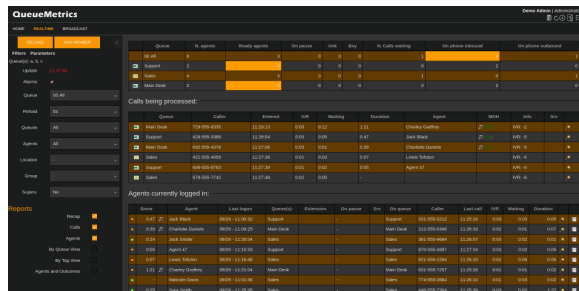


QueueMetrics

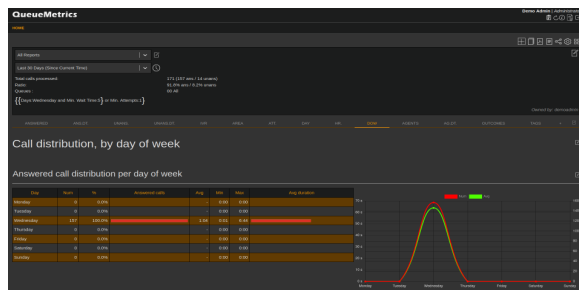
Data Sheet

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:

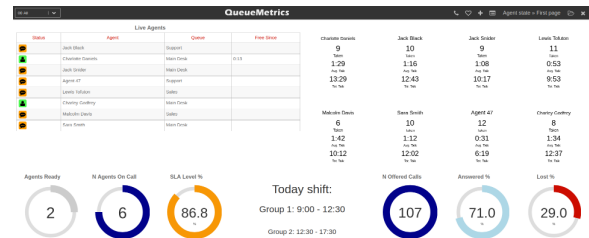
- Supports **unlimited agents**, queues and campaigns.
- **Control** clusters of Asterisk servers as a single virtual server.
- Compatible with **any Asterisk version**.
- Available in **more than 20 languages**.
- Computes **over 200 metrics** for calls, traffic and sessions.



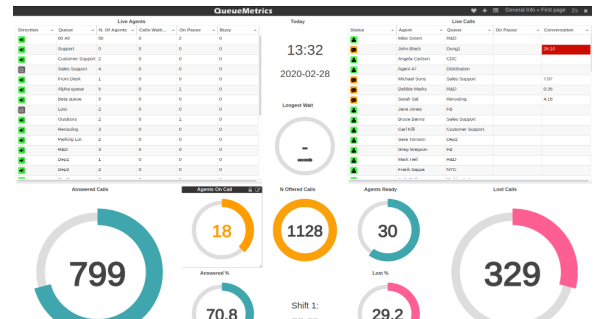
- Measure business targets against **SLAs**.
- Customizable **QA forms** for live or recorded call grading.
- Listen to live/**recorded calls** on multi-server setups.
- Detailed **real-time activity** reporting with definable alarms.
- **Listen to live calls** remotely.



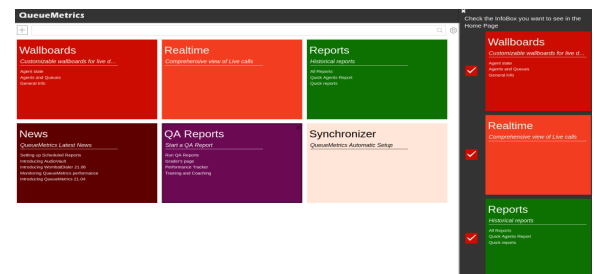
- QueueMetrics Icon **Agent Page**, a minimalistic interface where agents can operate all their call-center functions with one control panel.
- Complete **performance reports** by agent and by queue.
- Support for **themes** and white labeling.
- Extensive **JSON APIs** for integration.
- Integrates with most web-based **CRM** suites.



- Fully **customizable reporting** system.
- Single and multiple **reporting** for queues/campaigns.
- Weekly **activity breakdown** in days, hours.
- **Scheduled email reports** in XLS or PDF.
- Measure **staff performance** on ACD/non-ACD activities.



- Real-time **Wallboard**.
- Automatic **PBX synchronization**.
- **Customizable Homepage** for supervisor and Agents.
- **Add/remove agents** directly from the Administrator screen.
- Integrated **WebRTC** Softphone



Available for: FreePBX, PBXact, Grandstream UCM, VitalPBX, Thridlane, Issabel, Yeastar S series, Elastix, FusionPBX, MiRTA PBX, Vicidial, Xorcom, Enswitch, Wazo, PBXware, all major Freeswitch and Asterisk-based PBXs.

