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QueueMetrics – WombatDialer Recall Scheduling Tutorial

QueueMetrics and WombatDialer for Asterisk PBX Recall Scheduling

In this tutorial, we will walk through the necessary steps needed to activate the **QueueMetrics-WombatDialer Recall Scheduling integration**.

Imagine a typical call-center situation, with a WombatDialer campaign dialing numbers of potential leads and agents ready to take the calls on a queue. One of the most common scenario sees the lead potentially interested but unavailable for the time being, so you agree on a better time to have the conversation.

QueueMetrics Agent Page allows agents to reschedule the call immediately without having to worry about tracking down all these recalls. The rescheduled call will be handled by a specific campaign on WombatDialer and will be executed automatically at a set date and time.

Let's take a look at the setup.

WombatDialer Configuration

From WombatDialer's homepage go to Edit Basic Settings. There we can set up the Asterisk servers, trunks and endpoints needed. Here is an example of a basic configuration.

Asterisk Server

Edit Asterisk server

Server description:	asterisk
Server address:	127.0.0.1
AMI port:	5,038
Login:	username
Password:	password
Unit length (ms):	50
Max msg. per unit:	5
Security key:	

Trunk

Edit trunk

Asterisk server	asterisk ▼
Trunk name	Recall Trunk
Dial string	Local/${num}@from-internal
	Use '${num}' as a placeholder for the number to be dialed
Capacity	10
Security key	

Endpoint

Edit end-point

On server:	asterisk ▼
EP Type:	Queue ▼
Description:	Recall Endpoint
Max Channels:	10
Located at [extension]:	300
Located at [context]:	from-internal
	Make sure the queue has 'eventwhencalled' and 'eventmemberstatus' properties set to 'yes'.
Security key:	

Queue Parameters

Queue name:	300
Boost Factor:	1
Max waiting calls:	2
Reverse dialing:	☐
Manual preview:	☐
Find:	
Replace:	
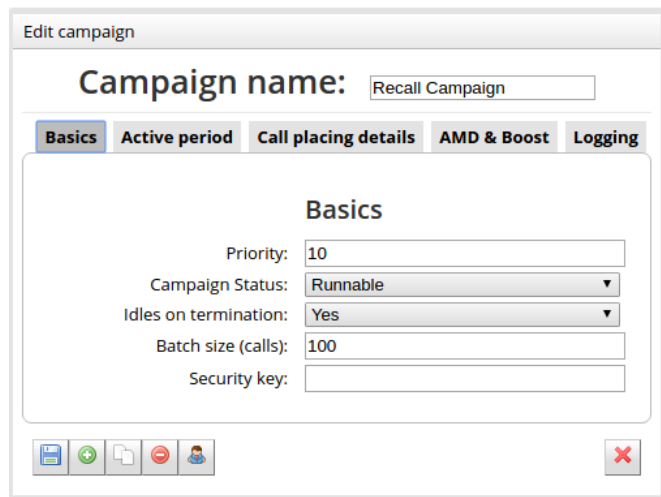
Then, back to the homepage, we must create a dedicated campaign for our recalls.

Go to Edit Campaigns and create a new campaign.

Remember to set the Idles on termination setting to yes, since the campaign needs to be active even when it doesn't have any call to do.

QueueMetrics Configuration

To setup QueueMetrics, enter as administrator and, from the homepage, go to Edit System Parameters. Here, we must instruct QueueMetrics on how to reach WombatDialer, in order to pass it the recalls we need to schedule.

To do so, we must add four parameters to our configuration. These parameters are:

- wombat.url : The URL of our WombatDialer instance.

- wombat.username : A valid username associated with a user with the needed grants.

- wombat.password : The password for the user.

- default.wombat.agent_recall_enabled : Enables the feature and must be set to True.

