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.

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

AMI Settings

☑ Enable AMI

User Name : admin

Password : password

IP Restriction

Permitted 'IP address/Subnet mask' : 192.168.6.0/255.255.255.0

Permitted 'IP address/Subnet mask' : 127.0.0.1/255.255.255.0

Permitted 'IP address/Subnet mask' ⓘ : 127.0.0.1/255.255.255.0   ↑ Add

✔ Save   ✖ Cancel

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.

DHCP: No

Enable SSH: Yes   Port: 8022

Enable FTP: Yes   Port: 21

Hostname: MyPBX

IP Address: 192.168.6.216

Subnet Mask : 255.255.255.0

Gateway : 192.168.6.1

Primary DNS : 8.8.8.8

Secondary DNS :

IP Address2:

Subnet Mask2:

✔ Save   ✖ Cancel

Figure 3

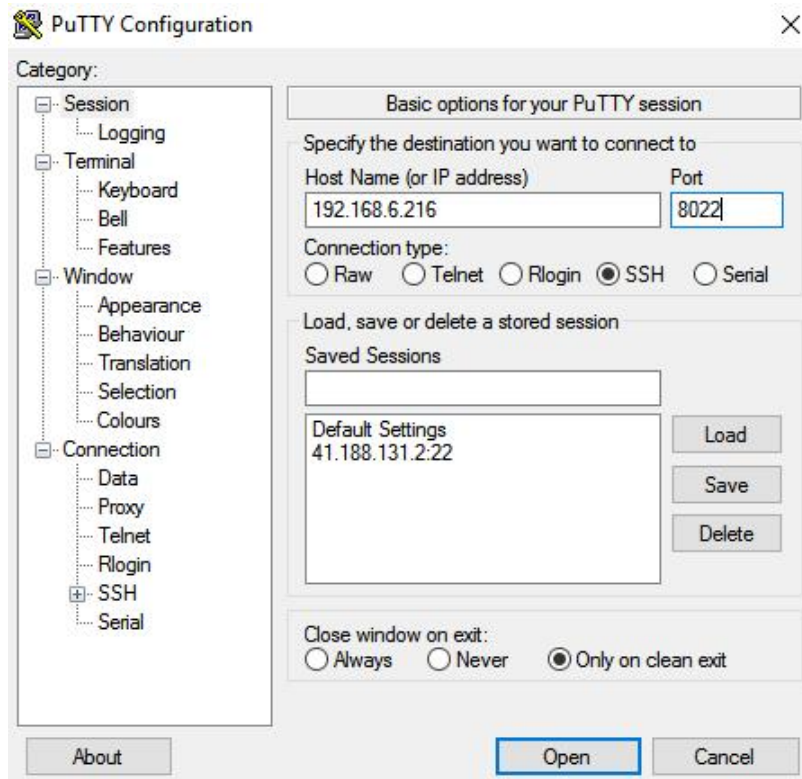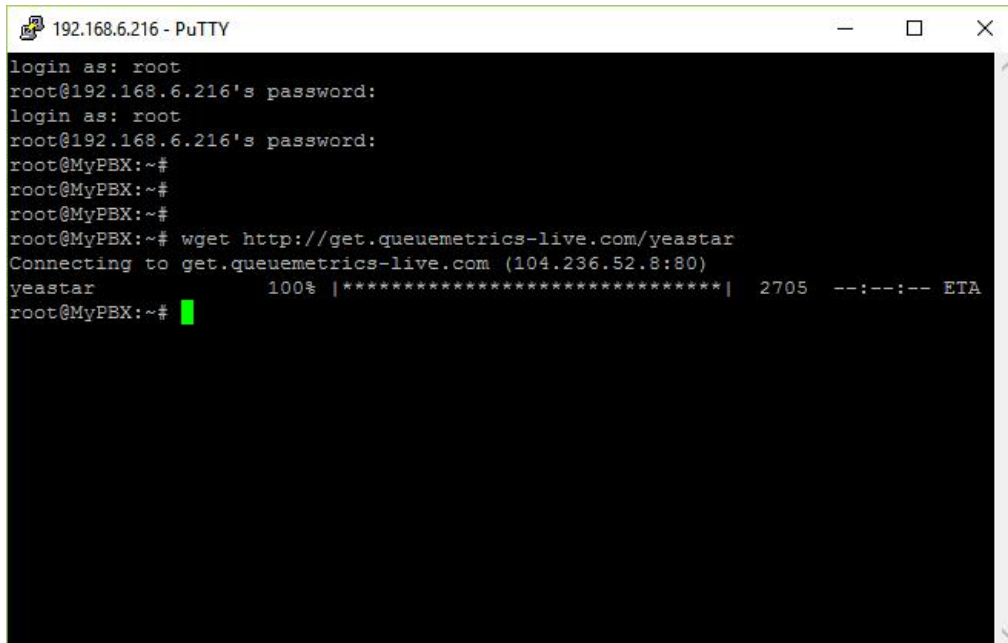Log on MyPBX SSH using the Putty as below,

