



Yeastar S QueueMetrics Data Sheet



QueueMetrics is a highly scalable monitoring and reporting suite for Asterisk PBX that addresses the needs of thousands of contact centers worldwide and offers a broad range of integrated benefits:

- Supports up to 100 agents, unlimited queues and campaigns.
- Control clusters of Asterisk servers as a single virtual server.
- Compatible with any Asterisk version and configuration.
- Available in multiple languages.
- Compute over 180 metrics for calls, traffic, sessions.
- Single and multiple reporting for queues/campaigns.
- Weekly activity breakdown in days, hours.
- Measure business targets against SLAs.
- Measure staff performance on ACD/non-ACD activities.
- Customizable QA forms for call grading.
- Complete performance reports by agent and by queue.
- Export reporting data to MS Excel, CVS, XML.
- Detailed real-time activity reporting with definable alarms.
- Listen to live calls remotely.
- Available real-time Wallboard mode.
- Restricted Visitor mode for external inspection.
- Add/remove agents directly from Administrator screen.
- Integrated WebRTC Softphone
- QueueMetrics Icon Agent Page, the innovative and minimalistic interface where agents can operate all their call-center functions with only one control icon.



Total Calls

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

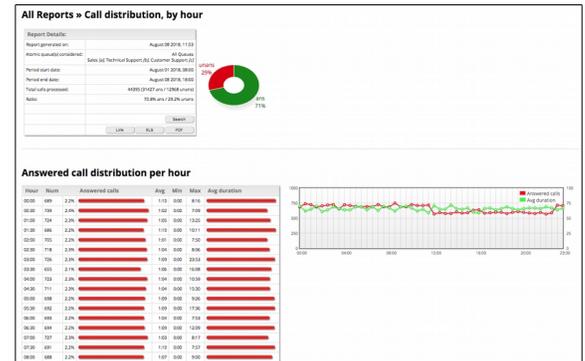
Answered calls

- 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 call taken per agent
- Service level agreement
- 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 if configured
- All calls, by number of stints
- Full unanswered call detail

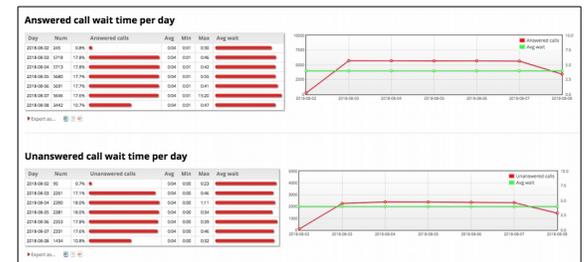


Area code breakdown (for answered and lost calls)

- 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 substrings

Inbound ACD call attempts

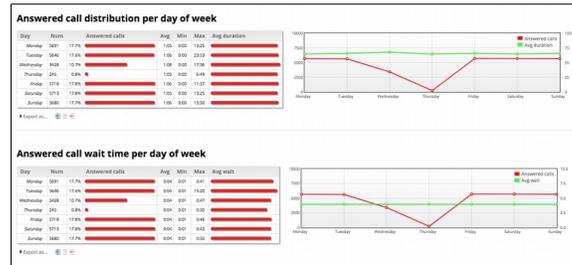
- Total ACD attempts sent to operators
- Average attempts for answered calls
- Minimum/maximum attempts for answered calls
- Total attempts for answered calls



- 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

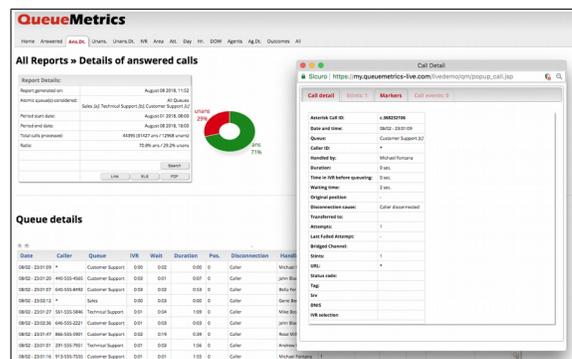
Call distribution

- 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 unanswered 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)

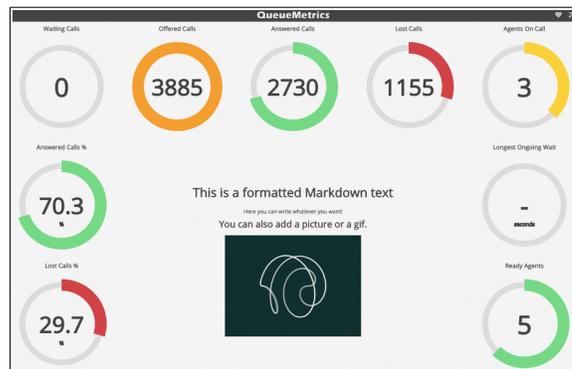
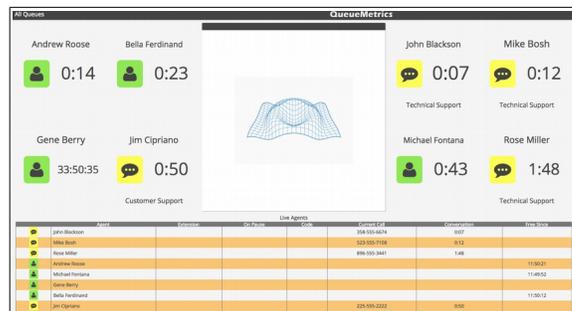


Outcomes

- 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



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

Customizable Wallboards

- 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

Real-time center analysis

- Caller ID
- Time entered
- Waiting time (updated in real time)
- Conversation time (updated in real time)
- Agents logged on
- Time and extensions of last logons
- Easy to read status panel
- User definable rules to trigger yellow and green alarms
- Number of agents per queue
- Number of ready / paused / busy on other queues / unknown agents on line
- Number of calls waiting per queue
- Number of inbound calls being answered
- Number of outbound calls being made
- Full server information
- Last call handled by each agents (time and queue)

The screenshot shows the QueueMetrics dashboard with the following data:

Queue	N. agents	Ready agents	On pause	Unk	By	N. Calls waiting	On phone inbound	On phone outbound
All Queues	2	2	0	0	0	0	0	0

Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MDH	Info	SV		
008	John Blackton	08:08 - 11:03:11	Technical Support	-	-	Technical Support	209-555-1001	11-08:02	001	003	000
005	Mike Bush	08:08 - 11:34:48	Technical Support	-	-	Technical Support	891-555-2158	11-08:34	009	002	000

Queue	Tot time	Offered	Answered	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QCConv.	SLA	Goal Ftrs	Feature
All Queues	10:11	661	661	0:04	1:50	0	0.0	0	0.0	0	0.0	0.0%	0.0%	0.0%	0	0
Sales	2:46	194	194	0:04	1:04	0	0.0	0	0.0	0	0.0	0.0%	0.0%	0.0%	0	0
Technical Support	4:05	252	252	0:03	1:54	0	0.0	0	0.0	0	0.0	0.0%	0.0%	0.0%	0	0
Customer Support	3:19	215	215	0:04	1:50	0	0.0	0	0.0	0	0.0	0.0%	0.0%	0.0%	0	0

Real-time agents page

- Date and time
- Waiting time
- Call duration (updated in real time)
- Queue
- URL to launch
- Call status (updated in real time)
- Action buttons to: log in, log off, go to pause (with pause code), stop pause, earmark a call with its call completion code
- 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