Loway

QueueMetrics

call center suite



ESI eSIP Evolution Series

QUEUEMETRICS USER MANUAL

2021/02/14

Contents Relevant to ESI eSIP Evolution Series

1. What is QueueMetrics? 1
2. Installing QueueMetrics 3
   Understanding How QueueMetrics Works 3
   Logging on to QueueMetrics 20
4. Report Page 29
5. Showing call details 86
6. Report Details 94
7. The real-time status panel 175
8. The Wallboard 190
9. The real-time agent page 225
10. QueueMetrics Users 242
11. Editing QueueMetrics settings 250
12. The QueueMetrics Platform model 317
    Generic concepts 317
    Supported platforms 318
    Only Classic (Premises Based Systems Supported)
    PBX Actions 320
    Classic and DirectAMI (Premises Based Systems Supported)
13. Quality Assessment in QueueMetrics 347
14. Advanced tracking of agent and grader performance 363
15. The Agent Awareness subsystem (AGAW) 374
16. QueueMetrics Tasks 391
17. Payroll data in QueueMetrics 398

QUEUEMETRICS USER MANUAL

Loway

2021/02/14

Revision History

Revision 21.04.1	*2021/02/14*	*L*

Table of Contents

1. What is QueueMetrics? 1
    - Reporting 1
    - Supervision 1
    - Agent page 2
    - Quality Assessment 2
2. Installing QueueMetrics 3
    - Understanding How QueueMetrics Works 3
    - Installing QueueMetrics with Espresso 3
    - Installing QueueMetrics manually 4
    - Installing QueueMetrics using Docker (for any distro and OS) 4
    - Configuring QueueMetrics 7
    - Applying a License 9
    - Troubleshooting 9
    - Version numbering scheme 10
    - Updating from a previous version of QueueMetrics 10
    - The database update utility 11
    - Installing a licence key 12
    - Monitoring clusters with QueueMetrics 14
    - Understanding QueueMetrics memory requirements 19
    - Understanding basic security mechanisms 20
    - Logging on to QueueMetrics 20
    - QueueMetrics Home Page 21
    - InfoBoxes 21
    - InfoBox Selector 22
    - Administration Menu 22
    - Search Bar 23
    - Header 24
    - System Administration 24
    - Diagnostics 25
    - License information 25
    - Change Password and Theme 26
    - Automatic URL login 28
3. Report Page 29
    - What is a Report? 29
    - Icons 34
    - Filter Recap Panel 36
    - Report Editing Mode 39
    - Filter Editing Mode 44
    - Filter Collection Panel 44
    - Type of filters 45
    - Filter Expression 46
    - Editors 52
    - Report Settings 55
    - Self Service Agent Reporting (SSAR) 57
    - Understanding results: Answered calls 61
    - Understanding results: Unanswered calls 65
    - Understanding results: Inbound ACD call attempts 69
    - Understanding results: Call distribution 70
    - Understanding results: Agent activity 72
    - Understanding results: Call outcomes 75
    - Multi-stint calls 76

4. Showing call details 86
Detail of answered calls 86
Listening to answered calls 88
Detail of unanswered calls 91
Detail of IVR calls 93
5. Report Details 94
Historical reports - Answered calls 94
Historical reports - Details of answered calls 102
Historical reports - Unanswered calls 106
Historical reports - Details of unanswered calls 117
Historical reports - Area code analysis 118
Historical reports - Distributions 120
Historical reports - Call distribution by day 122
Historical reports - Call distribution by hour 128
Historical reports - Call distribution by day of week 134
Historical reports - Agents and Sessions 138
Historical reports - Details of agent sessions and pauses 155
Historical reports - Call outcomes 157
Historical reports - IVR tracking 162
Historical reports - First Call Resolution (FCRs) 164
Repeated callers and clusters 164
Externally generated reports 169
User-Programmable Reports 171
6. The real-time status panel 175
Top status panel 178
Calls being processed 179
Agents currently logged in 180
Aggregated by queue view 182
Aggregated by tag view 183
Agent and outcome view 184
Using Locations 185
Unattended call and VNC monitoring 185
Real-time performance considerations 186
The real-time live page 187
The top panel 187
Calls being processed 188
Agents currently logged in 188
Server status 189
7. The Wallboard 190
Understanding wallboards 190
Agent actions 194
Call actions 195
System parameters 197
The Sofphone Panel 197
Component Details 198
Circular Panels 198
Tables 208
Items 213
Composite Items 217
Charts 222
Other 223
8. The real-time agent page 225
The new Realtime Agents Page 225
Softphone settings 228

Resolving agent page issues 236
Self-service agent reporting 238
Gathering call information through agent-side QA forms 240
9. QueueMetrics Users 242
Default users 242
Using Supervisors 242
Using an external auth source for QueueMetrics 243
Automating statistics download: the ROBOT profile 245
10. Editing QueueMetrics settings 250
Configuring users 250
Editing user classes 253
Password Encryption 254
Configuring queues 254
Configuring agents 261
Configuring locations 265
Configuring call outcomes 265
Configuring Feature Codes 267
Configuring Tag Codes 268
Configuring pause codes 269
Configuring agent groups 271
Configuring skills 271
Configuring known numbers (VIP callers / blacklists) 272
Configuring QA forms 274
Defining agent performance rules 280
Dataset-based agent performance wizard 282
Configuring reports 283
Report ExportConfiguration pages 287
Scheduled Jobs Configuration page 288
Configuring IVR and DID/DNIS names 290
Configuring CBTs (Computer Based Training) 290
Configuring paged call lists 291
Configuring the new Real-time Agents Page 293
QueueMetrics configuration wizard 295
Unattended QueueMetrics configuration and update 299
Configuring system preferences 301
Installing the AGAW runner 302
Using the DbTest Diagnostic Tools 306
System audit log inspector 310
QueueMetrics Configuration Synchronizer 310
QueueMetrics Themes 315
11. The QueueMetrics Platform model 317
Generic concepts 317
Supported platforms 318
Ingestors 320
Storage models 320
PBX Actions 320
Outbound dialer 330
Listening to calls using Pluggable Modules (PM) 331
PMs to match Recorded Calls 331
PMs to match Live Calls 344
12. Quality Assessment in QueueMetrics 347
Enabling QA monitoring 347
Understanding Quality Assessment 347
Grading calls 348

Removing or Editing QA forms 355
Running QA reports 355
The main QA report 357
The QA Summary report 359
The Training And Coaching Page 361
13. Advanced tracking of agent and grader performance 363
Tracking agent performance 364
Finding calls to be graded 368
Grader calibration reports 371
14. The Agent Awareness subsystem (AGAW) 374
The AGAW architecture 374
Installing the AGAW Licence 376
Agents: the AGAW client 379
Installing with Firefox 379
Installing with Chrome 380
Supervisors: accessing AGAW statistics 384
Administrators: monitoring the AGAW system 386
15. QueueMetrics Tasks 391
The task page 391
Types of tasks handled by QueueMetrics 396
RSS data export for tasks 397
16. Payroll data in QueueMetrics 398
How it works 398
Payroll web pages 398
Editing the system queue_log file 402
The editing log 402
17. Configuring Asterisk for QueueMetrics 403
Configuring queues to report exit status 403
Configuring URLs to be launched by the agent real-time page 404
Listening to recorded calls using QM 404
Using AddQueueMember for dynamic agents 405
Defining outbound queues (campaigns) 406
Enabling ACD call attempts recording on Asterisk 1.0 and 1.2 407
Enabling ACD call attempts recording on Asterisk 1.4 408
Listening to live calls: Unattended Call Monitoring 408
Enabling VNC Monitoring 409
Enabling Agent's page actions 409
Enabling XML-RPC call listening and streaming 410
Enabling call outcomes 411
Enabling call features 413
Enabling pause codes 413
Tracking required skills 414
Closing ongoing calls 415
Tracking DNIS and IVR information 415
Adding TAG information to calls 416
Enabling Hotdesking in the agent page 416
Running Asterisk 1.8 with QueueMetrics 419
Handling Agents priorities on queues 420
Using known numbers 420
Configuring the AMI connection 422
Listening to encrypted recordings 423
Tracking IVR data 424
A. Security keys 432
B. The [queuemetrics] context 436

C. System preferences 441
18. Additional queue_log logs for QueueMetrics 462
Basic queue_log structure 462
Music-On-Hold Tracking 462
Tracking IVR 462
Adding Tags to a call 462
Adding Feature codes to a call 463
Adding custom variables to a call 463
Tracking Outbound calls 464
Tracking pause reasons 464
Adding the call status (outcome) 464
Tracking Hotdesking events 464
Tracking Skills 465
D. Audit log records 466
Action class: User lifecycle (10XX) 466
Action class: Key management (11XX) 467
Action class: QueueLog editing (20XX) 468
Action class: QA editing (21XX) 468
Action class: Recordings (22XX) 468
Action class: Realtime agent management (23XX) 469
Action class: Realtime call management (24XX) 470
Action class: Cron jobs (30XX) 471
E. The QueueMetrics watchdog page 472
F. Glossary 473
G. Removed and deprecated features 475
Deprecated features 475
Removed features 475

List of Tables

3.1. Settings 57
9.1. Default QueueMetrics Users 242
14.1. AGAW Security Keys 376
17.1. Possible API modes 421

Chapter 1. What is QueueMetrics?

The balancing of all internal elements that shape the ecosystem of an Asterisk PBX based call center relies on accuracy of measurements and precision of analytical reports. An efficient call center management can improve performances by 100% or more, while also significantly improving customers' satisfaction. Monitoring, reporting and improving performances is the bread and butter of QueueMetrics software.

The functional field of QueueMetrics call center suite divides into four major categories: Reporting, the Supervisor page, the Agent page and the Quality assessment.

Reporting

QueueMetrics collects Asterisk data and generates analytical reports for over 150 metrics, including:

- when did the call come in and who answers
- who initiates the call, process it and on which queue
- waiting time before the caller was connected to an agent and time needed to process the call
- number of attempts that caller has made before being connected
- how and why the call ends
- what number was dialed
- amount of successful and failed calls
- maximum, minimum, average and total waiting time and call processing time, as well as related data on service quality
- call breakdown by agents, by dialed numbers, transferred calls by internal numbers, by queues, by direction, by position number in a queue, by choices taken in IVR
- time on hold stats after connection, by agent, by country, region codes of calling and dialed subscribers
- starting and finishing times of agent sessions, time of entering or leaving the pause and the reason of it.

Supervision

With QueueMetrics a supervisor tracks data on queues, calls and agents' performance in real time, including:

- incoming calls with phone numbers, waiting times, conversation time and engaged agents
- agents online status (available, busy, on pause), time of last connection to a queue, last call and name of it
- add and remove agents from queues
- listen to agents conversations

- send instant messages to agents
- open and view an agent’s desktop via remote access.

Agent page

QueueMetrics Icon agent page is a workstation where agents track incoming calls, connect to queues, disconnect for a break, and enter any information about calls using CRM and applications (contractor card, client reference, etc.), including:

- call starting, waiting and conversation time
- caller and internal number where the call was transferred.
- automatically or manually open a connected interface page in the local CRM system
- join or leave a queue, switch to pause mode, select a pause indicator (Lunch, Service Break, etc.), initiate an outgoing call, dial a number using a built-in soft-phone, as well as view his or her current status.

Quality Assessment

QueueMetrics allows for a full-scale automated quality control of agents' workflow and set of metrics definition for call grading. Supervisors create forms containing adjustable control criteria for subjective quality control, like for example:

- how friendly an agent was with a client
- how useful the agent’s answers were
- agent follow up of corporate standards while processing a call
- amount and duration of processed calls
- number of missed calls
- call results And many other criteria.

QueueMetrics is designed for call centers built on cluster servers and employing over one thousand agents, easily integrating with all Asterisk distributions (including FreePBX, Elastix etc.) and includes English, Spanish, Portuguese, German, Brazilian, Arabian, Chinese, French, Dutch, Italian, Japanese, Hebrew, Polish, Slovak, Greek and more languages localization.

Chapter 2. Installing QueueMetrics

QueueMetrics is able to operate in various server configurations in order to meet all your needs.

Depending on how big is your system you might want to have a single-server solution (Asterisk and QueueMetrics on the same server), a separated-server solution (Asterisk and QueueMetrics reside on two different servers) and a cluster solution (one QueueMetrics server monitoring many Asterisk servers).

QueueMetrics is a web application, so it runs on a server and is accessed through a web browser. There is nothing to install on clients; you just need to share the main URL where QueueMetrics is available.

QueueMetrics targets current "evergreen" browsers, so it works with Chrome, Firefox, Edge and Opera; IE 11+ and Safari 9.1+. It works on desktop systems, tablets and mobile devices.

The QueueMetrics server needs outbound HTTP connections to the Internet in order to work. If needed, it can be set up to use a proxy where direct connectivity is not possible.

Understanding How QueueMetrics Works

All the data which QueueMetrics works on are stored in Asterisk's queue_log file. In a single-server configuration, QueueMetrics is able to read directly from this file, though this is not an efficient approach.

The Uniloader provides an effective way to retrieve information from the *queue_log* file without overloading the Asterisk server(s) and it's essential in a cluster-server configuration (also, it contains a wealth of tools for debugging/testing).

It reads the new data from the queue_log file and sends it to the QueueMetrics database wherever it is. We always suggest to use the Uniloader whatever configuration you have.

Installing QueueMetrics with Espresso

If you are setting up a single-server solution on an Asterisk-ready Linux distribution (eg. FreePBX, but also many others) you can get a working QueueMetrics system in a few minutes.



Check if the Espresso installer supports your distribution version in the *Supported PBXs* section at http://queuemetrics.com/manuals/QM_Espresso-chunked .

Just add our repository and install the package:

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

It will detect your operating system and your Asterisk versions and configure QueueMetrics to work with them. It will also install and configure all the other software needed (Tomcat, MySQL, Uniloader) and creates a working AMI connection to Asterisk.

Now you can point your browser to `http://hostname:8080/queuemetrics` and start working.



The default username is 'demoadmin' and the password is 'demo'.

Installing QueueMetrics manually

With this step we are going to install QueueMetrics on a server, though it still need to be configured in order to work.

On a RPM-based distribution

Just add our repository and install the package:

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

Now, install the Uniloader in each of your Asterisk boxes.

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

Installing QueueMetrics using Docker (for any distro and OS)

Docker is an infrastructure-management tool that lets you run software "as-if" it was running on a dedicated VM, without the administrative and technical overhead of running a separate VM.

Docker makes your life very easy if you need to manage multiple copies of QueueMetrics - you just run them. Docker makes it very easy to install QueueMetrics, no matter what the underlying OS is - the Docker image contains QueueMetrics with all its dependencies, a MySQL server and all the needed tooling.

And when you need to upgrade, you just terminate the old instance and start a new one pointing to the same data - it just works.



Even if Docker makes your life easier, you need to familiarize yourself with it before you consider running a production service on it.

Installing the official QueueMetrics Docker image

Create a data container

The first thing you have to do is to create a place to store persistent data - this might be a directory on your disk or what Docker calls a "persistent data-only volume".

The easist way to get started is to use a local directory. Let’s say you create a directory called */opt/qm1data* for QM to store its data in.

Start the QueueMetrics image

You can easily start QueueMetrics with the syntax:

```
docker run --name=QM1 --volume=/opt/qm1data:/data -P -d loway/queuemetrics
```

If you do, Docker will download the current version of QueueMetrics from Docker Hub and will run it. The proces typically takes only a few seconds.

When done, you can issue a "docker ps" to see what is happening:

```
# docker ps
CONTAINER ID        IMAGE                 COMMAND             CREATED             S
7c2920e8e28f        loway/queuemetrics    "/ww/run"           12 seconds ago      U
```

This means that if you connect to your server as *http://server:32770/queuemetrics* (as written under the PORTS column) you will access your new QueueMetrics instance. You can see that the MySQL database and QueueMetrics configuration and license are visible under */opt/qm1data*.

If you want, you can run multiple instances of QueueMetrics on the same machine:

```
# docker ps
CONTAINER ID        IMAGE                 COMMAND             CREATED             S
7c2920e8e28f        loway/queuemetrics    "/ww/run"           12 seconds ago      U
c152da318fe2        loway/queuemetrics    "/ww/run"           17 seconds ago      U
6fef35c26c6d        loway/queuemetrics    "/ww/run"           48 seconds ago      U
```

as long as each of them points to a separate data volume and has a proper license key.

Accessing an instance using the shell

You can enter the QM1 instance by running:

```
docker exec -it QM1 bash
```

This will run a bash shell, and you can do whatever you want - install RPM packages, inspect the system, check error logs, make backups using mysqldump. Only keep in mind that all data that is not stored under */data* is stored in the main image, and the main image will be removed on restart/upgrades.

Terminating an instance

To terminate one instance:

```
docker stop QM1
docker rm QM1
```

Everything will be removed, but the contents of your data folder.

Using a data-only volume

If you prefer, you can run QueueMetrics using a named data-only volume:

```
docker run --name=MYQM loway/data true
docker run --volumes-from MYQM -P -d loway/queuemetrics
```

This is very similar to using the local directory, though it makes your life harder to just check what is on the volume.

If you do not start QueueMetrics with a data container, it will create one within the current disk image - but when you throw away the image, all data created will be lost.

Installing in Secure Mode

QueueMetrics can be installed in "secure mode" by setting a configuration prioerty `layout.secureMode=true`. This mode is meant for systems that are to be exposed to the internet or accessible to a wider audience, and implement a number of security mitigations.

Under this mode:

- Security enumeration of users is disabled. All failed logins expose the same error message, as not to give away whether a user exists and the password is wrong, or the user is locked, or non existent.
- HTTP session-ids appear on the system log viewer in an abridged format, e.g. session cookie"80EFB4F8317A80CBF59F17A2D1888407" will appear as "80EFB4…888407", as not to make it possible to retrieve usable session IDs.
- Verbose error messages are disabled. The only message displayed is a `Reference-id: XA6T23T` that can be used to find the actual error on system logs.
- The login page is de-branded. This forces the login page just to display the log-on form and the welcome message you set. No logos, product versions or external links will be shown. This will happen on all pages if the user is not logged on. (as per ISO 27001 section 11.5.1)

Upgrading QueueMetrics

In order to do an upgrade, you must have started the original instance using a data volume or a shared folder.

If you did, you first download the new QueueMetrics image, then you stop (and remove) the current version and then run the image again using the same data folder:

```
docker pull loway/queuemetrics:latest
docker stop QM1
docker rm QM1
docker run --name=QM1 --volume=/opt/qm1data:/data -P -d loway/queuemetrics
```

At this point, it will just work.

Please note that system logs, the compilation cache and everything else that is not in your persistent data folder will be deleted.

Tips and tricks

Defining a fixed QM port

If you want an instance to use a fixed port (e.g. because you have a proxy in front), you can easily do that using the syntax:

```
docker run --name=QM1  -p 12345:8080 -P -d loway/queuemetrics
```

This will use local port 12345 and redirect it to the instance’s port 8080.

Configuring memory and time zones

The default QueueuMetrics instance runs with just 128M of Java heap - not enough to run a large production server. You can tune the amount of memory the Java machine is to use by setting the "memory" parameter as shown below:

```
docker run -e CFG='{"memory":400,"timezone":"GMT"}'  --name=QM5 -P -d loway/queuem
```

As you can see, the same works to set the instance's time zone, if it were to be different from the one your server is using.

Configuring QueueMetrics properties

You can configure a QueueMetrics instance in many ways:

- Accessing it through your browser and configuring it
- Editing the contents of the data directory
- Using the QueueMetrics JSON services to create users and queues, and deploy a valid license

Though the third option is the most practical if you need to deploy a large number of instances, all three options are quite feasible.

Configuring QueueMetrics

Now that you have got QueueMetrics running you need to configure it in order to retrieve data from Asterisk.

Uniloader configuration

On the Asterisk system, edit the file `/etc/sysconfig/uniloader`; you need to set the following values in order to tell Uniloader to work with the local QueueMetrics database:

```
URI="mysql:tcp(127.0.0.1:3306)/queuemetrics?allowOldPasswords=1"
LOGIN=queuemetrics
PASS=javadude
TOKEN=P001
```

If you're running an Asterisk server cluster you also have to modify the TOKEN value, giving to each of them a different partition name (usually P001, P002, P003, etc). This is fundamental to avoid any possible concurrent writing issue.



Each Asterisk server's Uniloader MUST use a different partition.

Now restart Uniloader:

```
service uniloader restart
```

If Uniloader is on a different machine that QueueMetrics (and MySQL) you will need to create a new database user able to connect remotely.

Log in where MySQL is as *root*:

```
# mysql -uroot -p
```

One you're in create a new remote user and give it all grants on the *queuemetrics* database:

```
mysql> CREATE USER 'queuemetrics'@'%' IDENTIFIED BY 'javadude';
mysql> GRANT ALL PRIVILEGES ON queuemetrics . * TO 'queuemetrics'@'%';
```

```
mysql> FLUSH PRIVILEGES;
```

and then set the correct database in the `URI` parameter of Uniloader.



Uniloader is very flexible and has multiple data upload modes, plus it can perform many functions. See its manual at https://manuals.loway.ch/Uniloader-chunked/

QueueMetrics configuration

If you have a single Asterisk server and have not modified the TOKEN value in the Uniloader configuration add (or, if exists, modify), in the configuration.properties file, the following values:

```
default.queue_log_file=sql:P001
callfile.dir=tcp:admin:password@ip-address
        # user:pass are the credentials for the Asterisk's AMI interface.
        # You might have to configure a user in each of the
        # Asterisk servers' /etc/manager.conf file.
        # serverhost is the IP address of that server.
```

QueueMetrics is now already able to retrieve information from Asterisk. Instead, if you have a server cluster add or modify these values as follows:

```
default.queue_log_file=cluster:*

# Put here the server names (A, B, C, etc could be a choice) separated
# by a pipe.
cluster.servers=A|B|C

# For each of them put these values, replacing 'servername' with
# the name chosen above
cluster.servername.manager=tcp:user:pass@serverhost
        # user:pass are the credentials for the Asterisk's AMI interface.
        # You might have to configure a user in each of the
        # Asterisk servers' /etc/manager.conf file.
        # serverhost is the IP address of that server.
cluster.servername.queuelog=sql:partition-name
        # partition-name is the value of PARTITION in the Uniloader's
        # configuration file in that server.
```

Include QueueMetrics dialplan in Asterisk

Now, to enable QueueMetrics to place calls and log the agents on and off the queues you need to include the QueueMetrics dialplan in Asterisk. If you installed QueueMetrics with *yum*, you can find it in **/usr/local/queuemetrics/qm-current/WEB-INF/mysql-utils/extensions-examples/extensions_queuemetrics_18.conf**.

Copy the file under **/etc/asterisk/** then add the following line at the end of your **extensions.conf**, or **extensions_custom.conf** if your PBX has this file:

```
#include extensions_queuemetrics_18.conf
```

Then open the Asterisk CLI and reload the dialplan:

```
Asterisk CLI> dialplan reload
```

Does it work?

QueueMetrics has some test tools to check if all is running the right way and for troubleshooting. The System Diagnostic Tools page offers a number of tools that check database and AMI connections and more (see Troubleshooting).

To check that everything works you can open your browser and point it to *http://hostname:8080/queuemetrics*, the first time you run it you might get an error, it will disappear in a few seconds and QueueMetrics will guide you through the database configuration; probably you'll just need to confirm without make any change. After that you will be able to log in with the default username *demoadmin* and password *demo*. Obviously, at the the moment, no data is shown.

Applying a License

If you have a QueueMetrics license key you can apply it from the license page by clicking on Install new license key. You have to be logged as an administrator user. Alternatively you can modify the LICENZA_ARCHITETTURA parameter in the */usr/local/queuemetrics/tomcat/webapps/queuemetrics/WEB-INF/tpf.properties* file.

Troubleshooting

QueueMetrics is not available

Often this is a firewall problem. First of all, check if QueueMetrics is running:

```
lsof -i -P | grep 8080
```

If it returns something then QueueMetrics is running; if so, do try temporarily stopping the firewall:

```
service iptables stop
```

Now retry pointing your browser to *http://hostname:8080/queuemetrics*.

If it works now, you should setup your firewall in order to accept incoming connections to port 8080.

Editing the configuration.properties file

The configuration.properties file is located in the system path but you can edit it from QueueMetrics interface clicking on *Edit system parameters*. When you modify this file, always remember to log out and log again in QueueMetrics to reload the configuration.

The System Diagnostic Tools

QueueMetrics has some tools that help you to solve most of the possible issues. You can find them clicking on System Diagnostic Tools or pointing your browser to *http://hostname:8080/queuemetrics/dbtest/*.

- *View configuration*: this page lets you know what configuration properties are used by Queuemetrics and the JVM.
- *AMI tester*: it's useful to test to have a working AMI connection with the Asterisk server(s).
- *Live DB Inspector*: use it if you want to check QueueMetrics is receiving the correct data from the Asterisk server(s).

- *RAM caching*: it allows you to look at the QueueMetrics caching stats and to clean the cache when necessary.

You can have a full description in chapter Using the DbTest Diagnostic Tools the section called “Using the DbTest Diagnostic Tools” [306].

Using an HTTP/S proxy

QueueMetrics needs to establish direct HTTP outbound connections:

- to validate the current license.
- to access external services (e.g. JSON audio searching, external user auth)

If such connections are unavailable, then QM will not even start up (the Java process will start, but the GUI won’t become available).

