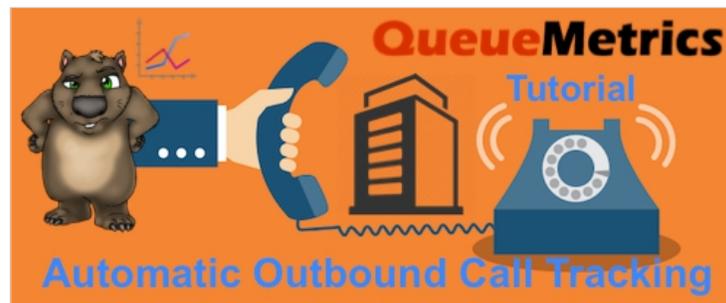


# **Loway** presents

## **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.

First of all let's 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.

Now we create a queue named “q-outbound”.

### 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	-

UniTracker will use “q-outbound” as default queue name for all the calls: in case you need a different name, or want to group calls under different queues (e.g. a queue for calls made by sales agents and one for support) you can set an “account code” in their extension, in your PBX settings. When the extension has an account code, this will be used by UniTracker as queue name for that call instead of the default “q-outbound”.

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](http://www.queuemetrics.com) for a 30 days full featured trial.