

How to integrate QueueMetrics-Live to MyPBX

Overview

QueueMetrics Live is a cloud-based call center suite for Asterisk telephony system. It create a cloud space for telephony system uploading their queue_log, according to the log, QueueMetrics can easily generate the report of the queue daily, weekly and monthly. What is more, QueueMetrics Live is also a call center control platform, including the features like hot-desking, agent log in and log out, real-time monitor the queue, and spy the call.

This guide refers to the following links:

QueueMetrics User Manual:

http://manuals.loway.ch/QM_UserManual-chunked/index.html

Tutorial Video:

<http://queuemetrics.com/video.jsp>

[Running QueueMetrics-Live for Asterisk on a Yeastar U PBX](#)

This document guides you to achieve the following features:

- 1.Upload the queue_log to QueueMetrics Live cloud server, then QueueMetrics report the queue statistics detail according to the log.
- 2.Create Agent in QueueMetrics cloud side, and remotely log in and log out for MyPBX queue.
- 3.Monitor the queue real time and control the incoming and outgoing call of queue.
- 4.Other feature like hot-desking, spy the line.

Configuring MyPBX

1.Create a queue in MyPBX.

Log in MyPBX with the User name: admin, and create a queue in the page: PBX -> Inbound Call Control -> Queues.

Add Queue X

Queue Name *i*: 680

Queue Number *i*: 680

Queue Password *i*:

Queue Agent Timeout *i*: 30

Queue Max Wait Time *i*: 1800

Queue Ring Strategy *i*: ringall

Agents *i*

Available Agents		Selected
300(SIP)	»»	Leave the agent list empty
301(SIP)	→	
302(SIP)	←	
303(SIP)	««	
304(SIP)		
305(SIP)		
601(FXS)		
602(FXS)		

Caller Position Announcements

Announce Position *i*: Yes

Announce Hold Time *i*: Yes

Frequency *i*: 30 seconds

Figure 1

Note: leave the agent list empty, the agent will be logged on in QueueMetrics side.

2.Enable AMI in MyPBX

QueueMetrics-Live will send command to MyPBX by AMI interface, we need to enable the AMI in MyPBX, providing a interface for QueueMetrics-Live.

Path: System -> Security Settings -> AMI Settings

The image shows a screenshot of the 'AMI Settings' window. At the top, there is a tab labeled 'AMI Settings'. Below the tab, there is a checkbox labeled 'Enable AMI' which is checked. Underneath, there are two input fields: 'User Name' with the value 'admin' and 'Password' with the value 'password'. Below these, there is a section titled 'IP Restriction'. Inside this section, there is a list of permitted IP addresses and subnets. The list contains two entries: 'Permitted 'IP address/Subnet mask' : 192.168.6.0/255.255.255.0' and 'Permitted 'IP address/Subnet mask' : 127.0.0.1/255.255.255.0'. Below the list, there is a text input field for 'Permitted 'IP address/Subnet mask'' with the value '127.0.0.1/255.255.255.0' and an 'Add' button. At the bottom of the window, there are 'Save' and 'Cancel' buttons.

Figure 2

Check Enable AMI

User Name: admin

Password: password

Permitted 'IP address/Subnet mask': 127.0.0.1/255.255.255.0 (add to IP Restriction list).

3. Log on MyPBX via SSH

Enable the SSH in the page: System -> Network Preferences -> LAN Settings -> Enable SSH.

The image shows a screenshot of the 'LAN Settings' window. At the top, there is a dropdown menu for 'DHCP' set to 'No'. Below it, there is a section for 'Enable SSH' which is highlighted with a red box. The 'Enable SSH' dropdown is set to 'Yes' and the 'Port' is set to '8022'. Below this, there is a section for 'Enable FTP' which is set to 'Yes' and the 'Port' is set to '21'. Below these, there are several input fields: 'Hostname' with the value 'MyPBX', 'IP Address' with the value '192.168.6.216', 'Subnet Mask' with the value '255.255.255.0', 'Gateway' with the value '192.168.6.1', 'Primary DNS' with the value '8.8.8.8', 'Secondary DNS' (empty), 'IP Address2' (empty), and 'Subnet Mask2' (empty). At the bottom of the window, there are 'Save' and 'Cancel' buttons.

Figure 3

Enable SSH: Yes
Port:8022

Log on MyPBX SSH using the Putty as below,

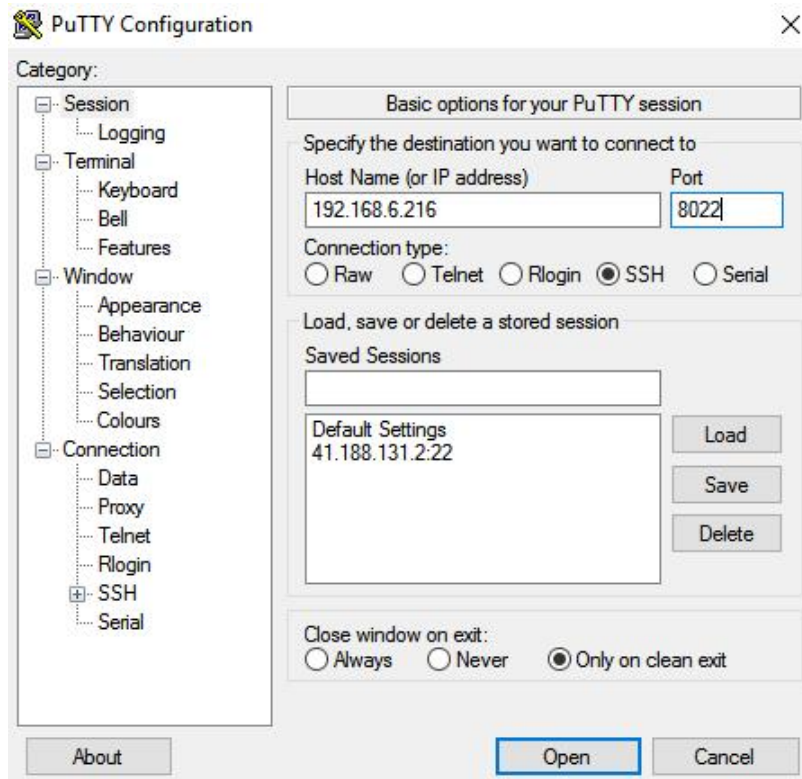
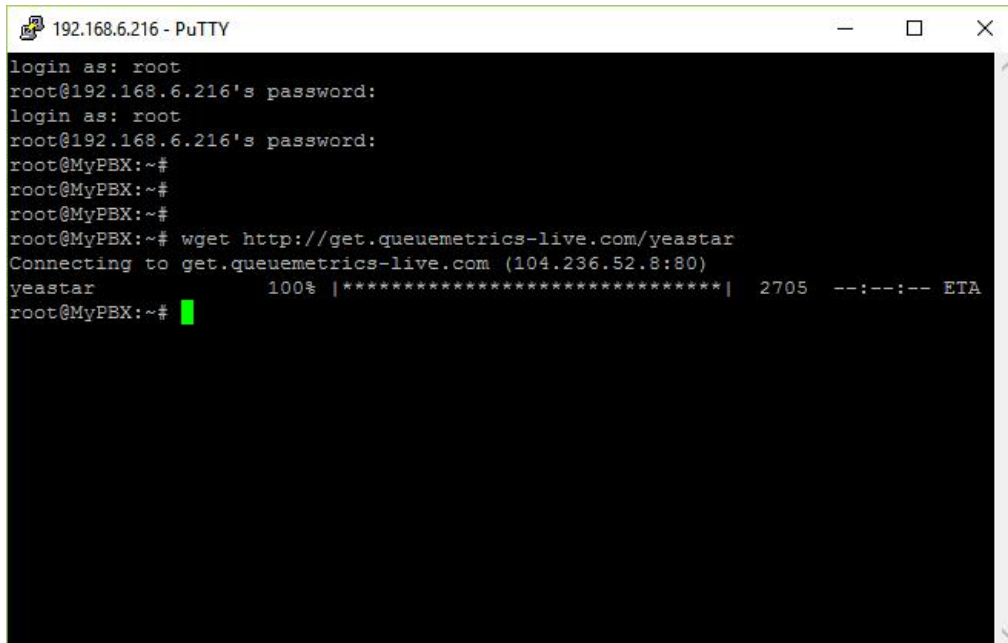