System Requirements:

Minimum requirements: 2 GB RAM, Dual Core Processor, 50 GB HDD, Linux OS.

Recommended requirements: **4 GB RAM, Quad Core Processor, 100 GB SSD, CentOS7** (or above).

Available Metrics:

Total Calls

- Total number of calls processed
- Percentage of answered and lost calls, per run
- Multi-stint calls processed

Answered calls

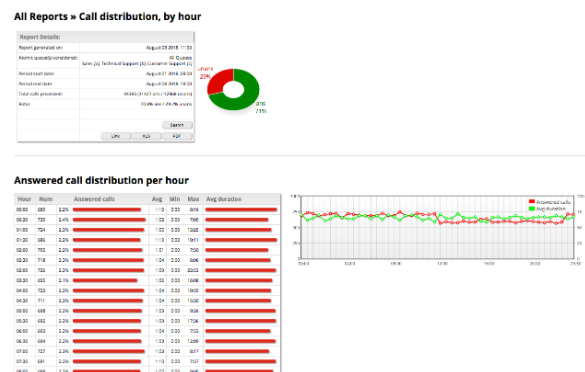
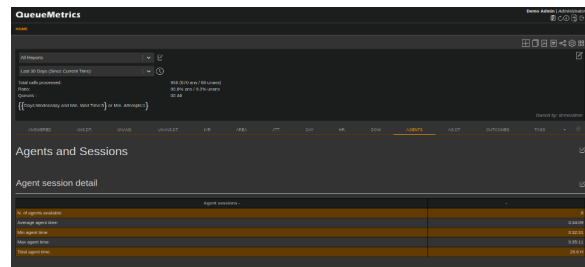
- Number of calls
- Total call length
- Average call length and call waiting
- Minimum/maximum call length and call waiting
- Total call duration and total waiting time
- Agents on queue
- Number of calls taken per agent
- Service level agreement (SLA per Agent or group of Agents)
- Disconnection causes
- Transfers
- Answered calls by queue, by direction (inbound/outbound), by number of call stints
- Extensive call and stint detail

Unanswered calls

- Number of unanswered calls
- Average time before disconnection
- Minimum/maximum time before disconnection
- Total cumulated time before disconnection
- Average position at disconnection
- Minimum/maximum position at disconnection
- Disconnection causes
- Unanswered calls by queue
- Distribution by length of unanswered calls
- Inclusive SLA of answered and unanswered calls
- Unanswered calls by key pressed (IVR menu selections) and by number of stints
- All calls, by number of stints
- Full unanswered call detail

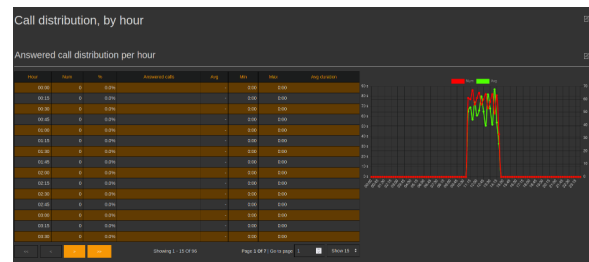
Area code breakdown (for answered and lost calls)

- Area code
- Number of calls
- Total calling time
- Average time per call (for taken calls), wait per call
- Average position at disconnection (for lost calls)
- The area-code breakdown can be run dynamically with different area-code sub-strings



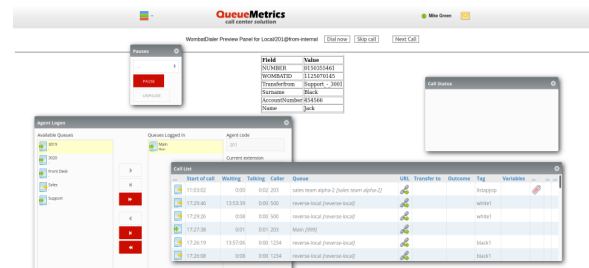
Inbound ACD call attempts

- Total ACD attempts sent to Agents
- Average attempts for answered calls
- Minimum/maximum attempts for answered calls
- Total attempts for answered calls
- Average attempts for unanswered calls
- Minimum/maximum attempts for unanswered calls
- Total attempts for unanswered calls
- ACD attempts by terminal
- Average rings per terminal broken down by answered/unanswered call
- Total rings per terminal broken down by answered/unanswered call
- ACD attempts by queue
- Average rings per queue broken down by answered/unanswered call
- Total rings per queue broken down by answered/unanswered call



