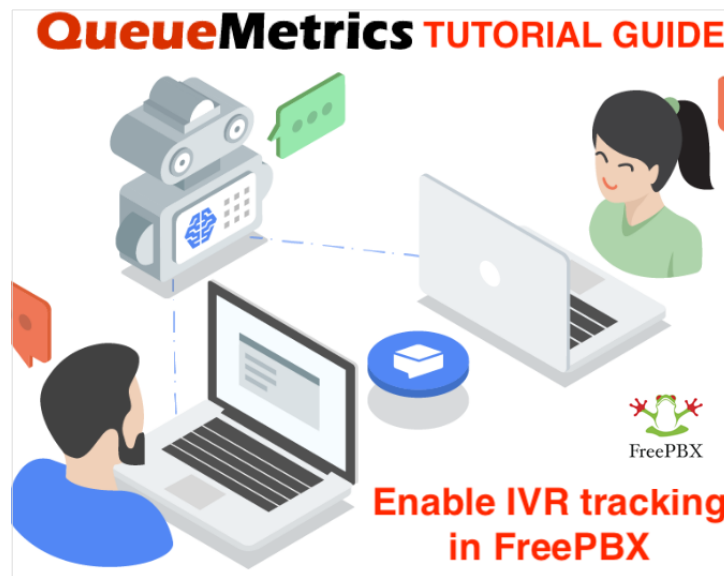


## IVR module for FreePBX



### QueueMetrics

QueueMetrics is a highly scalable monitoring and reporting suite that addresses the needs of thousands of contact centers worldwide and offers a broad range of integrated benefits like agent productivity monitoring, target measurement, conversion rates tracking, realtime campaign statistics analysis and an easy to use interface.

### How do you enable IVR tracking on your FreePBX and monitor the IVR events in QueueMetrics?

By installing the correct module on your PBX, you will be able to track the IVR events in your call-center.

This guide will show you how to enable the IVR tracking feature in your FreePBX.

```
queue_log_to_file=yes
```

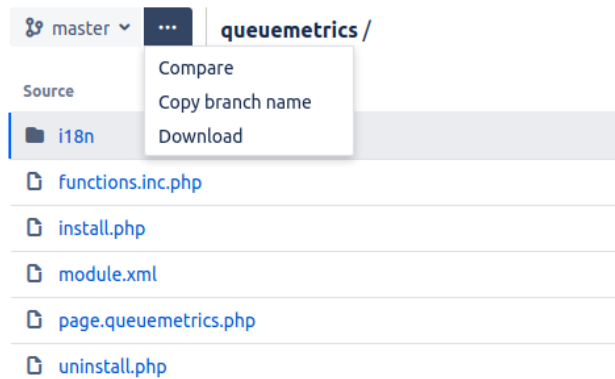
### Installing the module

You can find the IVR module in this Repo: [FreePBX IVR module](#)

You will need to manually install the module on your FreePBX instance from the Module Admin page (Admin->Module Admin).

- Download the module from the [FreePBX repository](#):

## Source

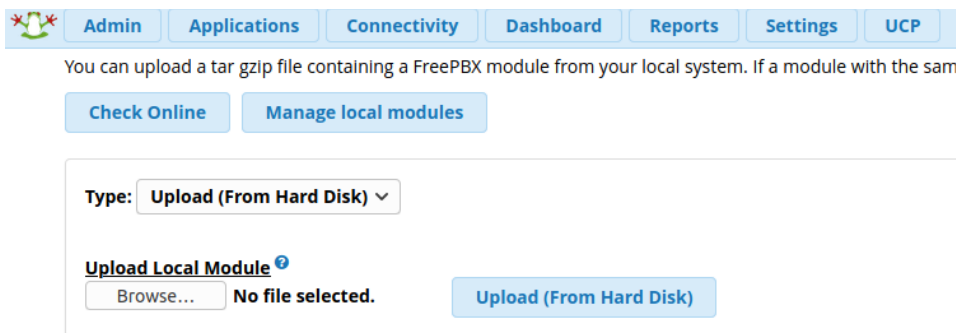


master ... **queuemetrics /**

Source

- i18n (Context menu: Compare, Copy branch name, Download)
- functions.inc.php
- install.php
- module.xml
- page.queuemetrics.php
- uninstall.php

- Go to Admin->Module Admin
- Go to "Upload modules"
- Select "Type: Upload (From Hard Disk)"



Admin Applications Connectivity Dashboard Reports Settings UCP

You can upload a tar gzip file containing a FreePBX module from your local system. If a module with the same name already exists, it will be overwritten.

[Check Online](#) [Manage local modules](#)

Type: **Upload (From Hard Disk)** ▼

**Upload Local Module** ⓘ

[Browse...](#) No file selected. [Upload \(From Hard Disk\)](#)

- Upload the module to FreePBX and install it (the zip file that you just downloaded)

Then go back to the Module Admin page, find QueueMetrics under the Settings category and enable the module.