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

Figure 5

2) run the script
sh yeastar
Then MyPBX will checking the connectivity.
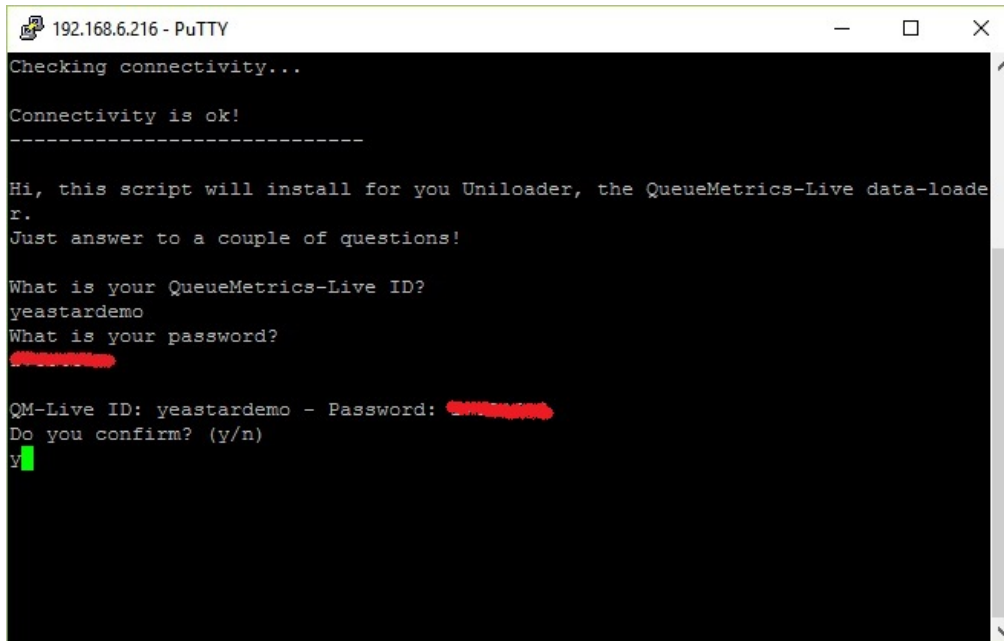
Figure 6

3) fill in the requested data of your Queuemetrics-live instant.
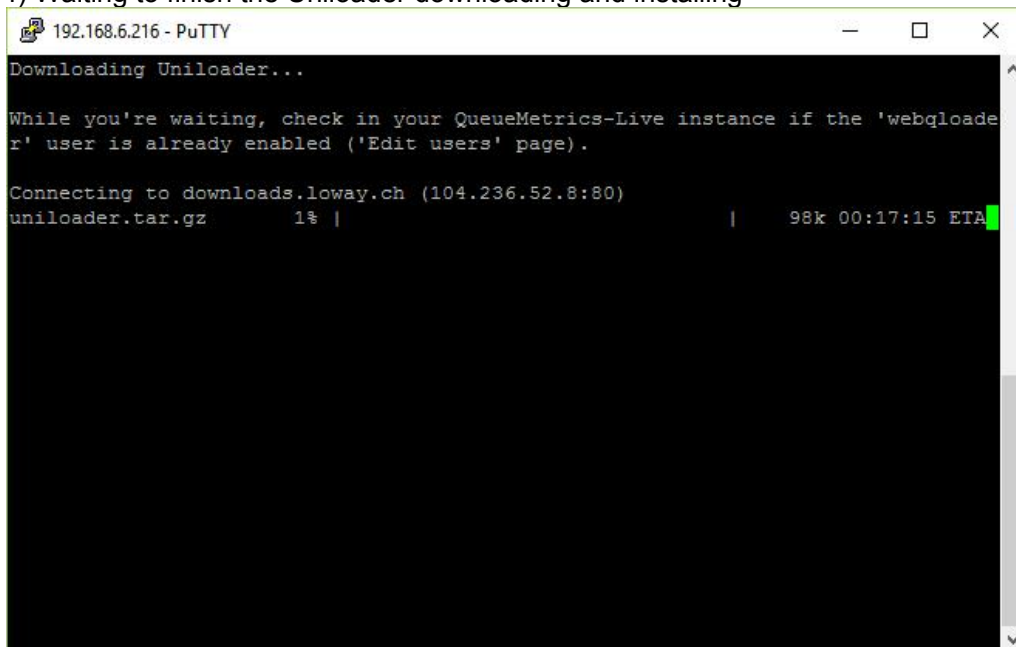
Figure 7

