

Enabling Scheduled Jobs on QueueMetrics-Live



Scheduled Jobs

A lot happens in your call center everyday, and it's often hard to keep track of how your agents are performing every day. Data collection can be a tiring job, and making sense of it all it's even harder. Would you like to have detailed reports about your call-center performance, neatly organized and formatted as you choose them to be, delivered automatically to you by email at regular intervals?

If your answer is yes, then keep reading.

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 www.queuemetrics-live.com.

In this tutorial we will explain how to enable the Scheduled Jobs feature on QueueMetrics Live.

Tutorial

First of all, we need to create a report that we want to be sent to us regularly. From QM homepage we click on Reports → Create New and fill out all the required fields.

Report details

Title:	<input type="text" value="Email Report"/>
Subtitle:	<input type="text" value="This report will be sent by email"/>
Type:	<input type="text" value="QM report"/>
Visibility key:	<input type="text"/>
Created By	<input type="text"/>
Last Update	<input type="text"/>

N. related screens: 0

Now, reports are composed by screens, we go back to the Reports list and click on the blue name of our new report. This will take us to the screen creation page, where we will create a new screen called "Calls of the day".

Report: Email Report » Screen details

Short name:	<input type="text" value="Calls"/>
Title:	<input type="text" value="Calls of the day"/>
Visibility key:	<input type="text"/>
Sort order:	<input type="text" value="100"/>
Visible in "All reports"?	<input type="text" value="Yes"/>
Created By	<input type="text"/>
Last Update	<input type="text"/>

N. of Items: 0



Each screen is made up of different Items (or Data Blocks). We go back to the Screen list and click on the blue Screen Title to open the Items list where we will create two new items.

Report: Email Report » Calls of the day » Item details

Title:	<input type="text" value="Answered Calls"/>
Subtitle:	<input type="text" value="Answered Calls By Queue"/>
Visibility key:	<input type="text"/>
Data Blocks:	<input type="text" value="OK07 - Answered calls, by queue"/>
Parameters:	<input type="text"/>
Sort order:	<input type="text" value="100"/>
Visible in "All reports"?	<input type="text" value="Yes"/>
Created By	<input type="text"/>
Last Update	<input type="text"/>



Report: Email Report » Calls of the day » Item details

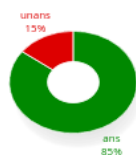
Title:	<input type="text" value="Unanswered Calls"/>
Subtitle:	<input type="text" value="Unanswered Calls By Queue"/>
Visibility key:	<input type="text"/>
Data Blocks:	<input type="text" value="UN04 - Unanswered calls, by queue"/>
Parameters:	<div style="border: 1px solid #ccc; height: 80px;"></div>
Sort order:	<input type="text" value="110"/>
Visible in "All reports"?:	<input type="text" value="Yes"/>
Created By	<input type="text"/>
Last Update	<input type="text"/>

The Loway logo is displayed in a bold, black, sans-serif font. The letter 'y' has a red underline that extends to the right.

Once we are done creating the items we want in our report, we can go back to the Homepage and launch the report by selecting it in the Report Dropdown at the top of the screen, right below the Queue Dropdown. Once we select the report and the queue we want to launch the report on, we can launch it by selecting a time period in the Quick Activity Reports section of the Homepage.

Email Report » Calls of the day

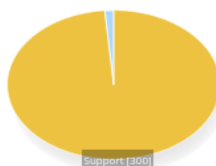
Report Details:	
Report generated on:	November 30 2017, 10:50
Atomic queue(s) considered:	00 All Support [300] [300], Sales [301] [301], Outbound [400] [400]
Period start date:	September 01 2017, 10:50
Period end date:	November 30 2017, 10:50
Total calls processed:	88 (75 ans / 13 unans)
Ratio:	85.2% ans / 14.8% unans
<input type="button" value="Search"/>	
<input type="button" value="Link"/> <input type="button" value="XLS"/> <input type="button" value="PDF"/>	



Answered Calls

Answered Calls By Queue

Queue	N. Calls	...
Support [300]	74	98.7%
Sales [301]	1	1.3%

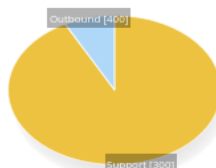


Export as...

Unanswered Calls

Unanswered Calls By Queue

Queue	N. Calls	...
Support [300]	12	92.3%
Outbound [400]	1	7.7%



Now we have a brand new report. To actually send it though, we still need to specify the email addresses and the format of the attachment, but first we need to make sure we are using QM-Live's SMTP server.

