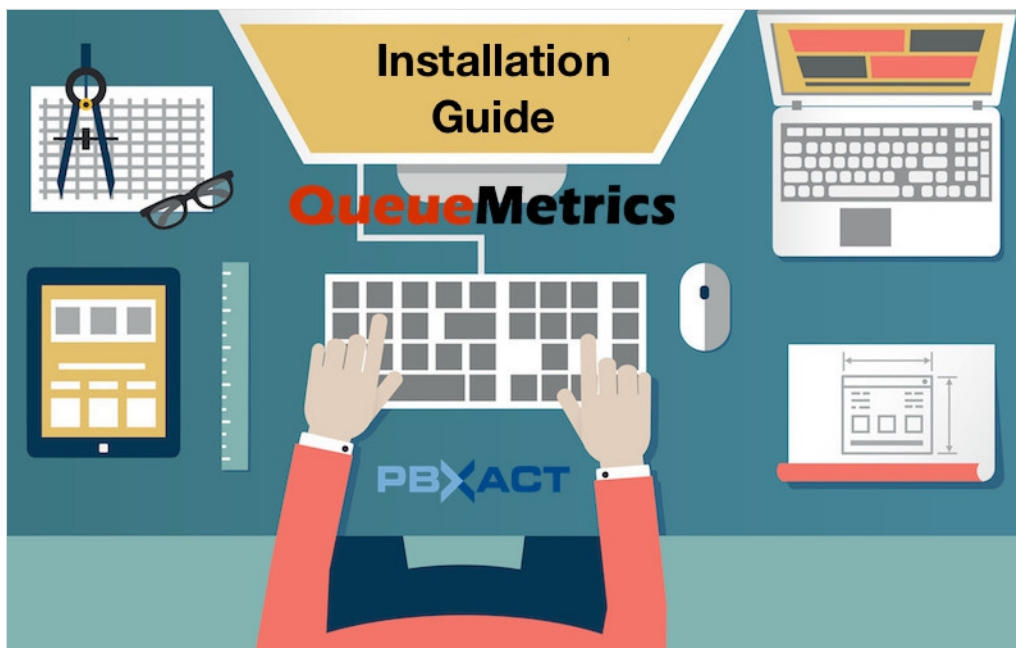


QueueMetrics On Premise Quick Setup on PBXact



QueueMetrics On Premise on PBXact

If you are testing QueueMetrics On Premise on your PBXact platform (powered by FreeBPX), read ahead to find out how to quickly set everything up.

A screenshot of the QueueMetrics web interface. At the top, there's a header with the 'QueueMetrics' logo on the left and 'YourLogo' on the right. Below the header is a 'User Lagon' section. It contains three input fields: 'Login:' with the value 'demoadmin', 'Password:' with masked characters, and 'Language:' with a dropdown menu set to 'English'. Below these fields is a red 'LOGIN >' button. At the bottom of the login section, there's a small text line: 'Welcome to system 'Kevin_Test'. Please log in.' The footer of the page has the 'Loway' logo.

QueueMetrics

QueueMetrics is a highly scalable monitoring software that lets you track agent productivity, payrolls, measure targets, conversion rates, ACD, IVR, Music on hold, generate outbound campaign statistics and monitor realtime processes with customizable wallboards.

You can measure all contact centre activities with more than 200 different metrics and manage realtime processes with extensions and calls control, live alarms, whisper mode, spy and barge mode.

QueueMetrics On Premise Quick Setup (PBXact)

QueueMetrics Espresso

If you are installing QueueMetrics on the same machine as the PBXact, please follow [this tutorial](#).

Install QueueMetrics on a different Machine

If you are installing QueueMetrics on a different machine, follow the next steps.

NOTE: We are assuming that you are using a CentOS 7 machine, as recommended. If you are using a Debian system, please contact support at support@loway.ch for instructions.