As in some corporate environment, direct outbound connections are not possible, so you need to use an intermediate proxy.

The JVM has a standard way to set up HTTP proxies, by setting the JVM properties:

```
-Dhttp.proxyHost=10.10.1.1 -Dhttp.proxyPort=8888
-Dhttps.proxyHost=10.10.1.1 -Dhttps.proxyPort=8888
```

In the example above, you tell QM to use a proxy located at address `10.10.1.1` on port 8888 that handles both HTTP and HTTPS traffic.

You will need both HTTP and HTTPS proxy access, as license validation happens over HTTPS.



If you installed through the RPM, the right place to set those properties is in the file `/etc/sysconfig/qm-tomcat6` - add them to the end of `JAVA_OPTS` and restart QM.

Version numbering scheme

Since January 2012, QueueMetrics uses a numbering system that is based on when a major release is built. The version is then year plus the month of the release. So 12.01.1 is the first in the family that was released in January 2012. See how easy that is? It is also nice because then you know exactly how old or new the version you are dealing with is.

Older versions of QueueMetrics had a "classical" numbering scheme, as per 1.2.3. There is no change on the licensing keys or anything else from the old to the new numbering scheme.

Updating from a previous version of QueueMetrics

If you choose to update from a previous working version of QueueMetrics:

- Make a backup of the files *tpf.properties*, *agaw.properties* and *configuration.properties* that are found in WEB-INF/. To be extra-safe, make a backup of the whole working webapp and of the database being used.
- Unpack the new version of QueueMetrics

- Copy the old files *tpf.properties*, *agaw.properties* and *configuration.properties* so your licence and preferences are preserved
- Restart the servlet container
- Run the DB tester
- From the DB tester, run the database update utility
- Once the database update utility reports a success, you're ready to log-in to QueueMetrics

Automatic update using yum

If you originally installed QueueMetrics using yum, you can upgrade your system using yum as well.

- Make a backup copy of the files *tpf.properties*, *agaw.properties* and *configuration.properties* that are found in WEB-INF/. To be extra-safe, make a backup of the whole working webapp and of the database being used.
- Type the following command:

  ```
  yum update queuemetrics
  ```

  and follow the update process. Yum will check if a newer version is available and will install it. - Restart QueueMetrics by entering:

  ```
  /etc/init.d/queuemetrics restart
  ```

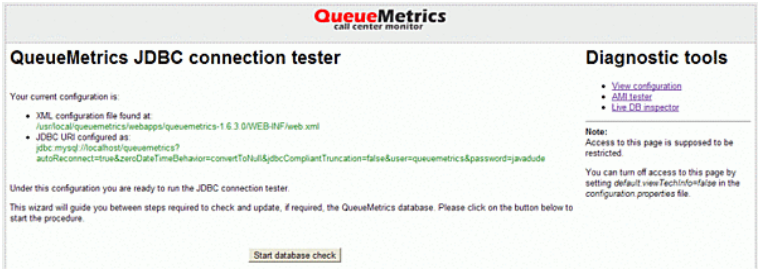
- Point your browser to http://127.0.0.1:8080/queumetrics/dbtest and check if the database is consistent. If there are changes that need to be made to the old database schema, the database update utility (see below) will handle them automatically.
- If some configuration is missing , manualy copy the files *tpf.properties*, *agaw.properties* and *configuration.properties* as needed.

See also Making settings permanent when upgrading through yum the section called "Manual installation of a license key" [14].

The database update utility

QueueMetrics ships with an utility that makes it very easy to check and upgrade an existing database to the latest version used by newer versions QueueMetrics. *Before running the update utility, make sure you have a backup of the QM database!*

You can access it directly pointing your browser to http://127.0.0.1:8080/queuemetrics/dbtest/



Once you access the DB updater, it will check and update the database and then optimize it for maximum access performance. This may take a while if you have a lot of queue_log data loaded into it.

From this very page, you can also check a number of system properties through the so-called DbTest Diagnostic Tools:

- The current QueueMetrics configuration.properties settings
- The Java environment used
- The Java memory and CPU settings
- Whether the AMI connection to the Asterisk is working
- The current Asterisk configuration
- The current MySQL storage data (with search ability)

For further details, see the complete description the section called “Using the DbTest Diagnostic Tools” [306] of the DBTEST module.



As this page lets you acces the inner configuration of QueueMetrics, it should be turned off on publicly accessed systems. This can be obtained by setting a configuration parameter as detailed on the DBTEST page itself.

Installing a licence key

QueueMetrics ships with a limited evaluation key that lets you use the system freely with up to two agents. If you need to evaluate with a larger call center, you will be sent a temporary key that will process as many agents as needed. The same happens when you decide to buy the product.

The key is a single long hexadecimal sequence with minuses in the middle and looks like the following string:

```
012345678-0987564D-3C082EF8-012345678-0987564D-3C082EF8
```

The length of the key may vary according to the features needed.

Once Loway sends you the temporary or official key, you can install it either through the graphical interface or manually through a shell.

What about licenses?

QueueMetrics is licensed based on:

- the number of agents it needs to track
- the number of PBX servers you want to monitor
- a specific duration

You need an **agent** for each separate agent entity you want to keep track of - so if you have two shifts of 20 persons each, you need 40 agents total, no matter how many of them are logged in at once. If your agents change over time and you want to keep track of both present and past ones each using a different

code for each, you will have to factor that in as well. So, for most call centers, you will need something that matches the number of paychecks you write every month for call-center agents.

QueueMetrics natively tracks only calls on queues, so any entity that is not answering a queue (or taking part in an outbound campaigns) is not counted. If you use automated outbound tracking, all phones will be tracked and so every one of them will be counted as one agent.

You will need a **cluster** license if you want to track multiple PBXs at once - whether this happens because you want to view multiple PBXs from the same GUI (e.g. different branches, or different countries) or because you have a high-availability system where calls may be processed in multiple locations. Vanilla QM licenses let you track only one PBX, but it's possible to have more when ordering the license. See the section called "Monitoring clusters with QueueMetrics" [14] for further information on clusters.

Each license has a specified **expiry date**, that is set at creation and cannot be altered. After a license is expired, the system displays an error message and becomes unavailable. Before this happens, it displays a message to remind you when the license is almost expired.

If you need to install multiple QM systems, you will need to order a separate key for each system. For the common case where you have a stand-by system for **high availability**, you may order it together with its master key and it has a special price.

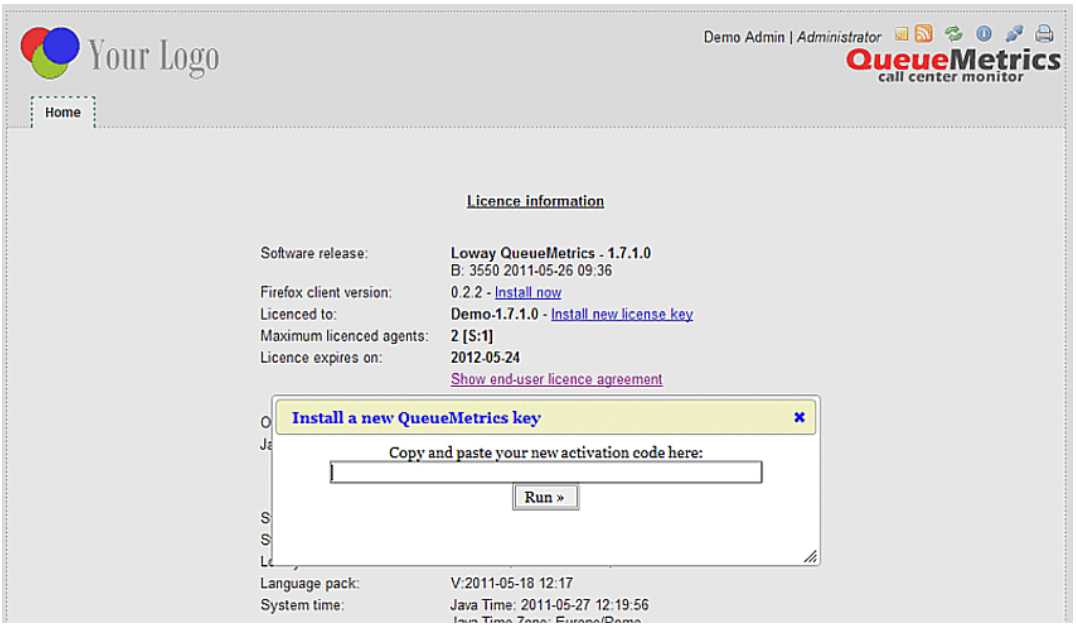


If you use a key on more than one system at once, the key may be blocked, the systems will refuse to start and you may incur in a reactivation fee. So don't do it. QueueMetrics systems need to access the Internet for key validation and will not start if the network is unreachable.

The **AGAW subsystem** has its own separate key, that may or may not be included in your order. See Chapter 14, *The Agent Awareness subsystem (AGAW)* [374] for more details.

Installing a new key

Log on to QueueMetrics as "demoadmin" and click on the License page, if you have the correct grants you should see a label called "Install new license key"; click on it.



Copy the activation code you received by e-mail into the license box and press "Install". The system will restart in a few seconds (you may see a blank page - if you do, just try and reload). Log off an on again. On the License page you should see the new key.

If you see any errors, follow the manual installation procedure detailed below.

Manual installation of a license key

- Locate the file WEB-INF/tpf.properties within the QM webapp
- Edit the file with a text editor
- Locate the LICENZA_ARCHITETTURA variable and uncomment it if needed
- Insert your license key as value of the LICENZA_ARCHITETTURA variable.
- Save the modified file
- Restart your servlet container
- Login to QM as usual using your browser
- Click on the "Licence" label to see your current licence.

When installing using yum, the *tpf.properties* file is automaticaly copied from the current version to the new one, without the need to do this manually. We anyway suggest that you make a backup of your existing configuration and database before upgrading, just to be on the safe side.

License expiration notification

QueueMetrics will notify users on the Home Page when the license is about to expire; this helps preventing downtime in case a license actually expires without renewal.



It is possible to turn off this additional notification by setting a configuration property.

Monitoring clusters with QueueMetrics

QueueMetrics is able to monitor clusters of Asterisk servers, in order to monitor large call centres that are spread over a number of physical machines. This setting is often used for large deployments, as it leads to a number of advantages:

- The overall call center is safer, as the failure of one single Asterisk box leads to a down of only part of the call center an not its entirety
- The call center can easily grow to hundreds of seats simply by adding more Asterisk servers, without special optimizations or weird configurations
- There is less risk of a deadlock on one single Asterisk instance, as the load on each box is kept low enough not to be a problem

In order to implement this, QueueMetrics has been extended to support the notion of *cluster*, that is a set of Asterisk servers working together as if they were one single box. The cluster can be set up as is better fit, for example:

- Different queues for each Asterisk box, or
- The same queues on more than one Asterisk box
- Some boxes are used for inbound and some for outbound

When QueueMetrics runs in cluster mode, the whole call center is monitored as if it were a big single Asterisk box, and the basic unit for reporting remains the set of selected queues. QueueMetrics will internally query the different servers or *queue_log* files as needed, and will automatically dispatch events to the correct Asterisk box.

Setting up a cluster

To set up a cluster, you should define the following configuration variables in configuration.properties:

```
cluster.servers=aleph|trix
```

This statement tells QM that the current cluster has two members, that are called "aleph" and "trix". We suggest using a short name for each server, as it will appear in many different screenshots. One option would be using the capital letters, like ""A", "B", "C" etc for different members of the cluster.



The name you assign for the each machine is called `token` when uploading data.

For each server (in our case "aleph", but we'll have to repeat it for all members of the cluster), we will define the following properties:

```
cluster.aleph.manager=tcp:user:pass@10.10.3.5
```

This tells QueueMetrics that the manager interface for aleph can be found at 10.10.3.5, logging in as "user" with password "pass". The manager interface is needed to run Live monitoring and can be used to run commands to Asterisk (like logging agents on and off, starting chanspy sessions, etc).

```
cluster.aleph.queuelog=sql:P001
```

This tells QM that the queue_log file (or its contents) can be downloaded from partition P001 of the QM database. You must use MySQL storage in order for clustering to work at all.

```
cluster.aleph.monitored_calls=/share/aleph/calls/
```

This tells QM where to look for recorded calls on each Asterisk server. This is used by QueueMetrics in order to click-and-listen to recorded calls. A NFS or SMB share is usually a good starting point. As an alternative, you can enter the URL of an XML-RPC server that will return information about the recorded call (for more information on this topic, see the section called "Enabling XML-RPC call listening and streaming" [410]).

```
cluster.aleph.callfilesdir=/share/aleph/callfiles/
```

If you do not want to connect to your Asterisk servers using the manager interface, you still need a way to send it commands (e.g. to start a chanspy session). In order to do this, you should give QM a directory to write callfiles to. If you use the manager interface, leave this entry blank. (We strongly suggest doing so and using the manager interface instead).

```
cluster.aleph.audioRpcServer=http://myserver/xmlRpcServer
```

If you use an XML-RPC "broker" in order to used live calls listening using a third-party software like Orecx, you should enter its URL here. This must be activated at once for all servers by not leaving blank in the property default.audioRpcServer. In all other cases, just leave this property blank. (for more information on this topic, see the section called “Enabling XML-RPC call listening and streaming” [410]).

```
cluster.aleph.agentSecurityKey=AAA
```

When using the agent’s page in cluster mode, you must make sure that each agent "points" to the correct server, as this server will be used for both pulling agent’s data and sending logon/logoff commands. This is obtained on the agent’s page through a pull-down menu where the agent must select the correct server he’s logged on to. In order to avoid mistakes, it is possible to protect a server by adding a security key, so that only agents having that security key will see that server. If an agent has only one possible server, that server will be automatically selected. In practice, this means that you could create two agent classes, we call them AGENT_A and AGENT_B. They have the same keys, but in class AGENT_A there is the key SERVER_A, and in the other SERVER_B. We protect each server entry with SERVER_A for the first and SERVER_B for the other. Then we assign users to classes AGENT_A (for agents working on the first server) and AGENT_B (for agents working on the second server). If you want agents to manually switch servers, or your cluster is made up of only one machine, leave this blank.

Setting up your PBXs as members of the cluster

On each box that is a member of the cluster, you should set up the following items:

- *Call recording*: if calls are recorded to be played back through QueueMetrics, you should store them all in a directory that is accessible through the QueueMetrics server, or set up an external XML-RPC call broker.
- *Commands*: if commands are to be sent to each Asterisk box, you should set up the *[queuemetrics]* context in the dial plan, and make sure the manager interface is set up or the */vars/spool/asterisk/callfiles* directory is shared and accessible to the QueueMetrics server. A sample *[queuemetrics]* context can be found under *WEB-INF/mysql-utils* in the directory *extensions-examples*.
- *Logs*: you should use *uniloader* to upload data to a partition on the main QueueMetrics database. **Make sure that each server uploads data to a different partition** in the same database, that is, uses a different token. We suggest using the HTTP upload mode, as it is more resilient to errors and just requires HTTP access from the PBX to your QueueMetrics instance. While not recommended, it is possible to override the `token` settings for a specific user by setting the `tokenfor._user_` system property.
- *Clock*: make sure the clocks on all members of the cluster is synchronized, and the same goes for the clock used on the QueueMetrics box and on the MySQL database. An utility that sync your machine’s clock to an external timing source like *ntpdate* will take care of this problem if run periodically through *cron*.

Setting up QueueMetrics to access the cluster

First thing, you should make sure that you have a clustered license for QueueMetrics and that your license is big enough in terms of agents to support all agents that are present in the call-center. Older licenses are valid for one Asterisk server only and QueueMetrics will complain they are not correct.

To report on all members of a cluster, you should set the property:

```
default.queue_log_file=cluster:*
```

This means that all boxes defined as members of this cluster will be used a s a data source.

To report on a subset of the members of the cluster, you will use a syntax like:

```
default.queue_log_file=cluster:A|B|C
```

This way you will be reporting on boxes A, B and C.

If you want to report only on a single box, the syntax:

```
default.queue_log_file=cluster:C
```

Will be appropriate.

You can then change this property on-the-fly by going to the "Custom reports" page and editing as needed under the "File" text box.

If you have agents using QueueMetrics's Agent's pages, you should set them up so that each agents points to its correct server.

Using the Agent's page with a clustered environment

The agent's page on QueueMetrics acts as a kind of portal for an agent; she can use it to log on, log off, go to pause, enter pause codes, launch external apps linked to a call (e.g. CRM apps) and enter call codes (see *The real-time agent page*).

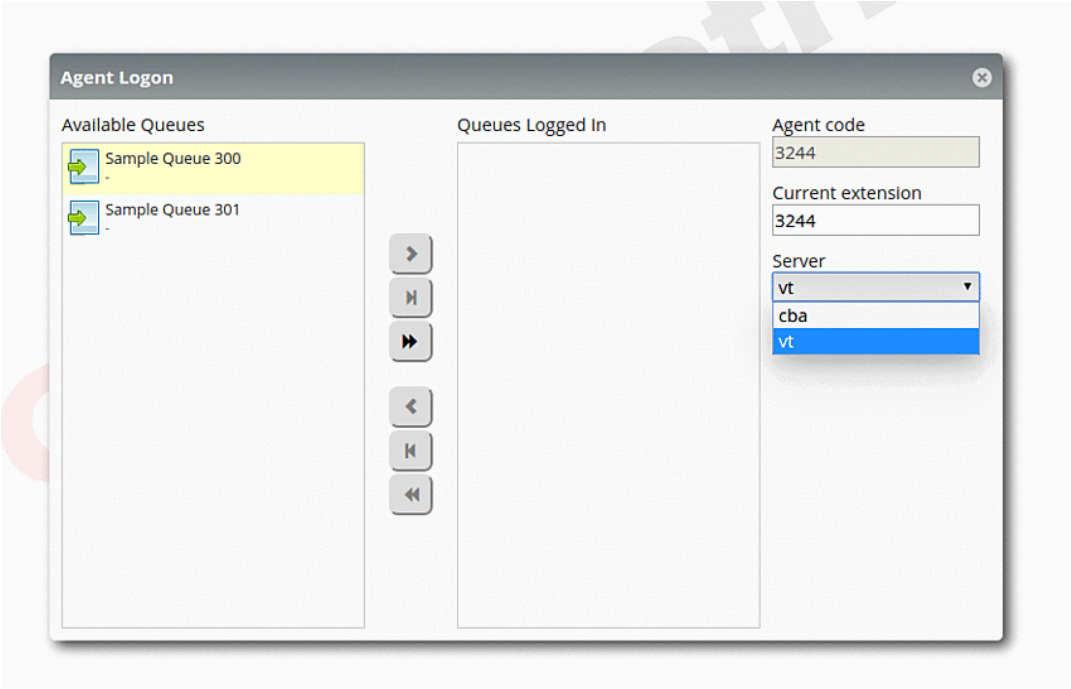
As the number of agents can be very high if compared to the number of supervisors who run reports or monitor the call center, QM uses a "minimal impact" policy: the page must be refreshed manually by each agent in order to avoid hammering the server with repeated page hits and the analysis run is a stripped-down, low-fat version of the full analysis QueueMetrics is able to perform. When coming to clusters, this means that to avoid useless load, calls for an agent will be searched only on the server the agent is working on and not on the entire cluster.

Also, we have the problem of defining where an agent is supposed to work: as QM can issue commands to Asterisk on behalf of an agent, it needs to know to which Asterisk server those commands must go. This is obtained by using the Server selection that will appear on the agent's page if QueueMetrics is running in clustered mode. If more than one server is selectable, the combo box will let the agent switch server as she best sees fit (if only one server is selectable, QueueMetrics will use that server immediately and will make the combo locked).

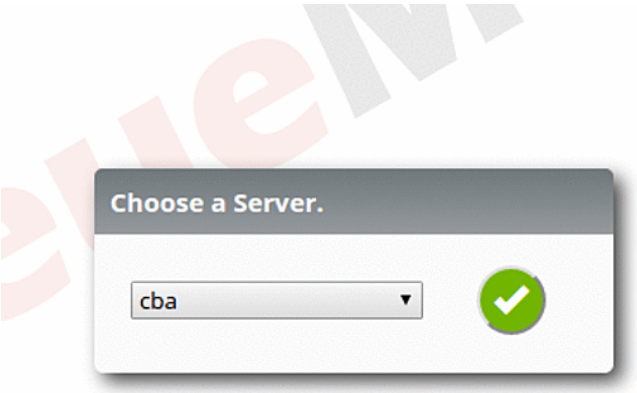
As a QM installer, you can control which servers are selectable to which agents by setting the properties *cluster*.---.*agentSecurityKey* correctly for each Asterisk server in the cluster.

Logging into a server from the Icon Agent's Page

When working on a clustered environment, an agent is allowed to access only one server at a time. The server selection is usually done through the Agent Logon Panel, where you choose the queues to log on to, the server to use and the agent extension.



the first time an agent logs into the Icon Agent's Page though, a special panel will appear that will ask the agent for the preferred server. This can be changed later on from the Agent Logon Panel.



There are some rules that QueueMetrics enforces, that must be understood:

- An agent can log onto only one server at a time.
- When the agent is logged onto a queue of a particular server, the server selection will be disabled.
- If a default server is set for the agent, QueueMetrics will disable the server selection for the agent, therefore the agent will not be able to use a server different from the default server.

To sum it up, an agent will be able to choose a server only if three conditions are met:

- QueueMetrics is working in Cluster Mode.
- The agent is not logged onto any queue in any server.
- Theres is no specified default server for the Agent.

Understanding QueueMetrics memory requirements

To understand QueueMetrics' memory needs, you must consider that the memory requirements are roughly proportional to the width of the analysis and to the number of required events to track. You may think of it as the number of calls plus the number of agent events, i.e. agents logging on and off and setting pauses on and off.

Calls can be restricted by the queue filter, but all agent events in the required time window are tracked. This gives you an idea of the memory usage.

Though the actual memory requirements depend considerably on the actual content of your analysis and the exact brand and version of Java virtual machine that you are running, you should expect to be possible to track about 80,000 calls and 40,000 agent events with a standard 64 megabyte Java VM and Tomcat running.

You can of course start your servlet container with more memory in order to allow more room for larger analyses. The standard way in Tomcat is to pass additional Java parameters is to store them in the environment variable JAVA_OPTS before starting Tomcat.

Typing:

```
JAVA_OPTS="-Xms256M -Xmx512M -server"
export JAVA_OPTS
```

And then starting Tomcat will start up a Java virtual machine that has 256 megabytes of available memory and can use up to 512 megabytes, and runs in server mode. Consider that this memory is shared between all QueueMetrics users and all Java web-apps, so the more the better. Those opts are stored in a file called */etc/sysconfing/qm-tomcat* when QueueMetrics is installed using *yum* .

Consider also that Java will never return this memory to the system free memory pool, even when it stops using it. The only way to have this memory returned to the system memory pool is to stop the Java VM and restart it. Therefore, it’s a good idea to perform a scheduled restart of the servlet container, to avoid possible memory leaks and to reclaim now-unused memory to the main pool.

As a last note, the memory footprint of a Java VM may be quite larger than the memory you give it as Java heap space, as it will need RAM space for the VM itself and all its required libraries. Overheads of 50-100 megabytes are not unheard of, depending on the Java Virtual Machine in use.

A more in-depth discussion of QueueMetrics memory usage and live monitoring can be found on the "Advanced Configuration Manual", chapter "Tuning QueueMetrics memory settings".

A real-life example for a large call-center with about 400 agents logged on and running on a dedicated server may be like:

```
-Xms4096M -Xmx4096M -server -XX:+UseParallelGC -XX:PermSize=512M -XX:MaxPermSize=5
```

But the actual optimal configuration on a large system should be determined by running the system for a while under the required workload and monitoring the actual resource consumption.

Understanding basic security mechanisms

Each user accessing QM should have his own **user** and **password**. The administrator can easily setup multiple accounts from the administrative interface. All user activity is tagged to the user performing it, so it's a good idea to give an account to each person accessing the system. Accounts can be created, blocked and revoked in a matter of minutes.

Each feature that QM offers is enabled by a special **key**, as if there was a padlock protecting it from unauthorized access. The administrator gives each user a key ring that specifies which locks the user can open, and therefore what the user can do. A list of keys used in QM is available in Appendix A, *Security keys* [432].

To ease the burden of administering multiple users, keys can be grouped into **classes**. Each class offers the additional advantage of giving the key ring a label, so that it's easier to see whether an user is an Administrator, a User or an Agent by looking at the label and not at the very keys s/he holds.

Individual keys can be granted or revoked individually to handle special cases, in addition to the ones anyway present in the user's class. For more information, see Chapter 10, *Editing QueueMetrics settings* [250].

A list of default users provided with the standard QM installation and their default passwords can be found in the section called "Default users" [242].

Just to be on the safe side, QueueMetrics keeps an *Audit Log* of all activities that may have security implications; see The Audit log the section called "System audit log inspector" [310] for more details.

