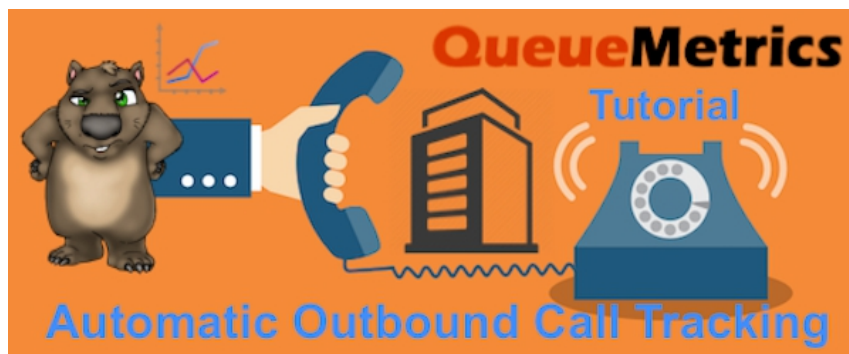


Tutorial: Automatic Outbound call tracking



Discover in this new tutorial how to automatically track normal outbound calls with QueueMetrics call-center software for Asterisk PBX.

We will guide you step by step through the several benefits of using the new outbound call tracking feature of QueueMetrics' Uniloader in your daily call center management.

The Wombat Financial Agency provides different types of financial services to their customers. The financial advisors often need to contact their clients and the firm needs a simple way to keep track of all the phone expenses that are generated by the business.

Since it's not an organized outbound campaign, there's no need for differentiated outbound queues or for a needlessly complicated structure.

What the firm needs is the simplest solution possible that allows it to track the various calls related to the different extensions.

In this tutorial we will take a look at how to automatically track normal outbound calls with QueueMetrics, using the outbound call tracking feature of Uniloader.

When an agent uses an extension number to make a call, the PBX tracks the call using a specific Account Code.

In order to track the call correctly, QueueMetrics needs the administrator to define a queue with the same name as the Account Code used by the PBX, preceded by "q-". The default Account Code is outbound.

First we check the Account Code that is set on the extension we want to use.

allow	<input type="text"/>
dial	SIP/200
accountcode	outbound
mailbox	200@device

Then we make sure that the Unitracker settings file allows for the tracking of outbound calls. The settings file is usually located at

```
/etc/sysconfig/unitracker
```

```
LOGFILE=/var/log/asterisk/unitracker.log
LOCKFILE=/var/lock/subsys/unitracker
PIDFILE=/var/run/unitracker.pid

AMIHOST=127.0.0.1
AMIPORT=5038
AMIUSER=admin
AMISECRET=password

#Uncomment to enable event logging
DEBUGFILE=/var/log/asterisk/unitracker_events.log

#Only MOH tracking is enabled by default
ENABLEMOH=1
ENABLEPARK=1
ENABLEOUTBOUND=1

OUTBOUNDTHRESHOLD=300
```

We need to make sure that ENABLEOUTBOUND is set to 1.

Finally, we create a queue named as the Account Code we set earlier, preceded by "q-".

Queue Detail

Queue alias:	<input type="text" value="q-outbound"/>
Queue(s): <small>Separate with ' '</small>	<input type="text" value="q-outbound"/>
Visibility key:	<input type="text"/>
Call flow:	<input type="text" value="Outbound calls"/>
Shown on front page:	<input type="text" value="Yes"/>
Chat group:	<input type="text"/>
Default queue URL:	<input type="text"/>

Now, when we make a call from the extension, it will be correctly tracked as a call belonging to the queue “q-outbound”, as we can see from the Real-Time Page.

Calls being processed:

Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Srv
q-outbound	201	10:11:10	0:00	0:01	0:14	200		hvast1

Export as...

Agents currently logged in:

Agent	Last logon	Queue(s):	Extension	On pause	Srv	Free Since	On queue	Caller	Last call	IVR
200	09/04 - 10:11:10	q-outbound	sip/200	-	hvast1	-	00 All	201	10:08:58	-




What happens is, as soon as QueueMetrics realizes that the PBX is making a call from that extension, it tracks it as if the call is being made on the queue with the name similar to the extension’s account code.

If an agent is logged in with that extension in hotdesking mode, QueueMetrics automatically logs the agent on the outbound queue, allowing the correct tracking.

If no agent is using that extension, it tracks the call by treating the extension as an unknown agent with the same name as the extension.

Calls being processed:

	Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Srv
	q-outbound	201	14:27:05	0:00	0:01	0:10	John Doe		hvast1 

Export as...   

Agents currently logged in:

	Agent	Last logon	Queue(s):	Extension	On pause	Srv	Free Since	On queue	Caller	Last call	IVR
	John Doe	09/04 - 14:26:55	300, q-outbound	sip/200	-	hvast1	-	00 All	201	10:11:10	-

QueueMetrics References

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

Visit www.queuemetrics.com for a 30 days full featured trial.