Edit QueueMetrics system parameters

```
wombat.url=http://10.10.5.156:8080/wombat
wombat.username=demoadmin
wombat.password=demo
default.wombat.agent_recall_enabled=true

# This key is used only as a placeholder for CVS versioning information
00_version=$Id: configuration.properties,v 1.83 2015/09/28 13:30:25 lenz Exp $

# This is the canonical URL for this QM installation - please set
url.qm=

# This is an ALIAS to the default URL for stateless sessions. Some fetaures (AGAW, tasks) may not work if you don't set
this.
url.rss=

# This is the internal id (ex. 7, 49....) of the preselected default queue, leave blank for no default queue.
default.queue=1

# This is the default queue log file.
default.queue_log_file=sql:P001

#When the realtime page for an agent is computed, the queue log is NOT read in its entirety but only the last 'n' bytes.
realtime.max_bytes_agent=65000
```

Save   Back

Now, back to the homepage, we must set up our queues in order to specify the dedicated campaign for the recalls, more than one campaign can be specified, in this case, the different campaigns must be separated using the pipe symbol "|".

Go to Edit Queues, choose the queue you want to edit and then add the name of the recall campaign in the Recall Campaigns field.

Attention levels	Yellow alarm	Red alarm
Number of calls in queue:		
Number of agents on call:		
Number of agents waiting:		
Number of agents paused:		
Call wait duration:		
Call talking duration:		
Service Level Agreement:	60	

WombatDialer settings

Recall Campaigns: Separate with '|'	Recall Campaign
Recall Max Days:	365

AGAW settings

Will AGAW be run for this queue?	Yes	Items defined: 4
AGAW enabled for this queue:	Yes	
AGAW lookback period (mins):	720	

Created by:	demoadmin, 18/06/2007, 22:30
Last update:	demoadmin, 18/10/2016, 14:37

Save   Back   New   Clone   Delete   Agents   AGAW alarms

Now we should be ready to go! Log in as an agent and, as soon as you get a call, you will see that in the Call List panel there's an alarm clock symbol. Clicking on that symbol will allow you to schedule your recall by opening up the Recall Schedule Panel.
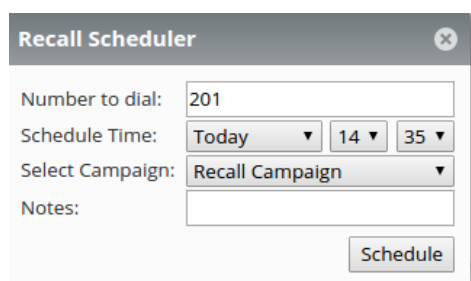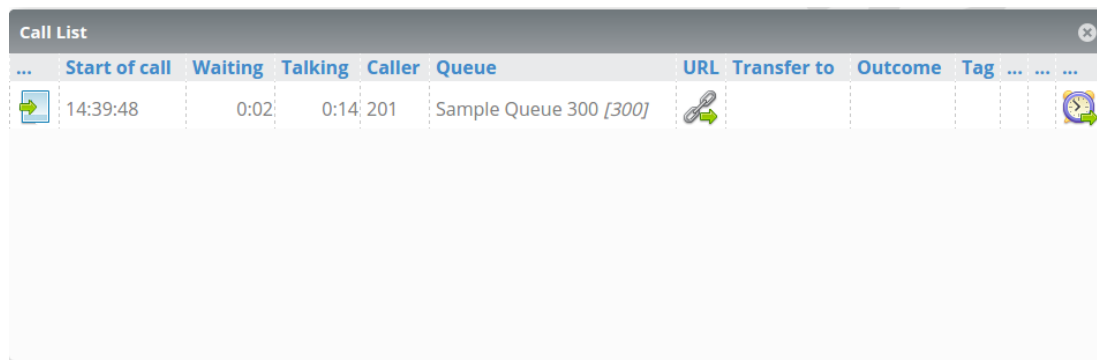
As we can see, in this panel we can set the number to dial, the date and time, the recall campaign and even some notes that might come in handy for when the recall is executed.

That's all!

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.

WombatDialer References

For more technical information about WombatDialer call center solution please refer to the User Manual.

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