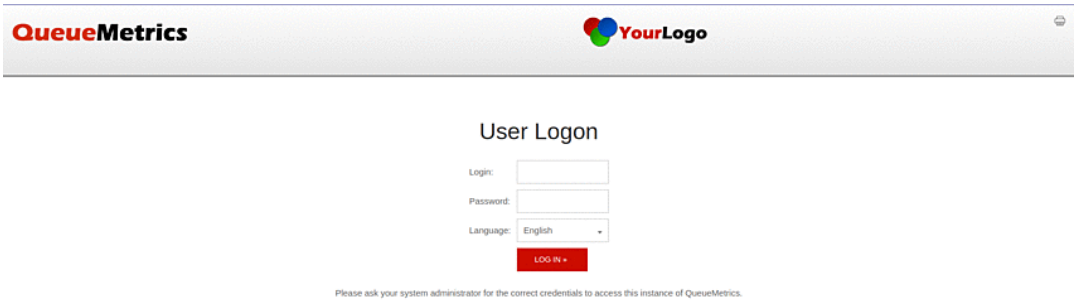
Logging on to QueueMetrics

To log on to QueueMetrics, you have to point your browser to the address of the server where you installed QM. As servlet containers are often installed on ports different than the standard HTTP one, it might be necessary to specify the port address.

For example, if you install Tomcat 6 on the same server you're accessing QM from, you may end up pointing your browser to: http://localhost:8080/queuemetrics.

Ask your system administrator for the correct web address of your instance of QueueMetrics.

If all goes well, you will see a page like the following one:



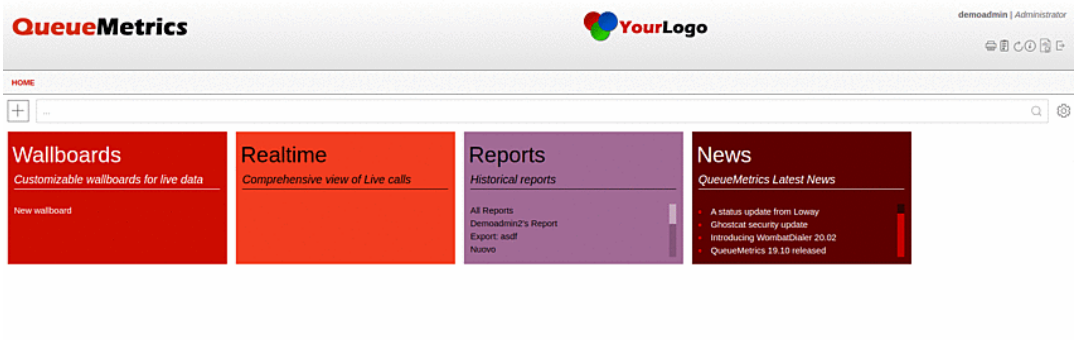
This and the following screenshots are taken using Chrome 85 on Ubuntu; other environments may present minor discrepancies from what is shown here.

If your system administrator has already configured QM, you might see you firm's logo on the top left part of the screen and a different welcome message.

To enter the system as a user, enter the standard credentials **demouser** with password **demo** and click on the "Log in" button, or use the credentials your administrator has provided.

If you prefer to use a different language from the default English, you can choose one of the other supported languages from the drop-down box. After choosing the language, the main page will be reloaded.

QueueMetrics Home Page



The user is presented with the Home Page, that is the starting point of QM.

InfoBoxes

The center part of the Home Page, is composed of multiple square boxes that are called "InfoBoxes".

Each InfoBox represents an integral feature of QueueMetrics, and allows you to navigate to it, by clicking anywhere inside the InfoBox.

Clicking on the cross icon on the top right of an InfoBox, will remove it from the HomePage, while clicking on the Plus icon located at the top left of the HomePage will Open the InfoBox selector, where a user can add or remove the InfoBoxes based on their personal preference.

Some InfoBoxes, such as the "Reports" InfoBox, or the "Wallboards" InfoBox, present built-in quick links, that will direct the user to specific reports, or wallboards that the User may have access to.

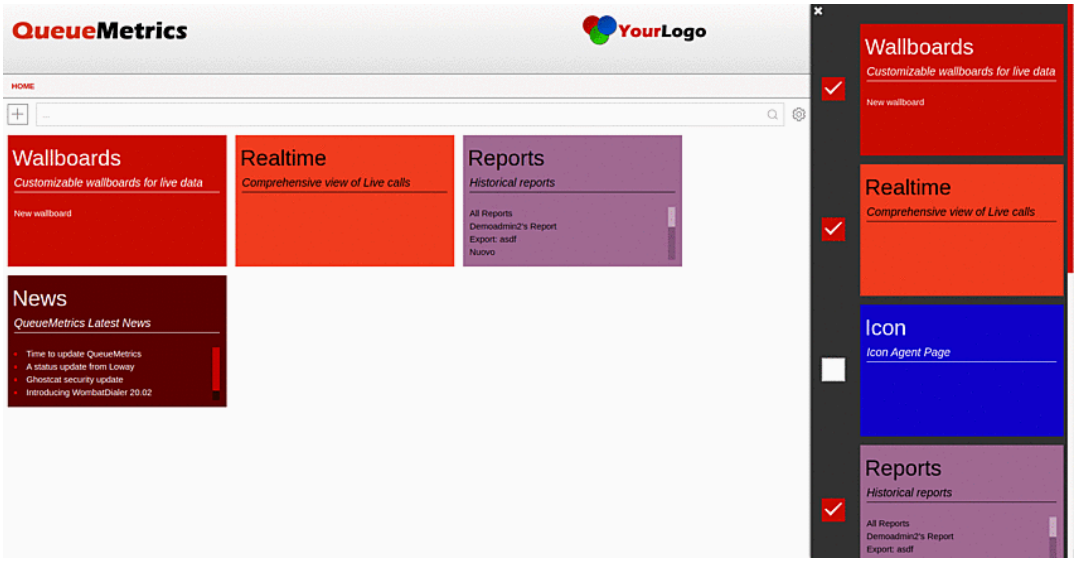


Clicking on the "Reports" InfoBox will open a new Unsaved Report. This report can be edited freely, but needs to be saved to persist on the system, by clicking on the "Save" Icon after making changes. If an Unsaved Report is not saved, it will be lost forever.

InfoBox Selector

Depending on the user's credentials and security keys, different InfoBoxes will be available to be added to the Home Page.

To see the list of all the InfoBoxes available to the user, click on the plus icon on the top left.



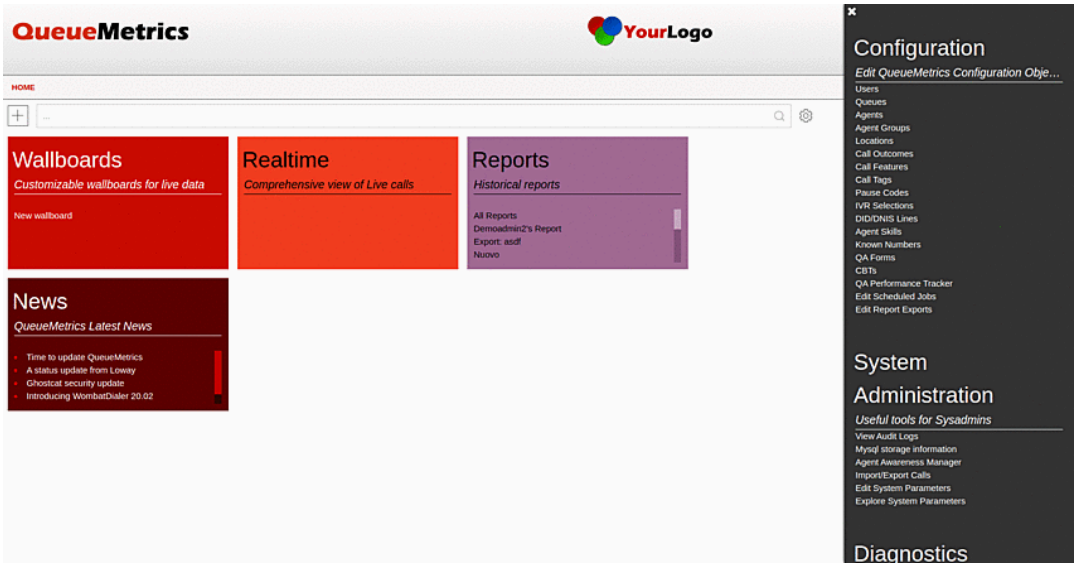
From this side menu, the user can add or remove InfoBoxes to the HomePage, or make use of the InfoBoxes directly without adding them to the Home Page.

InfoBox settings are persistent, so when the user logs in next time they will find the same InfoBoxes that were set last time the user accessed the system.

To close the InfoBox Selector, just click outside of the side bar, or close the side bar by clicking on the cross icon on upper left.

Administration Menu

To access QueueMetrics Configuration Editors, System Administration features and System Diagnostics features, the user can click on the Gear Icon at the top right of the screen.

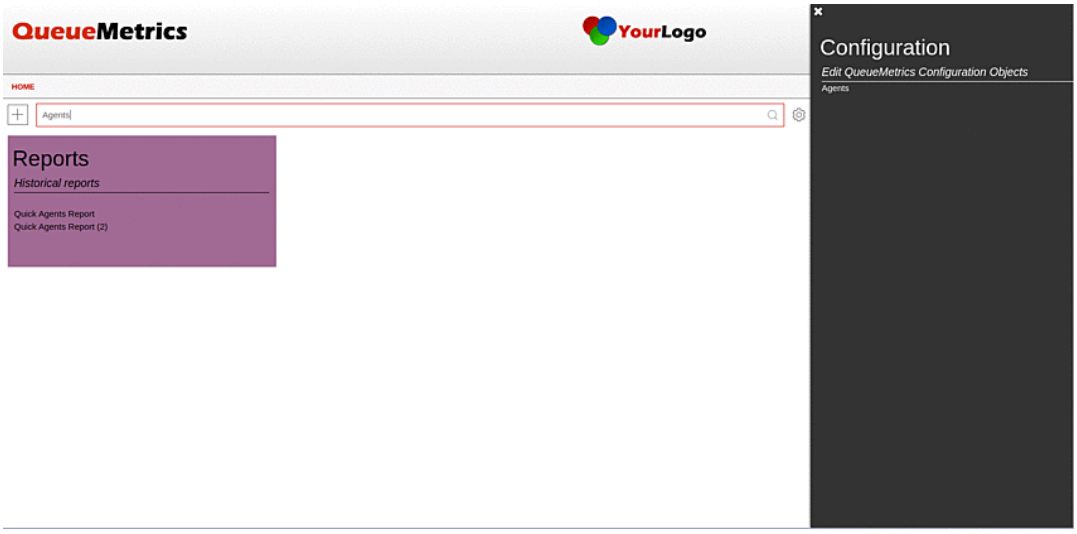


This will open the Administration Menu, which will display links to all the relevant features, that the user has access to.



All the configuration editors fall under this menu, so if the user is looking to create Queues, Agents, Pause Codes or any other kind of QueueMetrics Configuration Object, they will find them under this menu, provided they hold the appropriate security keys.

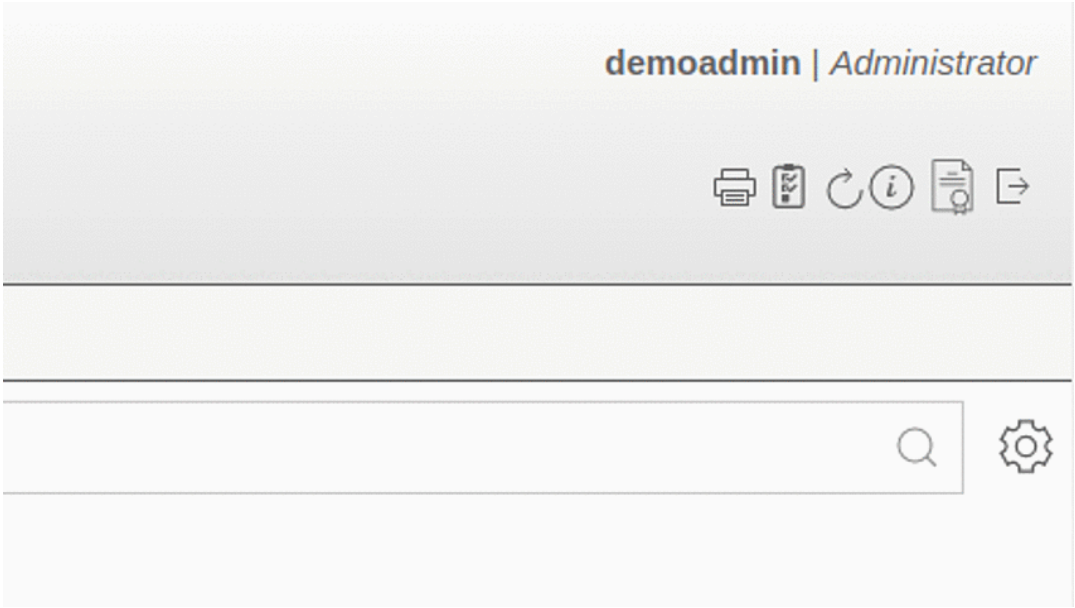
Search Bar



By typing a query in the search bar located at the top of the HomePage, the user can search for specific quick link, or QueueMetrics feature.

The filtering enacted by the search bar is applied to the central grid, the InfoBox Selector and the Administration Menu. The search query is case insensitive.

Header

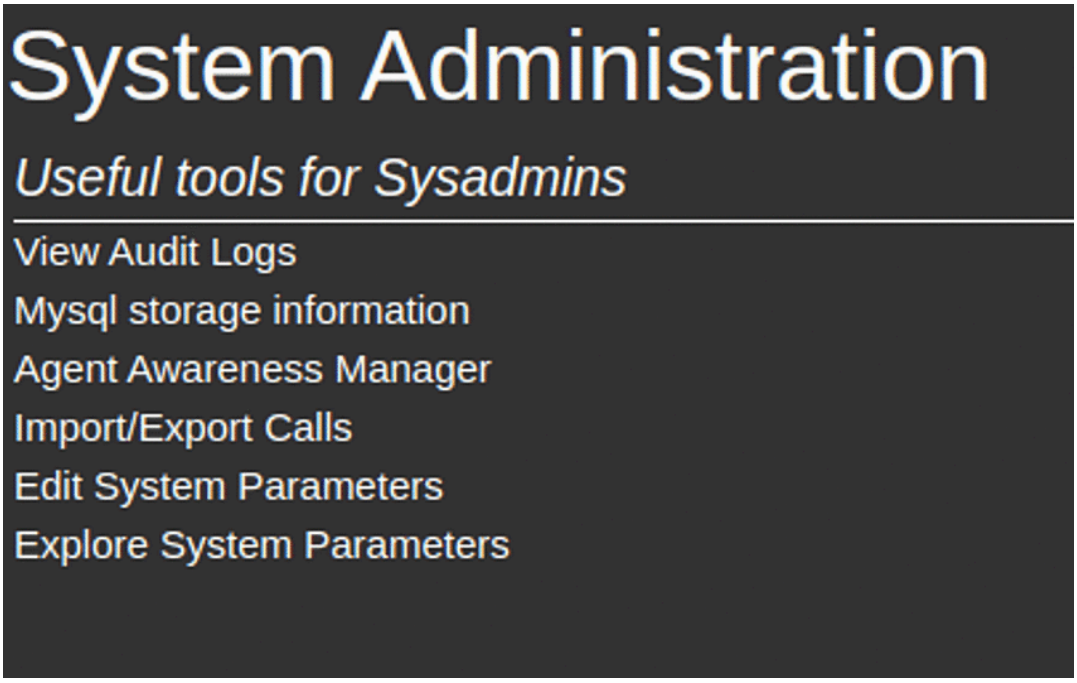


The name of the user and the current class for the user are shown on the top-right corner of the window.

To end the current session, you have to press the "Log off" icon or close the browser window.

To see more details on the current user and change its access password, or the currently selected theme, click on the "Info" icon.

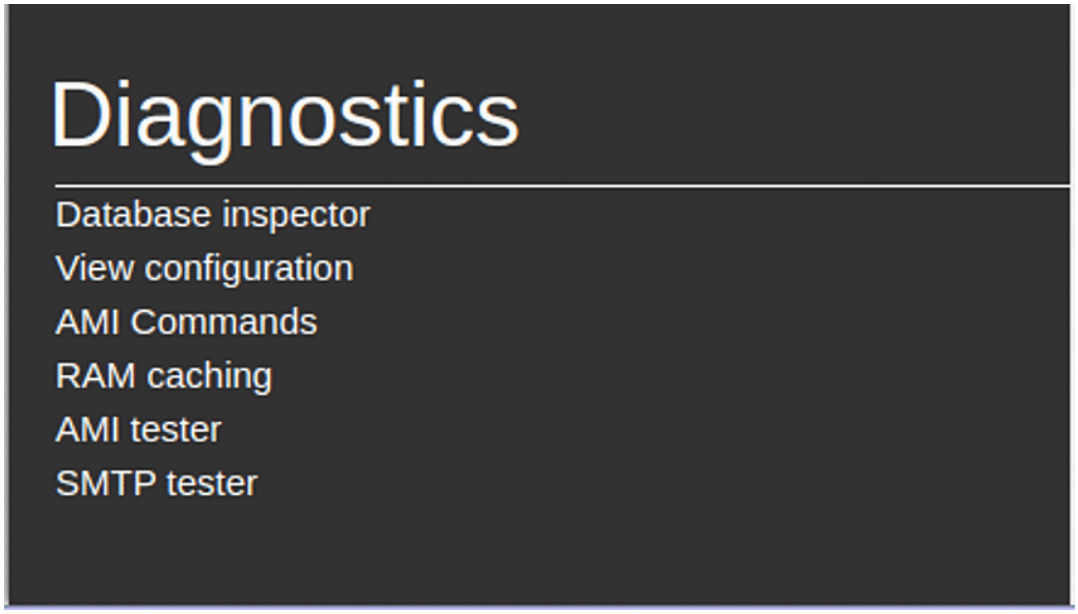
System Administration



As of QueueMetrics 12.10 it is possible to view the *configuration.properties* file from the Home page. This is achieved by adding the key EDIT_CFG to the admin user, which will enable two links on the Home page, within the Administration Menu, that will allow access to the file. It is possible to edit it either in unstructured format (as a text file), by clicking on "Edit System Parameters". If you are looking for the most common options, a GUI interface is available as explained in the section called “Configuring system preferences” [301] , under the "Explore System Parameters".

From this menu, the user can also look at Audit Logs, Mysql storage information, access the Agent Awareness Manager and use the Import/Export calls function.

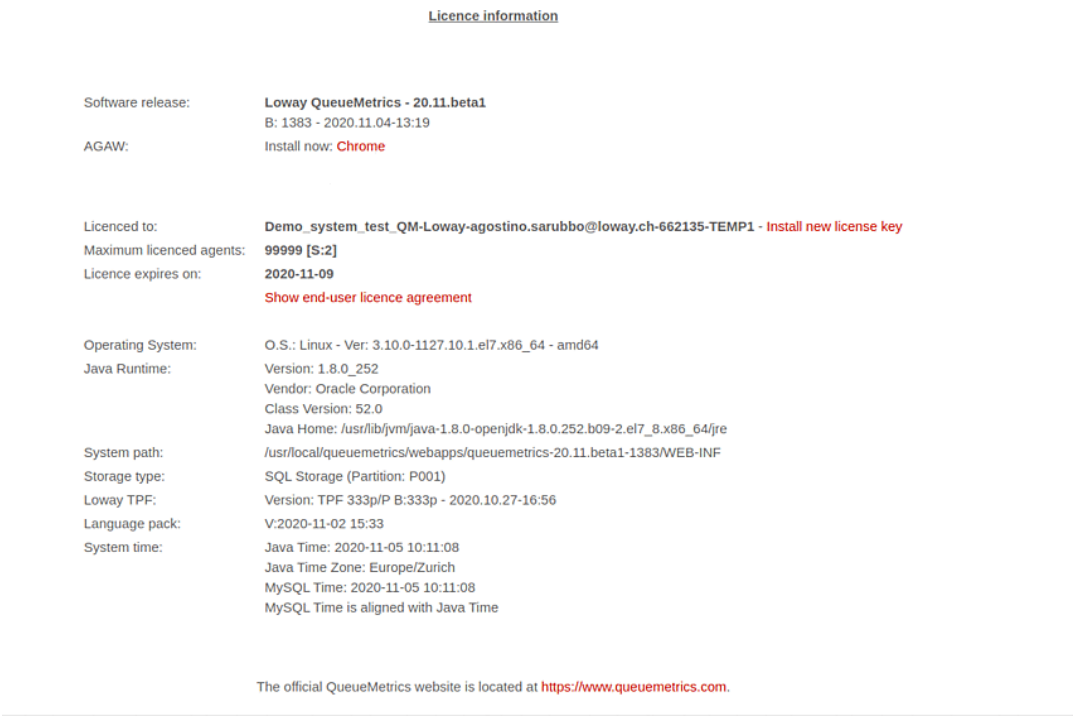
Diagnostics



From this menu the user, provided he holds the correct security keys, can access the System Diagnostic Tools, which comprise of a Database Inspector, the View Configuration page, A debug page for AMI Commands, A page to check and eventually reset RAM Caching, A tester for AMI connections as well as an SMTP connection tester.

License information

Pressing the "Licence information" label, a page like the one below is shown.



This page shows the current release of the software and the current license information.

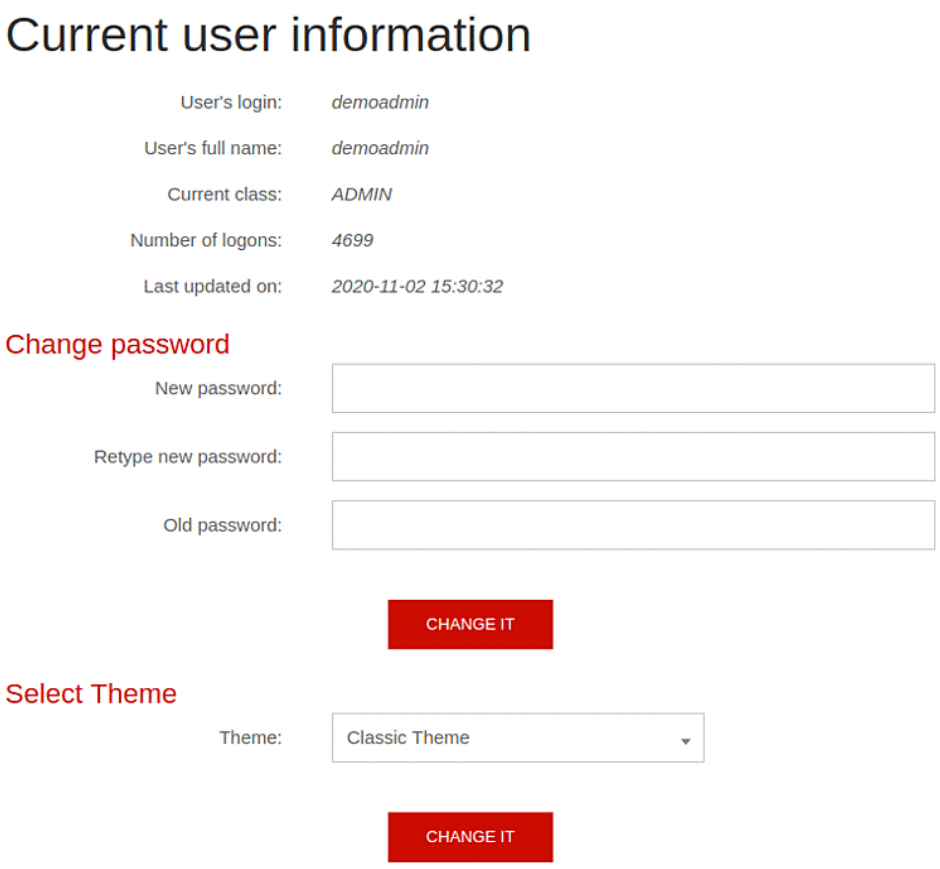
If you are running a free demo version, you will see that the maximum number of licensed agents is 2 and an additional text will remind you on how to register.

You can also see some information being shown on the Operating System and Java version being used. Such information is very useful to in the case of errors and should be sent to Loway in the case you think you have found a bug.

If QueueMetrics is to be run on a publicly-accessible box, it is possible to hide all technical information from the user by setting a configuration property.

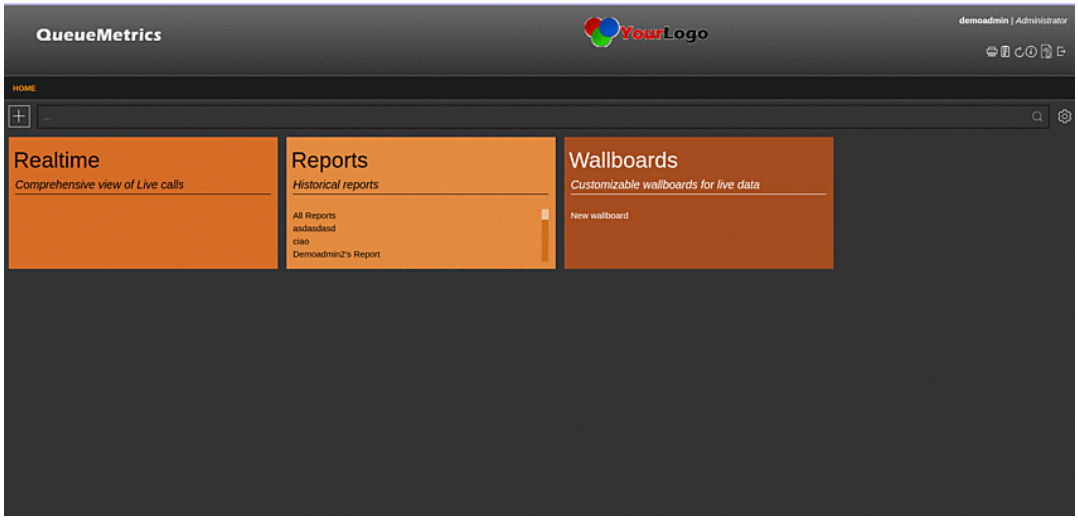
Change Password and Theme

In the User Information page, accessible from the Header icon bar by clicking on the "Info" icon, the user can change their own password, and select the QueueMetrics theme to be displayed.



