call Records Dashboard – Creating, Saving and Loading searches...

The screenshot shows the VQSP Call Records Dashboard for Acme Banking Corporation. The interface includes a top navigation bar with the BT logo, company name, and various filters like 'Show Trunk Labels', 'US ICg Group', and 'EU ICg Group'. Below this is a menu with options like 'Map View', 'Overview', 'Summary', 'Country', 'Media Metrics', 'Call Metrics', 'Call Records', and 'SIP Response'. The 'Call Records' section is active, showing a 'Tag List' and 'Smart Search' options. A search criteria table is visible with columns for 'Search Tag/Metrics', 'Operator', 'Value', 'Boolean', and 'Action'. A 'Save Search' dialog is open, and a 'Saved Search List' dialog is also visible. A timeline slider is present with markers for 'Start 06:00' and 'End 12:00'. The date '26-Jan-2022' is shown in the top right corner. Callouts in pink boxes provide instructions on how to use the search functionality.

Provide a name and **Save** your search if required for future use

Example search criteria to provide all call records between 12:00 and 18:00 for the 4 trunk groups and calendar date selected

Saved searches are shown here...

Load a saved search, **Update** or **Delete**

Select **Apply** once a search is defined or loaded and **Cancel** will clear the search criteria



Focus | Call Records

VQSP Call Records Dashboard – Search results...

The screenshot shows the 'Call Records' dashboard for Acme Banking Corporation. The interface includes a top navigation bar with 'Map View', 'Overview', 'Summary', 'Country', 'Media Metrics', 'Call Metrics', 'Call Records', and 'SIP Response'. A search bar is present with 'Source Number (Src_FROM)' and an operator '='. A horizontal slider is used to filter call records by duration. The main table displays call records with columns for Date, Start Time, End Time, Duration (sec), Trunk ID, Trunk Label, Source Number, Destination Number, Country, Call Direction, and SIP Code(s). A search filter 'Enter Filter Value' is visible at the bottom right, along with a download icon for CSV export.

Date	Start Time	End Time	Duration (sec)	Trunk ID	Trunk Label	Source Number	Destination Nu...	Country	Call Direction	SIP Code(s)
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:22:51 GMT	Wed, 26 Jan 2022 11:25:35 GMT	162	GTRK0000013562	Chicago Trunk Group	+1903665	+1903783	United States of America	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:23:23 GMT	Wed, 26 Jan 2022 11:24:26 GMT	38	GTRK0000013562	Chicago Trunk Group	+1662415	+1662284	United States of America	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:26:34 GMT	Wed, 26 Jan 2022 11:28:34 GMT	154	GTRK0000013562	Chicago Trunk Group	+1251330	+1251330	United States of America	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:26:44 GMT	Wed, 26 Jan 2022 11:28:34 GMT	0	GTRK0000013562	Chicago Trunk Group	+1251330	+1251330	United States of America	From Service	487
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:21 GMT	Wed, 26 Jan 2022 11:29:08 GMT	15	GTRK0000013562	Chicago Trunk Group	+1715701	+1715701	United States of America	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:32 GMT	Wed, 26 Jan 2022 11:28:34 GMT	0	GTRK0000013562	Chicago Trunk Group	+1865988	+1865988	United States of America	From Customer	487
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:45 GMT	Wed, 26 Jan 2022 11:29:08 GMT	17	GTRK0000013562	Chicago Trunk Group	+4417325	+4417325	Italy	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:45 GMT	Wed, 26 Jan 2022 11:29:08 GMT	3	GTRK0000013562	Chicago Trunk Group	+1903459	+1903459	United States of America	From Service	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:45 GMT	Wed, 26 Jan 2022 11:29:08 GMT	119	GTRK0000013562	Chicago Trunk Group	+1251454	+1251330	United States of America	From Customer	200
Wed, 26 Jan 2022 11:25:00 GMT	Wed, 26 Jan 2022 11:28:45 GMT	Wed, 26 Jan 2022 11:29:08 GMT	28	GTRK0000013562	Chicago Trunk Group	+1251454	+1251330	United States of America	From Service	200
Wed, 26 Jan 2022 11:20:00 GMT	Wed, 26 Jan 2022 11:21:48 GMT	Wed, 26 Jan 2022 11:21:48 GMT	42	GTRK0000013562	Chicago Trunk Group	+1251610	+1251330	United States of America	From Service	200

5 min measurement period timestamp shown here...

Sort individual column results by clicking on heading text or choose [icon] for additional filter options...

Quick search option across the entire table contents here...

Download icon offers CSV export of filtered results

Individual call **Start** and **End** Timestamps here...

The **Country** is derived from the Call Direction: **From Customer** (Outbound) uses Destination Number and **From Service** (Inbound) uses Source Number

Use horizontal slider to review the full metric list for each call record...

Total number of call records and page count for search criteria shown here...

1 to 25 of 873 << Page 1 of 35 >> |

Issues | No Records

VQSP Call Records Dashboard – No results could be due to a malformed search or purely because there were no matching call records. An example of malformed could be the accidental use of the wrong Operator, e.g. = instead of **contains** or an inappropriate value or potentially an incorrect trunk, date or time range being used.

Note that VQSP has retention period of up to **45** days and you may have inadvertently selected a date outside of this range.