4) Waiting to finish the Uniloader downloading and installing
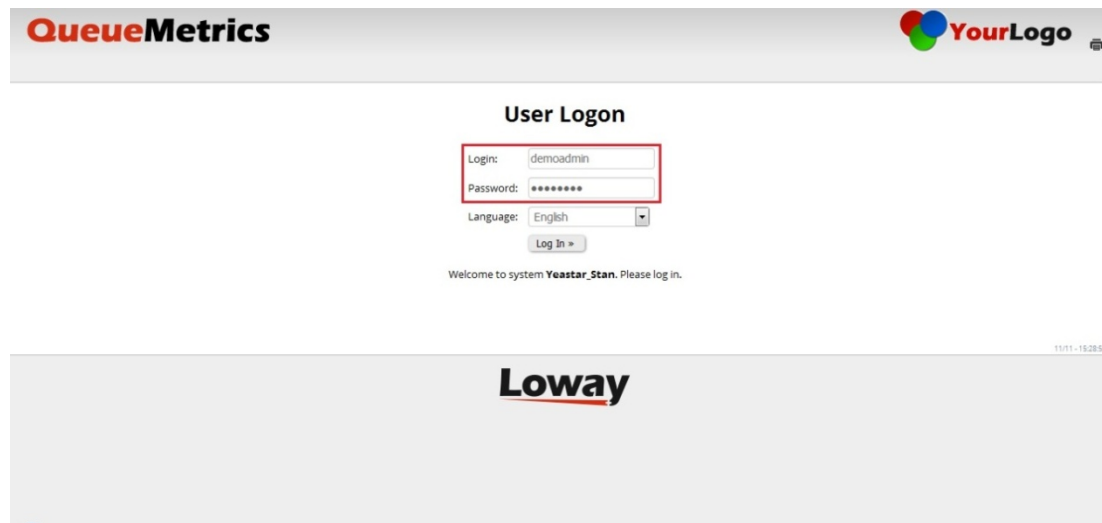

Figure 8

5) After installation, try to reboot MyPBX

Configuring QueueMetrics Live
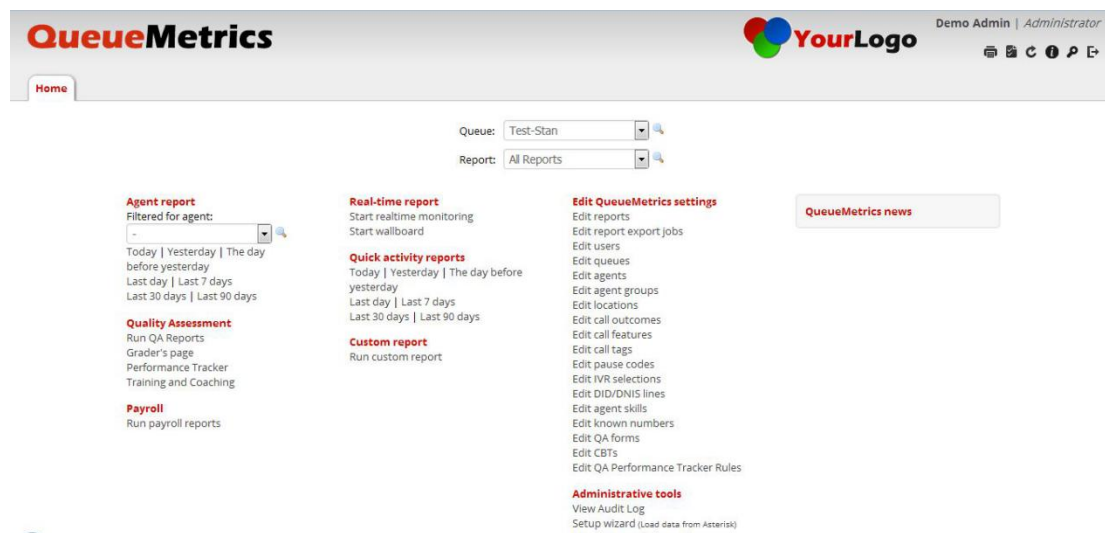
1.Log in QueueMetrics Live