On the QueueMetrics machine run:

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo  
yum install queuemetrics
```

Once the installation is complete, you can access QueueMetrics through your browser, at

```
http://IPADDRESS:8080/queuemetrics
```

Here, you will be prompted to accept the licence, and to create a QueueMetrics database. Input your MySQL root username and password, and follow the steps presented by the wizard.

Install Unloader on PBXact

Unloader is a service that reads the queue data from PBXact and sends it to QueueMetrics.

To install Unloader on your PBX, run the following commands

```
wget -P /etc/yum.repos.d http://yum.loway.ch/loway.repo  
yum install unloader
```

Setup Unloader

We need to setup the unloader with your QueueMetrics information. Edit the following file:

```
/etc/sysconfig/unloader
```

and, since we are using the On Premise version of QueueMetrics, we need to delete or comment the QueueMetrics-Live section, and uncomment and edit the Local QueueMetrics instance section, like so:

```
QUEUELOG=/var/log/asterisk/queue_log  
# QUEUELOG="/var/log/freeswitch/queue.log"  
LOGFILE=/var/log/asterisk/unloader.log  
LOCKFILE=/var/lock/subsys/unloader  
PIDFILE=/var/run/unloader.pid  
  
# Local QueueMetrics instance  
URI="mysql:tcp(QMIPADDRESS:3306)/queuemetrics?allowOldPasswords=1"  
LOGIN=queuemetrics  
PASS=javadude  
TOKEN=P001
```

Be sure to change QMIPADDRESS with the ip address of the QueueMetrics machine.

LOGIN and PASS are already set with the default username and password for the QueueMetrics database.

Once this is all setup, restart the service with:

```
systemctl restart uniload
```

or, if that doesn't work, with

```
service uniload restart
```

Autoconfigure QueueMetrics

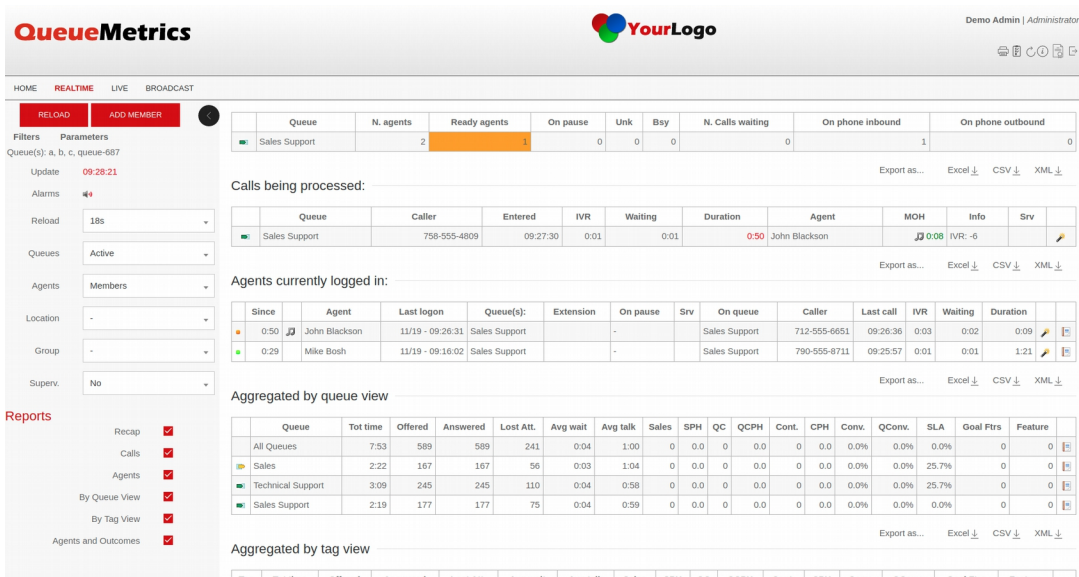
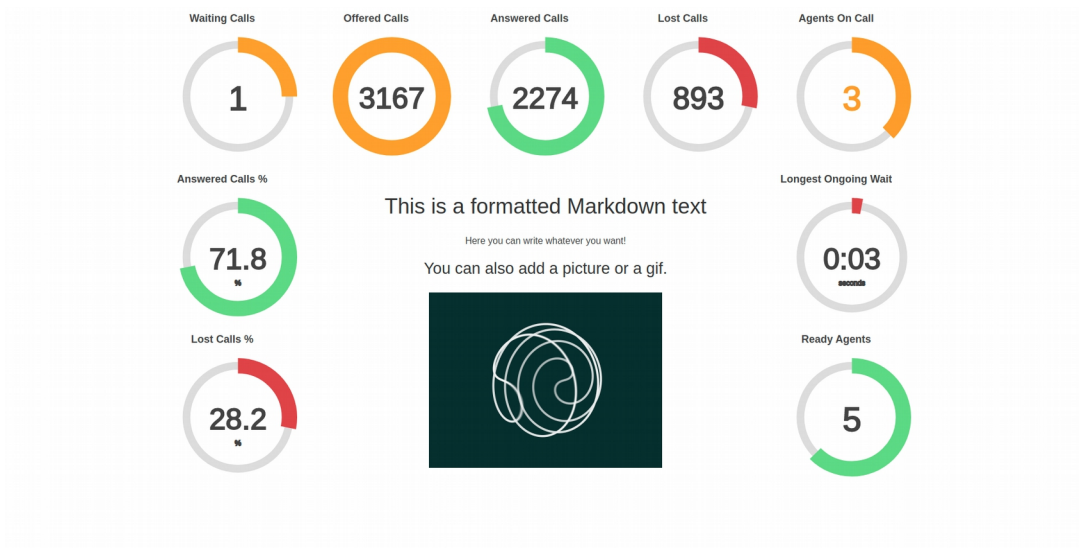
To automatically import all your agents and queues from PBXact, run the following command, after setting the correct information in it:

```
uniload pbxinfo --mode "syncqm" --uri "QMIPADDRESS" \  
--login "demoadmin" --pass "demo" --all-queues "1" freepbx \  
--dburi "localhost/asterisk" --login "root" --pwd ""
```

As above, make sure to set the correct QMIPADDRESS in the command, before running it.

Congratulations

Now you should be able to see your Call Center activity under Start realtime monitoring or Start wallboard in the homepage.



Sending Commands to PBXact (Optional)

These settings are only necessary if you intend to use the QueueMetrics Agent Page or allow your supervisors to control your agents and calls from the Realtime View.

AMI Credentials in QueueMetrics

To allow the QueueMetrics to send commands to the PBX (Log agents on queues, Pause agents etc.), we need to create an AMI user on the PBXact, then set the credentials in QueueMetrics.

The screenshot shows the 'Asterisk Manager' configuration page in the PBXact interface. The 'Manager queuemetrics' form is active, showing the following fields:

- Manager name: queuemetrics
- Manager secret: password
- Deny: 0.0.0.0/0.0.0.0
- Permit: 127.0.0.1/255.255.255.0
- Write Timeout: 100 milliseconds

Buttons for 'Submit', 'Reset', and 'Delete' are located at the bottom right of the form.

From QueueMetrics' Homepage, go to Edit System Parameters and change the following value from:

```
callfile.dir=tcp:admin:password@127.0.0.1
```

to

```
callfile.dir=tcp:AMIUSERNAME:AMIPASSWORD@PBXIPADDRESS
```

SIP or PJSIP

QueueMetrics needs to know which format to use when logging extensions onto queues.

Depending on what extensions you are using, add the following property at the end of the Edit System Parameters page:

```
platform.directami.extension=SIP/${num}
```

or

```
platform.directami.extension=PJSIP/${num}
```

User settings

The autoconfiguration process that we previously ran, will have created users for your agents as well. The only thing we need to do is to choose a password for them. From QueueMetrics' home page, go to Users, and edit the user you want to enable, by clicking on the pencil icon on the right.

From here you just need to set a password and confirm it in the field below.

NOTE: Agents will need to login using their own agent code (eg: agent/200), unless you set an E-mail address for them, that can then be used on the login screen instead of the agent code.

Now, if you log out, you will be able to login as an agent using your agent credentials.

QueueMetrics References

QueueMetrics software is available on premise or as a cloud hosted service for FreePBX, Yeastar S PBX, Grandstream, Issabel, FusionPBX and many other Asterisk distros.

For more technical information please refer to the [User Manual](#).

Visit www.queuemetrics.com for a free 30 days full featured trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.