The screenshot shows the VQSP Call Records Dashboard for Acme Banking Corporation. The search criteria are: Search Tag/Metrics: isLongCall (>3hrs), Operator: =, Value: true, Boolean: [dropdown]. The time range is set from 06:00 to 12:00. The search results table is empty, displaying "No Rows To Show".

Check search criteria for errors and if necessary adjust **Tag/Metric and potentially change **Operator** and/or **Value****

If your search criteria doesn't provide any results you will see this response in the table...

If you've selected a single day calendar view, check and if necessary adjust the time range to find the records of interest

Check the **Calendar and if necessary adjust date or range**

Focus | Create a Tag

Tag List Menu – The user can also create and share ‘tags’ which allow for quick searches for specific numbers or number ranges . A tag can be a private destination pattern/DNIS or a country related geographic number that can be used for finding both source or destination usage and capturing the associated call record matches.

Provide a useful **Description**, although not mandatory

Select **DNIS** for free format number definition or use specific country from the drop-list to pre-populate the **Country Code** field

Access Number is purely a reference field, but will be developed for use with a new **Call Test** feature available mid-2022

Map View Overview Summary Country Media Metrics Call Metrics Records SIP Response

Tag List Smart Search

Create Tag

Tag Name: * Chicago Office

Tag Description: US

Country: * United States of America - 1

Country Code: 1

Source/Destination Number: * 312400XXXX

Share?

Access Number

Cancel Submit

Create Tag

My Tags

Search

Tag Name	Description	Shared By	Source Numbers	Destination Numbers	Access Number	Country	Create Date/Time	
Paris Office		None	333001234XXX	333001234XXX		France	2022-01-26 12:12:37	Edit Copy

1

First click on **Create Tag** to get started...

Then populate the fields as required – **Tip**: decide on a naming convention that works for you and your colleagues if sharing

Define the complete source/destination **Number** or use **X** as wildcard for each single digit in a number block

Choose whether to **Share** the tag with your colleagues or keep in your own list



Focus | Edit, Copy & Delete Tags

Tag List Menu – The user can edit, copy and delete their own tags.

For any tag that is shared the recipients are only able to Copy, i.e. they cannot Edit or Delete another users tag.

The screenshot shows the 'Tag List' interface for Acme Banking Corporation. The interface includes a navigation bar with 'Map View', 'Overview', 'Summary', 'Country', 'Media Metric', and 'SIP Response'. A 'Tag List' tab is active, and a 'Smart Search' dropdown is visible. A 'Create Tag' button is located above the table. The table has columns for 'Tag Name', 'Tag Description', 'Shared By', 'Source Numbers', 'Destination Numbers', 'Access Number', 'Country', and 'Create Date/Time'. Two tags are listed: 'Paris Office' (EU) and 'Chicago Office' (United States of America). The 'Shared By' column shows 'None' for Paris Office and 'Me' for Chicago Office. Action buttons (Edit, Copy, Delete) are present for each tag. A search box is located at the top right of the table area. A 'My Tags' checkbox is located above the table. The interface also shows a sidebar with 'Dashboard', 'Configure', and 'Download' options, and a top right corner with '+4', a search icon, '6/29', and a user profile icon.

Use the **Search** box to find tags of interest

Tags can be sorted by clicking on the column headings

The **My Tags** check-box limits the table to only tags the user has created and then only these are offered on the **Smart Search** drop-list when the **Tag** metric is used

Shared by advises the user if their tags have been shared with other users (**Me**) or not (**None**)

Edit, Copy or Delete your tags here. Note that you are unable to Edit or Delete another user's tag

Tag Name	Tag Description	Shared By	Source Numbers	Destination Numbers	Access Number	Country	Create Date/Time
Paris Office	EU	None	333001234XXX	333001234XXX		France	2022-01-26 12:12:37
Chicago Office		Me	1312400XXXX	1312400XXXX		United States of America	2022-01-26 12:21:50



Focus | Using Tags

Smart Search – Once created the tags can be used as part of the search criteria.

The screenshot displays the 'Smart Search' configuration page in the BT Acme Banking Corporation system. The interface is divided into several sections:

- Search Criteria Builder:** A horizontal row of fields for defining search criteria. The 'Search Tag/Metrics' field is set to 'Tag'. The 'Operator' is set to '='. The 'Value' field is set to 'Paris Office', with a dropdown menu open showing 'Paris Office' and 'Chicago Office'. The 'Boolean' field is set to 'And Or'. The 'Action' field is empty.
- Saved Search List:** A section on the right with a 'Select' dropdown and 'Load', 'Update', and 'Delete' buttons.
- Time Range:** A slider below the Value field with 'Start 12:00', 'End 18:00', and '23:59' markers.
- Navigation:** A top navigation bar with tabs for 'Map View', 'Overview', 'Summary', 'Country', 'Media Metrics', 'Call Metrics', 'Call Records', and 'SIP Response'. The 'Call Records' tab is active.
- Header:** 'Acme Banking Corporation' logo and name, 'Show Trunk Labels' toggle, and user information 'US ICg Group X' and 'EU ICg Group X'.
- Footer:** 'Cancel' and 'Apply' buttons.

Select **Tag** from the metrics drop-list...

The Operator is automatically switched to '='

The tags created are shown here. Note if **My Tags** is selected on the **Tag List** page, then the list is limited to only the user's tags

Remember that you can use Tags with other metrics by using the **And** or **Or** Boolean options



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