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.

Figure 9

After log in, you can see the page below,

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.

Figure 11

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

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.
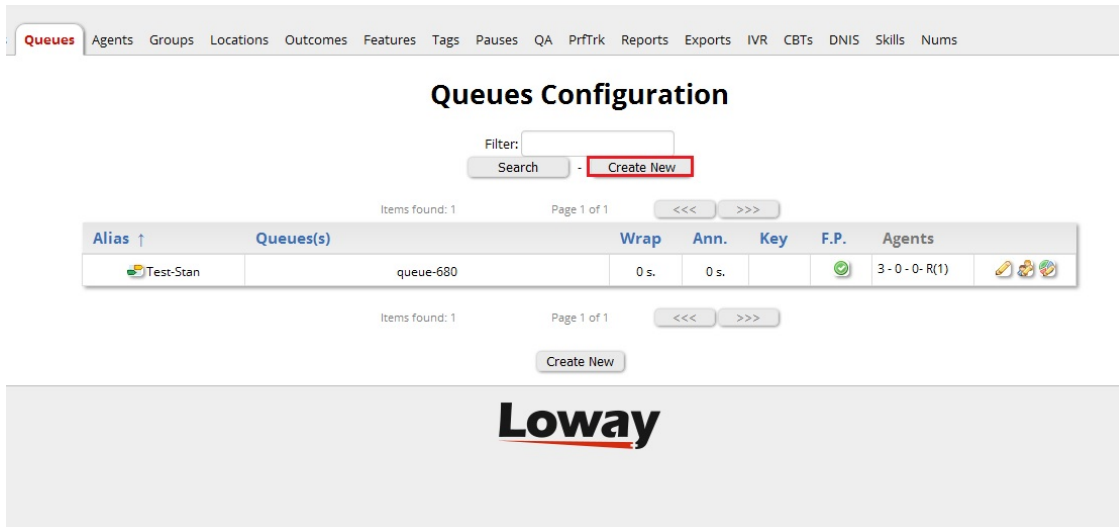
Figure 13

Then edit the queue detail.

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.
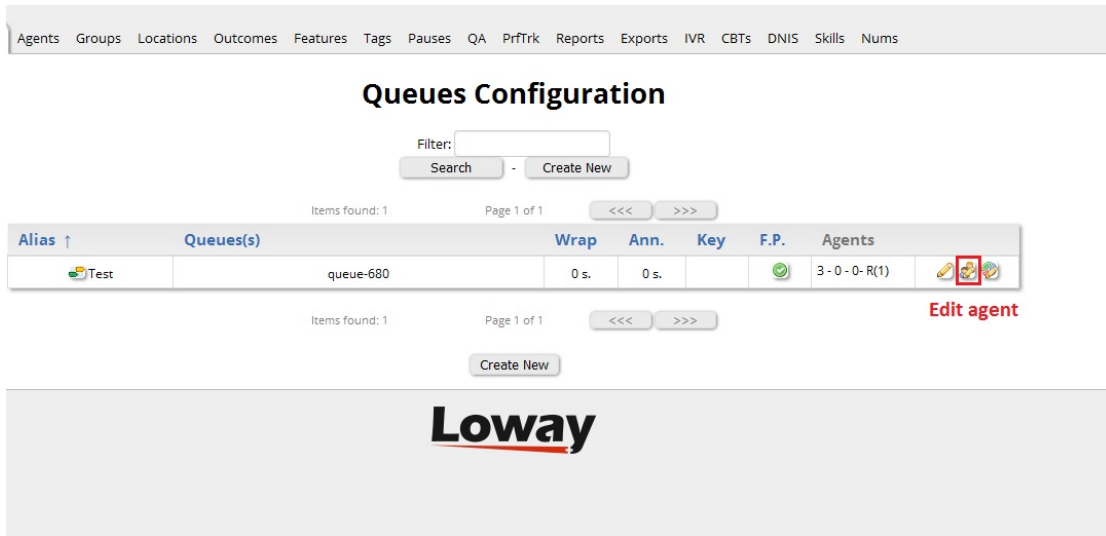
Figure 15

