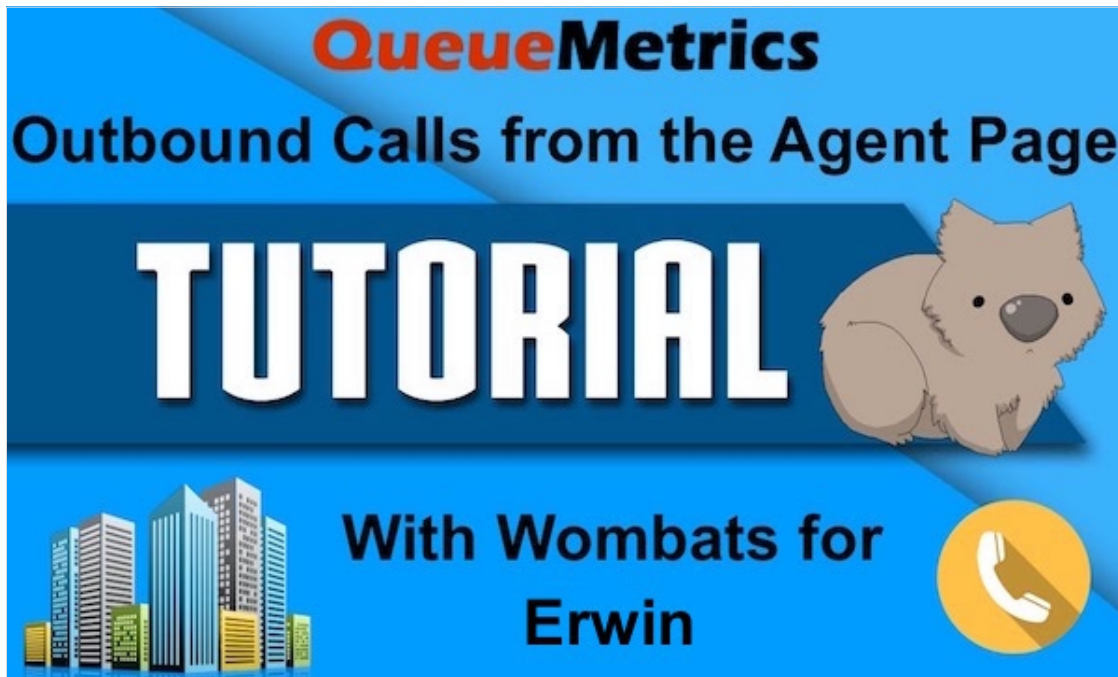


**Loway** presents

## **Tutorial: Outbound calls from the agent page**



In this tutorial we will guide you through the new Outbound Call Tracking feature of QueueMetrics. This feature allows the tracking of outbound calls without resorting to DialPlan additions using the QueueMetrics' Real-Time page, the Agent page or the customizable Reports.

Wombats for Erwin is a political organization that rallies support for the upcoming election, with the mission of raising funds for Erwin the Wombat. Every member puts in a voluntary number of hours phone banking in order to raise money and awareness in the various districts. In order to track the progress of every campaign, a simple system is needed to allow the various agents to select a campaign and start calling the numbers on their list.

In this tutorial we will take a look at the new Outbound Call Tracking feature of UniLoader. This feature allows QueueMetrics to track outbound calls without resorting to DialPlan additions. It's

very simple to setup and it allow the user to monitor outbound calls through the Real-Time page, the Agent page or through Reports.

First we need to setup an outbound queue in QueueMetrics.

We will call the outbound queue 301.

## Queue Detail

<b>Queue alias:</b>	<input type="text" value="301"/>
<b>Queue(s):</b> <small>Separate with ' '</small>	<input type="text" value="301"/>
<b>Visibility key:</b>	<input type="text"/>
<b>Call flow:</b>	<input type="text" value="Outbound calls"/>
<b>Shown on front page:</b>	<input type="text" value="Yes"/>
<b>Chat group:</b>	<input type="text"/>
<b>Default queue URL:</b>	<input type="text"/>
<b>Main agents:</b>	agent/200
<b>Wrap agents:</b>	
<b>Spill agents:</b>	
<b>Attention levels</b>	<b>Yellow alarm</b> <b>Red alarm</b>

Then we need to make sure that the Outbound Tracking Feature is enabled in the UniLoader settings.

You can usually find UniLoader settings at: /etc/sysconfig/unitracker .