By selecting the desired theme, and clicking on the Change It! button, the user can apply the selectd theme.

Now, and on all subsequent logins, the theme will be displayed as selected.





This information is stored as a Cookie for the user.

Automatic URL login

It is possible to use a direct link to log in into QueueMetrics from an external browser application.

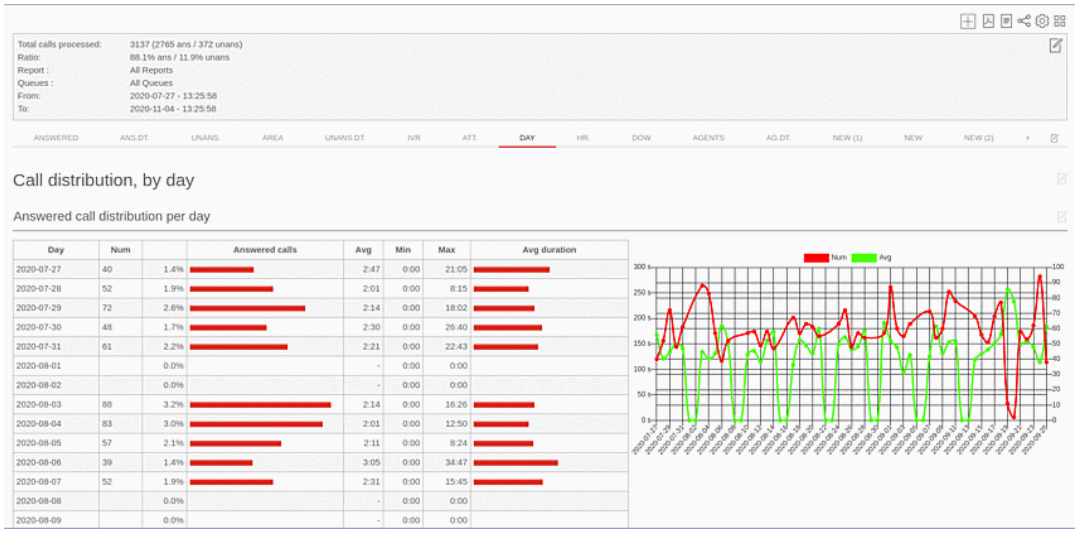
If you click on an URL like the following:

```
http://ipaddress:8080/queuemetrics/qm_autentica.do?AUTH_logon=demoadmin&AUTH_passw
```

then the user will be implicitly logged in as "demoadmin" password "demo". Auth parameters can be passed in either HTTP GET or POST, with the advantage of POST of making them invisible to the calling user.

Chapter 3. Report Page

Since QueueMetrics 20.10, the new ReportPage has been introduced.



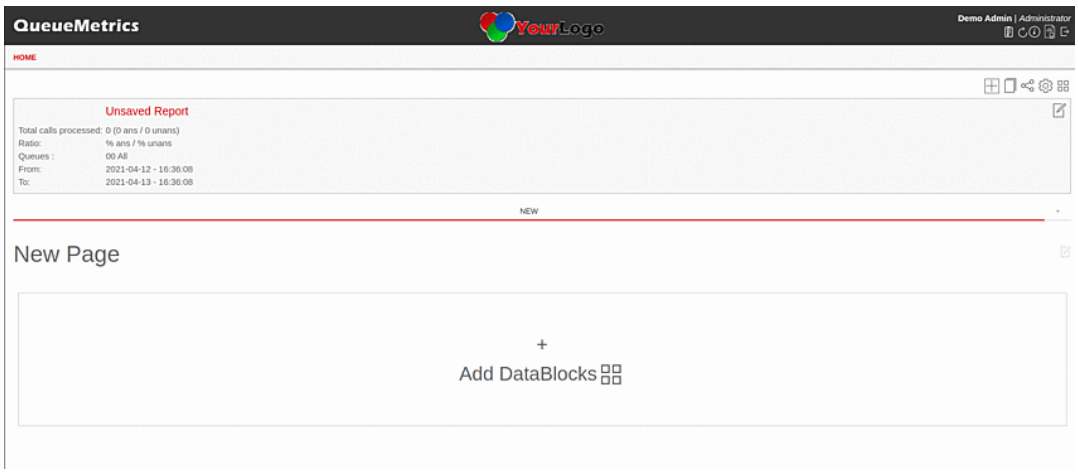
The new Report Page offers a wide variety of functions, that allow the user to create, customize, publish and share their own report.

What is a Report?

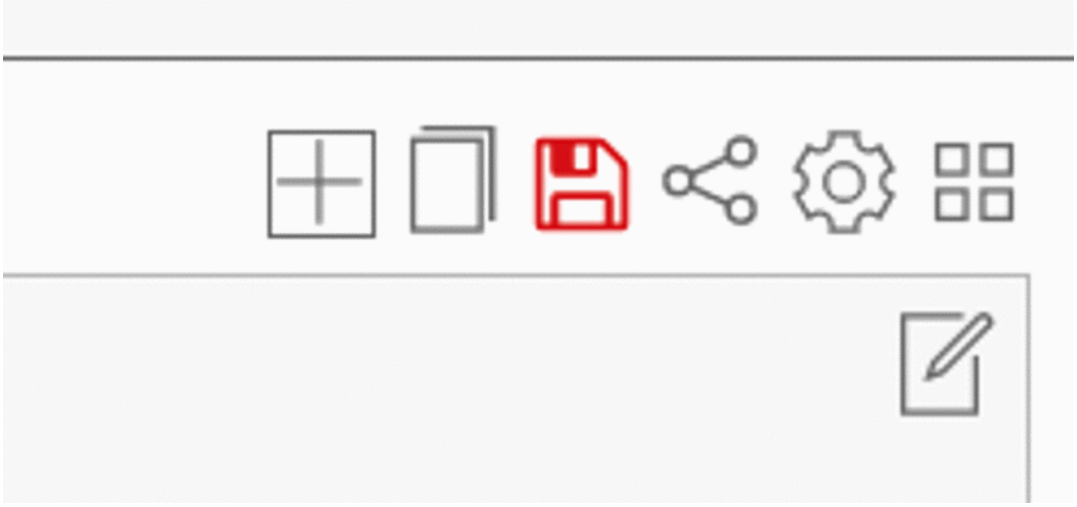
In QueueMetrics a Report is a collection of different pages, each one containing a variable number of DataBlocks.

Unsaved vs Saved Reports

A newly created or cloned report will begin its life in the "Unsaved" state. You can easily spot when a report is Unsaved, because the report title will be displayed in red.



After making changes to the Unsaved Report, a Save Icon will Appear in the top right that needs to be clicked in order to save the report. If the button is clicked, the user will be prompted to input a name for the Report.



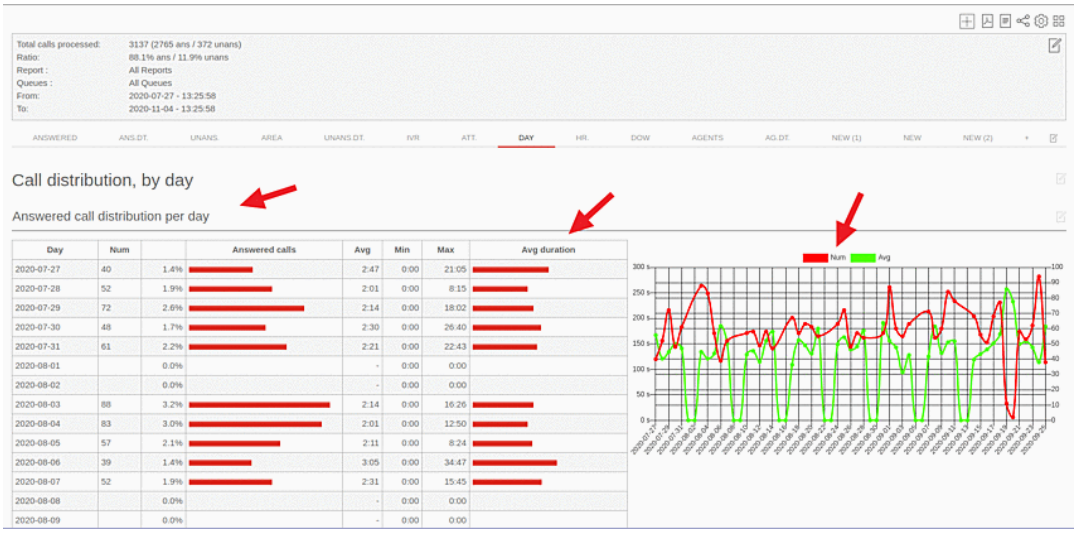
Once a report is saved to the system, the user can still edit it as per usual, but now the report will be accessible even after exiting the report page. If you leave the report page before saving a report - a system popup will warn you when you leave - the report you were working on will be lost forever.



You cannot export nor share an Unsaved Report.

DataBlocks

A DataBlock is a block of information with a Title, a Subtitle, a Table and possibly a Chart.

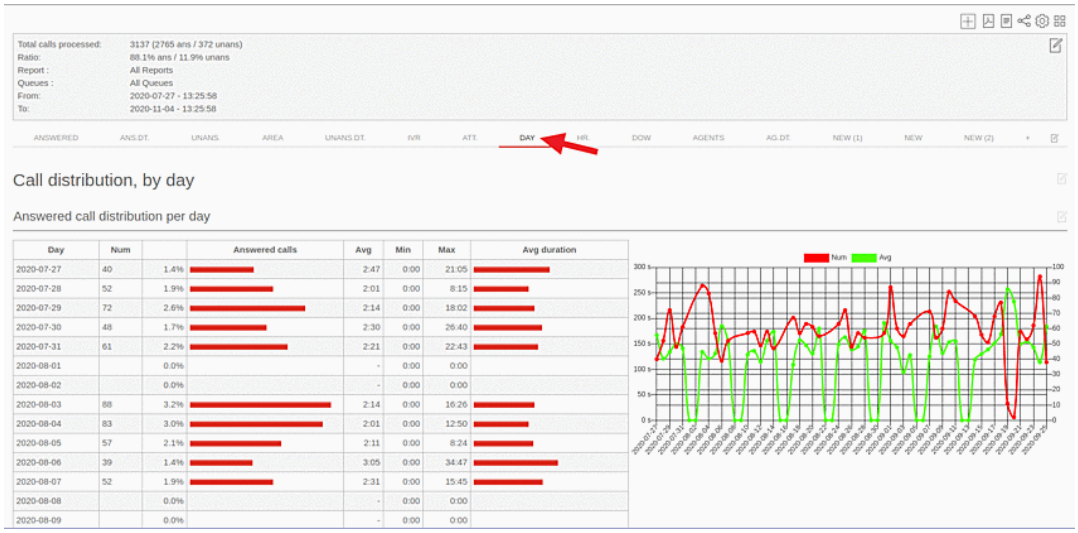


QueueMetrics offers 150+ different DataBlocks, each with unique information and metrics. When building a report, the user will pick and choose the DataBlocks they are interested in, and add them to the current report. In doing so, the user is able to create a Report that perfectly matches their needs.

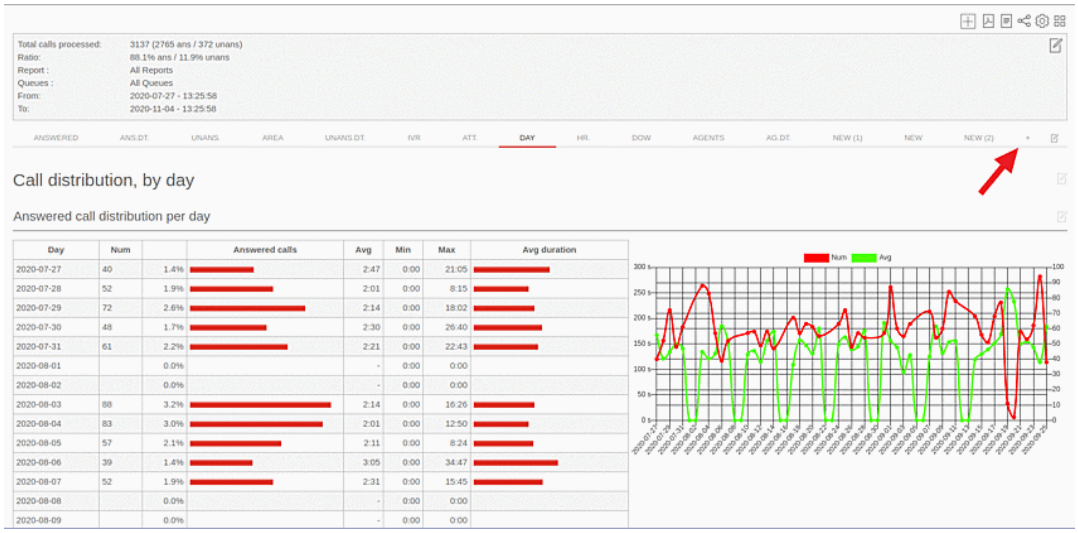
Users can access report that are created by them, or public reports created by other users, provided they hold the necessary security keys.

Pages

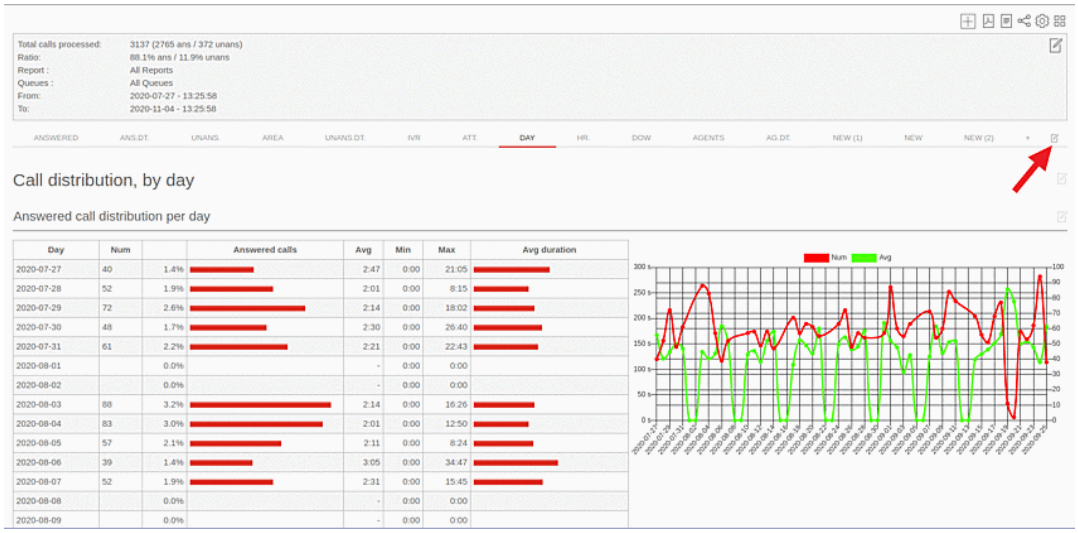
Each Report can contain any number of pages. The user can navigate through pages by clicking on the various tabs that are shown at the beginning of the page.



To create a new page, the user can click on the "plus" icon on the right

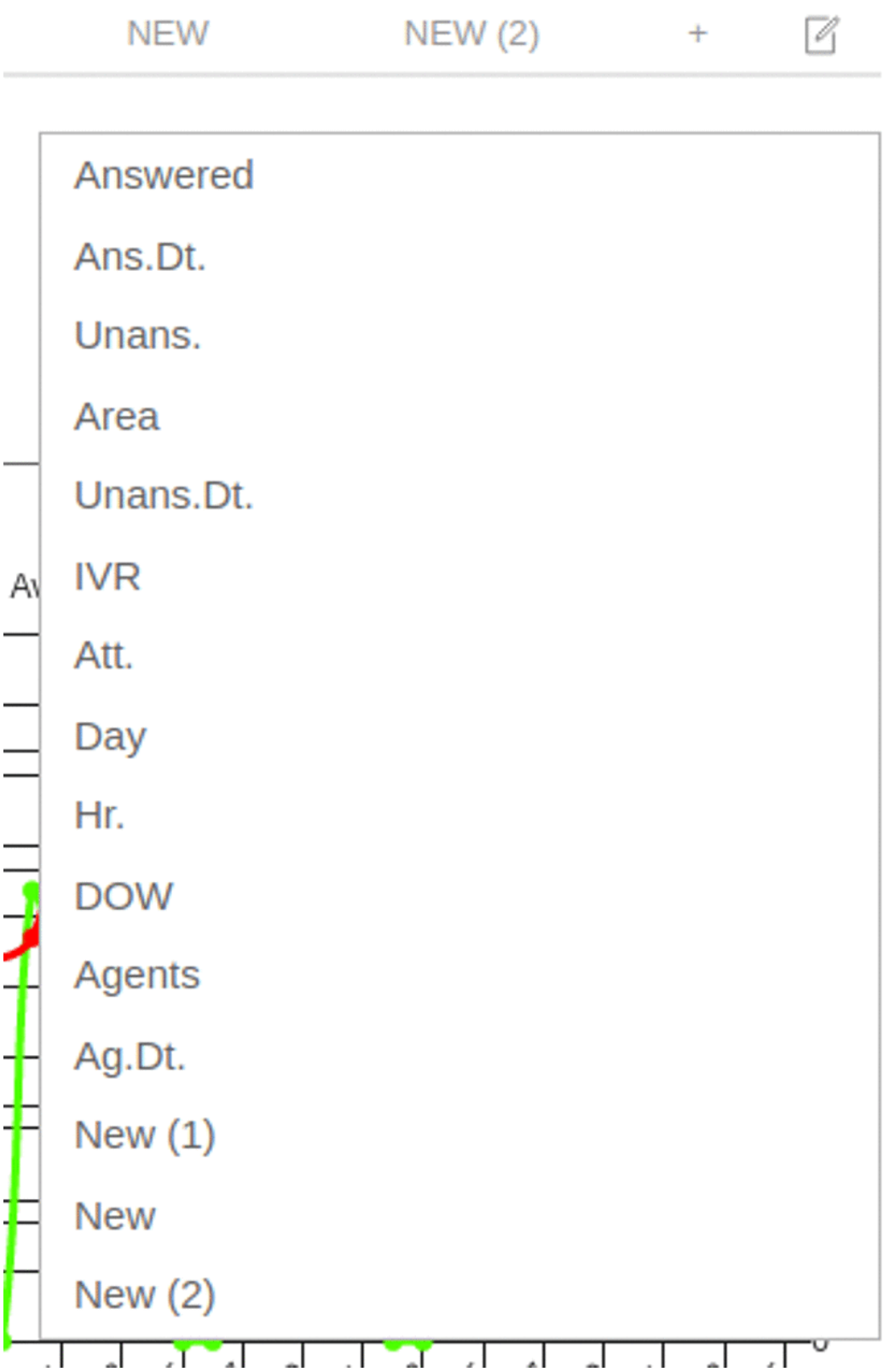


To edit the page order, the user can click on the Edit Tabs Order Icon



Day	Num		Answered calls	Avg	Min	Max	Avg duration
2020-07-27	40	1.4%		2:47	0:00	21:05	
2020-07-28	52	1.9%		2:01	0:00	8:15	
2020-07-29	72	2.6%		2:14	0:00	18:02	
2020-07-30	48	1.7%		2:30	0:00	26:40	
2020-07-31	61	2.2%		2:21	0:00	22:43	
2020-08-01		0.0%		-	0:00	0:00	
2020-08-02		0.0%		-	0:00	0:00	
2020-08-03	88	3.2%		2:14	0:00	16:26	
2020-08-04	83	3.0%		2:01	0:00	12:50	
2020-08-05	57	2.1%		2:11	0:00	8:24	
2020-08-06	39	1.4%		3:05	0:00	34:47	
2020-08-07	52	1.9%		2:31	0:00	15:45	
2020-08-08		0.0%		-	0:00	0:00	
2020-08-09		0.0%		-	0:00	0:00	

This will open a panel where the user can drag and drop the Page names to reorder them

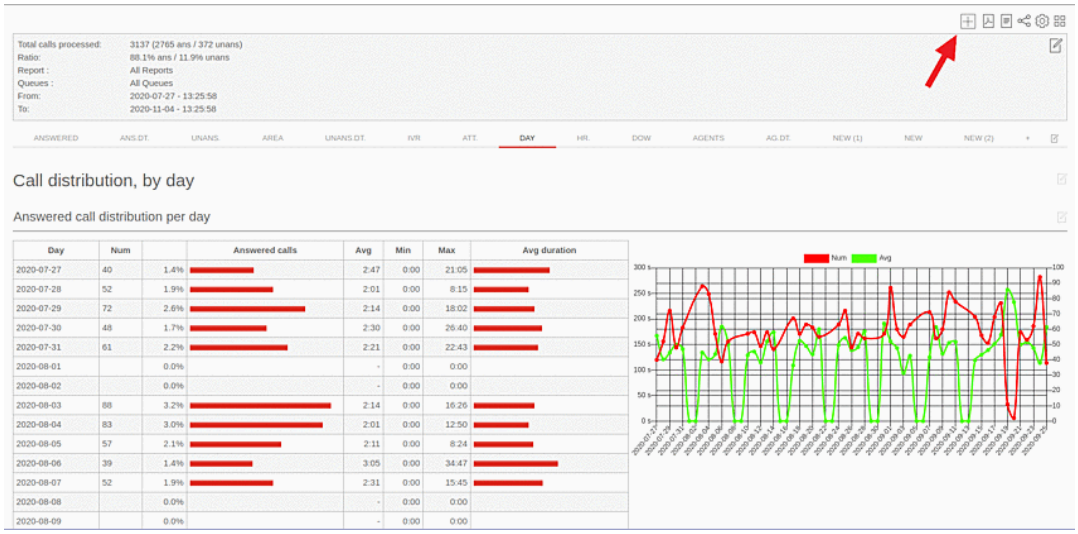

NEW
NEW (2)
+
Answered
Ans.Dt.
Unans.
Area
Unans.Dt.
IVR
Att.
Day
Hr.
DOW
Agents
Ag.Dt.
New (1)
New
New (2)

Icons

In the top right section of the screen, the user has access to a series of icons, that allow for different actions to be performed.

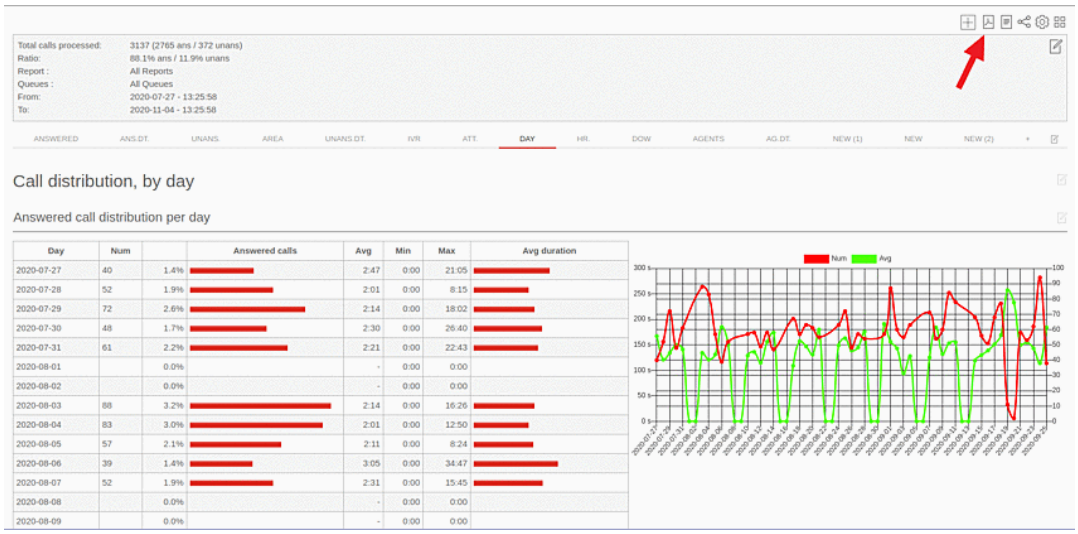
Create Report

The "Plus" Icon, if clicked, prompts the user to input a name for a new report to be created. If clicked, a new report will be created with one empty page.