You can see the agent list, and you can assign the agent to the queue by enabling the check box in the list.
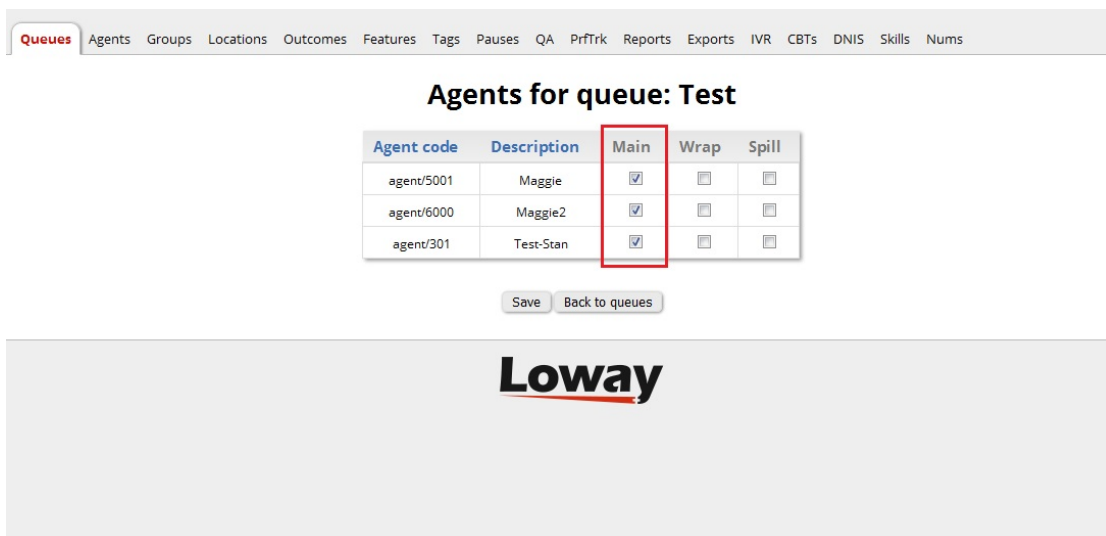
Figure 16

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".

Figure 17

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

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,

User Logon

Login: Agent/5001

Password: ••••••••

Language: English

Log In »

Welcome to system **Yeastar_Stan**. Please log in.

Loway

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,
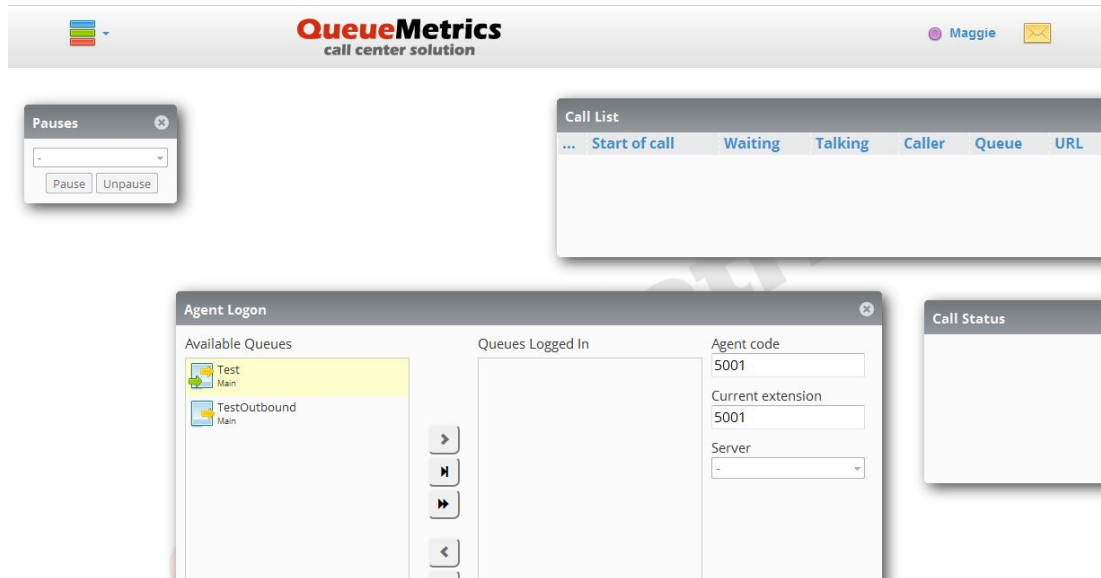
Figure 20

