



BT Call Traffic Reporter (Reporter)
Reporting Tool

Getting started: Navigation

User guide

User

As an Inbound Contact global customer, you have access to a web-based reporting tool, known as Call Traffic Reporter (Reporter) via the My Account **Enterprise Reporting** application.

This guide will show you how to:

- Login via the My Account Portal
- Become familiar with the Reporter layout and options
- Navigate the various Reporter 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/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**

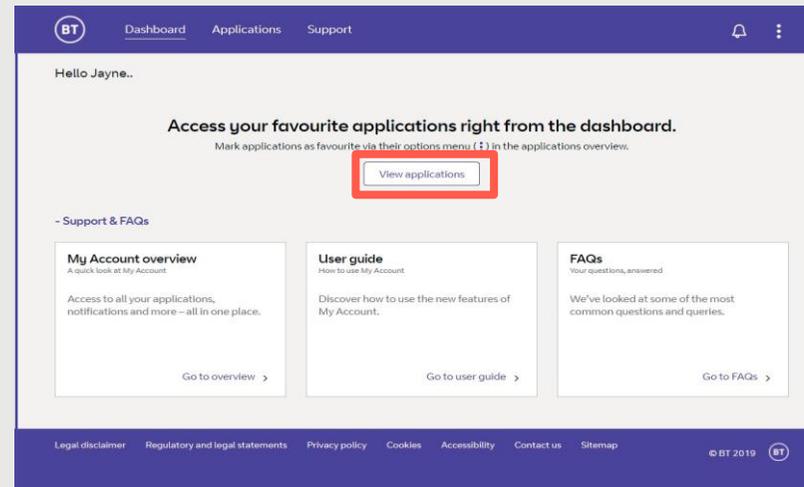
2

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

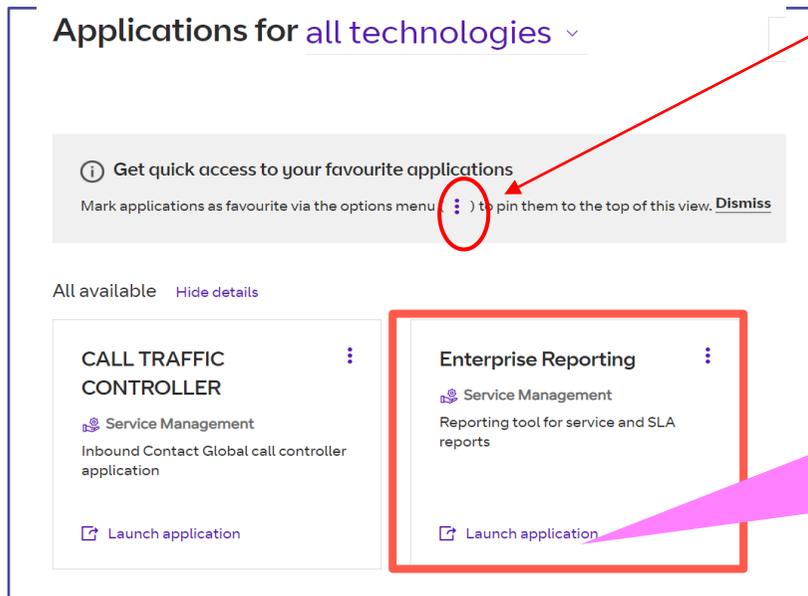


Welcome to your **BT My Account Dashboard**.

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 **Launch application** to open Reporter in a new browser window



Call Traffic Reporter Home

Reporter Welcome Page – You have access to run all these reports

Select "Inbound Contact" from the Dashboard to view the available Reports

ORACLE Business Intelligence

Inbound Contact

Home Catalog Favorites Dashboards New Open

Search All

Information Message

Comprehensive Summary Corporate

Comprehensive Summary
Comprehensive Summary Daily
Comprehensive Summary Monthly

Corporate Summary
Corporate Summary Daily
Corporate Summary Monthly

Access Number Summary
Access Number Summary Daily
Access Number Summary Monthly

Destination Summary
Destination Summary Daily
Destination Summary Monthly

Call Details
Call Detail Report

Comprehensive Summary Daily provides daily breakdown by access number with hourly details. Comprehensive Summary Monthly provides monthly breakdown by access number.