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

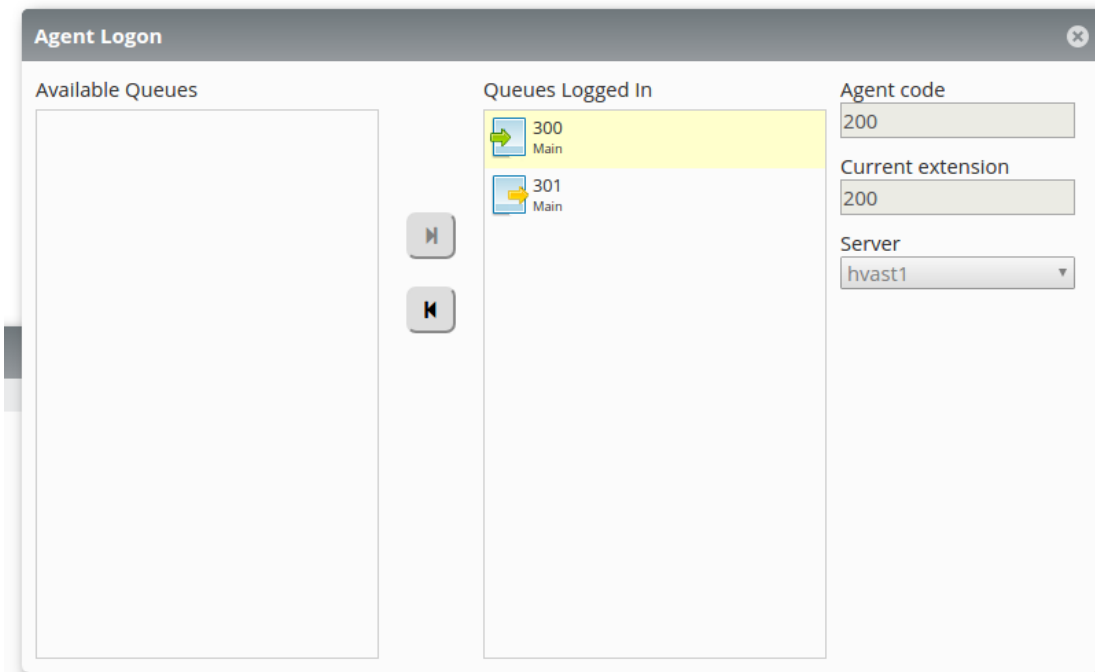
AMIHOST=127.0.0.1
AMIPORT=5038
AMIUSER=admin
AMISECRET=password

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

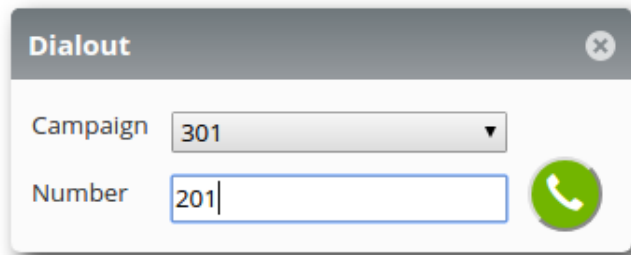
#Only MOH tracking is enabled by default
ENABLEMOH=1
ENABLEPARK=1
ENABLEOUTBOUND=1

OUTBOUNDTHRESHOLD=300
```

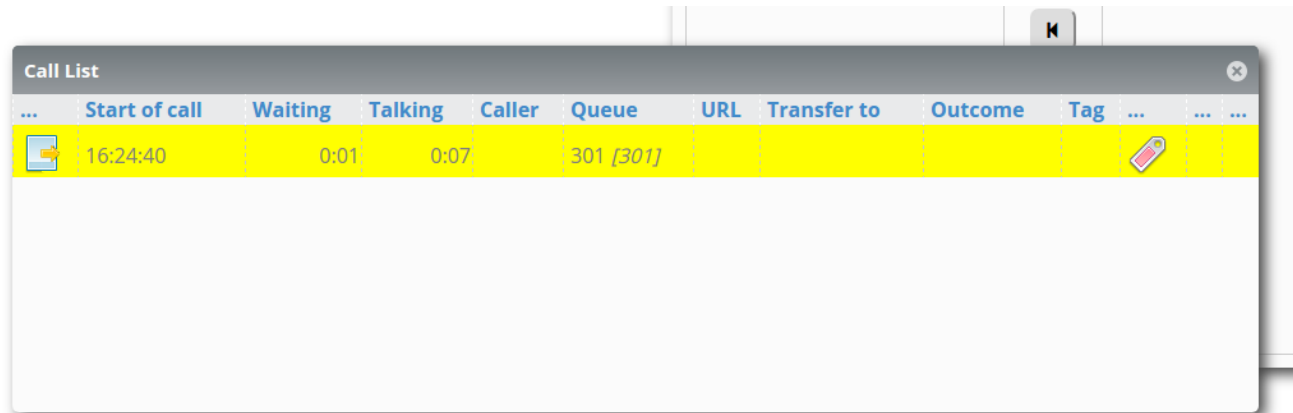
When everything is set-up we can go to the QueueMetrics' agent page. In this example we log in with the user Agent/200. The first thing we need to do is to log in the outbound queue we created.



Now we can open the outbound call panel and place a call to extension 201.



As we can see the call appears in the call list panel, in the correct queue.



If we log in QueueMetrics as administrator we can see the call in the Real-Time Page.

**Calls being processed:**

	Queue	Caller	Entered	IVR	Waiting	Duration	Agent	MOH	Srv
	301		16:24:40	0:00	0:01	0:31	200		hvast1

## 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.