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,
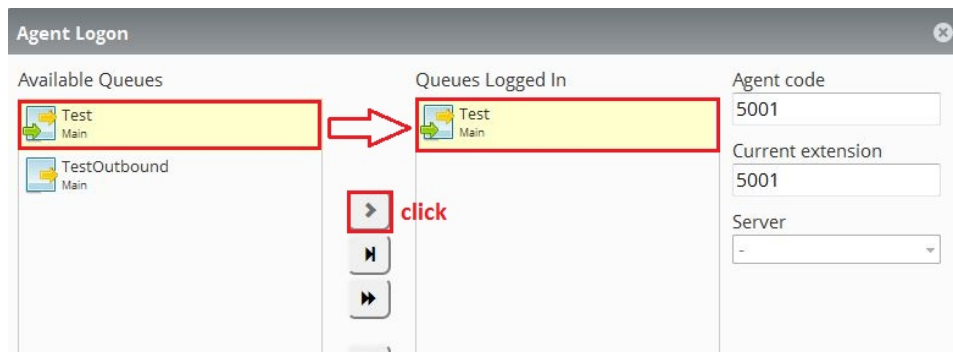
Figure 21

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.

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.
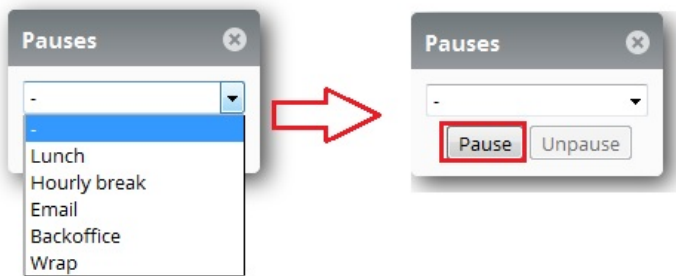
Figure 23

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,
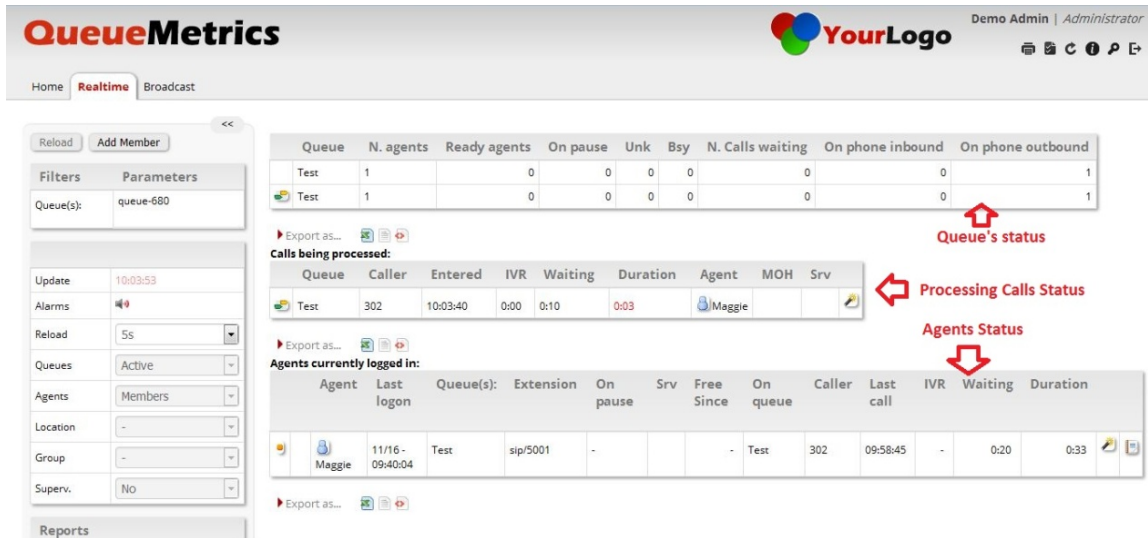
Figure 24