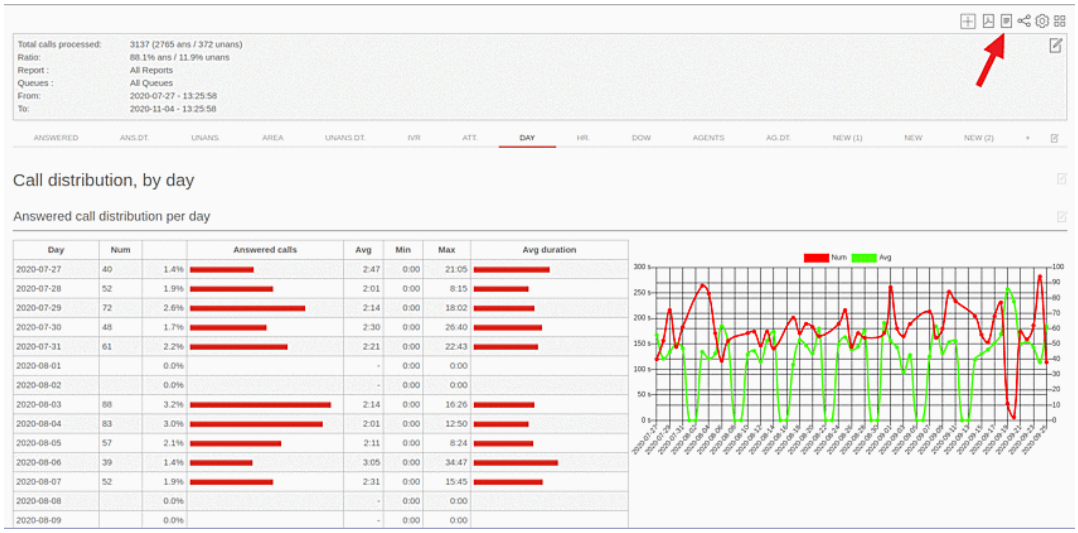
Export in PDF Format

The "PDF" Icon will export the current report in PDF Format.



Export in XLS Format

The "XLS" Icon will export the current report in XLS Format.

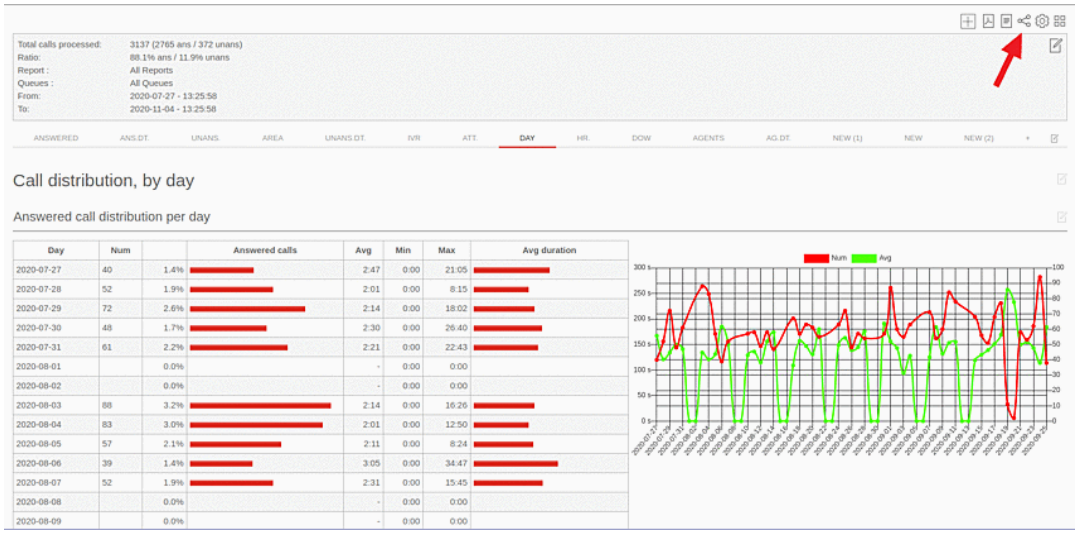




If you are looking for an automatic way to export a full analysis to one file, you should probably have a look at the section called “Automating statistics download: the ROBOT profile” [245].

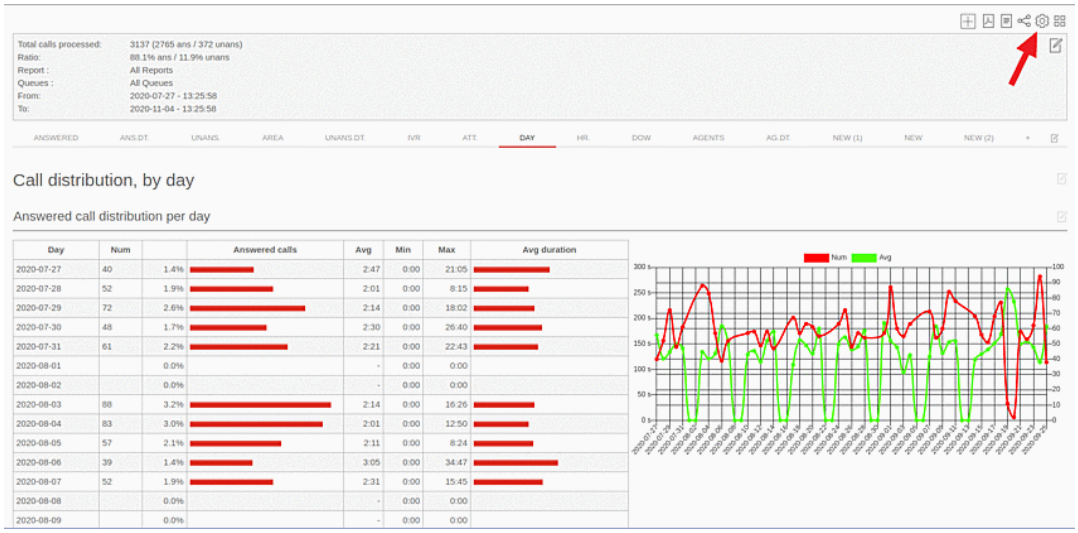
Share

The "Share" Icon will copy a shareable link to the current report, in the user’s clipboard. This URL, if navigated to, will prompt an unauthenticated user to access QueueMetrics, then redirect him to the current report. If the user is already logged in QueueMetrics when he navigates to the link’s destination, then he will open the current report directly.



Settings

The "Gear" Icon will open the Report Settings Panel, where the user can edit the current report’s settings.

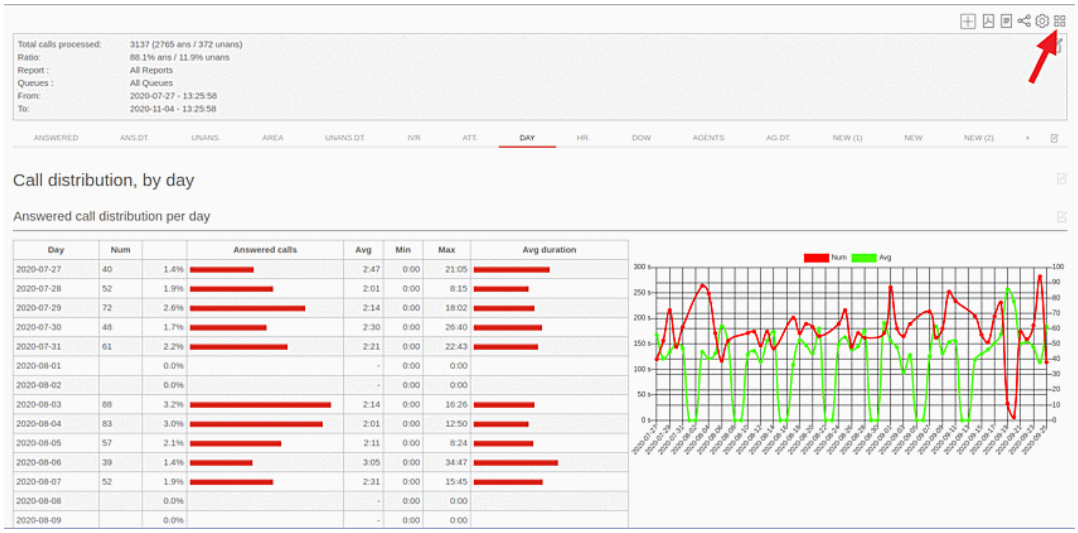




since QueueMetrics 21.04, this section contains the autosave feature to enable/disable the autosave function for your reports.

Add DataBlocks

The "DataBlock" Icon will open the DataBlock Selector, where the user can see a live preview of all the DataBlocks QueueMetrics has to offer, and add them to the current report page if he so chooses.

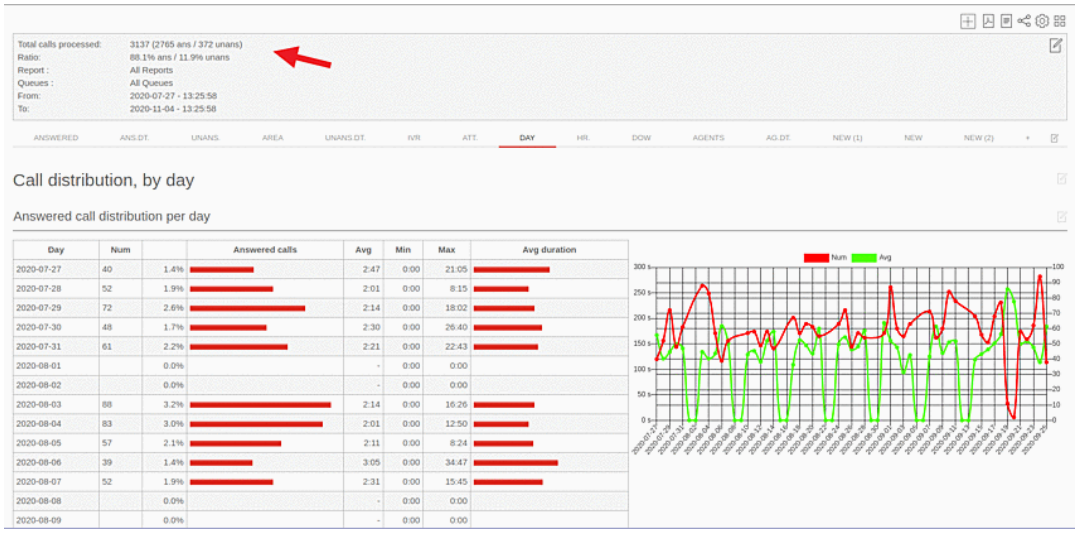


Filter Recap Panel

The grey area at the top of the Report Page, is the Filter Recap Panel, that offers immediate insights about the current report and the applied filters.

Call Stats

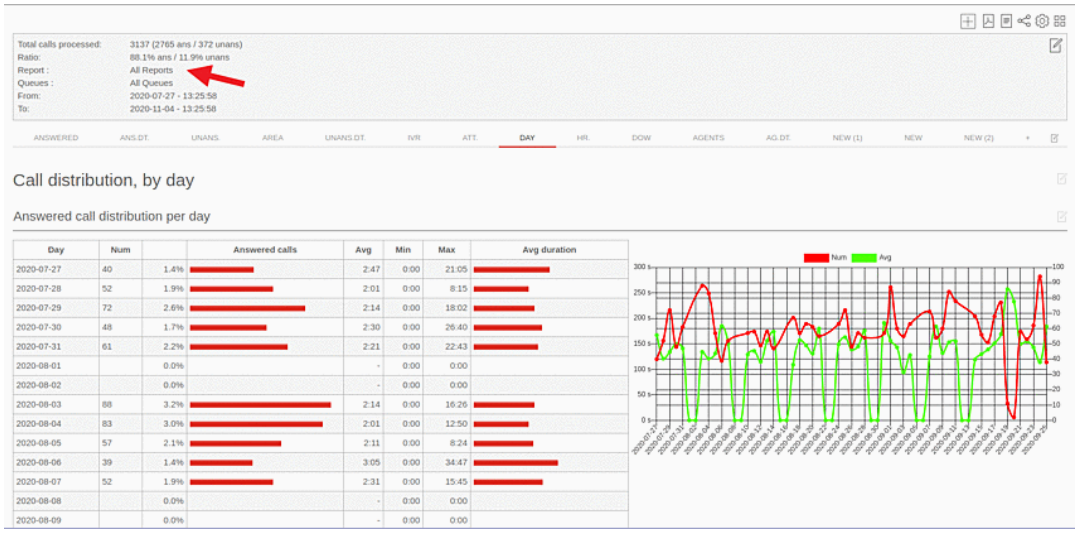
The first two lines show the number of taken, lost and offered calls, together with their percentage ratio. They also show the number of process calls in the report.



Day	Num		Answered calls	Avg	Min	Max	Avg duration
2020-07-27	40	1.4%		2:47	0:00	21:05	
2020-07-28	52	1.9%		2:01	0:00	8:15	
2020-07-29	72	2.6%		2:14	0:00	18:02	
2020-07-30	48	1.7%		2:30	0:00	26:40	
2020-07-31	61	2.2%		2:21	0:00	22:43	
2020-08-01		0.0%		-	0:00	0:00	
2020-08-02		0.0%		-	0:00	0:00	
2020-08-03	88	3.2%		2:14	0:00	16:26	
2020-08-04	83	3.0%		2:01	0:00	12:50	
2020-08-05	57	2.1%		2:11	0:00	8:24	
2020-08-06	39	1.4%		3:05	0:00	34:47	
2020-08-07	52	1.9%		2:31	0:00	15:45	
2020-08-08		0.0%		-	0:00	0:00	
2020-08-09		0.0%		-	0:00	0:00	

Selected Report

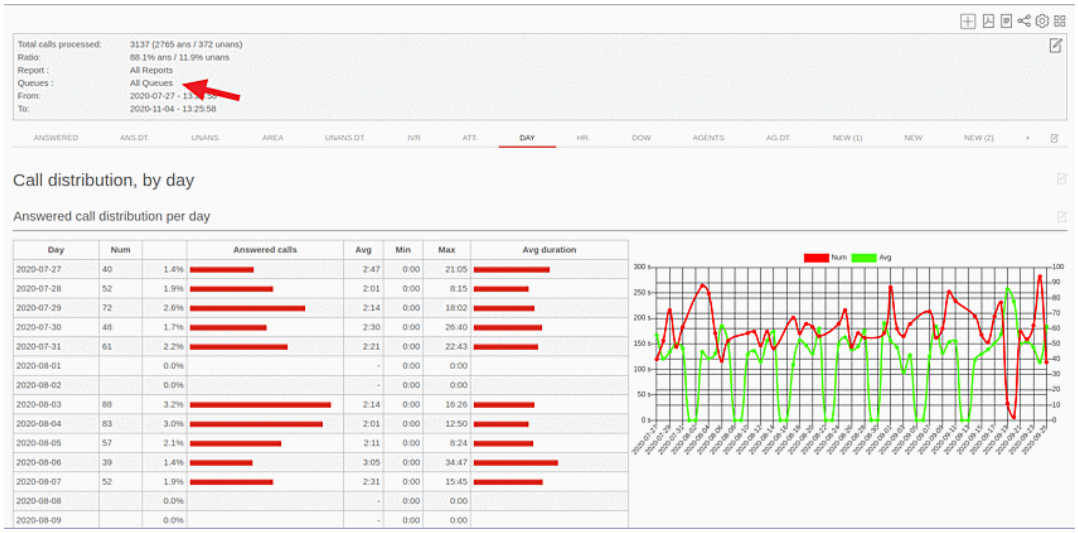
The third line shows the name of the currently selected report



Day	Num		Answered calls	Avg	Min	Max	Avg duration
2020-07-27	40	1.4%		2:47	0:00	21:05	
2020-07-28	52	1.9%		2:01	0:00	8:15	
2020-07-29	72	2.6%		2:14	0:00	18:02	
2020-07-30	48	1.7%		2:30	0:00	26:40	
2020-07-31	61	2.2%		2:21	0:00	22:43	
2020-08-01		0.0%		-	0:00	0:00	
2020-08-02		0.0%		-	0:00	0:00	
2020-08-03	88	3.2%		2:14	0:00	16:26	
2020-08-04	83	3.0%		2:01	0:00	12:50	
2020-08-05	57	2.1%		2:11	0:00	8:24	
2020-08-06	39	1.4%		3:05	0:00	34:47	
2020-08-07	52	1.9%		2:31	0:00	15:45	
2020-08-08		0.0%		-	0:00	0:00	
2020-08-09		0.0%		-	0:00	0:00	

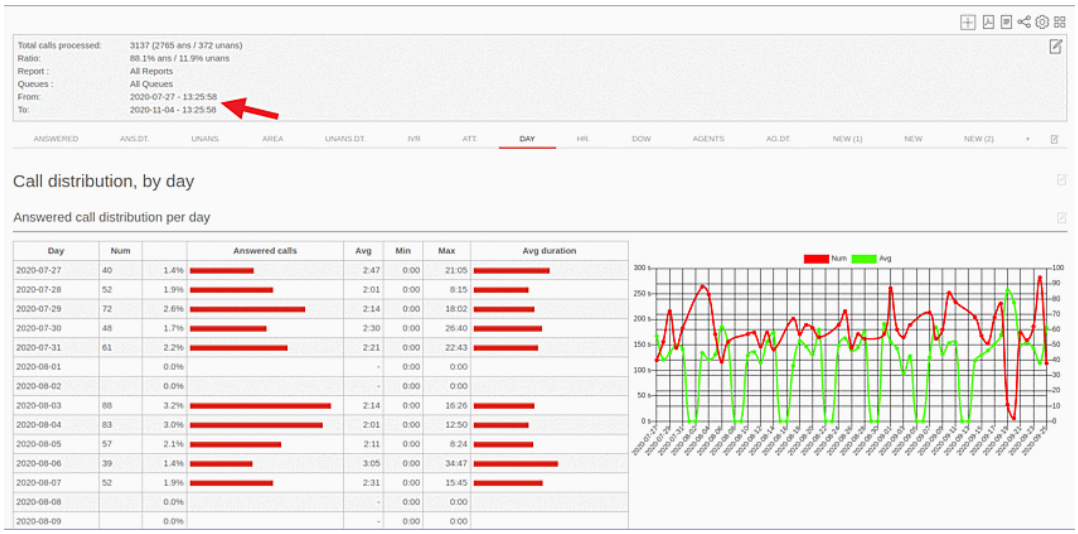
Selected Queue

The fourth line shows the name of the currently selected queue



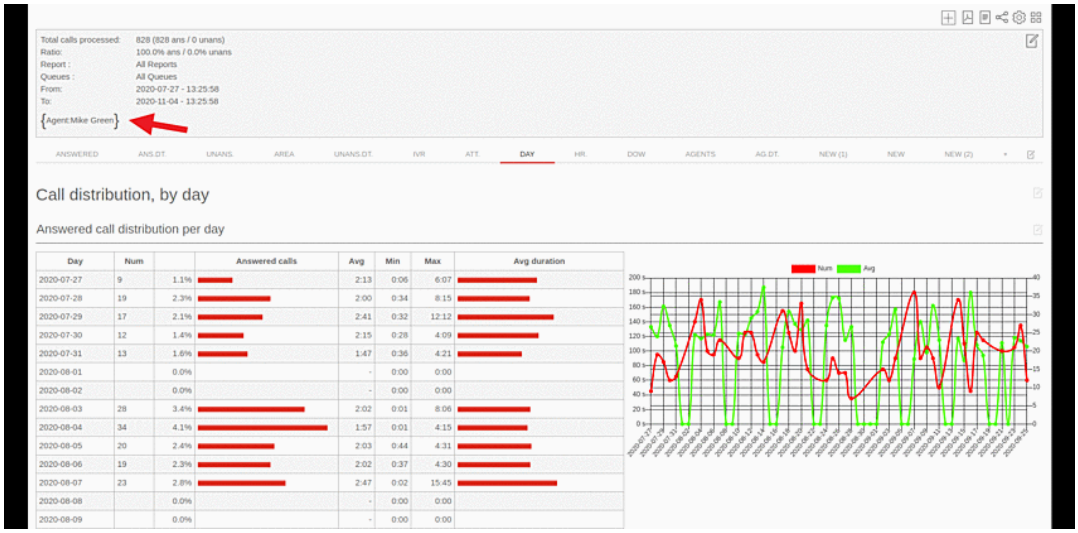
Time Period

Finally, the fifth and sixth line show the time period the report is considering when analyzing data



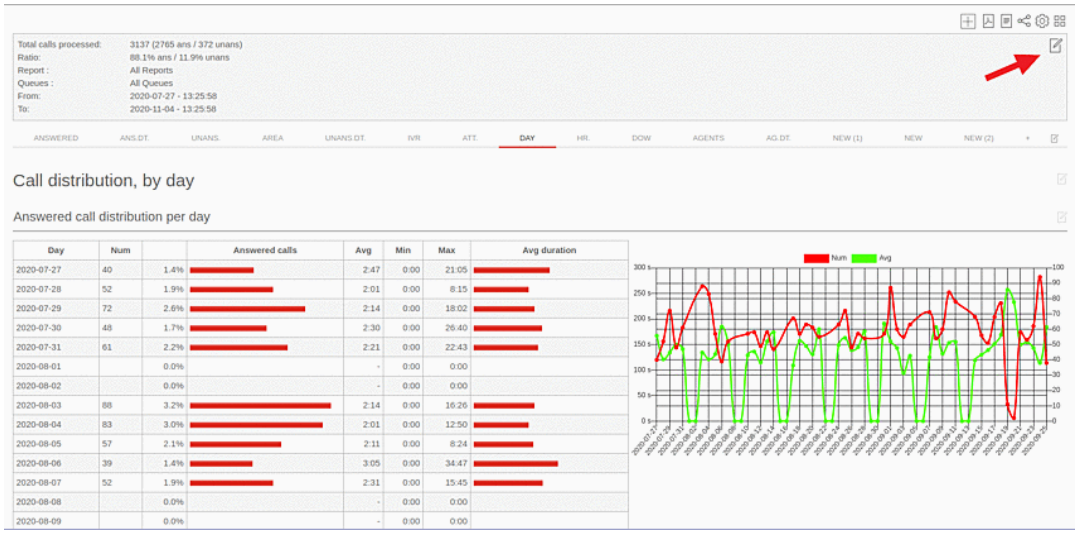
Filter Expression

If a filter expression is set for the report, it will appear beneath the Time Period information



Edit Report

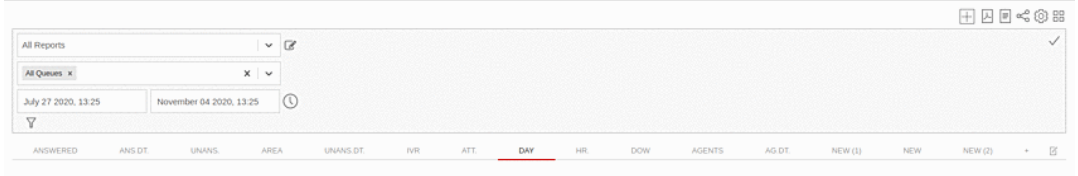
To edit the current report filters, or to switch to another report, the user must click on the Edit button in the top right of the Recap Panel.



Clicking on this button will enable the Report Editing Mode.

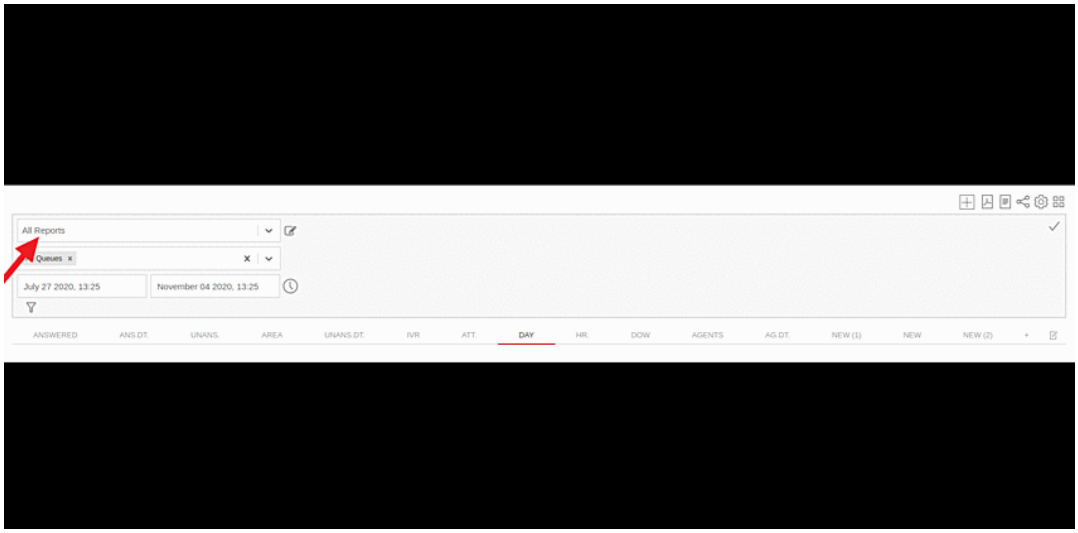
Report Editing Mode

In this mode, the user is free to edit relevant information about the current report. The user can also change report and load a different one, from the list of available report they have access to.