Figure 4

Host Name (IP address): *192.168.6.216 (the IP address of MyPBX)*
Port : *8022 (the SSH port you set in MyPBX)*
After open this SSH, you can login as:*root* and password *ys123456*

4.Install the QueueMetrics-Live application in MyPBX.

1) download the install packet with script:
wget <http://get.queuemetrics-live.com/yeastar>

A terminal window titled "192.168.6.216 - PuTTY" showing a login sequence. The user logs in as root on 192.168.6.216. After several prompts, the user runs the command "wget http://get.queuemetrics-live.com/yeastar". The terminal shows the connection progress to get.queuemetrics-live.com (104.236.52.80:80) and displays a progress bar for the file "yeastar" at 100% completion, with a size of 2705 bytes and an estimated time of arrival (ETA) of --:--:--.

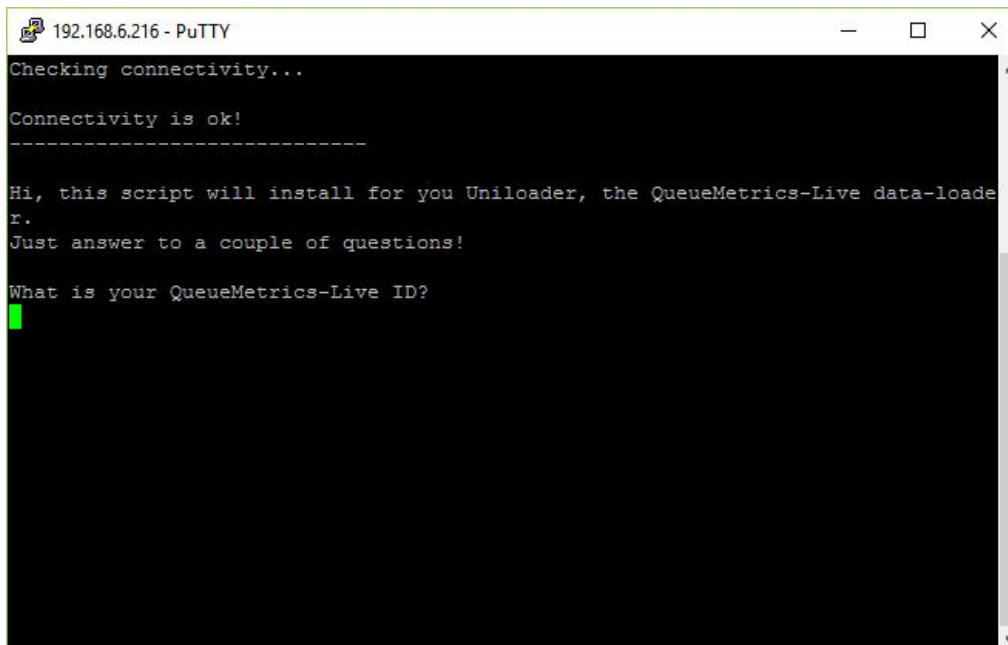
```
192.168.6.216 - PuTTY
login as: root
root@192.168.6.216's password:
login as: root
root@192.168.6.216's password:
root@MyPBX:~#
root@MyPBX:~#
root@MyPBX:~#
root@MyPBX:~# wget http://get.queuemetrics-live.com/yeastar
Connecting to get.queuemetrics-live.com (104.236.52.80:80)
yeastar      100% |*****| 2705  --:--:-- ETA
root@MyPBX:~#
```

Figure 5

2) run the script

`sh yeastar`

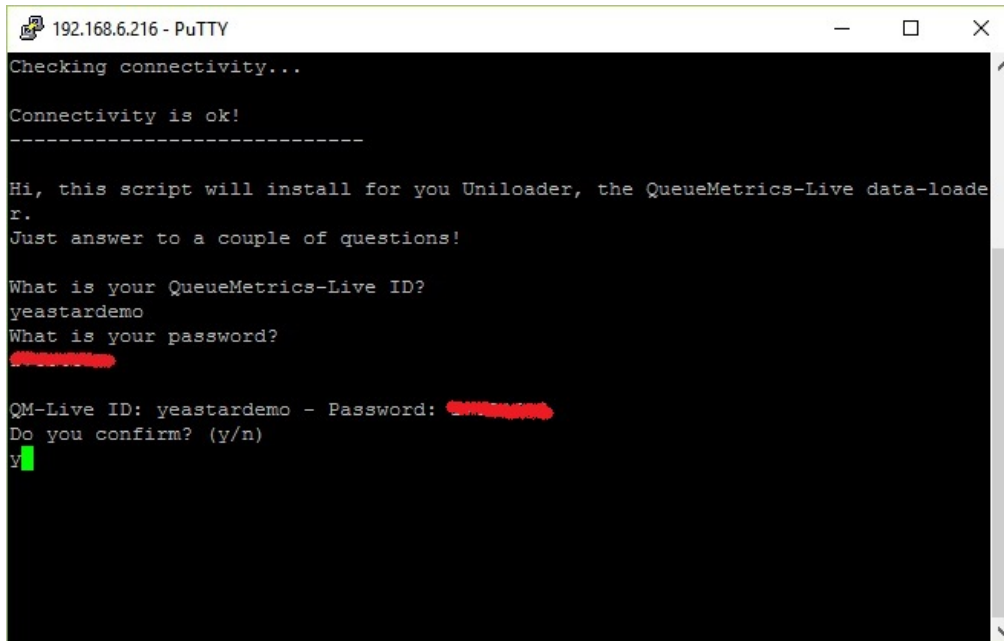
Then MyPBX will checking the connectivity.