Corporate Summary summarizes of calls in each call status on a daily and monthly basis by Corp Id.

Access Number Summary lists the number of calls by access number and call status on a daily and monthly basis.

Destination Summary lists the call results on a daily and monthly basis by Corp Id and Destination number.

Call Detail allows the user to retrieve information on a specific access number or all access numbers within a Corp Id for the requested time period and date.

Scheduled from 0300 to 0310 GMT

ople you must close all browser windows after you have logged-off/finished. You should check it is possible to close all browser w



Welcome Page

Report Selection – Click on the Comprehensive Summary Daily report to get to selection screen

Inbound Contact

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[Welcome Page](#) [Comprehensive Summary](#) [Corporate Summary](#) [Access Number Summary](#) [Destination Summary](#) [Call Detail Report](#) [CCS Post Information Message](#)

Comprehensive Summary

[Comprehensive Summary Daily](#)
[Comprehensive Summary Monthly](#)

Corporate Summary

[Corporate Summary Daily](#)
[Corporate Summary Monthly](#)

Access Number Summary

[Access Number Summary Daily](#)
[Access Number Summary Monthly](#)

Destination Summary

[Destination Summary Daily](#)
[Destination Summary Monthly](#)

Call Details

[Call Detail Report](#)

Click on the Comprehensive Summary Daily Report to run a daily report with hourly details.



Comprehensive Summary Daily Report Input Screen

Selection Input – Select the Corp Id, Access Number(s), Dates (from– to dates), Hours (if need specific hours) and click Apply to run the report

The screenshot shows the 'Inbound Contact' interface with a 'Comprehensive Summary Daily' report section. On the left, an 'Access Number' dropdown menu is open, showing options: 'Please Select', '(All Column Values)', '17183541000E', '31202008327E', '31202008498E', and '31202030998E'. The '(All Column Values)' option is highlighted with a red box. In the center, the 'Corp Id' dropdown is set to '20000281' and is also highlighted with a red box. To its right, an 'Apply' button is highlighted with a red box. Below these, the 'Date' section shows 'Between' dates of '12/20/2021' and '12/20/2021', with calendar icons. The 'From GMT Hours' is set to '0' and 'To GMT Hours' is set to '23'. Below that, 'Minutes' are set to '0' and '59'. A second 'Apply' button is highlighted with a red box. Navigation links 'Home', 'Catalog', 'Favorites', and 'Dashboards' are visible at the top right.

Select the **Corp Id** then click **Apply**

Select the **Access Numbers** or **All Column Values** for all access numbers as seen above

