

QueueMetrics On Premise Quick Setup on FreePBX



QueueMetrics On Premise on FreePBX

If you are testing QueueMetrics On Premise 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 On Premise Quick Setup (FreePBX)

QueueMetrics Espresso

If you are installing QueueMetrics on the same machine as the FreePBX, please follow [this tutorial](#).

Install QueueMetrics on a different Machine

If you are installing QueueMetrics on a different machine, follow the next steps.

NOTE: We are assuming that you are using a CentOS 7 machine, as recommended. If you are using a Debian system, please contact support at support@loway.ch for instructions.

On the QueueMetrics machine run:

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

Once the installation is complete, you can access QueueMetrics through your browser, at

```
http://IPADDRESS:8080/queuemetrics
```

Here, you will be prompted to accept the licence, and to create a QueueMetrics database. Input your MySQL root username and password, and follow the steps presented by the wizard.

Install Uniloader on FreePBX

Uniloader is a service that reads the queue data from FreePBX and sends it to QueueMetrics.

To install Uniloader on your PBX, run the following commands

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

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 On Premise version of QueueMetrics, we need to delete or comment the QueueMetrics-Live section, and uncomment and edit 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(QMIPADDRESS:3306)/queuemetrics?allowOldPasswords=1"

LOGIN=queuemetrics

PASS=javadude

TOKEN=P001
```

Be sure to change QMIPADDRESS with the ip address of the QueueMetrics machine.

LOGIN and PASS are already set with the default username and password for the QueueMetrics database.

Once this is all setup, restart the service with:

```
systemctl restart unloader
```

or, if that doesn't work, with

```
service unloader restart
```

Autoconfigure QueueMetrics

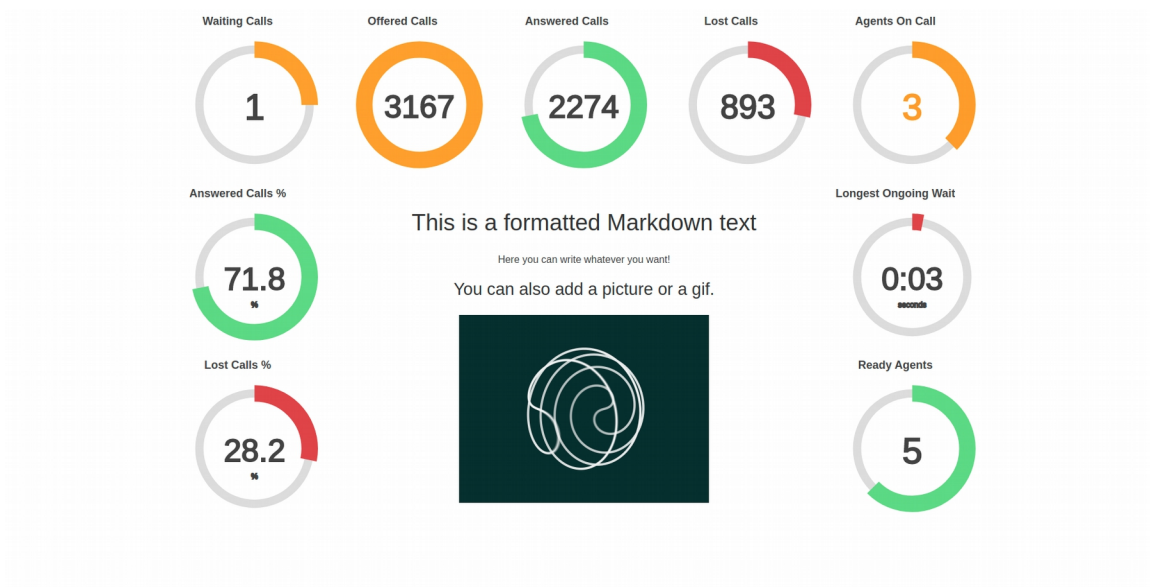
To automatically import all your agents and queues from FreePBX, run the following command, after setting the correct information in it:

```
unloader pbxinfo --mode "syncqm" --uri "QMIPADDRESS" \
--login "demoadmin" --pass "demo" --all-queues "1" freepbx \
--dburi "localhost/asterisk" --login "root" --pwd ""
```

As above, make sure to set the correct QMIPADDRESS 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 4

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

Exports 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	

Exports 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

Exports 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%	0	0

Exports 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.	SLA	Goal Ftrs	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.

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@PBXIPADDRESS
```

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 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

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.