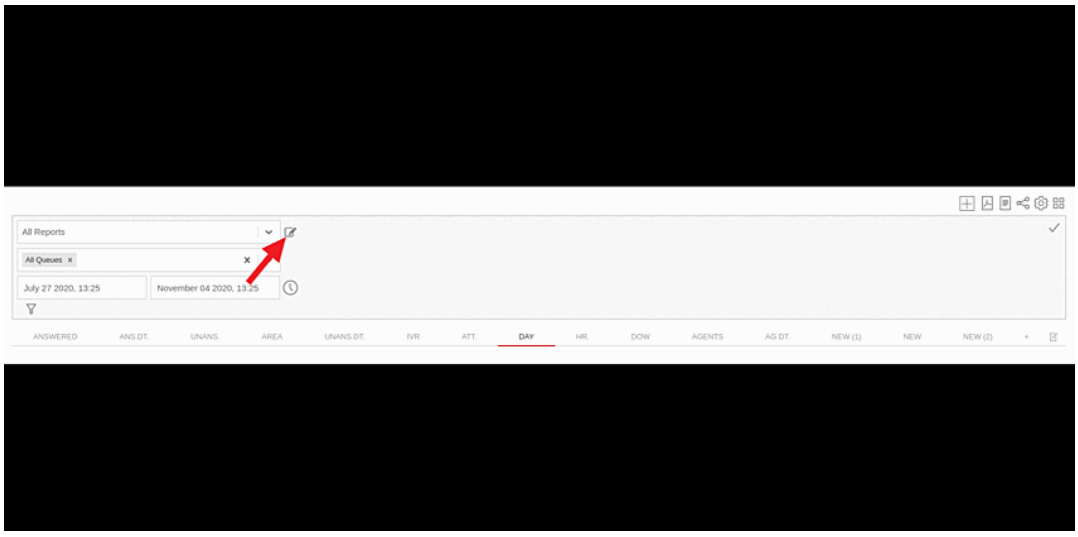
Change Report

To change report, the user can use the Menu at the top of the editing screen.

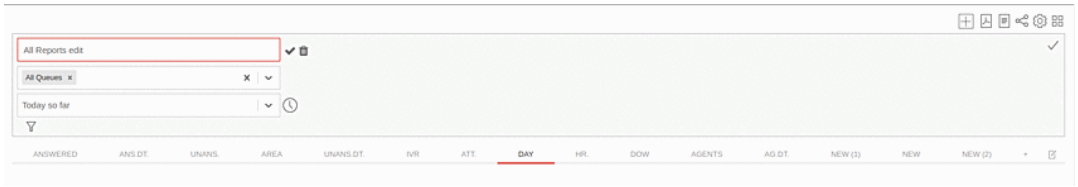


Rename Report

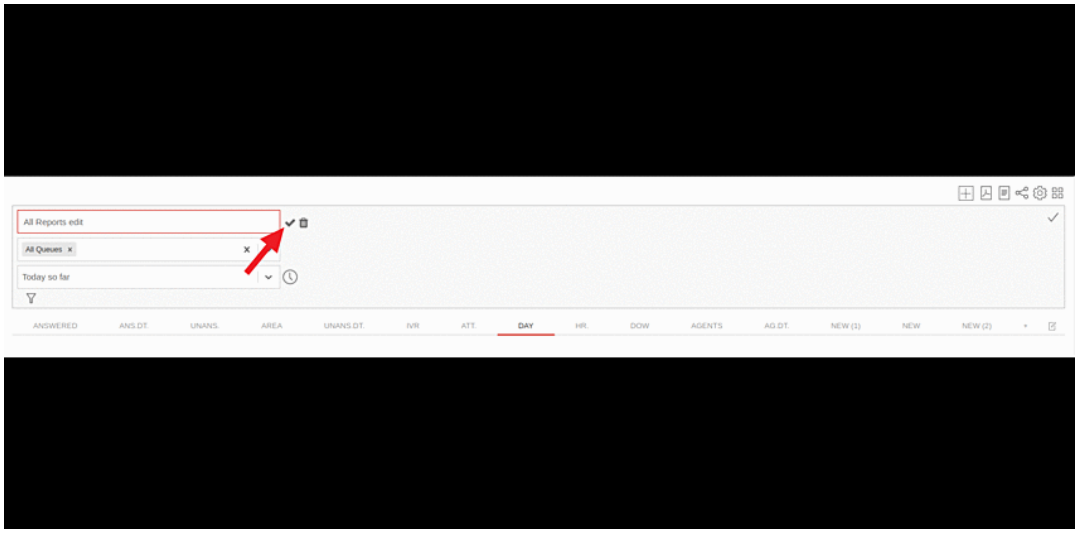
To rename the current report, the user can click on the edit icon next to the report name



This will make the Report Name editable for the user.

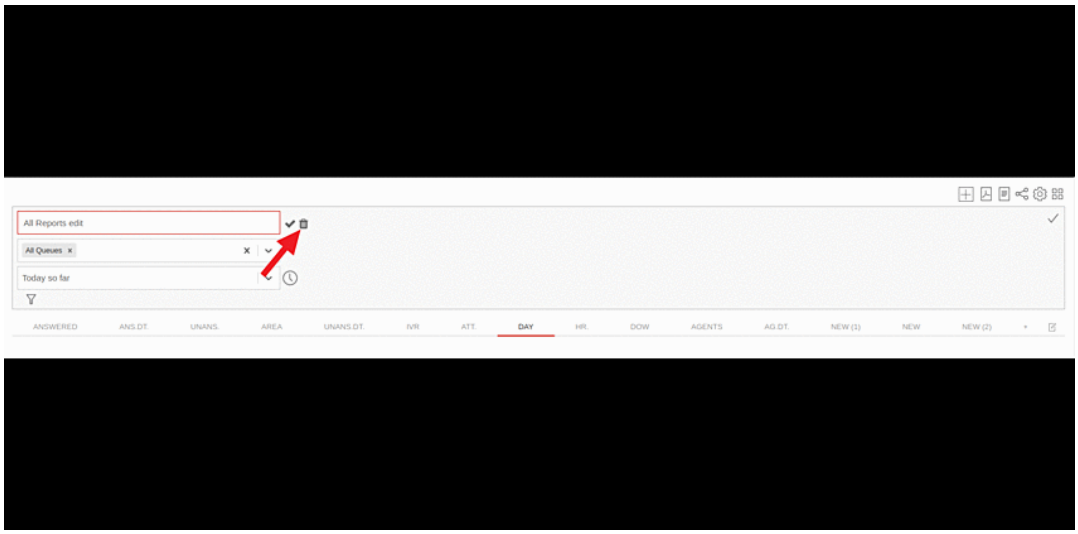


Here the user can confirm the changes by clicking on the confirm icon



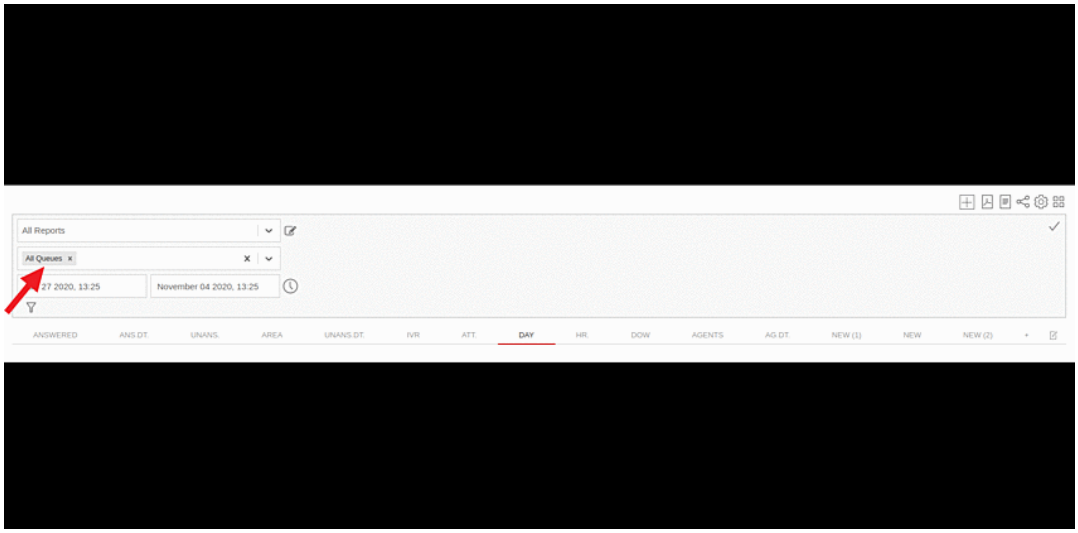
Delete Report

To delete the current report, the user can click on the delete icon instead of the confirm icon, when editing the Report Title



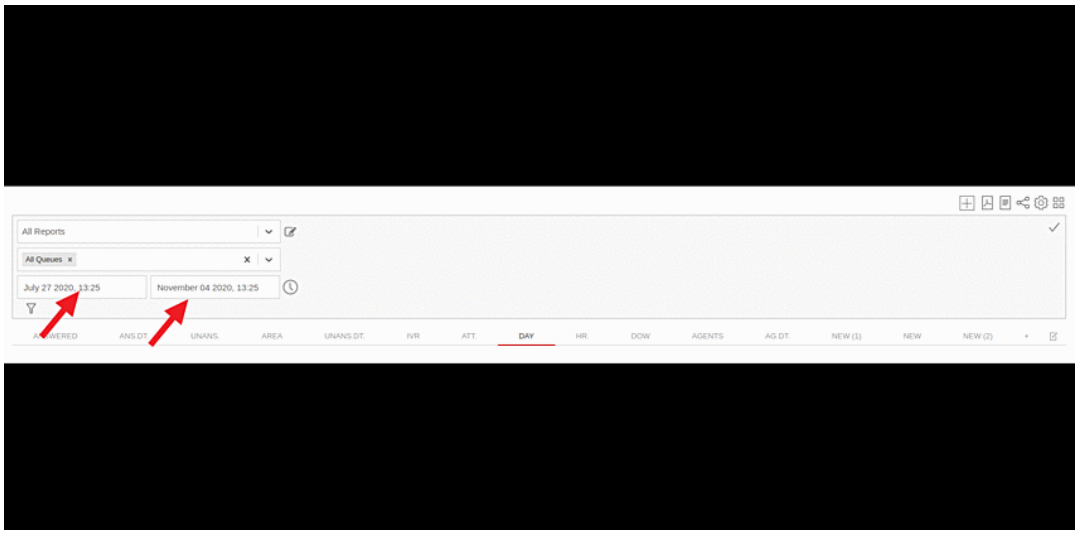
Change Queues

To change the queues to consider for the current report, the user can use the following menu. More than one queue can be selected at once.



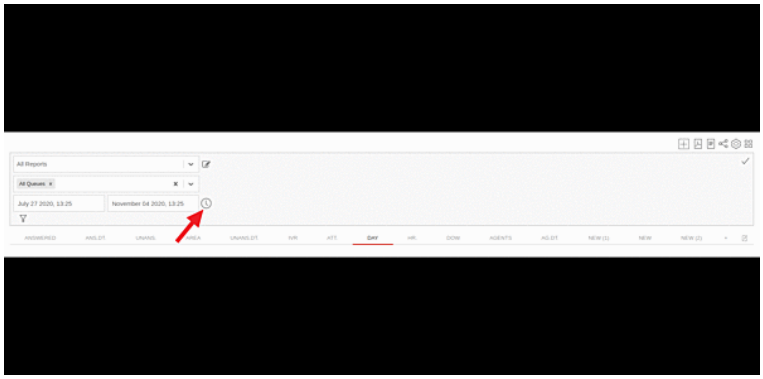
Change Time Period

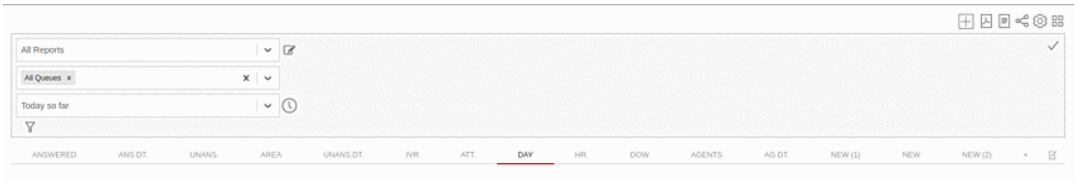
To change the time period to consider when calculating the current report, the user can use the two date and time pickers indicated below



Change Time Selection Mode

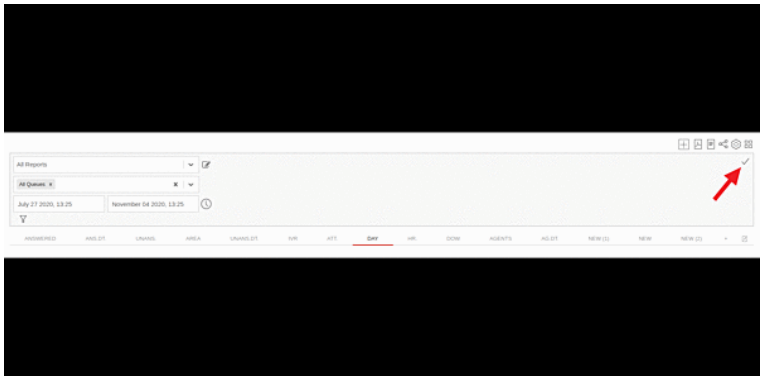
The user can change, by clicking on the "Clock" Icon, to select the time period based on predetermined presets that are relative to the current execution of the report, instead of fixed dates in time.





Confirm Changes

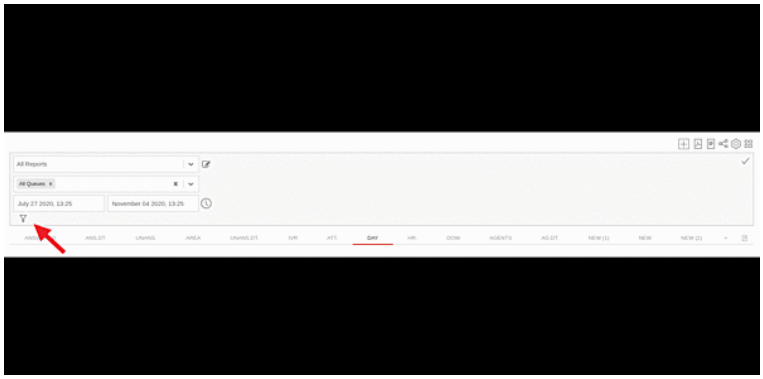
To confirm the pending changes, the user must click on the top right "Confirm" button



Add/Edit Filter Expression

To further filter the current report, the user has access to an entire list of different filters that can be applied. These filters can be combined in an infinitely complex expression, that offers granular control over the data included in the current report.

To add a filter to the filter Expression, the user must click on the "Filter" Icon.

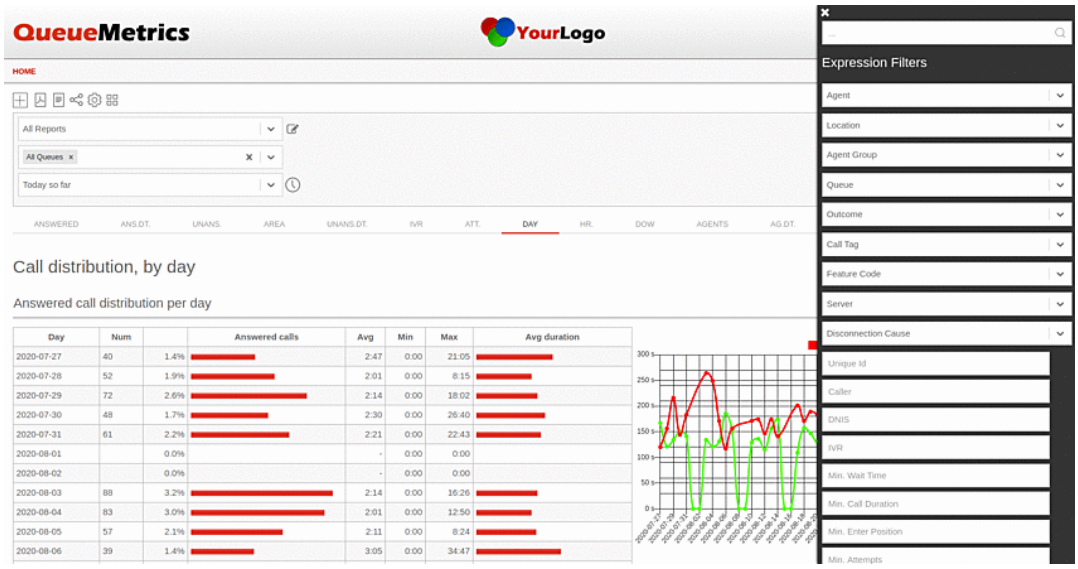


This will enable the Filter Editing Mode for the user.

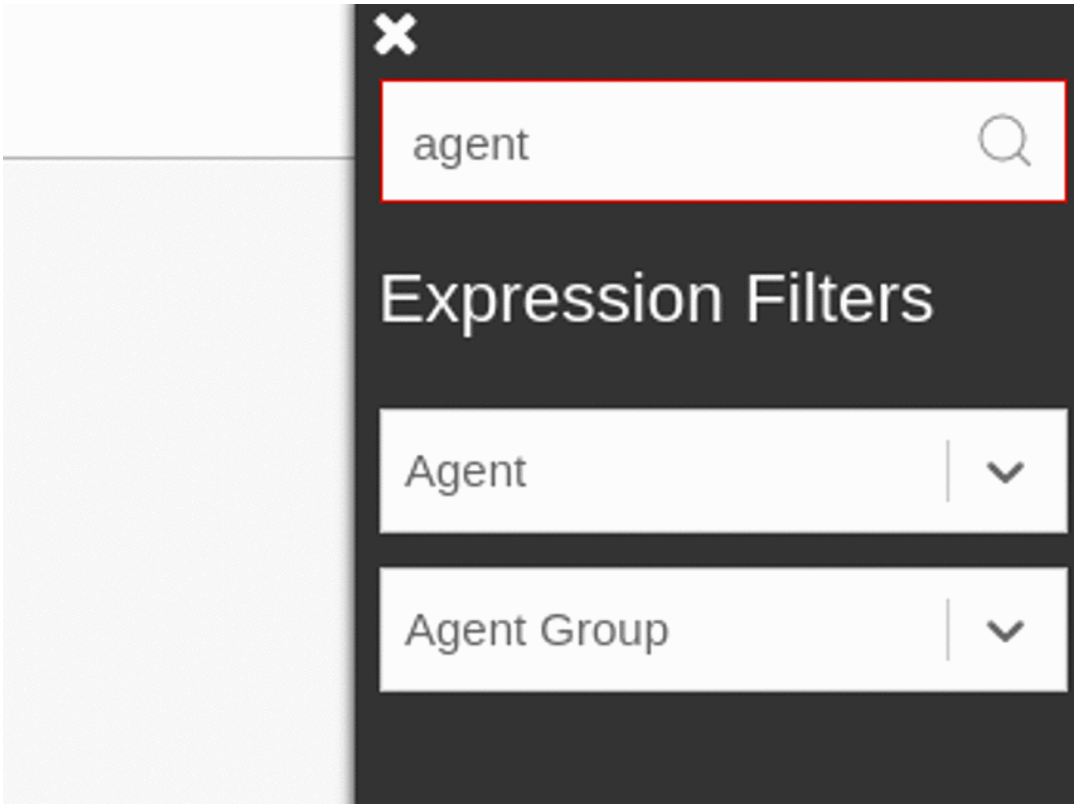
Filter Editing Mode

When Filter Editing Mode is activated, the user can see the whole collection of filters at their disposal

Filter Collection Panel



To easily access the desired filter, the user can use the search bar at the top



Type of filters

There are three types of available filters in the Filter Collection Panel.

Combo Filters

These filters show the user a series of options, and the user can only select one of the options. The user can search through the available options by typing a string with the menu open. This will filter the options to show only options containing the inputted string. An example of this type of filter is the "Agent Group" filter.

Combo Filters with Creatable Options

These filters are similar to Combo Filters, as they show the user a series of options and are searchable. The only difference is that if while inputting a string to filter the available options, no available option matches the inputted string, the user will be presented with an option to create a new option from scratch, with the inputted string as value. The Agent filter is an example of such filter.

Text Filters

These filters are simple text boxes that accept a value inputted by the user. Depending on the filter some values might not be valid. When the user inputs a value and the value is a valid value, a "plus" icon will appear next to the filters that needs to be clicked to add the filter to the expression.

Regular Expressions

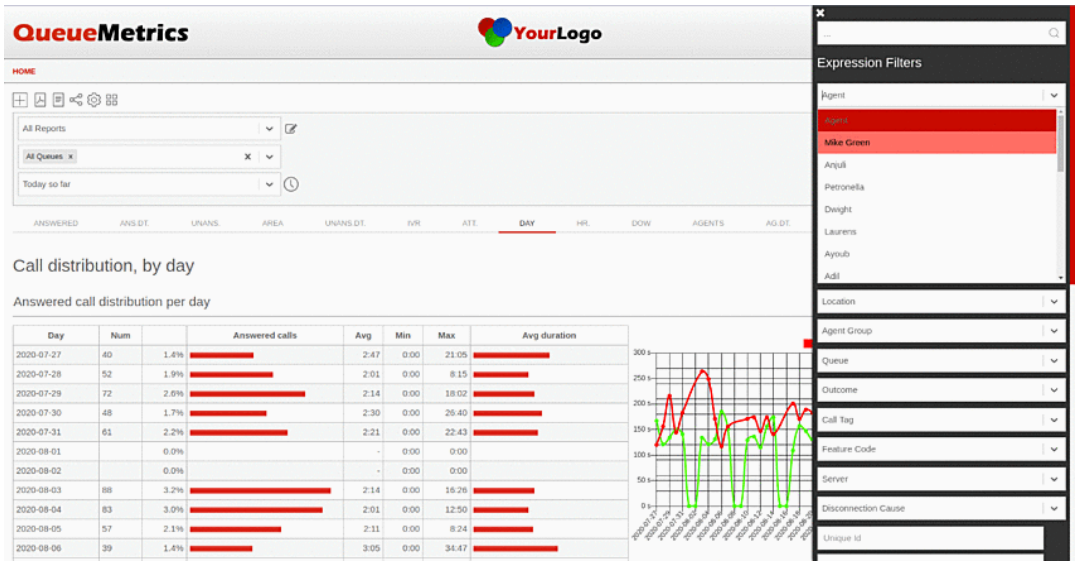
Most of the available filters that accept user input as a value, are also capable of accepting a regular expression, as long as it starts with "^".

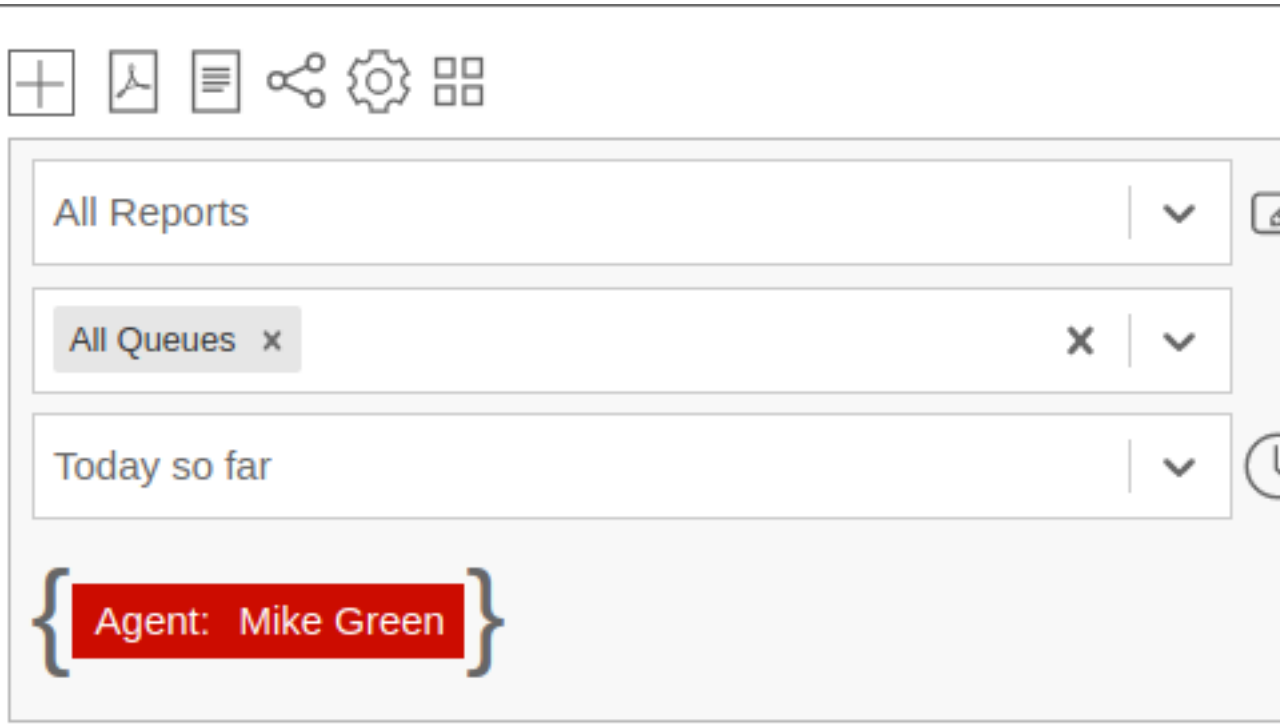
Filter Expression

For more iformation about the available filters, please consult the section called “Call filtering criteria” [59].

