# QueueMetrics & FreePBX® how to

This e-book is a step by step guide to integrate QueueMetrics with FreePBX® platforms. The target is to setup a simple call center with one inbound queue and two agents, Agents will be able to login/logout on that queue through the QueueMetrics agent page and a supervisor could be able to measure the call center performances running some historical reports.
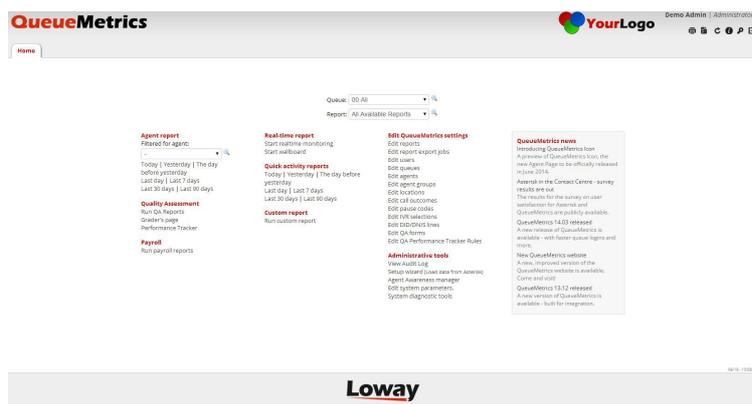
Install

Download FreePBX® and proceed installing the ISO as usual. We use, for reference, the 32 bit version of FreePBX® BETA-6.12.65-13 with Asterisk 12, Full Install.

Open an SSH session pointing your SSH client to the FreePBX® machine. Install QueueMetrics by typing:

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

The yum command will download QueueMetrics and all of its dependencies and install them on your system. This may take a while, depending on your internet connection speed.
When asked to confirm the installation, type "y" to proceed. When the installation is complete, you will have to point your browser to the address http://myserver:8080/queuemetrics and you should see the QueueMetrics home page (you will be asked to accept the EULA first). Log in as "demoadmin" with password "demo"; if you don't see any errors, then your system is correctly installed.

Configure

In order to configure an inbound queue, access to the FreePBX® configuration panel and click on Applications->Queues menu. Type 300 on the Queue Number and Queue Name fields then click on Submit Changes.

Two samples extensions are used in this tutorial to simulate calls flowing to the inbound queue.

Access to the FreePBX® configuration panel and click on Applications->Extensions menu. Select Generic CHAN SIP Device from the dropdown, then click "Submit". Fill the User Extension, Display Name and secret fields with 200, then press "Submit". Repeat the same for the extension 201.

Apply configuration changes to the Asterisk PBX and configure two SIP phones with the credentials defined above. You're now ready to configure QueueMetrics.

Access to the QueueMetrics administration page by pointing the browser to http://myserver:8080/queuemetrics and using demoadmin and demo as username and password. Click on Setup wizard link located on Administrative tools settings submenu. Select "File" as data source and follow the import wizard until completes. The definition of the asterisk queue 300 is now imported in QueueMetrics and you need to assign some working agents to that queue. To do this, click on Edit queues under Edit QueueMetrics settings submenu. Click on the icon "Edit agents" for the queue 300 and assign the agents agent/101 and agent/102 as a Main.

Play

Access to the QueueMetrics Agent page by pointing a browser to http://myserver:8080/queuemetrics and using Agent/101 and 999 as username and password. Enter on the agent page by clicking on Show inbound calls for agent Agent/101 under Inbound calls menu. Icon will load. Click on the top left menu and show the Agent Logon panel.

On the right side of the Agent Logon Panel is a field where the agent needs to enter the extension used to receive calls. Type 200 on that, then click on the "queue 300" item you can find under Available Queues. Click on the ">" button to start a log-in procedure. In a few seconds the bullet icon located on the right side top menu should mark green. You're now logged into the queue 300 receiving calls through the extension 200.

As soon as you answered some calls, logoff from QueueMetrics and login as a demoadmin. Select the queue 300 from the queue droprown on top of the page then click on "Today" on the Quick activity reports section in order to count statistics for the generated call traffic.