A terminal window titled "192.168.6.216 - PuTTY" showing the output of the "sh yeastar" script. The script first checks connectivity and reports "Connectivity is ok!". It then displays a separator line and a message: "Hi, this script will install for you Uniload, the QueueMetrics-Live data-loader. Just answer to a couple of questions!". The script then asks for the "QueueMetrics-Live ID" and shows a green cursor for input.

```
192.168.6.216 - PuTTY
Checking connectivity...
Connectivity is ok!
-----
Hi, this script will install for you Uniload, the QueueMetrics-Live data-loader.
Just answer to a couple of questions!
What is your QueueMetrics-Live ID?
█
```

Figure 6

3) fill in the requested data of your QueueMetrics-live instant.



```
192.168.6.216 - PuTTY
Checking connectivity...

Connectivity is ok!
-----

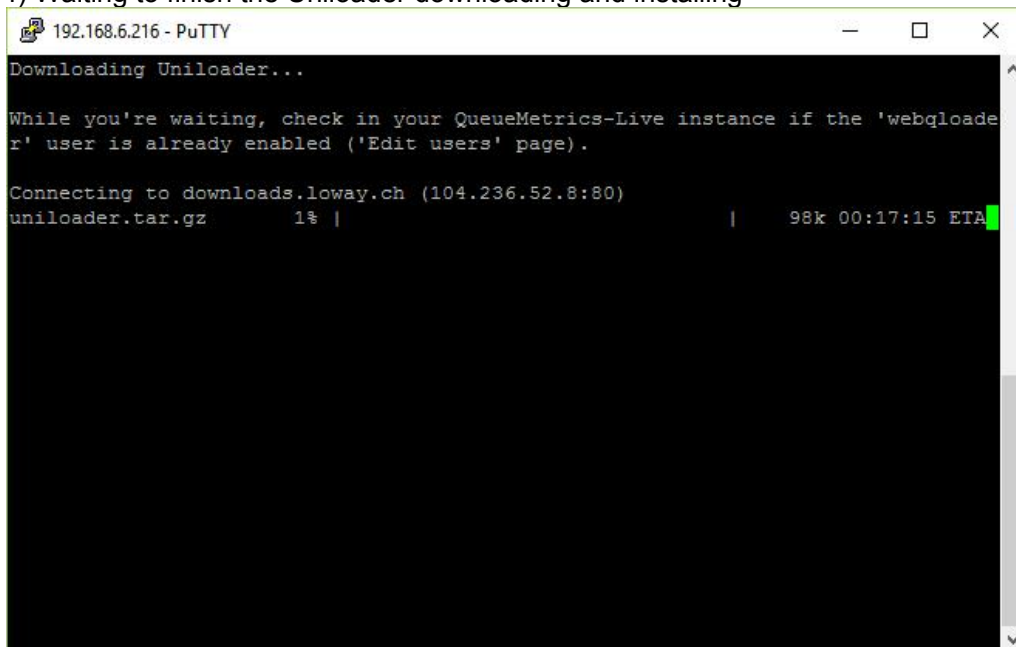
Hi, this script will install for you Unloader, the QueueMetrics-Live data-loader.
Just answer to a couple of questions!

What is your QueueMetrics-Live ID?
yeastardemo
What is your password?
[REDACTED]

QM-Live ID: yeastardemo - Password: [REDACTED]
Do you confirm? (y/n)
Y
```

Figure 7

4) Waiting to finish the Unloader downloading and installing



```
192.168.6.216 - PuTTY
Downloading Unloader...

While you're waiting, check in your QueueMetrics-Live instance if the 'webloader'
user is already enabled ('Edit users' page).

Connecting to downloads.loway.ch (104.236.52.8:80)
unloader.tar.gz      1% |                               |   98k 00:17:15 ETA
```

