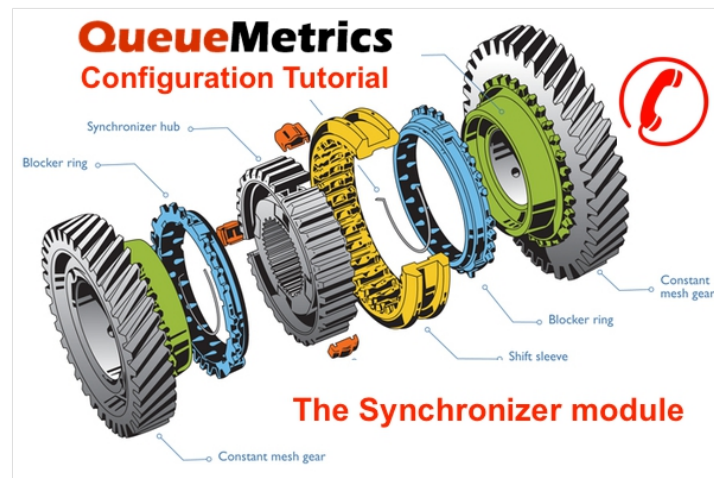


Tutorial: Synchronizer



In this tutorial you will learn how to easily configure queues and agents in QueueMetrics call center manager software, using the Synchronizer module functionality.

Synchronizer

The Synchronizer module is a functionality which goal is to assist the user in configuring QueueMetrics' queues and agents. What the module does is the following:

- Reads a QueueMetrics configuration from a defined source.
- Reads QueueMetrics' current configuration

- Compares the two configurations, producing a list of actions that, if executed, will change the current configuration into the desired one.
- Presents these actions to the user, who can then review them and eventually enable/disable them.
- Execute all the enabled actions at the end of the review process.

Sources

The Synchronizer module can read configurations from the following sources:

- Queue log file.
- Agents.conf and queues.conf files.
- AMI connection with one or many Asterisk PBXs.

[Source](#) > [Configuration](#) > [Actions](#) > [Result](#)

The Synchronizer will read the existing Asterisk configuration, computing the actions needed to configure Queuemetrics accordingly.
Please select the source data reader you want to use.

Queue Log File ▾

Create, Update, Delete, Cre ▾

Asterisk configuration:	
Agents.conf:	<input type="text"/>
Queues.conf:	<input type="text"/>
Users.conf (optional):	<input type="text"/>
Queue log:	
Queue log:	<input type="text" value="/home/ringo/queue_log"/>

Next >

Loway

Read Configuration

Once a source is selected, the Synchronizer module will start analyzing it. When finished, it will present the user with the configuration data read from the source.

Source > Configuration > Actions > Result

This was the configuration read from the file

ID	NAME	INFO 1	INFO 2
		-	-
agent/101		Agent/101	
agent/200		Agent/200	
agent/201		Agent/201	
agent/32		Agent/32	
300		300	300
301		301	301

Next >

The Loway logo is displayed in a bold, black, sans-serif font. A red horizontal line is positioned beneath the letters 'o' and 'a', extending from the left side of the 'o' to the right side of the 'a'.

The Synchronizer will then inspect QueueMetrics' Database and properties and determine the current QM configuration. When the reading is complete it will compare the new configuration with the current one, producing a series of actions that will transform the present configuration in the new one the user selected.

Actions

These actions will then be presented to the user, who can decide to enable/disable some of these actions.

When the user is done, the Synchronizer will start applying the actions that were allowed and QueueMetrics configuration will be transformed in the desired one.

Source > Configuration > Actions > Result

These are the actions that will be taken.

Enabled?	Type	Description
<input checked="" type="checkbox"/>	CREATE	Agent ID: agent/32
<input checked="" type="checkbox"/>	DELETE	Agent ID: agent/700
<input checked="" type="checkbox"/>	DELETE	Queue ID: 400

Next >



Source > Configuration > Actions > Result

This was the synchronization result.

ID	NAME	INFO 1	INFO 2
		-	-
agent/32		Agent/32	
agent/201		Agent/201	
agent/200		Agent/200	
agent/101		Agent/101	
300		300	300
301		301	301

OK



For more information on QueueMetrics synchronizer check out QueueMetrics Manual Chapter 11.28 [QueueMetrics configuration Synchronizer](#).

QueueMetrics References

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

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