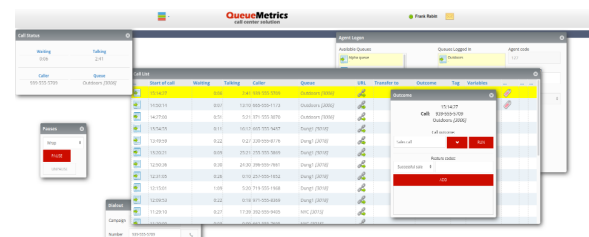
Call distribution

- Answered calls distribution per day
- Average / minimum / maximum call lengths per day
- Answered calls wait time distribution per day
- Average / minimum / maximum wait times per day
- Unanswered calls wait time distribution per day
- Average / minimum / maximum unans calls wait times per day
- Sales and contacts per day
- Answered calls distribution per hour
- Average / minimum / maximum call lengths per hour
- Answered calls wait time distribution per hour
- Average / minimum / maximum wait times per hour
- Unanswered calls wait time distribution per hour
- Average / minimum / maximum unanswered calls wait times per hour
- Sales and contacts per hour
- Answered calls distribution per day of week
- Average / minimum / maximum call lengths per day of week
- Answered calls wait time distribution per day of week
- Average / minimum / maximum wait times per day of week
- Unanswered calls wait time distribution per day of week
- Average / minimum / maximum unanswered calls wait times per day
- Sales and contacts per day of week
- The hourly reports can be fine-tuned to show half or quarter-hours as needed



Agents

- Number of available agents
- Total agent time
- Average agent time
- Minimum/maximum agent session duration
- Agent availability
- Agent time on pause
- Billable and not-billable agent time
- Sessions and pauses per agent



- Average session duration per agent
- Average pause duration per agent
- Pauses per session ratio
- Percentage of time spent on pause
- Average pauses per session
- Answered calls (number, average duration, percentage of total) per Agent
- Answered calls per service group
- Answered calls per agent location
- Full Agent session details
- Full Agent pause details
- Full Agent session history (sessions and pauses combined)

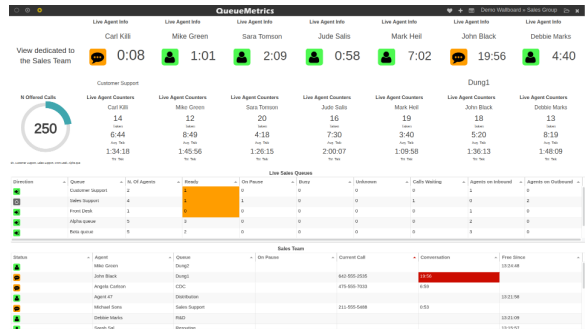
Outcomes

- Total Agents ACD time
- Total Agent billable time
- Total Agent non billable time
- Total Sales and SPH
- Total Contacts and CPH
- Conversion index
- Call results by outcomes and percentages
- Billable activities by time and percentage
- Non billable activities by time and percentage
- Detailed report of activities, sales and contacts per agent



Call detail

- Date and time
- Caller ID
- Queue
- Waiting and talking time
- Disconnection cause
- Agent
- Asterisk Call ID
- Number of ACD attempts
- Call code entered
- Number of stints (and full stint details)
- Server used



Lost calls details

- Date and time
- Caller ID
- Queue that handled the call
- Disconnection cause
- Position at disconnection, if available
- Wait time before disconnection, if available
- Number of ACD attempts
- Call code entered by agent
- Key pressed
- Number of stints (and full stint details)
- Server used

Detail agent004											
Total available time										80 20 10	
Total on pause time										45 15	
Total only on leave meetings										0 0 0	
Total on leave time										0 0 0	
Total on leave (on hold)										0 0 0	
Total available time										80 20 10	
Total on pause time										0 0 0	
Agent	Call	Duration	On pause	Overlapping	Activity	Start time	End time	Start time	End time	Start time	End time
Agent 01	11111	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11112	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11113	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11114	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11115	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11116	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11117	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11118	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11119	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11120	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11121	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11122	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11123	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11124	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11125	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11126	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11127	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11128	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11129	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11130	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11131	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11132	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11133	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11134	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11135	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11136	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11137	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11138	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11139	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11140	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11141	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11142	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11143	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11144	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11145	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11146	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11147	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11148	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11149	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11150	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11151	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11152	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11153	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11154	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11155	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11156	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11157	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11158	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11159	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11160	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11161	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11162	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11163	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11164	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11165	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11166	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11167	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11168	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11169	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11170	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11171	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11172	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11173	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11174	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11175	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11176	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11177	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11178	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00	11:00:00
Agent 01	11179	0:00	0:00	0:00	MSW	11:00:00	11:00:00	11:00:00	11:00:00		