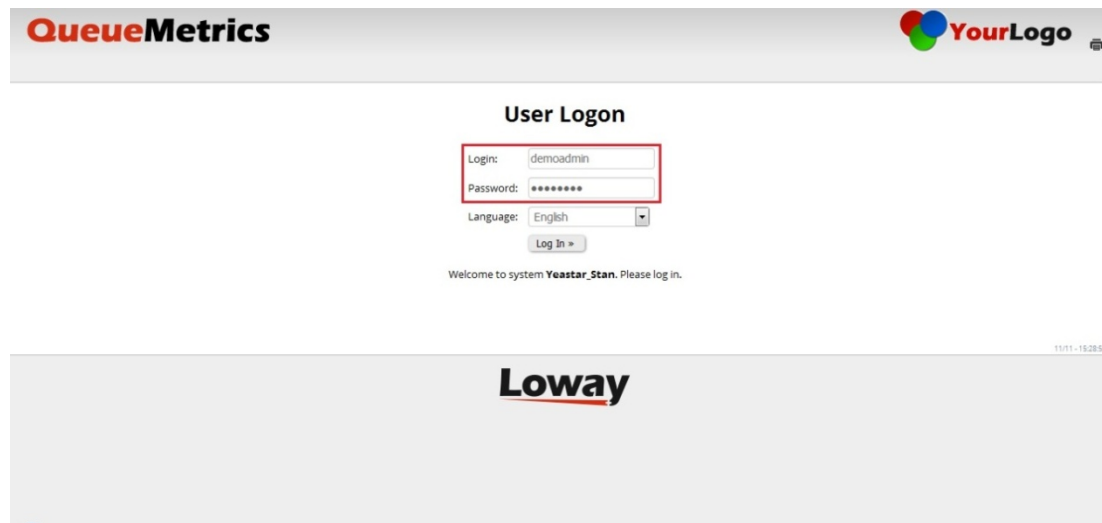
Figure 8

5) After installation, try to reboot MyPBX

Configuring QueueMetrics Live

1. Log in QueueMetrics Live

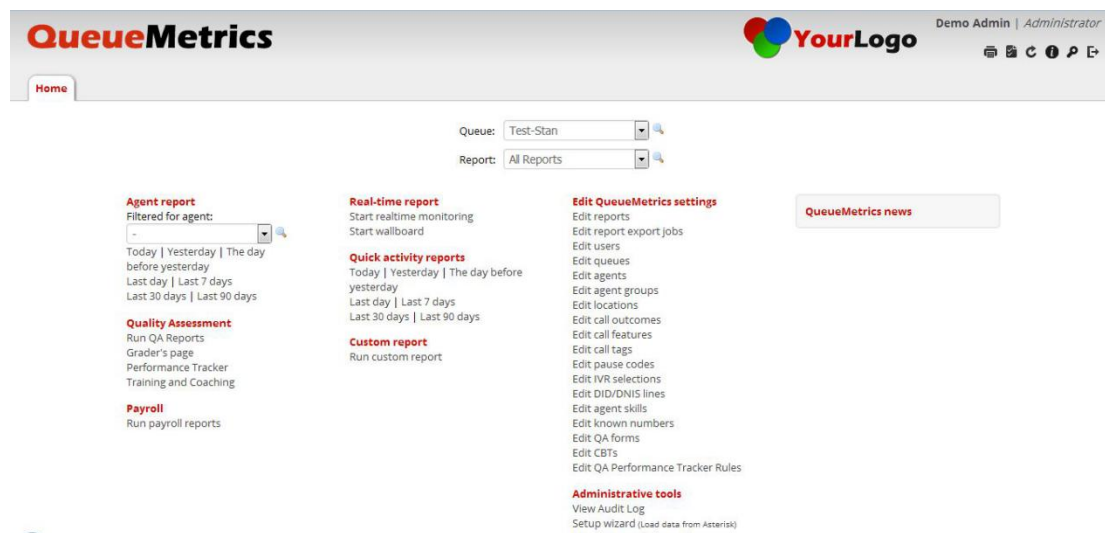
If you have a QueueMetrics Account, then you will get a log in URL and default Log in user and password. Just input the URL in a standard browser, and fill in the log in and password, you can log in the QueueMetrics Administrator page.



The image shows the QueueMetrics User Logon page. At the top, there is a header with the QueueMetrics logo on the left and a 'YourLogo' placeholder on the right. Below the header, the title 'User Logon' is centered. Underneath, there is a login form with three fields: 'Login:' with the value 'demoadmin', 'Password:' with a masked password '*****', and 'Language:' with a dropdown menu set to 'English'. A 'Log In »' button is located below the form. Below the button, a message reads 'Welcome to system Yeastar_Stan. Please log in.' At the bottom right of the page, the date and time '11/11 - 15:28:50' are displayed. The background of the page features a large 'Loway' logo.

Figure 9

After log in, you can see the page below,



The image shows the QueueMetrics Administrator page. At the top, there is a header with the QueueMetrics logo on the left, a 'YourLogo' placeholder in the middle, and 'Demo Admin | Administrator' on the right. Below the header, there is a 'Home' button on the left. In the center, there are two dropdown menus: 'Queue:' set to 'Test-Stan' and 'Report:' set to 'All Reports'. Below these, there are three main sections: 'Agent report' with a 'Filtered for agent:' dropdown, 'Real-time report' with a 'Start realtime monitoring' checkbox, and 'Quick activity reports' with a 'Today | Yesterday | The day before yesterday' dropdown. To the right of these sections, there is a 'QueueMetrics news' button. At the bottom, there are three more sections: 'Quality Assessment' with a 'Run QA Reports' button, 'Payroll' with a 'Run payroll reports' button, and 'Edit QueueMetrics settings' with a list of settings including 'Edit reports', 'Edit report export jobs', 'Edit users', 'Edit queues', 'Edit agents', 'Edit agent groups', 'Edit locations', 'Edit call outcomes', 'Edit call features', 'Edit call tags', 'Edit pause codes', 'Edit IVR selections', 'Edit DID/DNIS lines', 'Edit agent skills', 'Edit known numbers', 'Edit QA forms', 'Edit CBTs', and 'Edit QA Performance Tracker Rules'. Below these, there is an 'Administrative tools' section with a 'View Audit Log' button and a 'Setup Wizard (Load data from Asterisk)' button.

Figure 10

2.Setting System Parameters

For full integration with MyPBX, we need to modify some system parameters in QueueMetrics-Live. After log on to QueueMetrics-Live home page, we enter the page 'Edit system parameters' in the right bottom of the page.

Then modify two parameter as below:

default.hotdesking=86400

callfile.dir=tcp:admin:password@127.0.0.1 (this is according to your /etc/asterisk/manager.conf)

3.Known Agent Configuration

Agent is the member who should be in the queue. You should create agents in QueueMetrics, and assign these agents an extension for receiving incoming calls and making outgoing calls.

The screenshot displays the 'Known Agents Configuration' interface in QueueMetrics. At the top, there's a navigation bar with 'Agents' selected. Below it, a search bar and a 'Create New' button (highlighted with a red box) are visible. A table lists three agents with columns for Agent code, Description, Payroll Code, Location, Group, Gr., Term., Mon., IM, Supervisor, and Key. The table shows three entries: agent/301 (Test-Stan), agent/5001 (Maggie), and agent/6000 (Maggie2). At the bottom, there's a 'Create New' button and a 'Loway' logo.

Agent code ↑	Description	Payroll Code	Location	Group	Gr.	Term.	Mon.	IM	Supervisor	Key
agent/301	Test-Stan		Main	Default						
agent/5001	Maggie		Main	Default		5001				
agent/6000	Maggie2		Main	Default		6000				

Figure 11

Click the bottom "Create New" to add a new agent.

Agent Detail

Asterisk agent code: <small>E.g.: Agent/101</small>	<input type="text" value="agent/5001"/>
Agent description:	<input type="text" value="Maggie"/>
Asterisk aliases: <small>Separate multiple aliases with a " " symbol</small>	<input type="text"/>
Default server:	<div>-</div>
Agent location:	<div>Main</div>
Agent group:	<div>Default</div>
VNC monitoring URL:	<div><input type="text"/></div> <div>Test it</div>
Current terminal:	<input type="text" value="5001"/>
Instant messenger address:	<div><input type="text"/></div> <div>Test it</div>
WebPhone Username:	<input type="text"/>
WebPhone Password:	<input type="text"/>
WebPhone Realm:	<input type="text"/>
WebPhone SIP Uri:	<input type="text"/>

Figure 12

Edit the Agent Detail in the page after Create New.

- Note:
- (1). The Asterisk agent code should be in the format "Agent/xxxx", please replace the “xxxx” with the existing extension number.
 - (2). Assign an extension number to this agent by filling in the blank “Current Terminals” with the extension number.

