

QueueMetrics-Live Quick Setup on FreePBX



QueueMetrics Live on FreePBX

If you are testing QueueMetrics Live on your FreePBX platform, read ahead to find out how to quickly set everything up.

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. It's available on premise or as a cloud hosted solution service.

QueueMetrics-Live Quick Setup (FreePBX)

Install Uniload on FreePBX

To install Uniload on your PBX, run the following commands

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

```
yum install unloader
```

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

Setup Unloader

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

```
/etc/sysconfig/unloader
```

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/unloader.log
LOCKFILE=/var/lock/subsys/unloader
PIDFILE=/var/run/unloader.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 unloader
```

Autoconfigure QueueMetrics

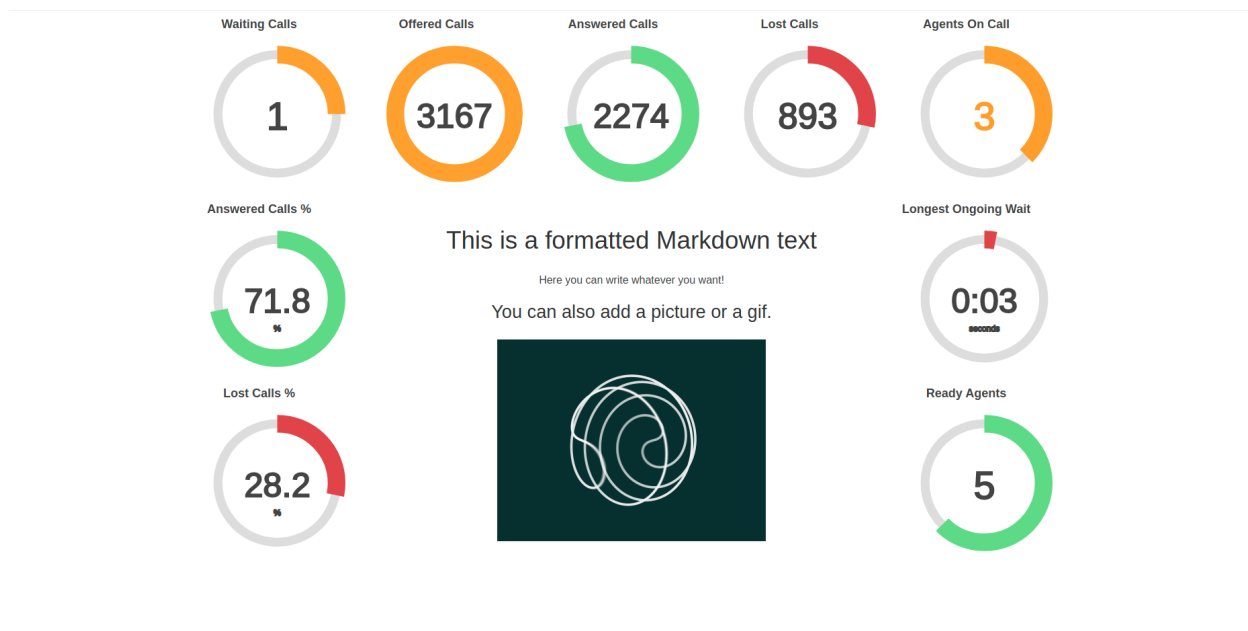
To automatically import all your agents and queues from FreePBX, run the following command, after setting the correct information in it:

```
unloader 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.



YourLogo

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 Pts	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	
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

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

Sending Commands to FreePBX (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

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 FreePBX, then set the credentials in QueueMetrics.

Admin
Applications
Connectivity
Dashboard
Reports
Settings
UCP

Security Warning
Details
(What Does this Mean?)

Asterisk Manager
Manager queuemetrics

General
Permissions

Manager name
queuemetrics

Manager secret

Deny
0.0.0.0/0.0.0.0

Permit
127.0.0.1/255.255.255.0&10.10.5.185/255.255.255.0

Write Timeout
100
milliseconds

List Managers

Add Manager

Submit
Reset
Delete

4

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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 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 auto-configuration 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

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

Visit www.queuemetrics.com for a 30 days full featured trial.

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