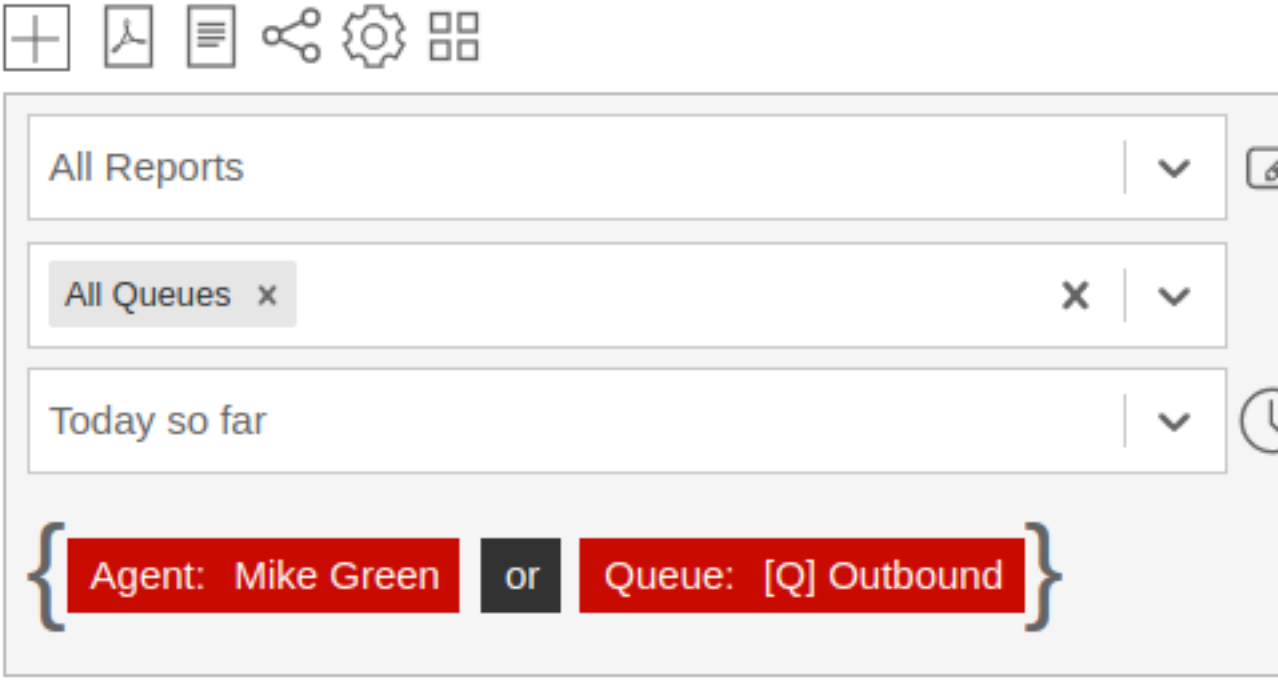
Add Filters

When a filter is selected, it is then added to the filter expression, at the botton of the Report Editing Panel



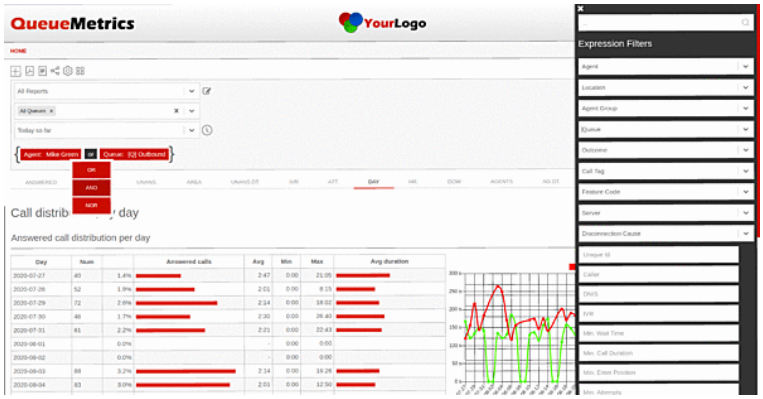


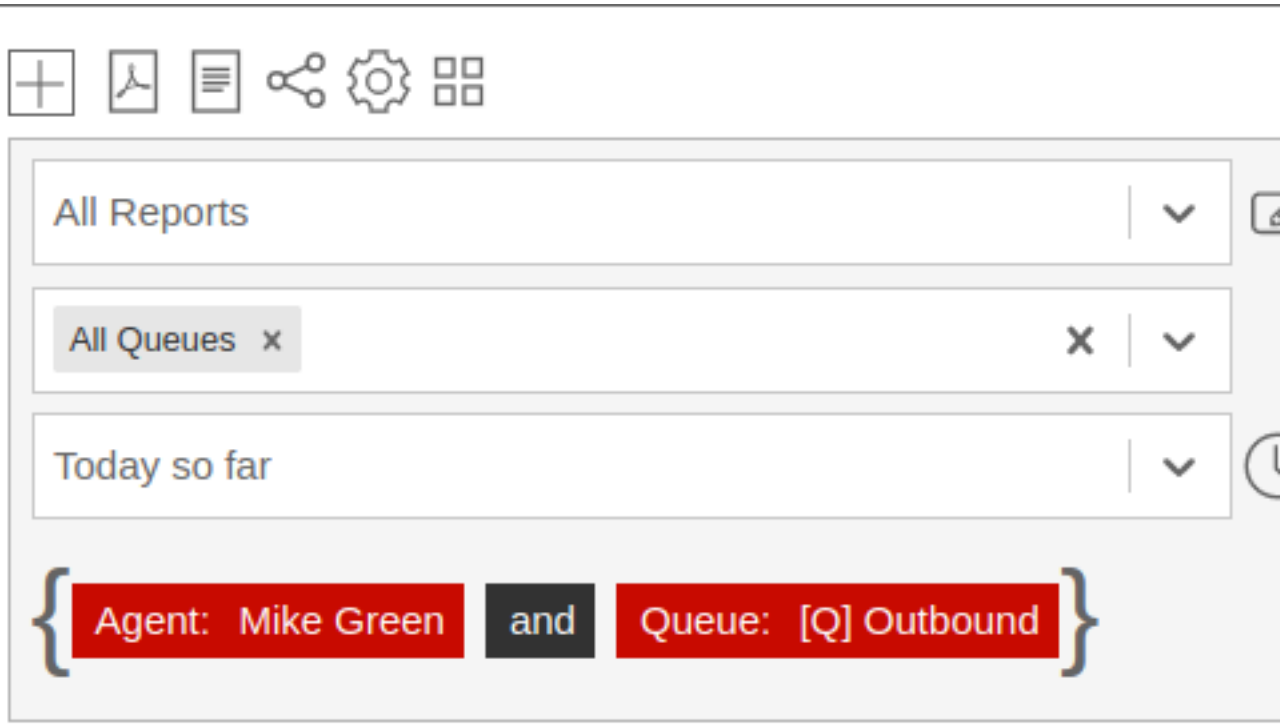
More than one filter can be added at once. They will be joined with the "Or" operator by default.



Change Operator

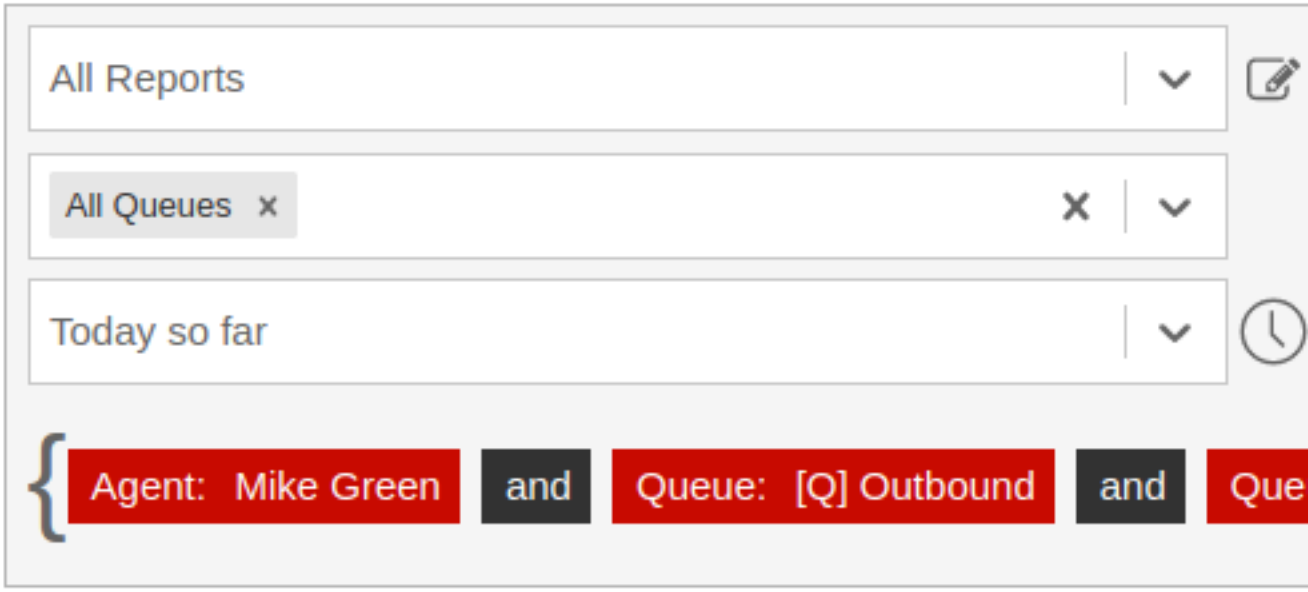
By clicking on the operator, the user can change the operator for the entire group of filters.

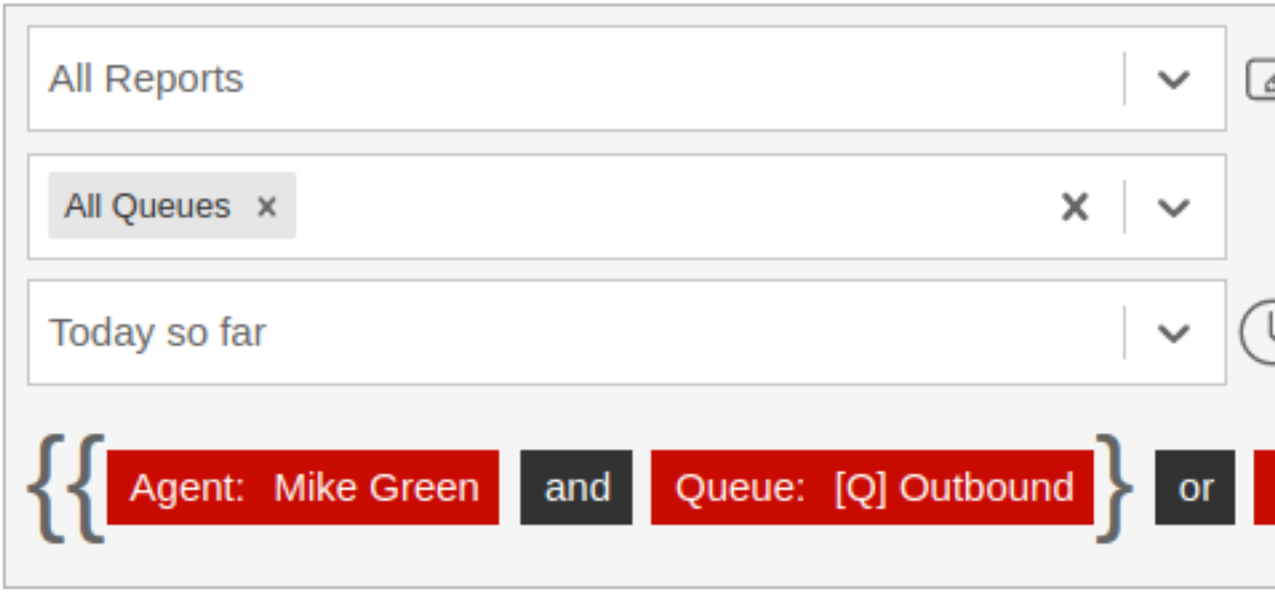




Grouping Filters

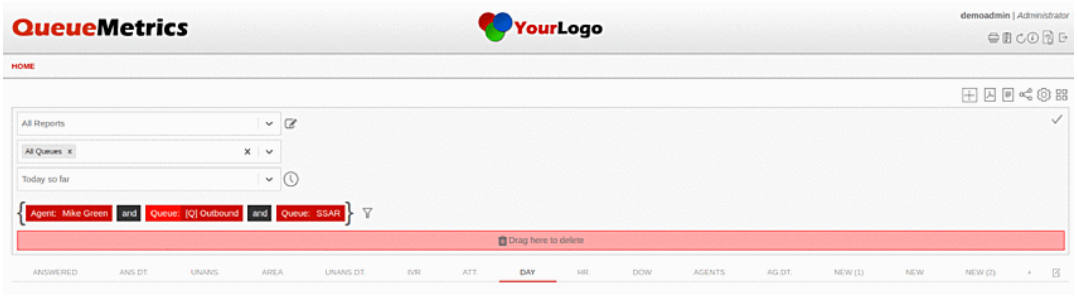
Filters can be grouped together by dragging one filter upon another.





Deleting a Filter

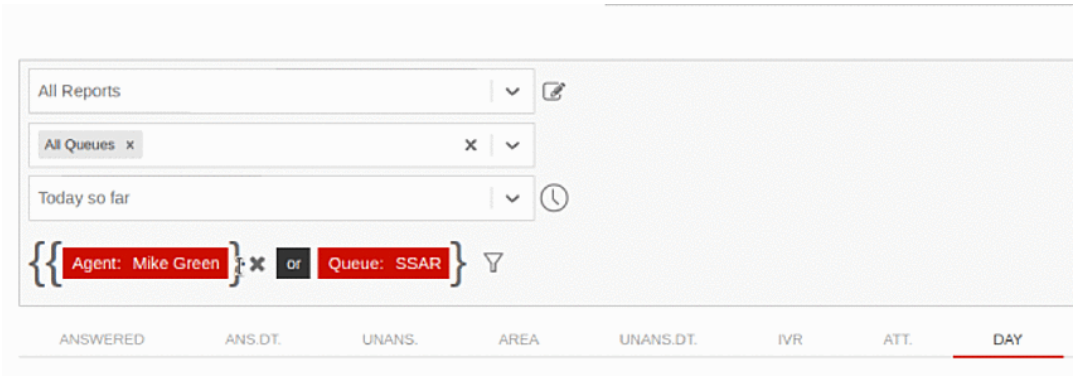
The user can delete a filter by dragging it onto the trashzone that appears when dragging one.

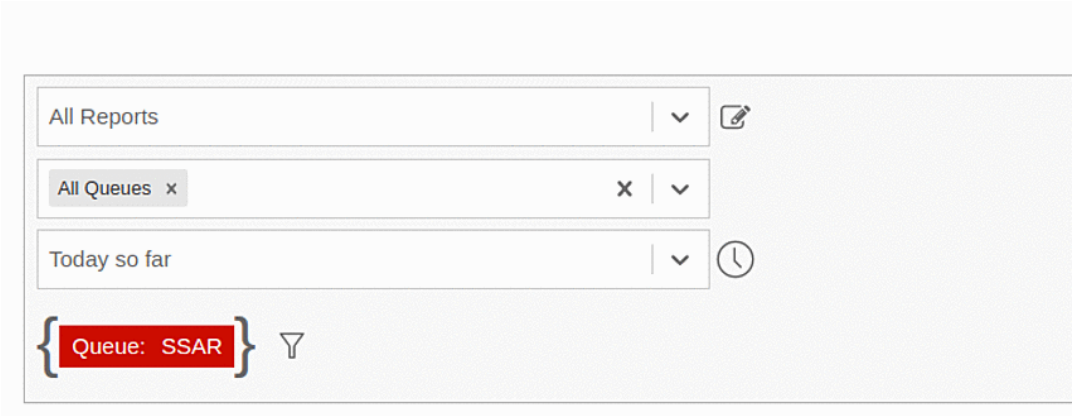




Deleting a Filter Group

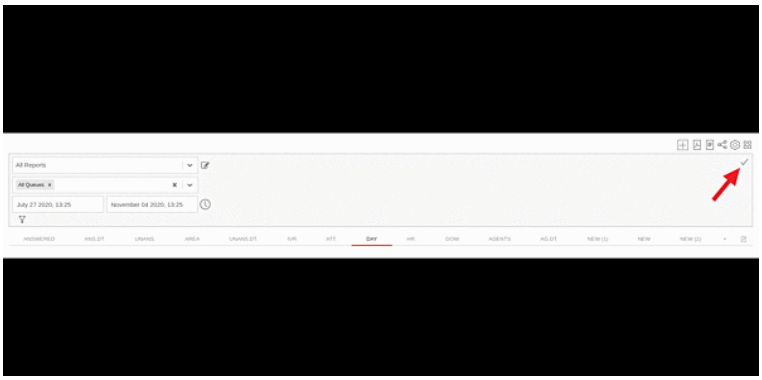
The user can delete a Filter Group by hovering over a closing parenthesys with the mouse (or keeping it pressed while on mobile) and then clicking on the "cross" icon that appears.

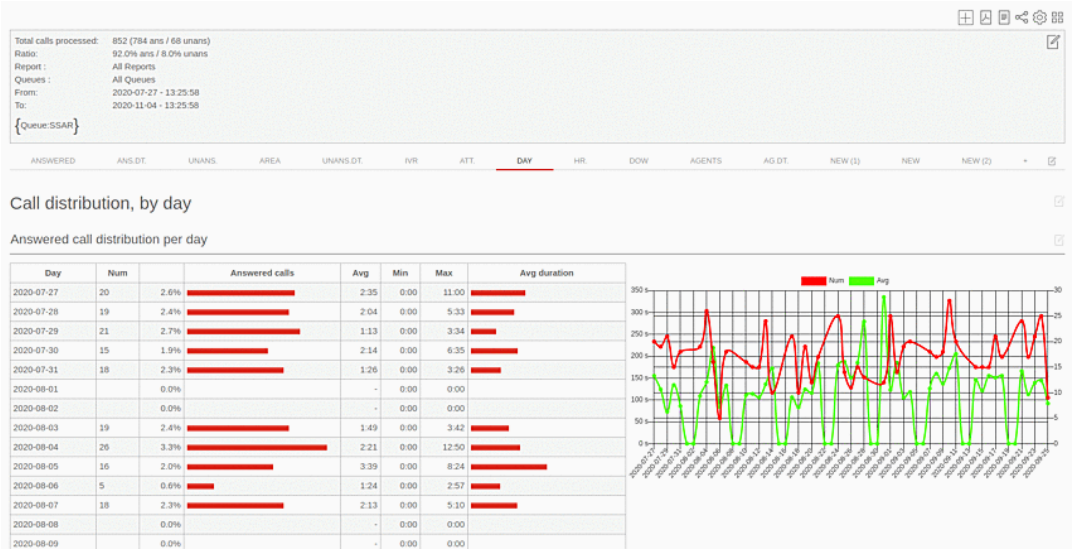




Save Changes

To confirm your changes to the Filter Expressions, and exit Filter Editing Mode, click on the "Confirm" Icon in the top right





This will trigger QueueMetrics to reprocess the data based on the user's new filters. After a few instants all the DataBlocks will be updated.

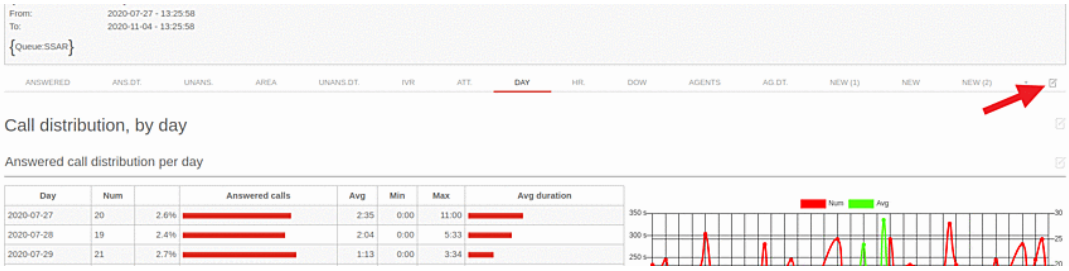
Editors

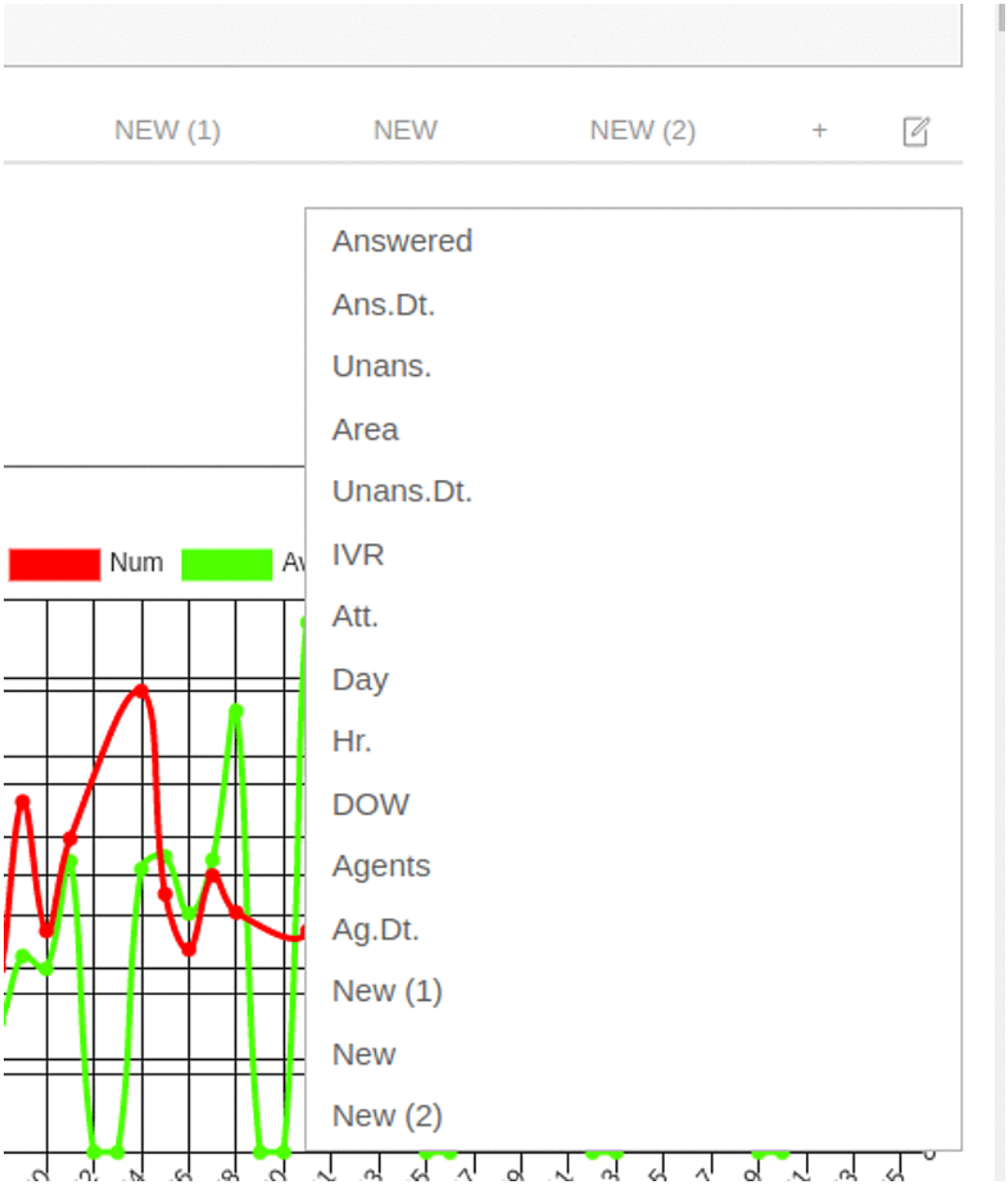
The Report Page offers different editors to allow the user to customize Pages and DataBlocks.



Tabs

The Tabs Editor opens up a panel that allows the user to edit the order of tabs in the page, by dragging and dropping them in the order you want.





Page

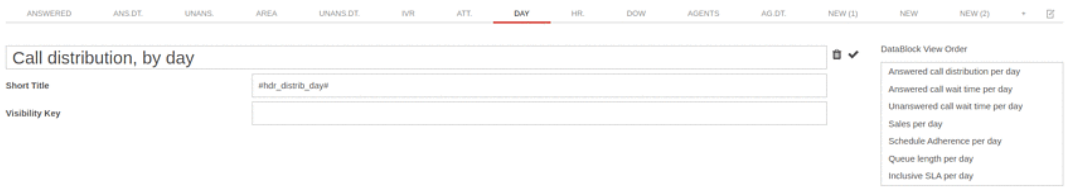
The Page Editor shows a series of editors that allow the user to edit the page information.