4.Queues Configuration

In MyPBX, we have created a queue for the call center, in the QueueMetrics side, we need to create a Queue, too.

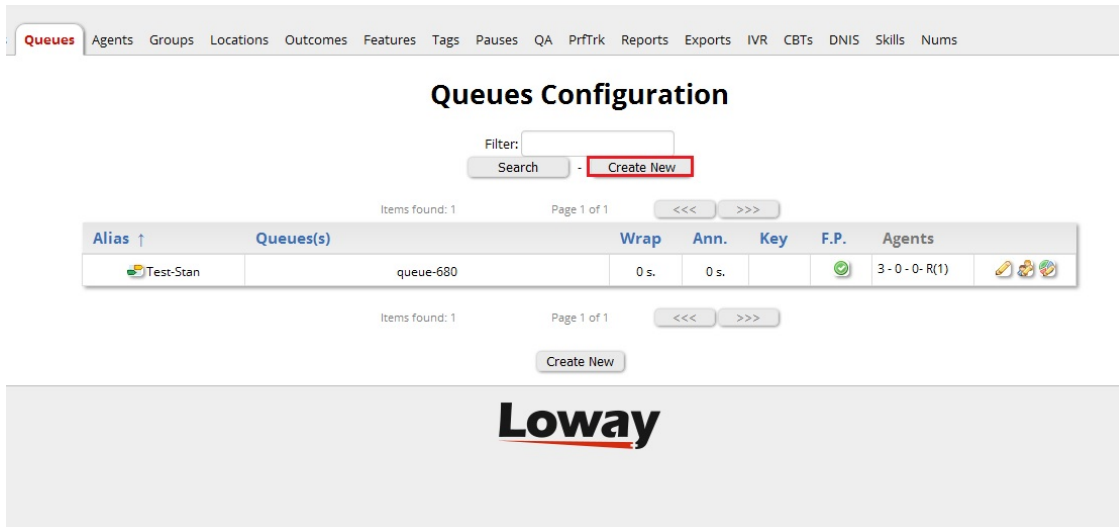


Figure 13

Then edit the queue detail.

The screenshot shows the 'Queue Detail' form. The fields are as follows:

- Queue alias: Test
- Queue(s): queue-680 (highlighted in red)
- Wrap-up time (sec.): 0
- Announcement (sec.): 0
- Visibility key:
- Call flow: Any call
- Shown on front page: Yes
- Chat group:
- Default queue URL:
- Main agents: agent/301, agent/5001, agent/6000 (highlighted in red)
- Wrap agents:

Figure 14

Note: if the queue number in MyPBX is 680, then the Queue(s) name in QueueMetrics should be "queue-680".

You can assign some agents to the queue by click the agent edit as below.

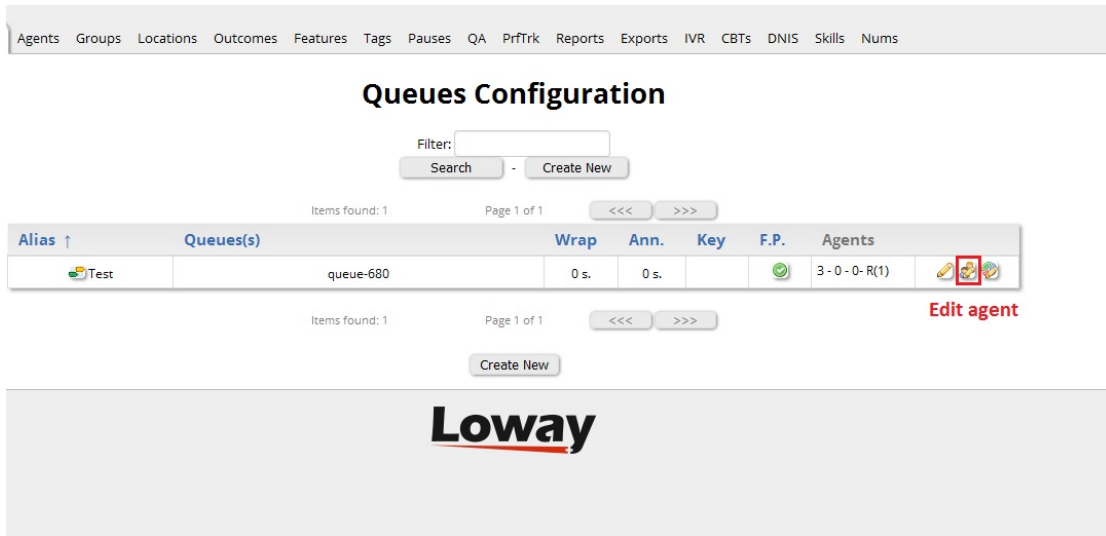


Figure 15

You can see the agent list, and you can assign the agent to the queue by enabling the check box in the list.

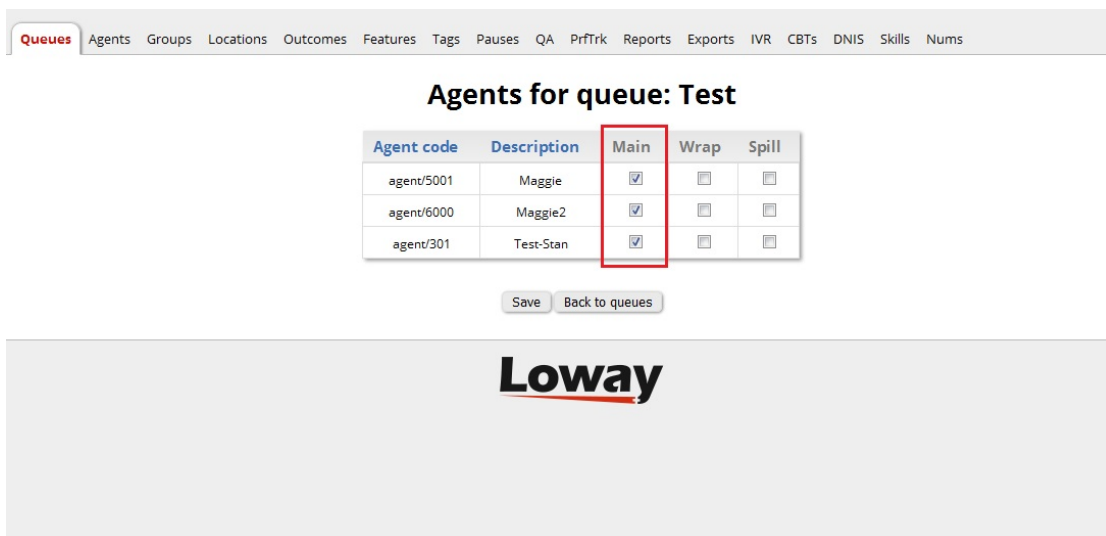


Figure 16

5. System Users Configuration

QueueMetrics allows agents to log in their own page (named Icon Page), and agents can remotely log in to a queue or log out from a queue. Before agents log in on the Icon Page, you need to create system users with the same name as the Asterisk agent code "Agent/xxxx".