Settings

Module	Version	Track	Publisher	License	Status
▶ Asterisk API	15.0.8	Stable	Sangoma Technologies	GPLV2+	Enabled
▶ Asterisk IAX Settings	15.0.6	Stable	Sangoma Technologies	AGPLV3	Enabled
▶ Asterisk REST Interface Users	15.0.3.8	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Asterisk SIP Settings	15.0.6.23	Stable	Sangoma Technologies	AGPLV3+	Enabled
▶ Camp-On	13.0.4.1	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Customer Relationship Mana...	15.0.14.37	Stable	Sangoma Technologies	Commercial	Enabled
▶ EndPoint Manager	15.0.24.34	Stable	Sangoma Technologies	Commercial	Enabled
▶ Extension Settings	13.0.4	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Fax Configuration	15.0.19	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Fax Configuration Professional	15.0.8.7	Stable	Sangoma Technologies	Commercial	Enabled
▶ Filestore	15.0.3.7	Stable	Sangoma Technologies	AGPLV3	Enabled
▶ Music on Hold	15.0.20	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ PIN Sets	15.0.1.9	Stable	Sangoma Technologies	GPLV3+	Enabled
▼ QueueMetrics		Stable	Schmooze.com	GPLV2	Not Instl

**info**

Changelog

**Publisher:** Schmooze.com

**License:** GPLV2

**Signature Status:** Unknown (What Does this Mean?)

**Description:** A module for QueueMetrics, that allows you to set if IVR sel

**More info:** [Get help for QueueMetrics](#)

**Track:** ☒ Stable

**Action:** ☐ No Action

▶ Route Congestion Messages	15.0.9	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Speed Dial Functions	2.11.0.4	Stable	Sangoma Technologies	GPLV3+	Enabled
▶ Text To Speech Engines	15.0.4.6	Stable	Sangoma Technologies	AGPLV3	Enabled
▶ Voicemail	15.0.18.12	Stable	Sangoma Technologies	GPLV3+	Enabled

Save and Submit the changes.

Now it will be enough to start the IVR tracking from the “Settings” dropdown menu, that you find in the toolbar above. Open the QueueMetrics module and check the box. Save and Apply the changes.

Admin Applications Connectivity Dashboard Reports Settings UCP

**QueueMetrics**

Settings

Log IVR Selections ☒

- Advanced Settings
- Asterisk IAX Settings
- Asterisk Logfile Settings
- Asterisk Manager Users
- Asterisk REST Interface Users
- Asterisk SIP Settings
- CRM API Settings
- CRM Settings
- EndPoint Manager
- Extension Settings
- Fax Configuration
- Filestore
- Music on Hold
- PIN Sets
- QueueMetrics**
- Route Congestion Messages
- Text To Speech Engines
- Voicemail Admin

Make sure that the IVR events are written in the queue\_log file, under:  
/var/log/asterisk/queue\_log

```
1601995448|1601995437.27|NONE|NONE|INFO|IVRAPPEND|3|ivr-1
1601995453|1601995437.27|NONE|NONE|INFO|IVRAPPEND|1|ivr-2
```

## Tracking IVR events in QueueMetrics

Now that the events are being tracked by the PBX, you will start seeing them in the reports as well.

In the logs you will find the events with the tag “IVR-1”, “IVR-2”... depending on what IVR option has been selected.

```
root@freepbx~  
[root@freepbx ~]# tail /var/log/asterisk/queue_log  
1601995438|1601995437.27|1000|NONE|DID|  
1601995438|1601995437.27|1000|NONE|ENTERQUEUE||203|1  
1601995448|1601995437.27|1000|Local/201@from-internal|RINGNOANSWER|10000  
1601995448|1601995437.27|1000|NONE|EXITWITHTIMEOUT|1|1|10  
1601995448|1601995437.27|NONE|NONE|INFO|IVRAPPEND|3|ivr-1  
1601995453|1601995437.27|NONE|NONE|INFO|IVRAPPEND|1|ivr-2  
1601995453|1601995437.27|1000|NONE|DID|  
1601995453|1601995437.27|1000|NONE|ENTERQUEUE||203|1  
1601995456|1601995437.27|1000|Local/201@from-internal|CONNECT|3|1601995453.31|2  
1601995458|1601995437.27|1000|Local/201@from-internal|COMPLETEAGENT|3|2|1  
[root@freepbx ~]#
```

Make some tests and identify which event corresponds to which selection, from your IVR options.

In our example, IVR-1 is the Main Desk and IVR-2 is Support.

Open QueueMetrics and on your Homepage you will find the “Ivr Selections” option, under the Settings category.

In this section you will able to define the IVR events, to make them easier to track in the reports.

Edit IVR details

IVR code:

ivr-1

Description

Main Desk

Created By

demoadmin, 06/10/2020, 16:47

Last Update

SAVE

BACK

NEW

CLONE

DELETE

Create all the IVR events that you need.

You will now be able to run a report and see the IVR paths and the digits that have been pressed.

IVR traversal

IVR path	N. calls	IVR goal report	Success rate	Hangups	Attrition rate
Main Desk	3	1	33.3%	0	0.0%
# 2	1	1	100.0%	0	0.0%
# 3	2	0	0.0%	0	0.0%
Main Desk ⇒ Support	2	1	50.0%	1	50.0%
# 1	2	1	50.0%	1	50.0%

Export as...  
Excel [↓](#) CSV [↓](#) XML [↓](#)

If you need assistance creating a custom report, you can have a look at this guide:

[How to create a Report with QueueMetrics](#)

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QueueMetrics References

For more technical information about QueueMetrics call center solution please refer to the [User Manual](#).

Visit [www.queuemetrics.com](http://www.queuemetrics.com) for a trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.