QueueMetrics

call center suite

Loway presents:
The new QueueMetrics 15.02

Your Way to Call-Center Management!

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Presented by:

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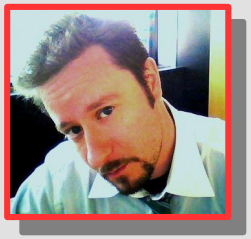

@Mausabot

QueueMetrics

Loway Switzerland

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Since 2004, Loway is leading the way in development of advanced software solutions for the **Asterisk® PBX**.
With QueueMetrics we set up modern standards for Call-Center performance measurement.

Our Mission is to put Swiss passion for precision and reliability at customers' service.

Visit our corporate website: **http://loway.ch/**

QueueMetrics

Introducing the New QueueMetrics

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Loway released in February the new version of its world renown QueueMetrics Call-Center suite.

- QueueMetrics 15.02 is a release centered around usability and changes that make the whole Call-Center monitoring and management experience richer.

  This new version fully supports *Asterisk® 13.1*, as well as all the older versions.

➪ http://manuals.loway.ch/QM_WhatsNew-chunked/ch11.html

Usability and Layout Improvement

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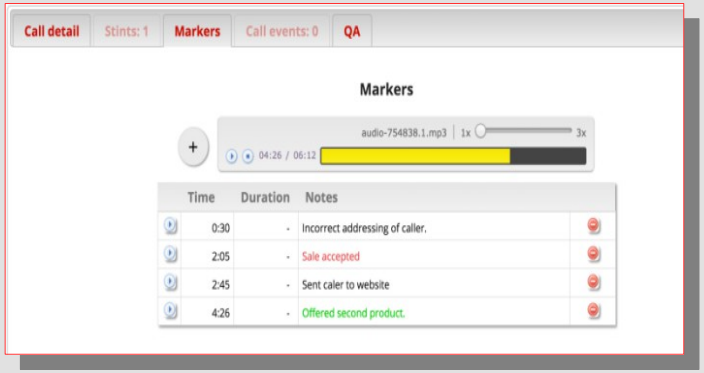
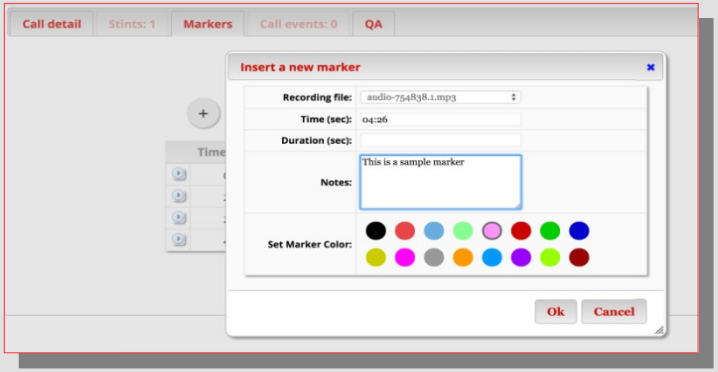
The new HTML5 audio player.





- QueueMetrics always offered facilities to link to recordings and play them through the browser. This used to be made in a separate browser window, so the playback was autonomous from the main QueueMetrics core and not very flexible.
- Now it is possible to play audio in an inner control, making it easy to jump back and forth. It is also possible to speed LP recordings to mark specific points for further inspections or speed up calls to review them faster.
- It is also possible to mark visually specific points in a call and jump to them by clicking on the link.

