

QueueMetrics

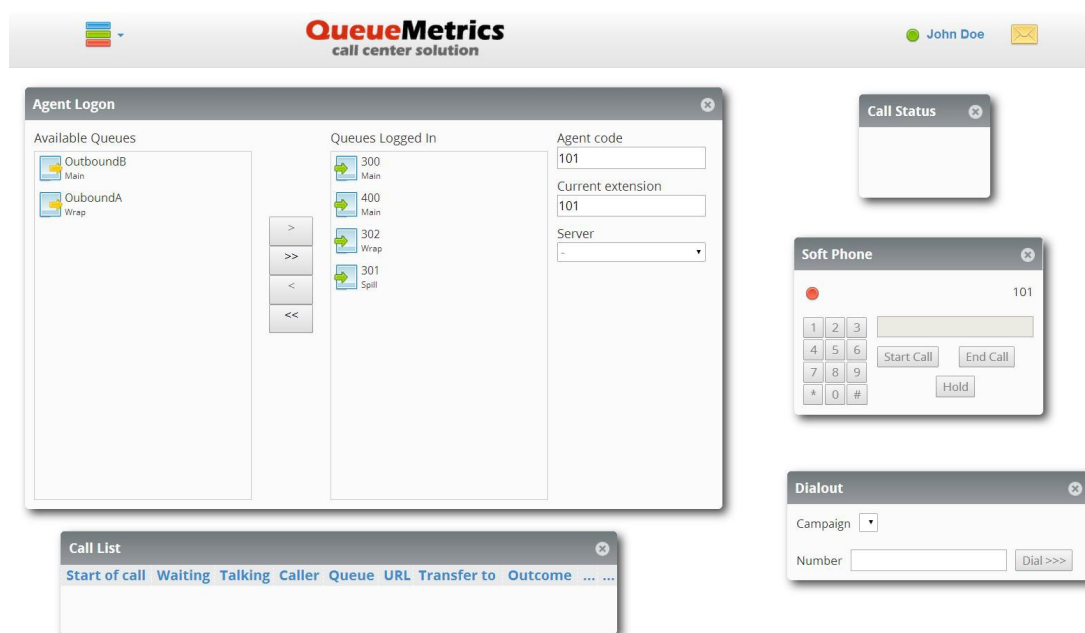
call center solution

Discover with this step-by-step guide how to integrate Icon, the brand new QueueMetrics agent page with Elastix®, the open source communications server software by Palosanto Solutions.

The QueueMetrics Icon agent page is designed in order to provide call center professionals with the best usability combined with innovative design. Using Icon, agents can operate all the call-center functions with only one control icon.

The integration with Elastix® provides you with the ultimate tool to manage your call center data, daily agents workflow and overall call center business.

How to Integrate Elastix® and Icon



Step 1: Install Elastix®

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- Download Elastix® 2.4.0 Stable (we tested the 32 bit version) and proceed installing the ISO as usual.

Step 2: Upgrade to Asterisk 11.7.0

- Access to the Elastix® configuration panel and click on *System->Updates* menu. Switch to the Package view by clicking on the left side link.
- Click on the *Show Filter* menu then type asterisk inside the *Name* edit box. Select *All* in the status dropdown then click on *Search*.

- In the resulting table click "Install" on Asterisk 11.7.0 row then wait until the process terminates.

Step 3: Installing QueueMetrics with Espresso

- Open an SSH session pointing your SSH client to the Elastix® machine.
- Type `wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo`.
- Install QueueMetrics by typing `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 will 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 configured.

Step 4: Configure an inbound queue in Elastix®

- Access to the Elastix® configuration panel and click on PBX menu.
- On the left side menu, select Queues.
- Type *300* on the *Queue Number* and *Queue Name* fields then click on *Submit Changes*.
- Apply configuration changes on Asterisk PBX.

Step 5: Configure a set of SIP account for WebRTC clients

- Through an SSH connection, enter in the `/etc/asterisk` folder and edit the `sip_custom.conf` file.
- Add the following sketch. This defines a template for agents using the WebRTC softphone integrated in Icon, the QueueMetrics realtime page.

```
[WebRTC] (!)
type=peer
host=dynamic
nat=force_rport,comedia
context=from-internal
callcounter=yes
busylevel=1
call-limit=1
encryption = yes
qualify=yes
avpf = yes
allow=all
icesupport = yes
srtpcapable=yes
videosupport=no

[101] (WebRTC)
username=101
secret=101
```

```
[102] (WebRTC)
username=102
secret=102
```

The sketch defines also two SIP accounts (*101* and *102*) used by two sample agents defined in QueueMetrics.

Step 6: Enable WebRTC connections in Asterisk

Through an SSH connection, enter the `/etc/asterisk` folder and edit the `http.conf` file. Set the key `enabled=yes` and `bindaddr=0.0.0.0` configuration variables. Save the file and exit.

Edit the file `sip_general_custom.conf` and add the following keys to enable the websocket transport:

```
allowguest=no
transport=udp,ws,wss
```

Step 7: Define two sample callers extensions in Elastix®

Two samples extensions are used in this tutorial to simulate calls flowing to the inbound queue. To do this, proceed with the following steps.

- Access to the Elastix® configuration panel and click on PBX menu.
- On the left side menu, select Extensions.
- Select Generic 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.

Step 8: Setup queues and agents in 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 Edit QueueMetrics settings submenu.
- Select "File" as data source. Follow the wizard until completes. The definition of the queue 300 is now imported in QueueMetrics.
- 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.

We need to associate the SIP credentials defined at step 5 to the agents in QueueMetrics. In order to do that:

- In QueueMetrics, click on the *Cfg Agents* tab in the upper menu, then click on the pencil icon on the *agent 101* row.
- Fill the *Current terminal*, *WebPhone Username* and *WebPhone Password* with the value *101* then click on Save.
- Repeat the same for the *agent 102* (but with credentials defined for the extension *102*).

Step 9: Configure the QueueMetrics WebRTC softphone

QueueMetrics needs to know the IP where the softphone will register. To do that:

- From the QueueMetrics home page, click on the *Edit system parameters* link under the *Administrative tools* section.
- Search the `default.sipaddress`, `default.websocketurl` and `default.rtcWebBreaker` keys and edit as following:

```
default.sipaddress=XXX.XXX.XXX.XXX
default.websocketurl=ws://XXX.XXX.XXX.XXX:8088/ws
default.rtcWebBreaker=true
```

where `XXX.XXX.XXX.XXX` is the IP address valid for your install: this is the IP address associated to your PBX.

- Save and logout from the QueueMetrics administration panel.

Step 10: Use the WebRTC softphone integrated in Icon

- Access to the QueueMetrics Agent page by pointing a Chrome browser to `http://myserver:8080/queuemetrics` and using *Agent/101* and *999* as username and password.
- Click on Icon 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
- Click on the "queue 300" item you can find under *Available Queues*, then click on the ">" button to start log-in procedure. In a few seconds the agent status icon located on the right side top menu should mark green. You're now logged into the queue 300.
- By mean of an external phone you previously registered with SIP credential defined in the step 7, place a call to the internal extension 300.

The agent softphone pops up and starts ringing. You can answer by clicking on the red flashing icon on this panel.

NOTE: Chrome asks for a confirmation on sharing microphone and speakers each time a new call flows in. This could be avoided by setting up QueueMetrics to be served through HTTPS instead of HTTP. Please refer to the QueueMetrics Advanced Configuration Manual located at http://manuals.loway.ch/QM_AdvancedConfig-chunked.

See Icon in Action: http://queuemetrics.com/icon_agent_page.jsp



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