

Loway presents

QueueMetrics for Gentoo Linux



Gentoo Installation

QueueMetrics call center suite for Asterisk PBX is now available on the Gentoo Linux Operating System.

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.

Installing QueueMetrics on Gentoo

Prerequisites

The main prerequisite to running QueueMetrics, is to have a Java Virtual Machine (Java 1.8) and an application server (Apache Tomcat for example).

We recommend you install QueueMetrics on one of the supported Operating Systems, that are listed on [our website](#). This because it will guarantee the easy installation of any updates, through the appropriate package manager for the OS of your choice. For example on CentOS based systems, QueueMetrics is readily available through the yum package manager.

Being CentOS the OS of choice for Asterisk distributions, we always suggest to install QueueMetrics on a CentOS machine, but using CentOS is not always possible so your are free to install QueueMetrics in whatever supported system you prefer.

Since QueueMetrics 19.04.1, Gentoo has been added to the list of Supported Operating Systems. In this tutorial we will cover the necessary steps to install QueueMetrics on the Gentoo OS.

Overlay Installation

Since QueueMetrics is not part of the portage main tree, we need to install it via [Overlay](#). To do this, you can use Layman or eselect-repository, by adding the repository named [ago](#):

```
layman -S
```

```
layman -a ago
```

Once the Overlay is installed, you can install QueueMetrics like this:

```
emerge --ask queuemetrics
```

The QueueMetrics ebuild comes with two USE flags:

- mysql
- uniload

mysql installs a MySQL database server, via the virtual/mysql ebuild, if missing.

uniloader installs the Uniloader package via the app-metrics/uniloader ebuild.

Uniloader is a program that is installed on your Asterisk PBX. It uploads data to a local or remote QueueMetrics instance and receives actions to be performed on the local PBX.

Usually USE flags are used to add the support for specific features, in this case they are being used to aid in installing necessary packages.

NOTE: if you re-issue the emerge command while QueueMetrics is running, be aware that the QM web application will be re-deployed, interrupting the use of QueueMetrics in the meantime.

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.