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.
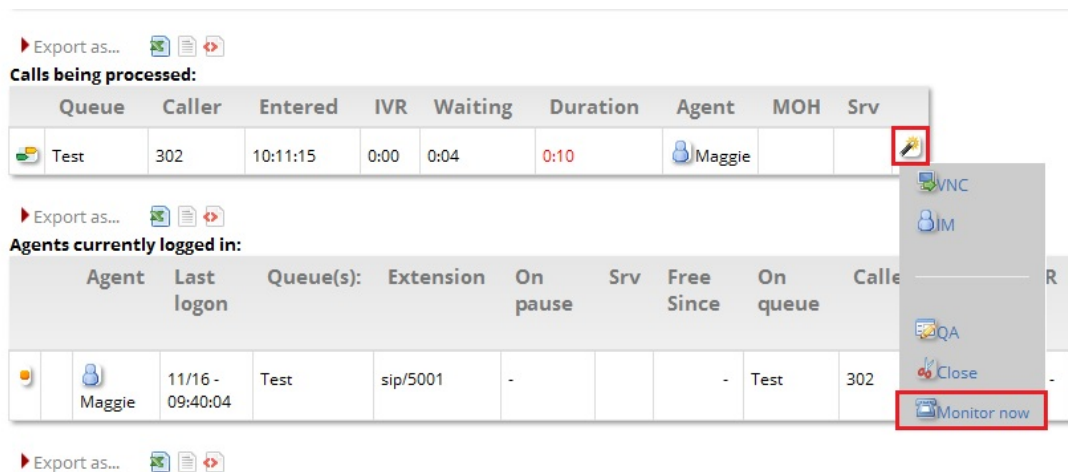
Figure 25

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.
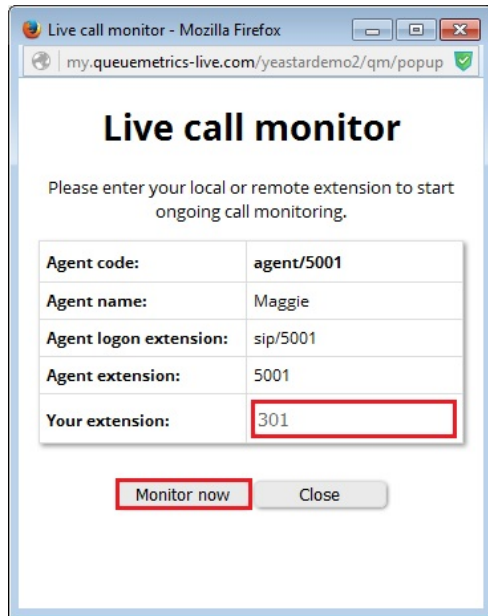
Figure 26

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.

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

Report Details:	
Report generated on:	November 16 2015, 14:14
Atomic queue(s) considered:	Test *[queue-680]*
Period start date:	August 18 2015, 14:14
Period end date:	November 16 2015, 14:14
Total calls processed:	35 (18 ans / 17 unans)
Ratio:	51.4% ans / 48.6% unans
	Search
	Link XLS PDF