Usability and Layout Improvement

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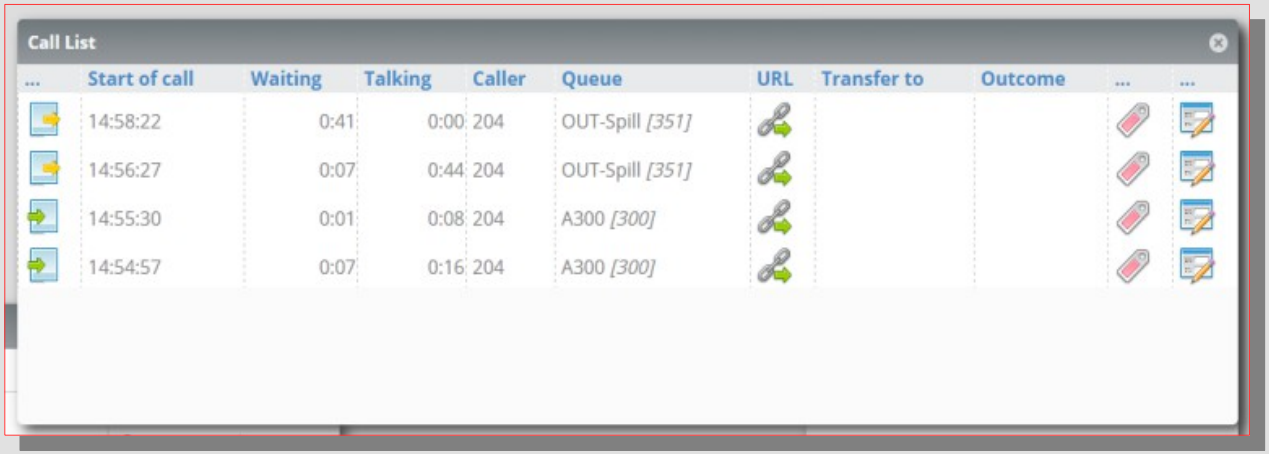
Loway made a number of changes so that Icon has new key features and extends its usability for inbound/outbound scenarios.



Lost Calls Function

'Lost calls' now appears natively in Icon.

In the Call-list Panel there is a column that shows the list of both *inbound* and *outbound* calls with new icons.

The panel also displays any outbound unanswered calls.

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Usability and Layout Improvement

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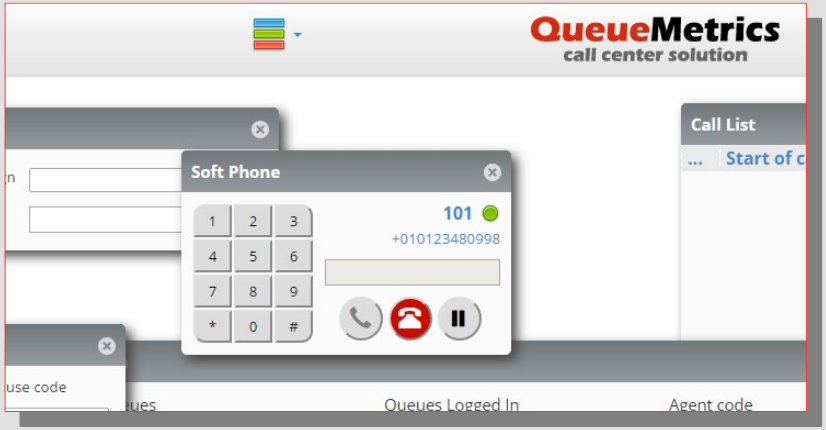
Softphone Caller ID

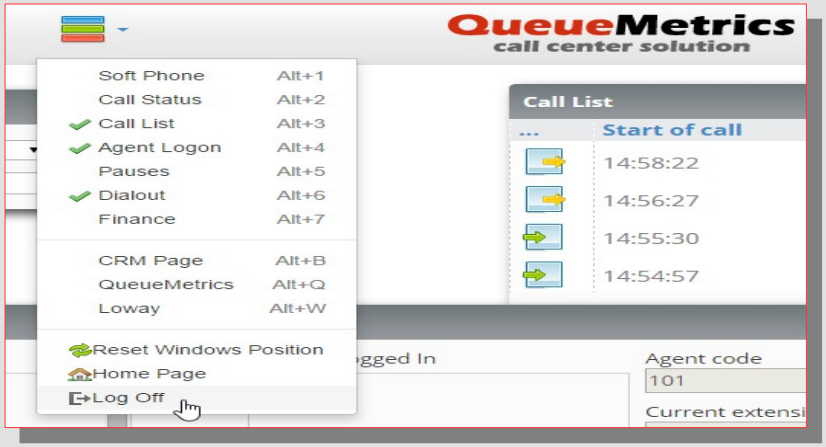
The new real-time agents page integrates a **WebRTC softphone**. Now the agent can start a call typing the number and clicking on the "Start Call" button.

