

Troubleshooting: Accessing call recordings in QueueMetrics



QueueMetrics Call-Center suite for Asterisk

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.

Accessing call recordings

If you are trying to access call recordings through QueueMetrics without success, here are a few things to be mindful of during the troubleshooting process.

Call Recordings in Asterisk

Asterisk is able to record all calls passing through a queue, if correctly configured. These recordings are usually stored in the following folder

```
/var/spool/asterisk/monitor/
```

often in different sub-folders based on the date

/var/spool/asterisk/monitor/2019/02/21/q-300-221-20190221-154936-1550760576.193.wav

the recordings filename follow this convention by default

q-QUEUE-AGENT-DATE-TIME-UNIQUEID.wav

Where to find the recordings in QueueMetrics

To access the call recordings in QueueMetrics, you need to open the detail page of a call in the “Answered Details” section of the “All reports” report, as shown in the image.

The screenshot shows the QueueMetrics web interface. At the top, there's a navigation bar with 'Home', 'Answered', 'Ans.Dt.', 'Unans.', 'Unans.Dt.', 'IVR', 'Area', 'Att.', 'Day', 'Hr.', 'DOW', 'Agents', 'Ag.Dt.', 'Outcomes', and 'All'. Below this, the main heading is 'All Reports » Details of answered calls'. On the left, there's a 'Report Details' section with a table showing report information like 'Report generated on: February 27 2019, 15:40' and 'Total calls processed: 45 (45 ans / 0 unans)'. Below this is a search bar and buttons for 'Link', 'XLS', and 'PDF'. In the center, there's a green circular progress indicator showing 'ans 100%'. To the right, a 'Call Detail' popup window is open, displaying call information such as 'Caller ID: 221', 'Handled by: Mike Green (220)', 'Duration: 62 sec.', and 'Disconnection cause: Agent disconnected'. Below the popup, a table titled 'Queue details' is visible, showing columns for 'Date', 'Caller', 'Queue', 'IVR', 'Wait', 'Duration', 'Pos.', and 'Disconnection'. The table contains several rows of call data.

Date	Caller	Queue	IVR	Wait	Duration	Pos.	Disconnection
11/29 - 16:20:56	221	Support [300]	0:00	0:03	1:02	1	Agent
11/29 - 16:25:38	221	Support [300]	0:00	0:44	1:11	1	Agent
11/29 - 16:28:26	221	Support [300]	0:00	0:32	1:20	1	Agent
11/30 - 15:08:59	221	Support [300]	0:00	0:04	0:03	1	Agent
12/06 - 14:11:29	221	Support [300]	0:00	0:02	0:06	1	Agent
12/06 - 16:20:49	221	Support [300]	0:00	0:03	1:10	1	Agent
12/06 - 16:27:33	221	Support [300]	0:00	0:43	1:06	1	Agent

you will find the recording at the bottom of the details page, or in the QA section.

Common issues

The first thing to be mindful of is that the recordings need to be stored on the same machine as the QueueMetrics server. More specifically, the QueueMetrics machine needs to have access to the recording folder, so usually they reside on the same machine or in a mounted folder that is physically located on a different machine.

QueueMetrics will attempt to find the recordings based on the call's "Asterisk Unique ID" (for example 1550760576.193), and will load all recordings that contain the Unique ID of the call we are looking at in the details page.

Configuration properties

If QueueMetrics cannot find the recordings, despite them being accessible to QueueMetrics, it's usually because the recordings are stored in a different folder, or do not contain the Asterisk Unique ID in the filename.

To specify the folder where QueueMetrics needs to search the recordings in, please set the following property in the "Edit system parameters" page:

```
default.monitored_calls=/var/spool/asterisk/monitor/
```

to the desired location

```
default.monitored_calls=/usr/local/my/example/path/
```

NOTE: remember to add the "/" at the end.

QueueMetrics takes too long to find the recordings

If you have a lot of recordings, QueueMetrics might take a while to find the recordings. You can limit the searching space only to the day of the call you are looking for. To do this please edit the following property like this:

```
default.monitored_calls=/var/spool/asterisk/monitor/%YY/%MM/%DD/
```

NOTE: this only works if the recordings are divided in sub-folders by year, month and day, like this:

```
/var/spool/asterisk/monitor/2019/02/21/q-300-221-20190221-154936-1550760576.193.wav
```

Storing your recordings online

QueueMetrics offers an integration with Atmos CallCabinet, a service that allows you to store your recordings online. For more information, take a look at:

<https://www.queuemetrics.com/blog/2018/06/27/queuemetrics-callcabinet-integration/>

[Here](#) you can find all the troubleshooting tutorials.

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.