

Music on Hold Tracking



Why do you need Music-on-Hold tracking?

One of the questions you may have when analyzing your call-center performance is: how much time did our agents put the caller on-hold? This is an important proxy of the quality of the service you offered, as long (or frequent) time on-hold is a symptom of problems when handling a call.

QueueMetrics does provide metrics about time on hold; the problem is that, as this piece of information is not provided natively from the Asterisk queue subsystem, it used to be complex to set up your Asterisk PBX to provide this information. The process has been simplified with the later versions of the Uniloader service.

Setting up Unitracker

Much like the **Automatic outbound tracking**, the Music on Hold tracking, is done using the tracking mode of the Uniloader service (Unitracker for simplicity).

After installing the Uniloader service on your PBX machine, you will want to edit the Unitracker configuration file, that you find by default here:

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

```
root@freepbx:~
File Edit View Search Terminal Help
GNU nano 2.3.1 File: /etc/sysconfig/unitracker Modified
LOGFILE=/var/log/asterisk/unitracker.log
LOCKFILE=/var/lock/subsys/unitracker
PIDFILE=/var/run/unitracker.pid

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

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

#Only MOH tracking is enabled by default
ENABLEMOH=1
ENABLEPARK=0
ENABLEOUTBOUND=0

OUTBOUNDTHRESHOLD=300
^G Get Help ^O WriteOut ^R Read File ^V Prev Page ^K Cut Text ^C Cur Pos
^X Exit ^J Justify ^W Where Is ^N Next Page ^U UnCut Text ^T To Spell
```

You will have to edit the following parameters:

AMIHOST=127.0.0.1 - IP Address of the PBX machine

AMIPORT=5038 - AMI port to use

AMIUSER=queuemetrics - AMI Username

AMISECRET=password - AMI Password

And finally:

ENABLEMOH=1 - Change to "1" to enable Music on Hold tracking

After saving the changes, restart the Unitracker service:

service unitracker restart

```

root@freepbx:~
File Edit View Search Terminal Help
[root@freepbx ~]# nano /etc/sysconfig/unitracker
[root@freepbx ~]# service unitracker restart
Restarting unitracker (via systemctl): [ OK ]
[root@freepbx ~]#

```

The information will be visible on the Realtime view:

Calls being processed:

| Queue | Caller | Entered | IVR | Waiting | Duration | Agent | MOH | Info | Srv |
|-------|--------|----------|------|---------|----------|-----------|------|------|-----|
| 999 | 203 | 15:07:54 | 0:00 | 0:02 | 1:00 | agent/201 | 0:09 | | |

Or inside the reports, under call events tab:

Call detail
Stints: 1
Markers
Call events: 1
QA

| Hour | Duration | Event | Agent | ... |
|----------|----------|---------------|-------|---------|
| 15:08:47 | 0:14 | Music on Hold | | default |

Take a look at our [Troubleshooting guides](#) or contact support at support@loway.ch in case you need further assistance.

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.