Select the dates you want to view – a from date and a to date

Click **Apply** to run the report

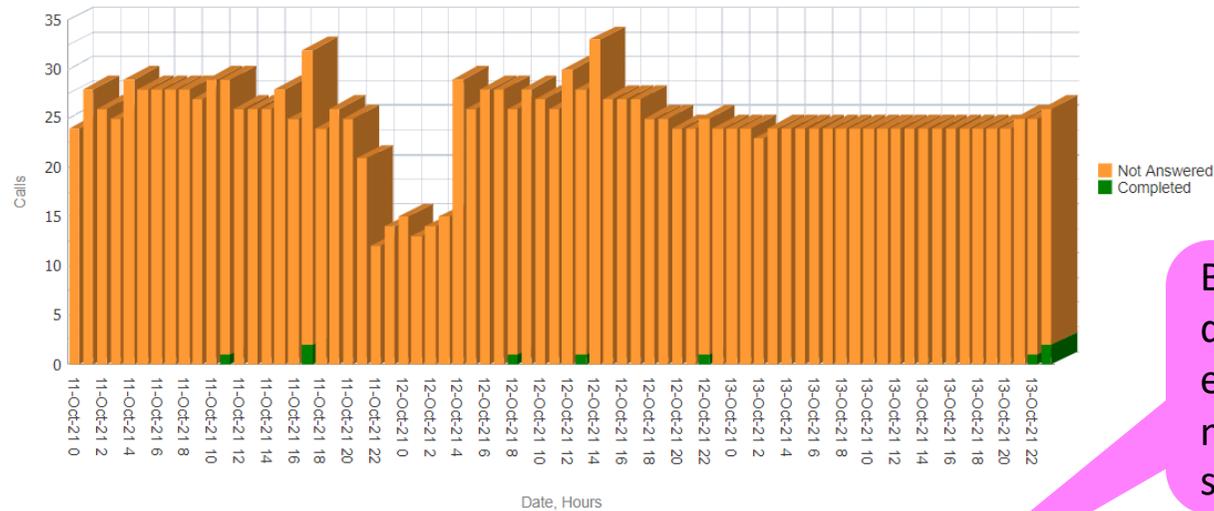


Comprehensive Summary Daily Report Output Screen

Selection Output Graph – The top of the screen you will see a graph with completed and not answered calls by date and hour.

Selection Output Details – The bottom of the screen you will see the details for the date by hour with call results, Origin Country, Access Number, Termination Information with number of calls and the total minutes.

Comprehensive Summary Daily Graph



You will see a graph with all the completed (in green) and not answered calls (in yellow) for each hour of the dates that were selected

Below you will see the details by date and hour of each day for all the access numbers that were selected

Comprehensive Summary Daily

Date	Hours	Corp Id	Call Result	Orig Country	Orig Code	Access Number	Access Type	App Id	Network Address	Term Type	Term Country	Term Code	Svc Loc Id	Destination	DNIS Digits	Calls	Minutes
11-Oct-2021	0	20001054	Not Answered	France	33	33170758120	ITFS	2000354171	AD08999936317	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
		20001054	Not Answered	Turkey	90	902129991134	PSTN	2000127436	AD08999990000	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
	1	20001054	Not Answered	France	33	33170758120	ITFS	2000354171	AD08999936317	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	12	0.00
		20001054	Not Answered	Turkey	90	902129991134	PSTN	2000127436	AD08999990000	Ded	United Kingdom	44	135/0076_1234	13500761234	1234	16	0.00

Refresh - Print - Export

This is a test account used for demos



Welcome Page

Report Selection – Click on the Call Detail Report report to get to selection screen

Inbound Contact

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- [Comprehensive Summary](#)
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Comprehensive Summary

- [Comprehensive Summary Daily](#)
- [Comprehensive Summary Monthly](#)

Corporate Summary

- [Corporate Summary Daily](#)
- [Corporate Summary Monthly](#)

Access Number Summary

- [Access Number Summary Daily](#)
- [Access Number Summary Monthly](#)

Destination Summary

- [Destination Summary Daily](#)
- [Destination Summary Monthly](#)

Call Details

- [Call Detail Report](#)

Click on the Call Detail Report to run a report with call details.



Call Detail Report Input Screen

Selection Input – Select the Corp Id, Access Number(s), Dates (from/to dates – not to exceed 2 consecutive days), Hours (if need specific hours) and click Apply to run the report