Includes:

Customizable Wallboard

- Drag and drop components with realtime information
- Unlimited number of Wallboards
- Create customizable views of your call center
- Colorful alarm settings
- Queue filters
- SLA graphs
- Kiosk mode for remote viewing

Real-time call center analysis

- Caller ID
- Time of queue log on
- Waiting time (updated in real time)
- Conversation time (updated in real time)
- Agents logged on
- Time and extensions of last log on
- Easy to read status panel
- Number of ready / paused / busy on other queues / unknown agents online
- Number of calls waiting per queue
- Number of inbound calls being answered
- Number of outbound calls being made
- Last call handled by each agents (time and queue)

Integrated WebRTC softphone

- Easy to use Integrated WebRTC softphone
- Auto-answer feature
- Auto-copy from call list for easy recalling
- Agent and Supervisor WebRTC interface
- Multiple simultaneous calls
- SIP and PJSIP support

Real-time agents page

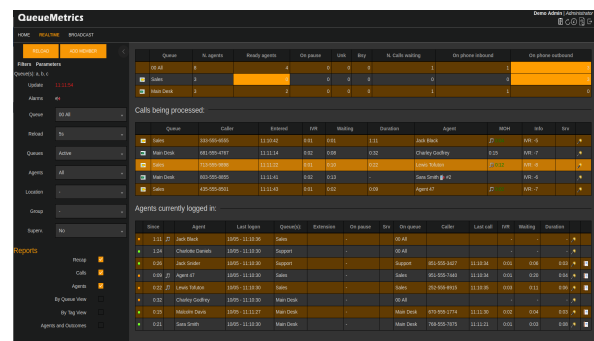
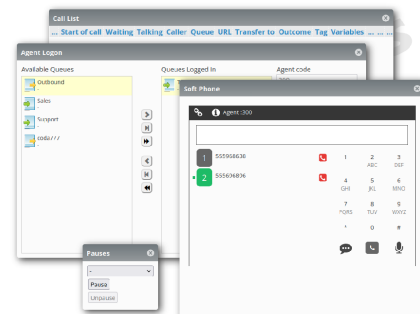
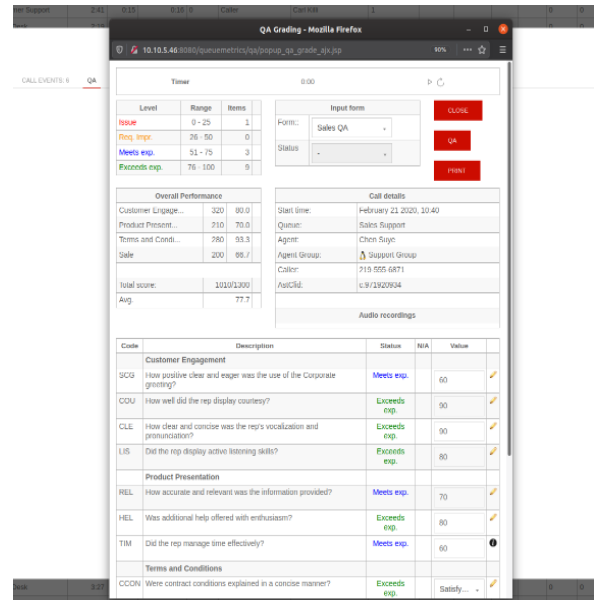
- Date and time
- Waiting time
- Queue details
- CRM integration
- Call status (updated in real time)
- Action buttons to: log in, log off, go on pause (with customizable pause code) stop pause, tag a call with custom outcome
- Cluster support

Real-time visitors page

- Calls being processed
- Daily report for selected queues: Taken calls; n. calls, avg wait, avg talk time
- Daily report for selected queues: Lost calls: n. calls, avg wait, avg talk time

QA-Form

- Define your own powerful and flexible call scoring forms
- Find efficient sets of calls to be scored (Grader's page)
- Manage the quality life-cycle of your agents (Performance Tracker)
- Can be used as a micro-CRM to associate info to calls



Loway