QueueMetrics

YourLogo

Demo Admin | Administrator

[Home](#)
[Users](#)
[Queues](#)
[Agents](#)
[Groups](#)
[Locations](#)
[Outcomes](#)
[Features](#)
[Tags](#)
[Pauses](#)
[QA](#)
[PrfTrk](#)
[Reports](#)
[Exports](#)
[IVR](#)
[CBTs](#)
[DNIS](#)
[Skills](#)
[Nums](#)

System Users

Filter:

Search

Create New

Show Classes

Items found: 13
Page 1 of 1

<<< >>>

Login	Real name	Enabled	MasterKey	Class	User keys
agawrunner	AGAW runner	No	No	ADMIN	
Agent/101	John Doe	Yes	No	AGENTS	
Agent/102	Mike Boo	Yes	No	AGENTS	
Agent/5001	Maggie	Yes	No	AGENTS	
Agent/6000	Maggie2	Yes	No	AGENTS	
batchuser	Batch User	No	No	USERS	BATCH_ADM BATCH_ADD BATCH_VIEW BATCH_DEL
demoadmin	Demo Admin	Yes	No	ADMIN	USR_SKILLS CONFIG KEYUPDATE SQUERY_ADD SQUERY_FORALL USR_XNUMBERS BATCH_ADD
demosupervisor	Super Visor	No	No	SUPERVISORS	QA_PERF_TRACK QA_PERF_RULES QA_GRADER
demouser	Demo User	Yes	No	USERS	

Figure 17

Create a new user and edit the detail in the page below

User Detail

User Id

48

Login

Agent/5001

Password

46846871

Real name

Maggie

Enabled

Yes

E-mail

Masterkey

No

Class

AGENTS

User keys

Number of logons

2

Last logon

2015-11-11 09:13:19.0

Comment

Token

Creation

demoadmin, 10/11/2015, 19:34

Update

demoadmin, 10/11/2015, 19:34

Save

Back

New

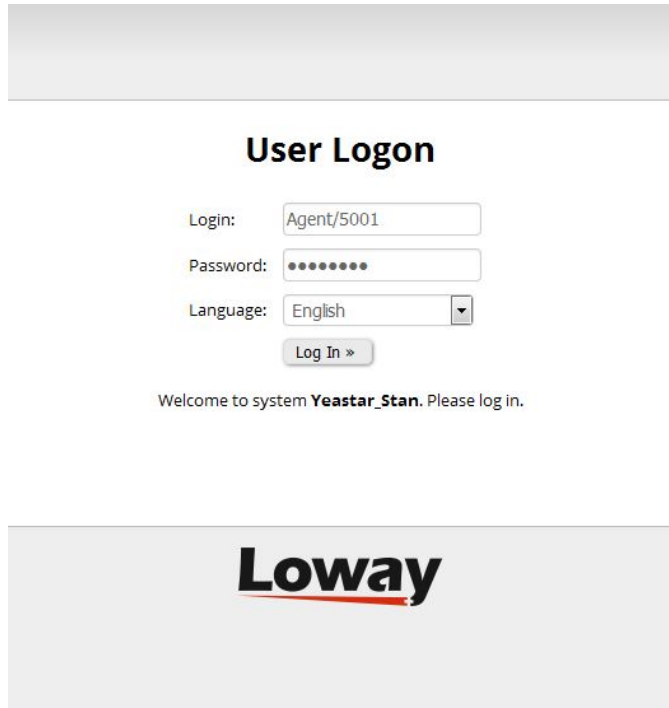
Clone

Delete

Figure 18

Note: login should be named the same with the Asterisk agent code, and you can setup the password. then assign the user as AGENT Class.

Log in the Agent page as below,



The image shows a 'User Logon' form for the 'Yeastar Stan' system. The form is titled 'User Logon' and contains three input fields: 'Login:' with the value 'Agent/5001', 'Password:' with masked characters '••••••••', and 'Language:' with a dropdown menu set to 'English'. Below these fields is a 'Log In »' button. At the bottom of the form, a message reads: 'Welcome to system **Yeastar Stan**. Please log in.'

Figure 19

Test the Features

1.Agent Log in the Queue

Log in the QueueMetrics Live System User Icon Page with the Agent name and password, you can see the Icon page below,

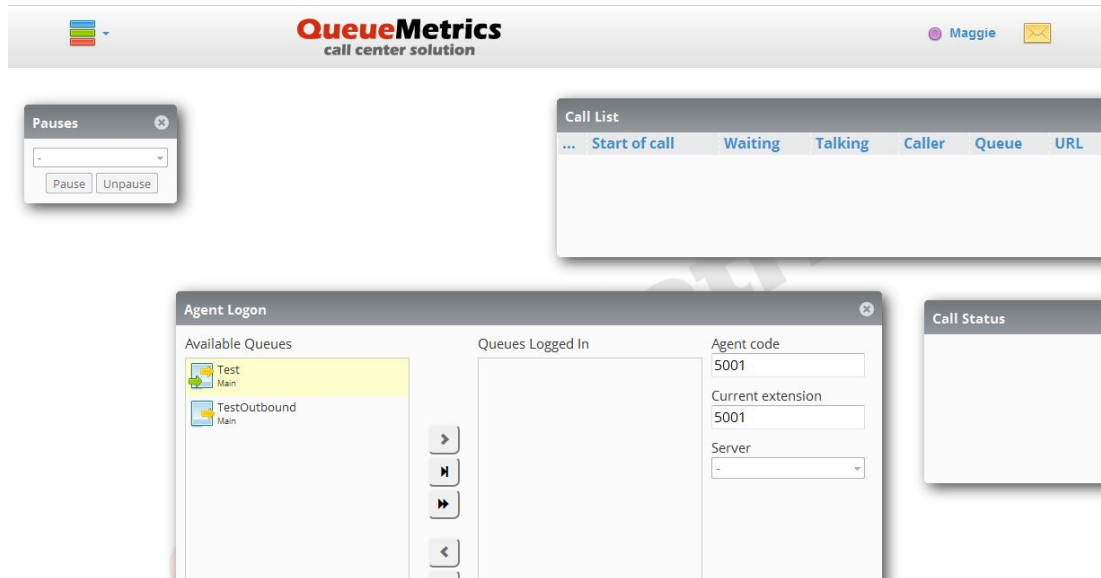


Figure 20

Now the Queues Logged In list is empty, you should make this agent log in at least one queue, select one queue in Available Queues list, and move it to right as below,