The screenshot shows the 'Call Detail Report' input screen. On the left, there is a sidebar with 'Inbound Contact' and 'Call Details Report' sections. The 'Access Number' dropdown menu is open, showing options: 'Please Select', '(All Column Values)', '17183541000E', '31202008327E', '31202008498E', and '31202030998E'. The '(All Column Values)' option is highlighted with a red box. In the main form area, the 'Corp Id' dropdown is set to '20000281' and is also highlighted with a red box. Below it, the 'Access Number' dropdown is set to 'Please Select' and is highlighted with a red box. The 'From Date' and 'To Date' fields are empty. The 'From GMT Hours' is set to '0' and 'To GMT Hours' is set to '23'. The 'Minutes' field is set to '0' and '59'. There are 'Apply' and 'Reset' buttons for both the 'Corp Id' and the date/hour selection. A pink callout bubble points to the 'Corp Id' dropdown and the 'Apply' button, containing the text: 'Select the Corp Id then click Apply'. Another pink callout bubble points to the 'Access Number' dropdown, containing the text: 'Select the Access Numbers or All Column Values for all access numbers as seen above'. A third pink callout bubble points to the date and hour selection fields, containing the text: 'Select the dates you want to view – a from date and a to date not to exceed 2 consecutive days'. A fourth pink callout bubble points to the 'Apply' button at the bottom, containing the text: 'Click Apply to run the report'. At the bottom of the form, there is a warning message: 'The Date Range cannot exceed 2 consecutive days.'

Select the **Access Numbers** or **All Column Values** for all access numbers as seen above

Select the **Corp Id** then click **Apply**

Select the dates you want to view – a from date and a to date not to exceed 2 consecutive days

Click **Apply** to run the report



Call Detail Output Screen

Selection Output Details – The screen provides you with the details for the days that were selected which include all call details for each call including call results and details, Origination Country, Access Number, Termination Information with number of calls, start and end time and the call duration along with many other detail.

Below you will see the details of each call for the date(s) that were selected including completed and not answered calls

Inbound Contact

Welcome Page Comprehensive Summary Corporate Information Message

Favorites Dashboards New Open Signed In As AMANDA.ALLEN@BT.COM

Call Detail Report

Corp Id	Call Result	Call Result Details	Orig Code	Orig Country	Access Type	Access Number	App Id	Network Address	Caller Number	Term Type	Term Code	Term Country	Svc Loc Id	Destination	DNIS Digits	Call Start Date	Call Start Time	Call Answer Time	Call Disconnect Time	Call Duration Minutes	SCR Allowed	SCR Barr
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:03:59	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:04:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD089999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:04:03	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:08:59	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:09:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD089999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:09:02	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	12-Oct-2021	00:13:58	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	33	France	ITFS	33170758120	2000354171	AD089999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:14:00	00:00:00	00:00:00	0.000	N	N
20001054	Not Answered	Call not Delivered - Congestion	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	13500761234	1234	11-Oct-2021	00:14:00	00:00:00	00:00:00	0.000	N	N
20001054	Not	Call not	90	Turkey	PSTN	902129991134	2000127436	AD08999990000		Ded	44	United	135/0076_1234	13500761234	1234	12-	00:18:58	00:00:00	00:00:00	0.000	N	N



All Output Screen Allow Exporting of Data

Output Details – At the bottom of each output screen you will have the option to download the report into a few different application (ie. Excel, Powerpoint, etc)

2000354171	AD08999936317	37928250000	Ded	44	United Kingdom	135/00							
4 2000127436	AD08999990000		Ded	44	United Kingdom	135/0076_1234	1		1234	12-Oct-2021	00:38:59	00:00:00	00:0
2000354171	AD08999936317	37928250000	Ded	44	United Kingdom	135/0076_1234	135/00761234		1234	11-Oct-2021	00:39:00	00:00:00	00:0
4 2000127436	AD08999990000		Ded	44	United Kingdom	135/0076			1234	11-Oct-2021	00:39:00	00:00:00	00:0
4 2000127436	AD08999990000		Ded	44	United Kingdom	135/0076			1234	12-Oct-2021	00:43:59	00:00:00	00:0

Click on **Export** and you will see different applications that can be used to download your data. For example downloading to Excel will allow you to sort on any column and customize your reports

-  PDF
-  Excel 2007+
-  Powerpoint 2007+
-  Web Archive (.mht)
-  Data

Refresh - Print - **Export** - Add to Briefing Book