To do this, from the Homepage we click on Edit System Parameters and scroll down to the end of the file. Here we add the following:

```
# QueueMetrics mailer configuration (leave smtp host key empty to disable the mailer)
default.smtp host=mail sender.queuemetrics-live.com
default.smtp port=25001
```

default.smtpfrom=reports@queuemetrics-live.com

default.smtpuser=qmlive

default.smtppassword=qmlive

default.smtpssl=false

default.smtpDebug=false

Edit QueueMetrics system parameters

```
default.cacheStatusTimeout=180000
platform.directami.agentpause.enabled=false
platform.directami.agentpause=false
# demoadmin @ Thu Nov 02 11:02:27 CET 2017
# platform.directami.extension=Local/${num}@from-queue
# demoadmin @ Thu Nov 02 11:04:22 CET 2017
# platform.directami.extension=Local/${num}@from-queue/n
# demoadmin @ Thu Nov 02 11:06:06 CET 2017
platform.directami.extension=SIP/${num}
# QueueMetrics mailer configuration (leave smtpost key empty to disable the mailer)
default.smtpost=mailsender.queuemetrics-live.com
default.smtpport=25001
default.smtpfrom=reports@queuemetrics-live.com
default.smtpuser=qmlive
default.smtppassword=qmlive
default.smtpssl=false
default.smtpDebug=false
```

After saving, you need to log off and on again for the parameters to be loaded.

Loway

Now we need to create an appropriate Report Export Job. From the Homepage we click on Report Export Jobs → Create New and fill up all the information.

Reports Export detail

Title:	Email Export All Calls
Period:	Today
Queue:	00 All
Report name:	Email Report
Report type:	Export to PDF
Orientation:	Portrait
Visibility key:	
E-Mail(s): <small>Separate with ' '</small>	testemail@gmail.com
Created By	
Last Update	

Loway

Now we have a Report Export Job. If we want, we can launch it manually by clicking the job's play button in the Report Export Jobs list. If Launched, the job will send the report to your email right away.

What we want to do though, is set up a Scheduled Job that takes care of that for us, and launches the job at an appropriate time of the day, without having to manually launch it every time we need it. To do this, we must make sure the user possesses the right User Key to use the Scheduled Jobs feature.

From the Homepage go to Users → Show Classes and click on the edit icon (pencil icon) at the far right of the "ADMIN" class (Or whatever class is your administrator user).

This will open the User Class Editor. Here we simply click on the Wizard Hat Icon that will open the User Key Wizard, where we make sure we check the following.

- User can edit PDF and HTML Export jobs
- User can edit Scheduled Jobs
- ...

Now, we just need to save, log out of QueueMetrics and then log back in again. Now we will see the Scheduled Jobs option available right above the Report Export Jobs option in the Homepage.

Here we can create a Scheduled Job by selecting a valid Report Export Job to launch, indicating when we would like to launch it.

Scheduled Jobs Details

Name	Export Jobs >> Email Export All Calls																																			
Description	Regularly export report to email																																			
When	Once a Day																																			
Time	18:00																																			
Day of Week	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/> All																																			
Day of Month	<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr><tr><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr><tr><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr><tr><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr><tr><td>29</td><td>30</td><td>31</td><td>All</td><td></td><td></td><td></td></tr></table>	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	All			
1	2	3	4	5	6	7																														
8	9	10	11	12	13	14																														
15	16	17	18	19	20	21																														
22	23	24	25	26	27	28																														
29	30	31	All																																	
Enabled	Yes																																			
Run as User	Demo Admin																																			
Last Run																																				
Created By																																				
Last Update																																				

[Save](#) [Back](#) [New](#) [Clone](#) [Delete](#)

Most Recent Runs

There are no recent runs to show

We can set the When option to Once a Day or to Cyclic. If Cyclic is chosen, the job will be launched at regular intervals, each long as much time as specified in the Every section right below.

If we choose one or more Day of the week or Day of the month, the job will be launched only on the specified day. If no day is specified the job will launch every day.

Lastly, Make sure Enabled is set to yes if you want your Scheduled Job to run. If at some point in time you want to turn a Scheduled Job off, you just set the Enabled option to no.

When everything is set up, the only thing we need to do is wait until the selected time arrives. We will then find in our emails our report waiting for us.

Calls

Report Details:	
Report generated on:	December 01 2017, 09:51
Atomic queue(s) considered:	00 AllSample Queue 300 [300], Sample Queue 301 [301]
Period start date:	September 02 2017, 09:51
Period end date:	December 01 2017, 09:51
Total calls processed:	48 (43 ans / 5 unans)
Ratio:	89.6% ans / 10.4% unans

Answered Calls

Answered Calls By Queue

Queue	N.	Calls
Sample Queue 300	33	76.7%
Sample Queue 301	10	23.3%

Unanswered Calls

Unanswered Calls By Queue

Queue	N.	Calls
Sample Queue 300	4	80.0%
Sample Queue 301	1	20.0%

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.