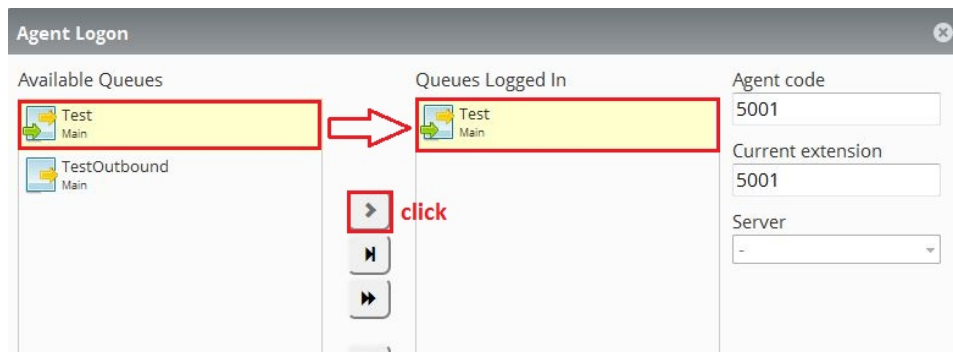


Figure 21

If the agent log in successfully, the queue will be in the List of Queue Logged In.

2.Agent check their own Call List

After an agent answers some calls, he/she will be able to check the call list in their user icon page as below.





Call List							
...	Start of call	Waiting	Talking	Caller	Queue	URL	Tr
	09:44:32	0:11	0:45	302	Test [queue-680]		
	09:41:31	0:12	0:09	302	Test [queue-680]		

Figure 22

3.Agent Pause and Unpause

Sometimes, agents may need to leave the seat for a break. In agent page, you can pause themselves by choosing a reason, and click the “Pause” bottom.

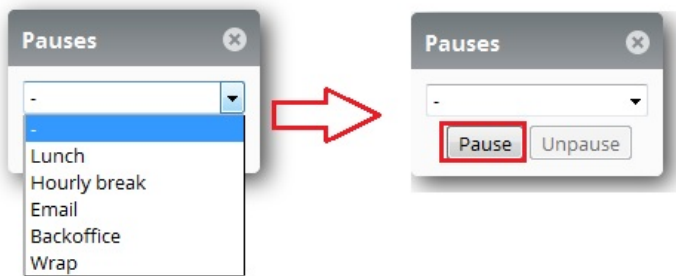


Figure 23

When agents are in pause, the system will not ring the extension of the agent. After the agents come back to seat, and click the “Unpause” bottom to stop pause, the system will ring the agents’ phones when queue receiving the next incoming call.

4.Realtime Monitoring

Log in the system with the administrator user name and password, and click the linkage “Start realtime monitoring”, you will see the realtime monitor panel as below,

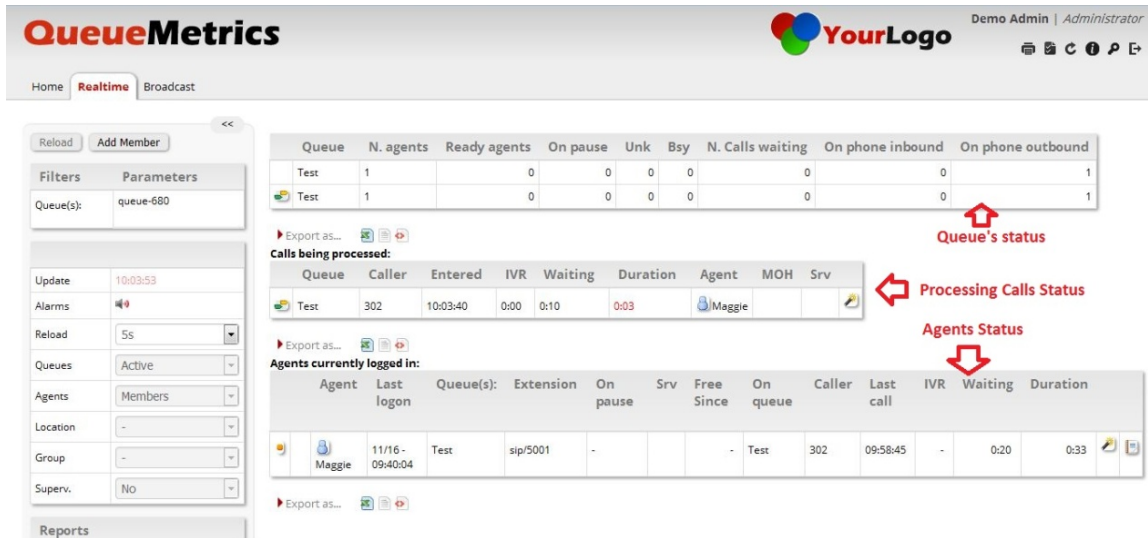


Figure 24

In the real-time monitoring panel, you will be able to monitor the status of Queues, processing calls and agents.

5.Spy lines

Sometimes, the System administrator may need to spy a processing call between a client and an agent for improving the service level of the call center. When there is a processing call, in the real-time monitoring panel, you can monitor the call.

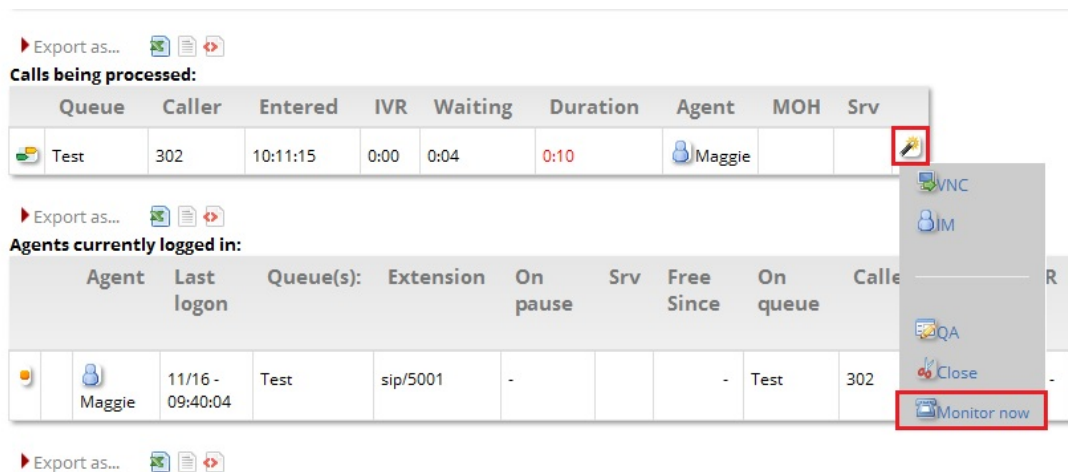


Figure 25

You can move the cursor to the end of “Calls being processed” list, you can see a pop up option menu, then click the “Monitor now”, a pop up window will show, then you can fill in you extension number and monitor the line.

