

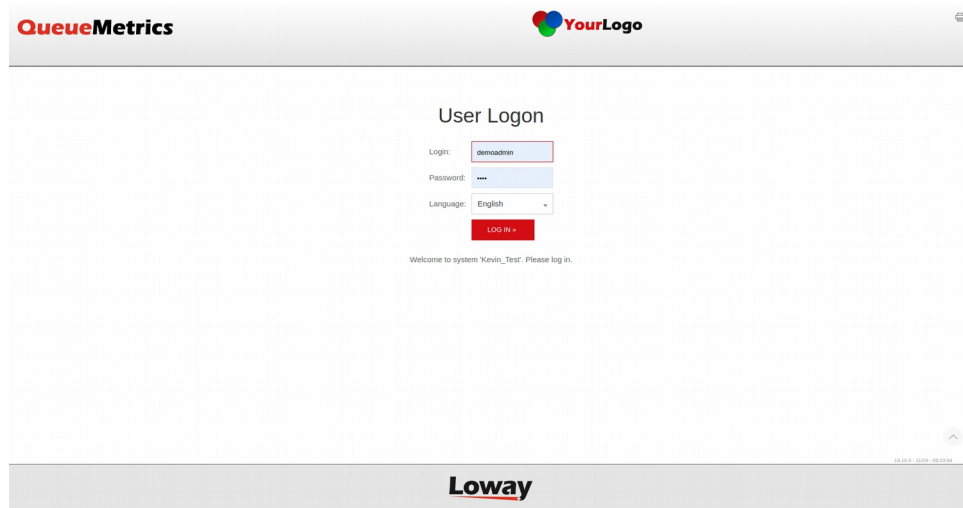
**Loway** presents

## QueueMetrics-Live Quick Setup on PBXact



### QueueMetrics-Live on PBXact Setup Guide

If you are testing QueueMetrics-Live on your PBXact platform (powered by FreePBX), read ahead to find out how to quickly set everything up.



## QueueMetrics-Live

QueueMetrics-Live cloud solution for call centers enhances your agent productivity and improves the daily workflow using a dedicated agent page with alarms options, outcomes, features codes, a WebRTC softphone, integration with all modern CRM and a complete quality tracking tool.

Track all contact centre activities with more than 200 different metrics and manage processes in realtime with extensions, calls control, live alarms, whisper, spy and barge mode, and all the advantages offered by a cloud solution like free updates, management, data retention, installation and configuration.

# QueueMetrics-Live Quick Setup (PBXact)

## Install Uniload on PBXact

To install Uniload on your PBX, run the following commands

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo  
yum install uniload
```

This will install the Uniload service, that is responsible for sending your PBX data to your QueueMetrics instance.

# Setup Uniloader

We need to setup the uniloader with your QueueMetrics information. Edit the following file:

```
/etc/sysconfig/uniloader
```

and, since we are using the Live version of QueueMetrics, we need to uncomment the QueueMetrics-Live section, and comment or delete the Local QueueMetrics instance section, like so:

```
QUEUELOG=/var/log/asterisk/queue_log
# QUEUELOG="/var/log/freeswitch/queue.log"
LOGFILE=/var/log/asterisk/uniloader.log
LOCKFILE=/var/lock/subsys/uniloader
PIDFILE=/var/run/uniloader.pid

# Local QueueMetrics instance
# URI="mysql:tcp(127.0.0.1:3306)/queuemetrics?allowOldPasswords=1"
# LOGIN=queuemetrics
# PASS=javadude
# TOKEN=P001

# QueueMetrics-Live
URI=ACCESSURL
LOGIN=webqloader
PASS=PASSWORD
TOKEN=
```

Be sure to set the correct access url and password, by changing ACCESSURL and PASSWORD in the above file, to the information you have received when your instance was created.

The LOGIN field will remain webqloader, as that is the default user for data uploading.

Once this is all setup, restart the service with:

```
systemctl restart uniload
```

## Autoconfigure QueueMetrics-Live

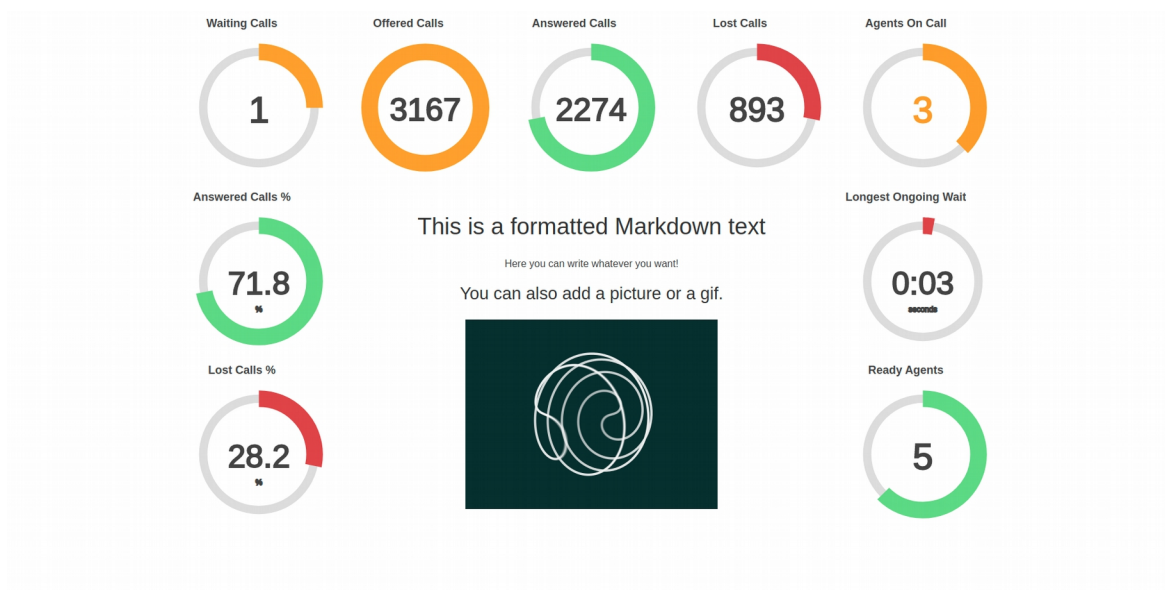
To automatically import all your agents and queues from PBXact, run the following command, after setting the correct information in it:

```
uniload pbxinfo --mode "syncqm" --uri "ACCESSURL" \  
--login "webqloader" --pass "PASSWORD" --all-queues "1" freepbx \  
--dburi "localhost/asterisk" --login "root" --pwd ""
```


As above, make sure to set the correct ACCESSURL and PASSWORD in the command, before running it.

## Congratulations

Now you should be able to see your Call Center activity under Start realtime monitoring or Start wallboard in the homepage.



QueueMetrics



Demo Admin | Administrator

HOME

REALTIME

LIVE

BROADCAST

RELOAD

ADD MEMBER

Filters

Parameters

Queue(s): a, b, c, queue-687

Update

09:28:21

Alarms

Reload

18s

Queues

Active

Agents

Members

Location

-

Group

-

Superv.

No

Reports

Recap

✓

Calls

✓

Agents

✓

By Queue View

✓

By Tag View

✓

Agents and Outcomes

✓

	Queue	N. agents	Ready agents	On pause	Unk	Bsy	N. Calls waiting	On phone inbound	On phone outbound
	Sales Support	2	1	0	0	0	0	1	0

Export as... Excel CSV XML

Calls being processed:

	Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Info	Srv
	Sales Support	758-555-4809	09:27:30	0:01	0:01	0:50	John Blackson	0:08	IVR: -6	

Export as... Excel CSV XML

Agents currently logged in:

	Since	Agent	Last logon	Queue(s)	Extension	On pause	Srv	On queue	Caller	Last call	IVR	Waiting	Duration	
	0:50	John Blackson	11/19 - 09:26:31	Sales Support		-		Sales Support	712-555-6651	09:26:36	0:03	0:02	0:09	
	0:29	Mike Bosh	11/19 - 09:16:02	Sales Support		-		Sales Support	790-555-8711	09:25:57	0:01	0:01	1:21	

Export as... Excel CSV XML

Aggregated by queue view

	Queue	Tot time	Offered	Answered	Lost Att.	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	SLA	Goal Ftrs	Feature
	All Queues	7:53	589	589	241	0:04	1:00	0	0.0	0	0.0	0	0.0	0.0%	0.0%	0.0%	0	0
	Sales	2:22	167	167	56	0:03	1:04	0	0.0	0	0.0	0	0.0	0.0%	0.0%	25.7%	0	0
	Technical Support	3:09	245	245	110	0:04	0:58	0	0.0	0	0.0	0	0.0	0.0%	0.0%	25.7%	0	0
	Sales Support	2:19	177	177	75	0:04	0:59	0	0.0	0	0.0	0	0.0	0.0%	0.0%		0	0

Export as... Excel CSV XML

Aggregated by tag view

Tag	Tot time	Offered	Answered	Lost Att.	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	Goal Ftrs	Feature
-----	----------	---------	----------	-----------	----------	----------	-------	-----	----	------	-------	-----	-------	--------	-----------	---------

# Sending Commands to PBXact (Optional)

These settings are only necessary if you intend to use the QueueMetrics Agent Page or allow your supervisors to control your agents and calls from the Realtime View.

## AMI Credentials in QueueMetrics-Live

To allow the QueueMetrics to send commands to the PBX (Log agents on queues, Pause agents etc.), we need to create an AMI user on the PBXact, then set the credentials in QueueMetrics.

The screenshot shows the Asterisk Manager web interface. At the top, there are tabs for 'Modules', 'Basic Mode', 'Dashboard', and 'UCP'. The main heading is 'Asterisk Manager'. Below it, the 'Manager queuemetrics' configuration page is displayed. The 'General' tab is active, showing fields for 'Manager name' (queuemetrics), 'Manager secret' (masked with asterisks), 'Deny' (0.0.0.0/0.0.0.0), 'Permit' (127.0.0.1/255.255.255.0), and 'Write Timeout' (100 milliseconds). On the right side, there are buttons for 'List Managers' and 'Add Manager'. At the bottom right, there are 'Submit', 'Reset', and 'Delete' buttons. The footer includes the 'PBXACT' logo and copyright information: 'Copyright 2008-2021 Sangoma Technologies, Inc. Version 12.7.6-1910-1 long7'.

From QueueMetrics' Homepage, go to Edit System Parameters and change the following value from:

```
callfile.dir=tcp:admin:password@127.0.0.1
```

to

```
callfile.dir=tcp:AMIUSERNAME:AMIPASSWORD@127.0.0.1
```

## SIP or PJSIP

QueueMetrics-Live needs to know which format to use when logging extensions onto queues.

Depending on what extensions you are using, add the following property at the end of the Edit System Parameters page:

```
platform.directami.extension=SIP/${num}
```

or

```
platform.directami.extension=PJSIP/${num}
```

## User settings

The autoconfiguration process that we previously ran, will have created users for your agents as well. The only thing we need to do is to choose a password for them. From QueueMetrics' home

page, go to Users, and edit the user you want to enable, by clicking on the pencil icon on the right.

From here you just need to set a password and confirm it in the field below.

NOTE: Agents will need to login using their own agent code (eg: agent/200), unless you set an E-mail address for them, that can then be used on the login screen instead of the agent code.

Now, if you log out, you will be able to login as an agent using your agent credentials.

## QueueMetrics References

QueueMetrics software is available on premise or as a cloud hosted service for FreePBX, Yeastar S PBX, Grandstream, Issabel, FusionPBX and many other Asterisk distros.

For more technical information please refer to the [User Manual](#).

Visit [www.queuemetrics.com](http://www.queuemetrics.com) for a free 30 days full featured trial.

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