unans 49%   ans 51%
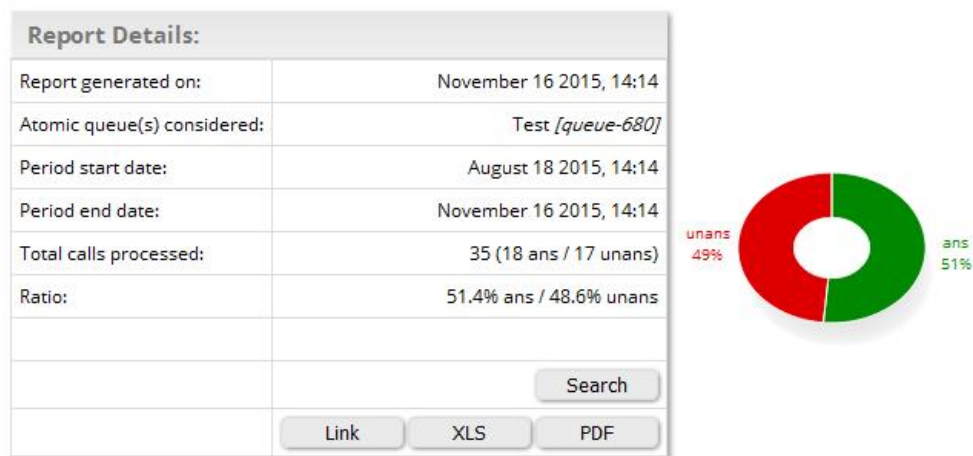
Figure 27

Agents on queue

sip/5001
sip/301
Maggie

Agent	N. Calls	...	Total call time	Average call time
Maggie	15	83.3%	25:38	1:42
sip/301	2	11.1%	0:22	0:11
sip/5001	1	5.6%	0:23	0:23

▶ Export as...
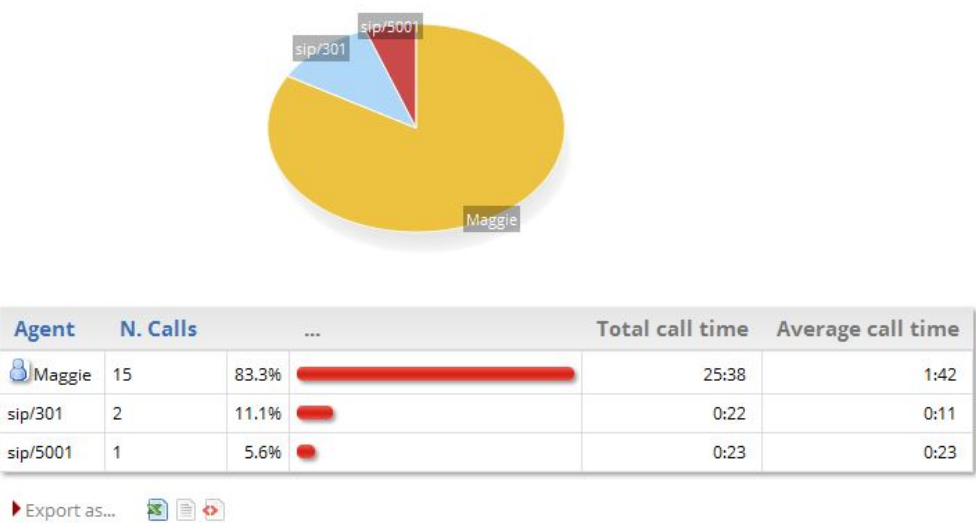
Figure 28

Service level agreement

Answer	N. Calls	Delta	Percent	Of Offered	...
Within 5 seconds:	7		38.9%	20.0%	
Within 10 seconds:	11	+ 4	61.1%	31.4%	
Within 15 seconds:	15	+ 4	83.3%	42.9%	
Within 20 seconds:	16	+ 1	88.9%	45.7%	
Within 30 seconds:	16	0	88.9%	45.7%	
Within 40 seconds:	17	+ 1	94.4%	48.6%	
Within 50 seconds:	17	0	94.4%	48.6%	
Within 60 seconds:	17	0	94.4%	48.6%	
Within 70 seconds:	17	0	94.4%	48.6%	
Within 80 seconds:	17	0	94.4%	48.6%	
Within 90 seconds:	18	+ 1	100.0%	51.4%	
Within 100 seconds:	18	0	100.0%	51.4%	
Within 110 seconds:	18	0	100.0%	51.4%	
Within 120 seconds:	18	0	100.0%	51.4%	

Export as...

Figure 29

Disconnection causes

Cause	N. Calls		...
Agent disconnected	11	61.1%	
Caller disconnected	7	38.9%	

Export as...

Figure 30