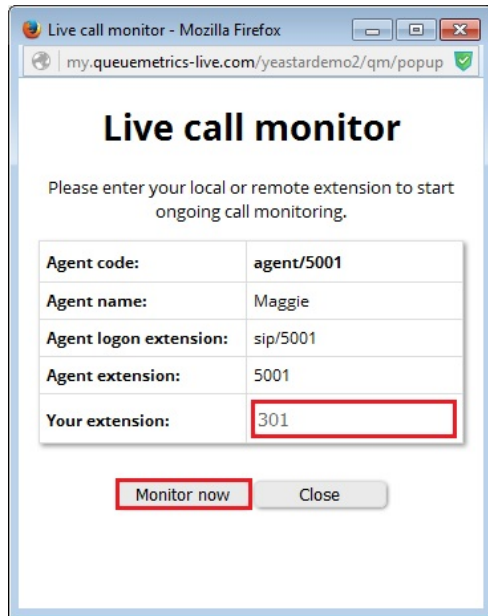


Figure 26

Note: when you click the “Monitor now”, your extension will ring, once you answer the call, you will hear the call between agent and client.

6.Reports

MyPBX is uploading the queue_log to QueueMetrics live server real time, and QueueMetrics will produce the report according to time or agent.

Go to the page Home, and you can see the access to have the Quick activity reports as below.

Quick activity reports

Today | Yesterday | The day before

yesterday

Last day | Last 7 days

Last 30 days | Last 90 days

You can make system generate report according to the time you choose, and the report will demonstrate detail of the queue with chart and graphical representation.

All Reports » Answered calls

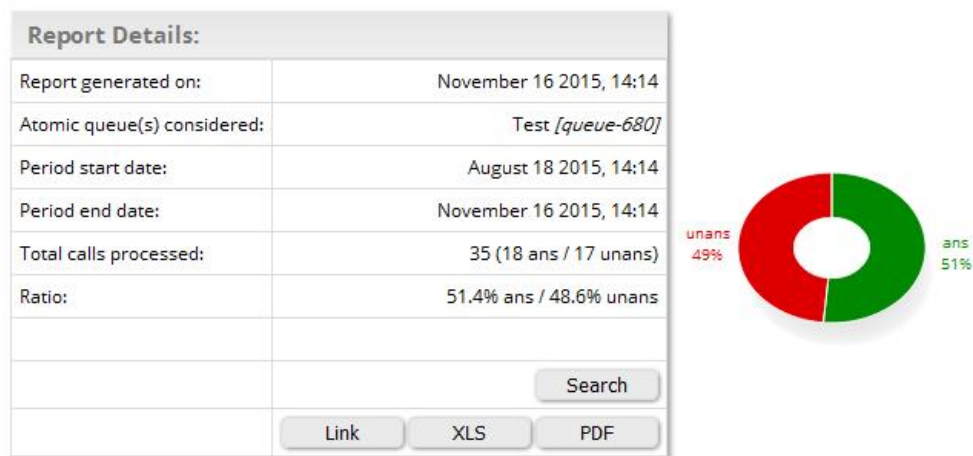


Figure 27

Agents on queue

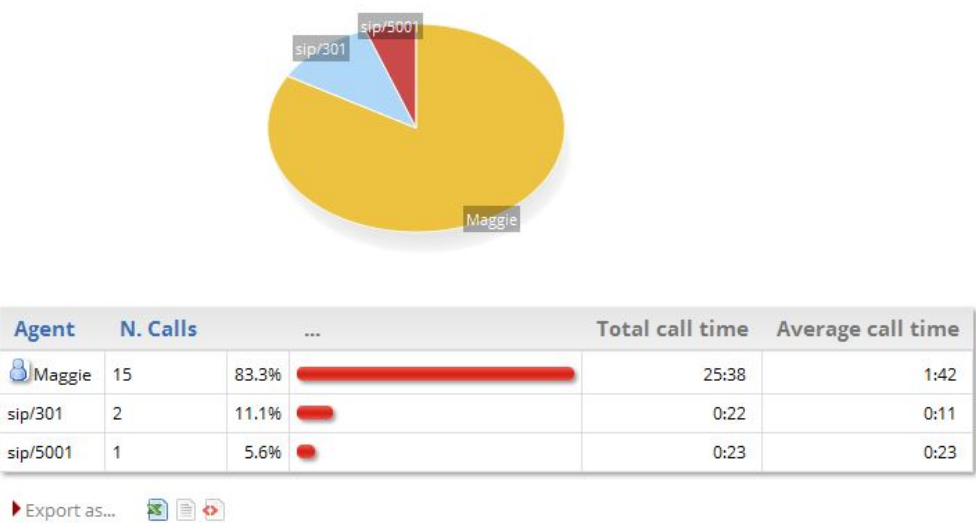


Figure 28

Service level agreement

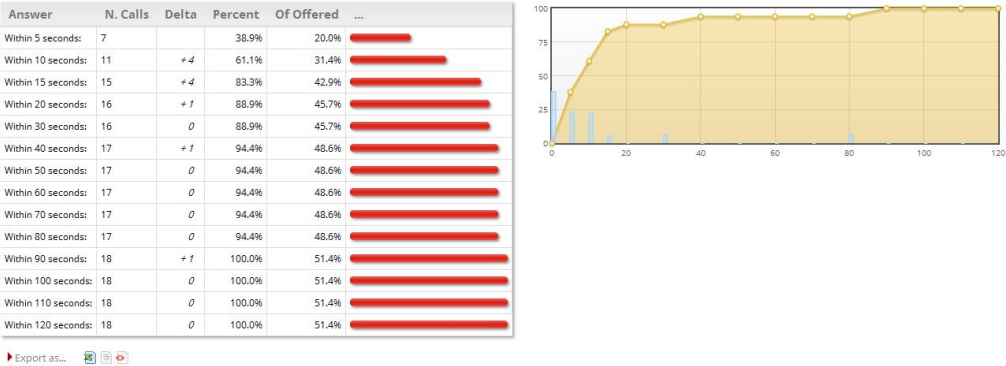


Figure 29

Disconnection causes



Figure 30