Plus the softphone was restyled for improved usability. It now shows the Caller Id for all incoming calls.



Direct Agent Log-in procedure

Agents enabled to use to Icon will now be directed straight to their realtime agent page instead of their home page.



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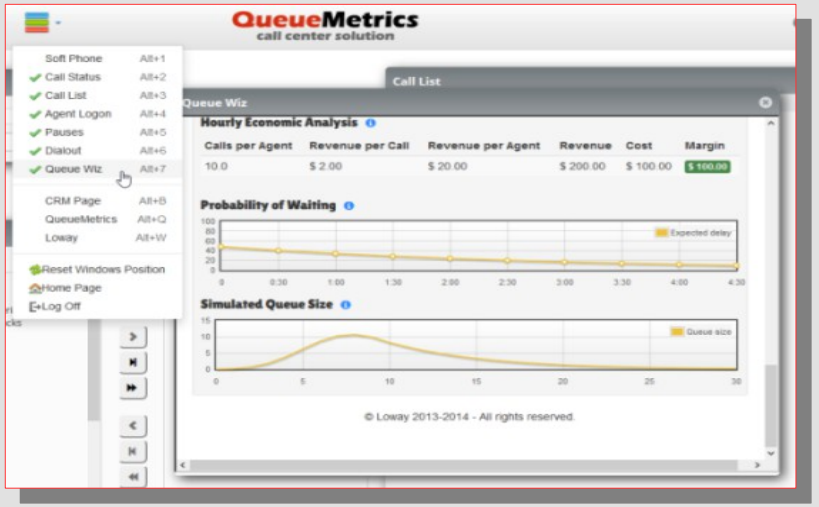
User Definable Inner Webpage panel

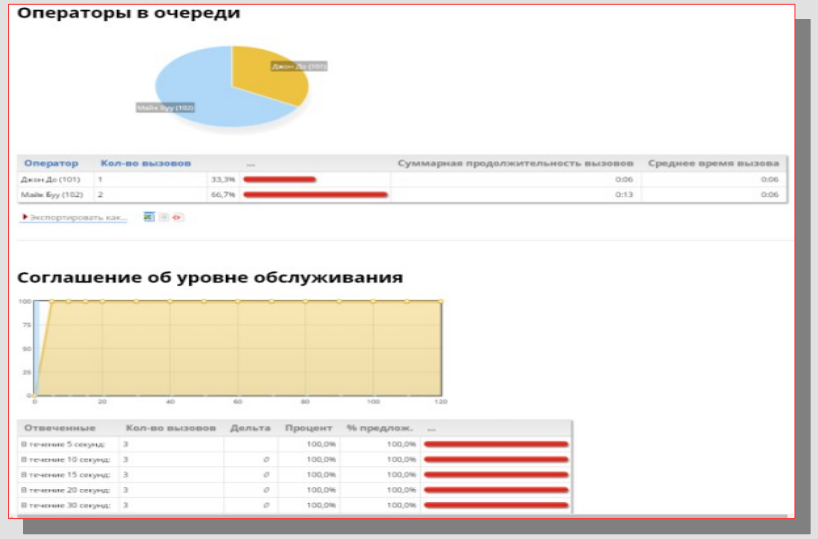
A new custom web panel is used to embed a user defined external website or custom intranet page. The panel is refreshed each time it's selected and/or moved, so it is possible to use it to display metric from an existing system. The goal of this panel is to allow integration with custom implemented indicators and/or messages.



Full UTF-8 support

QueueMetrics is now fully compliant with **UTF-8 charset**, meaning that is possible to use any UTF-8 characters when defining agents, QA forms, notes and any item in the report.

UTF-8 encoding now covers all functionalities, including statistics reporting, operators page and QA facilities, which makes it possible to fully support all international installations.



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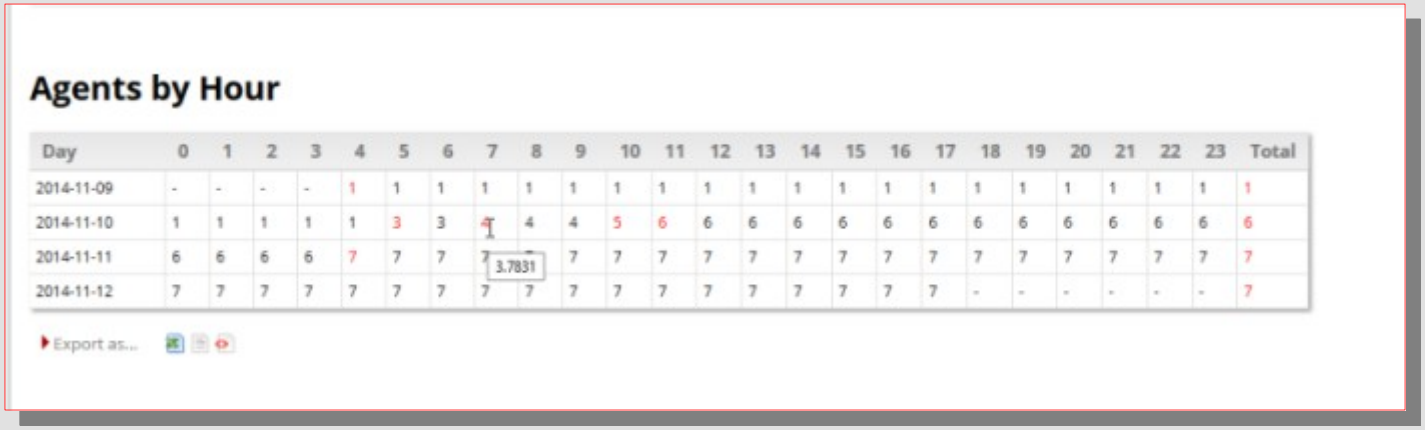
New "Agent per hour" report

This new report details the number of agents available on the selected queues for each hour of each day. The first column reports the date the current line refers to.



Agents by Hour

Day	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
2014-11-09	-	-	-	-	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2014-11-10	1	1	1	1	1	3	3	4	4	4	5	6	6	6	6	6	6	6	6	6	6	6	6	6	6
2014-11-11	6	6	6	6	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
2014-11-12	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	-	-	-	-	-	-	7

3.7831

Export as...

The next 24 columns report the number of agents found for at least one second in the associated hour. Numbers are reported in black if the timeband was covered completely by the agents, or shown in red if at least one agent is not present for the whole hour. The last column reports the agents seen, for at least one second, during the day.

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Bug fixes

A number of important bugs were fixed and some miscellaneous minor items were solved as well.

- #2609 Flot graphs working on Retina Display.
- #2560 All defaults for UTF-8.
- #2431 Json API: decoded variables are not decoded if there is a numeric ID.
- #2577 AMI transaction working with Asterisk 13.1.0
- #2360 Test XML-RPC API.
- #2544 Logging of failed logins for Fail2ban.
- #2438 QueueMetrics permits duplicated fields.
- #2368 Pause and unpause in same second will not work.
- #2556 Json API: wrong hashcode.
- #2606 Agent filter is not working on performance tracker.
- #2378 Call monitor from realtime is not enabled.
- #2559 QA: Cyrillic names don't work in QA.
- #2423 The dbtest page breaks when running a pool: URI.
- #2561 Renaming existing TAGS to MARKERS.
- #2630 Queues defined with lot of atomic queues.
- #2541 Problems reading from realtime DB using useRowCache=true.
- #2437 Less verbose log when streaming audio.
- #2604 Parameters for non contigous reports are not persisted properly.
- #2376 Running a report changes default agent code.

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Get your Free QueueMetrics trial today!

➡ http://queuemetrics.com/try-free.jsp

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Loway Solutions Portfolio

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Loway: Tailored solutions for your Asterisk Call-Center!

- **QueueMetrics** - a premier Call-Center monitoring and reporting system for the Asterisk® PBX.

  http://queuemetrics.com

- **WombatDialer** - a next-generation outbound dialer for the Asterisk® PBX.

  http://wombatdialer.com

- **QueueMetricsLive** - run the same instance of QueueMetrics locally or hosted – you choose – natural upgrade path.

  http://queuemetrics-live.com

- **QueueWiz** - a *free* app for Call-Center sizing, cost and revenue simulation.

  http://queuewiz.queuemetrics.com