As shown below, you can edit the following information:

- Page Title
- Page Short Title (Shown in the tab selectors)
- Visiblity Key
- DataBlockView Order (Drag and Drop)

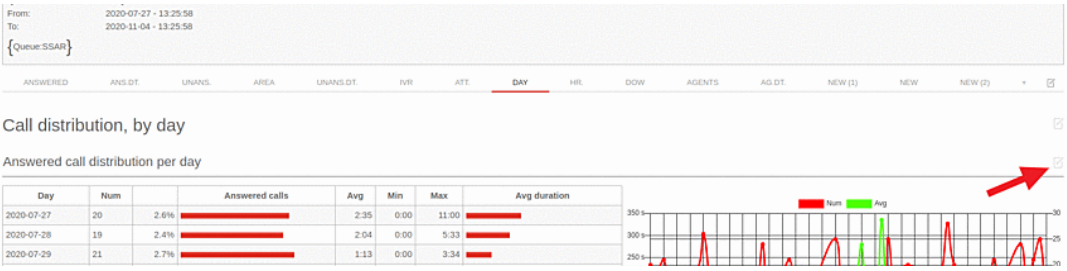
The user can also delete the page by clicking on the "Thrash" Icon.



To confirm your changes click on the "Confirm" Icon.

DataBlock Editor

The DataBlock Editor shows a series of editors that allow the user to edit the DataBlock information.



As shown below, you can edit the following information:

- DataBlock Title
- DataBlock Subtitle
- Visiblity Key
- Column Order and Filtering. (The user can enable/disable columns by checking/unchecking them, and order them with Drag and Drop)

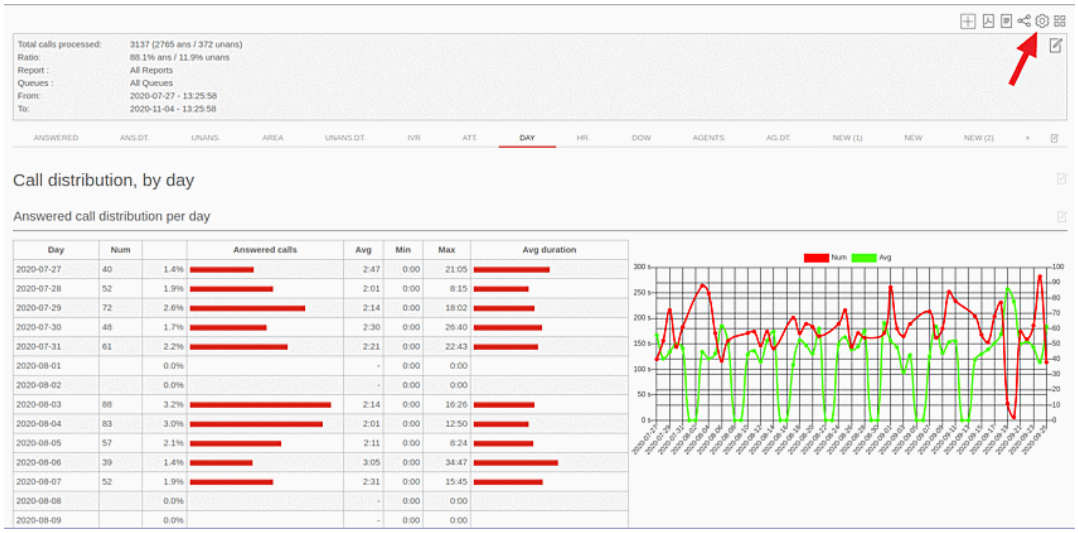
The user can also delete the DataBlock by clicking on the "Trash" Icon.



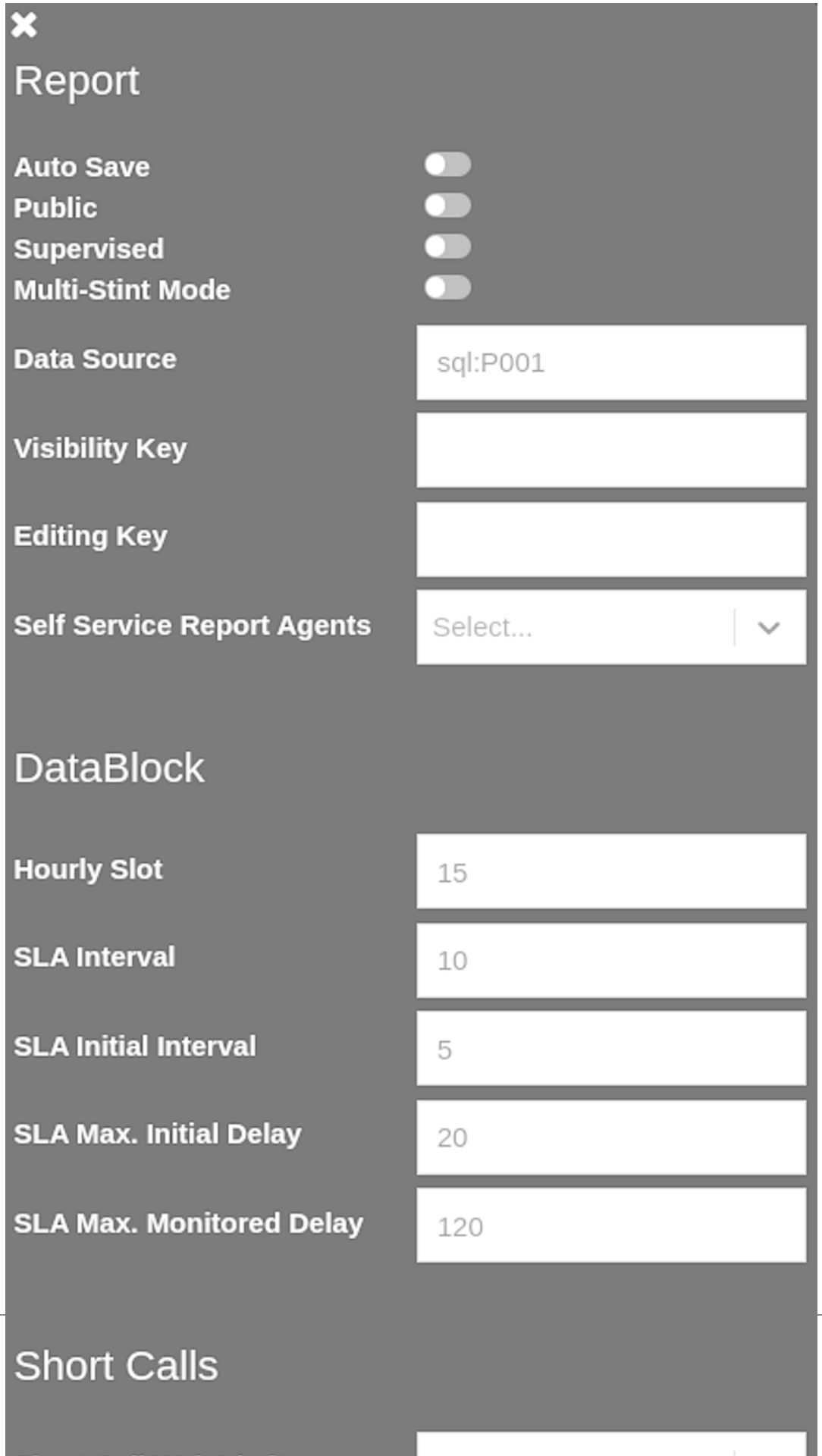
To confirm your changes click on the "Confirm" Icon.

Report Settings

To open the report settings, the user can click on the "Gear Icon".



This will open the settings menu


Report
Auto Save
Public
Supervised
Multi-Stint Mode
Data Source
sql:P001
Visibility Key
Editing Key
Self Service Report Agents
Select...
DataBlock
Hourly Slot
15
SLA Interval
10
SLA Initial Interval
5
SLA Max. Initial Delay
20
SLA Max. Monitored Delay
120
Short Calls

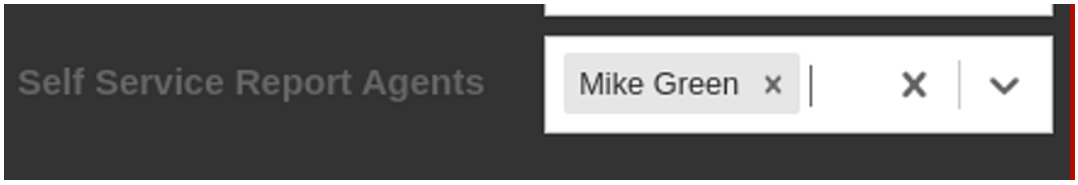
Here the user can change the following settings:

Table 3.1. Settings

Setting	Description
Auto Save	If set to yes, the report will be saved automatically after any relevant change. (Since QM 21.04).
Public	If set to yes, users other than the owner will be able to access this report.
Supervised	lets the user search only for agents that have the current user as their supervisor.
Multi-Stint mode	Enables/disables Multi-Stint mode, joining together all calls with the same Unique Id.
Data Source	The data source for the queue_log data.
Visibility Key	Visibility Key for the report.
Self Service Report Agents	Specifies the agent that can access this report in Self Service Agent Report (SSAR) Mode.
Hourly Slot	The time interval for time distributions in Hour distribution tables.
SLA Interval	The time interval for SLA Charts and Tables
SLA Initial Interval	The initial time interval for SLA Charts and Tables
SLA Max. Initial Delay	The time interval before SLA Interval takes effect instead of SLA Initial Interval
SLA Max. Monitored Delay	The maximum time interval for SLA Charts and Tables
Short Call Wait Limit	How long must a call be in wait status before being counted as a valid call
Short Call Talk Limit	How long must a call be in talk status before being counted as a valid call
Short Call Attempt Limit	How long must a call attempt be long to count as a valid call attempt
Number of CLID digits to search	Number of CLID digits to count as prefix in Area Code calculations
Starting from position	Starting position of the Prefix in Area Code Calculations

Self Service Agent Reporting (SSAR)

Reports can also be accessed by agents in Self Service Agent Reporting mode, by assigning specific reports to such agents in the settings panel.



To be able to access a report in SSAR mode, an agent needs to hold the following security key:

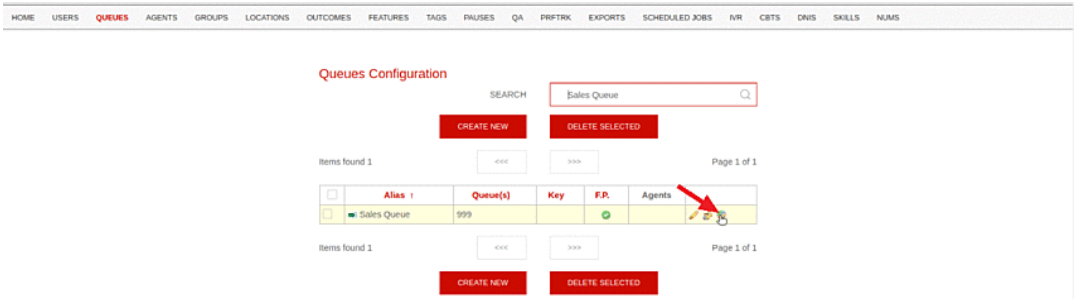
- SSAREPORT

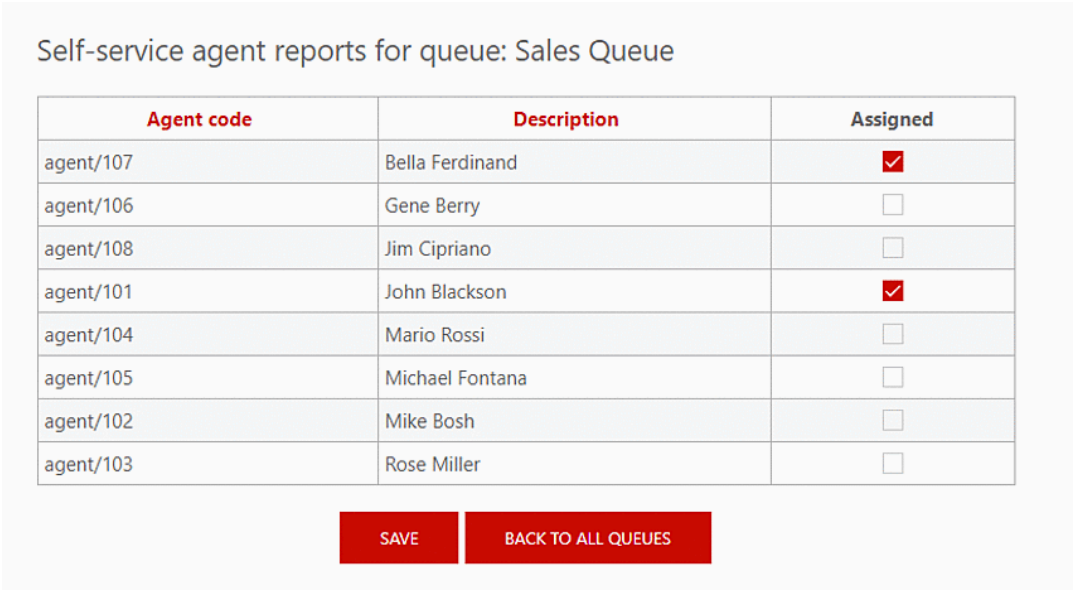
This key is usually assigned to the AGENTS class by default.

The last requirement to be able to start SSAR Reports, is that the agent needs to be assigned a set of queues to monitor.

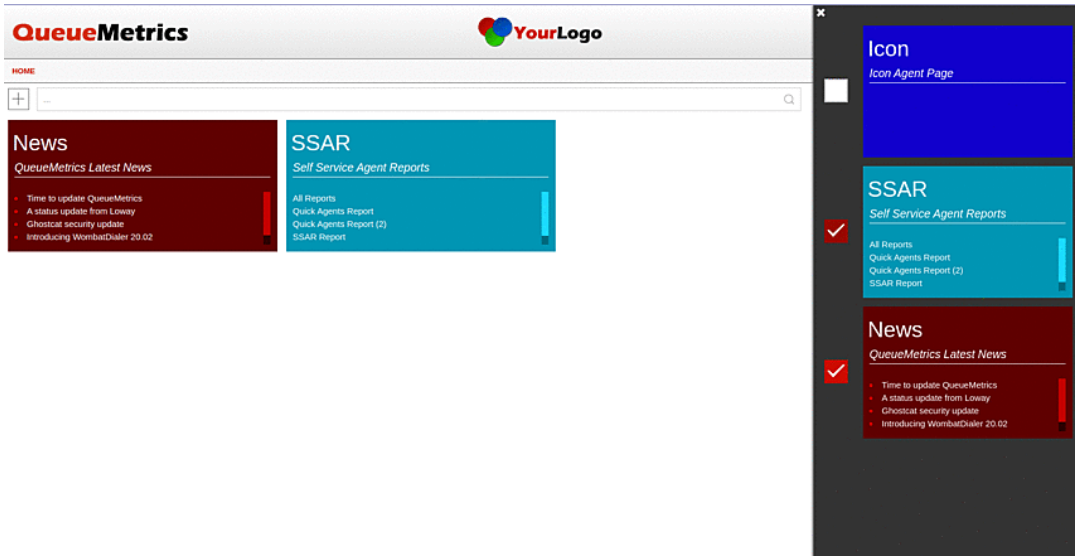
To assign a queue to an agent, a user with sufficient permissions has to navigate to the Queue Editor from the HomePage, and find the queue to assign to the agent.

Once the queue is found, then the user can assign it to the agent by clicking on the "Assign reports to agent" icon on the right side.





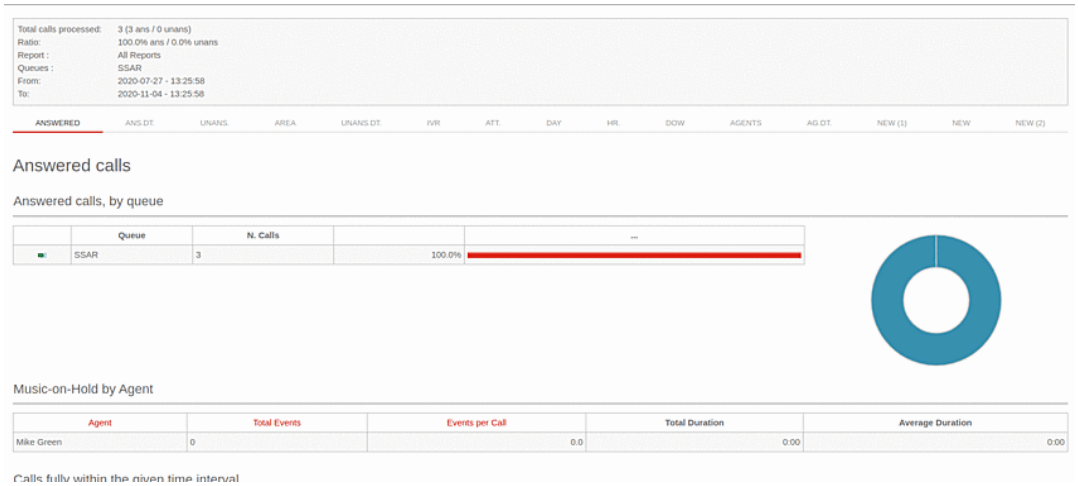
Now, if the agent accesses the Home Page, he should see the SSAR InfoBox



In the InfoBox the agent will see the Reports they have access to in SSAR Mode.

When accessing a report in SSAR mode, an agent will only be able to see the Report, without being able to edit it.

Information will also automatically be filtered to show only data relative to that specific agent.



Call filtering criteria

In the filter expression, a number of criteria can be specified to better zoom in on a given set of calls.

- *Agent* is a specific agent code
- *Location* is a given location
- *Supervision* lets you search only for agents that have the current user as their supervisor
- *Outcome* lets you select a call outcome
- *Call features* lets you select a call feature code
- *Call tags* lets you filter by call tag

- *Variables* lets you filter by a generic variable associated to a call (see below).
- *Asterisk call-id* search by substring on the Asterisk's UniqueID of the call
- *Caller* search by substring on the Caller-ID
- *Wait duration* lets you specify the call waiting duration
- *Call duration* lets you specify a minimum and maximum for the call duration
- *Disconnection cause* lets you pick a disconnenction reason for the call
- *Enter position* lets you enter a minimum and maximum enter position (note: this is not tracked for every call)
- *Number of attempts* lets you select a given number of attempts
- *DNIS* lets you select calls that have a specific DNIS (if tracked)
- *IVR choice* lets you select calls that have a specific IVR choice (if tracked)
- *Server* for clustered systems, lets you select only calls that were processed on a given server
- *Non-contiguous reports* let you choose the day(s) of the week and the time periods that you want to include in the reports.

Note that:

- Criteria involving a full-text search (e.g. Caller) can optionally support full Regular Expressions; if they start by "" they will be processed as Regular Expressions. E.g. entering "\d+$" means "find all fields which value is made up only of numeric characters, having at least one character".
- Running criteria with multi-stint calls may or may not lead to the results you are expecting. See the section called "Multi-stint calls" [76] for more information on this issue.

When a report is run with criteria set, all statistics are computed "as if" those were the only calls available; so e.g. agent sessions may yeld different results from what you would get with no criteria.

Filtering by call variables

Variables allow for very flexible filtering where you can check multiple variables at once, as in:

- "A B C" (or "A: B: C:") means that on every call all three variables must be present
- "A:12 B:" (or "A:12 B") means that on the call there must be a variable "A" set to "12" and "B" must be present.
- "A:^x." means that the value for A is checked against the regular expression "^x." that matches for example "xy" but not "qqq"

Variables are not logged natively by Asterisk, and can be added as explained in Adding custom variables the section called "Adding custom variables to a call" [463] - but they can be provided automatically if you run a WombatDialer campaign.

Short calls

It is possible to filter out of the report so called "short calls", that is calls where the caller hung up before they could be meaningfully processed. Such calls inflate statistics and provide an inaccurate picture of what actually happened on the queues being processed.

QueueMetrics can filter out three types of short calls:

- *Short Call Wait Limit*: excludes calls with a wait time shorter than X seconds that ended with a caller abandon.
- *Short Call Talk Limit*: excludes taken calls with a conversation time shorter than X seconds that ended with a caller abandon.
- *Short Attempt Wait Limit*: excludes attempts to agents that were shorter than X seconds

While calls are simply excluded and will not appear in reports, if you have short attempts and look at the call details, you can still see the "short attempts" under a different event class, but these events will not be counted for attempt statistics.

Short calls can be enforced on a global basis by setting the properties `default.shortCallWait`, `default.shortCallTalk` and `default.shortAttempt`. == Understanding results

Understanding results: Answered calls

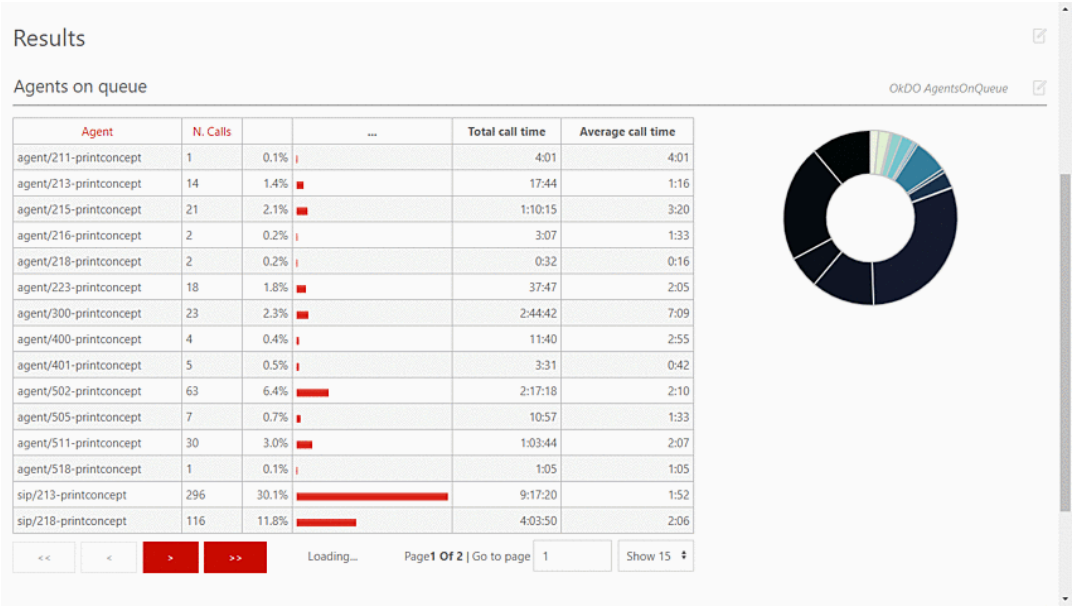
The answered calls section deals with calls that were correctly handled by agents.

Agents on queue

This report shows which agents have been available for the given queue, how many calls each one handled and the percentage of all calls that each one handled.

If calls are connected directly to a phone terminal, QM tries its best to show the corresponding terminal, usually in the format used by Asterisk, like "SIP/303" to signify a SIP phone whose number is 303.

If you connect to H.323 telephones via the OH323 module, the recorded channel names have no meaning and do not refer to a specific terminal; that’s why all OH323 calls are grouped together under the label "OH323/-".



Service level agreement

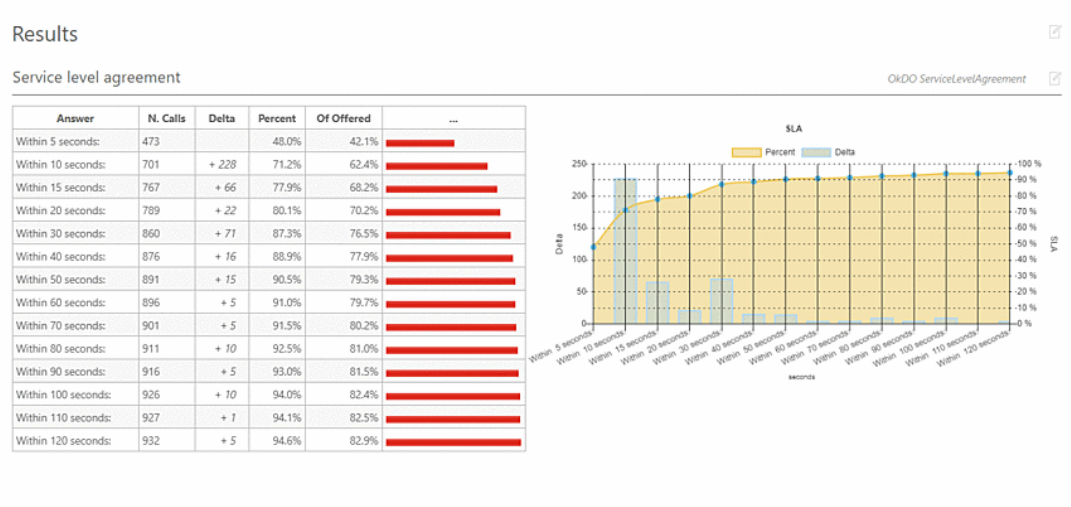
This report shows the distribution of call waiting times. It shows how many calls were answered within a given time frame, usually 120 seconds in 10 second increments (the time frame and increment can be modified by the administrator, if needed - see the section called “Configuring system preferences” [301]).

It is also possible to have two time frames in order to have a higher granularity for shorter time periods - e.g. having SLA computed in intervals of 5 seconds up to 20 seconds, and in intervals of 10 seconds up to 120 seconds.

You get a percentage of how many calls were answered within X seconds; the percentage includes calls answered in a shorter time frame and therefore grows with time.

The "delta" value you see is the absolute increment, expressed in number of calls, between each time frame.

This metric is computed only on answered calls, i.e. ignoring lost calls . If your SLA is defined in terms of taken and lost calls, see the corresponding metrics "Inclusive SLA" on the section called “Inclusive Service Level Agreement” [66].

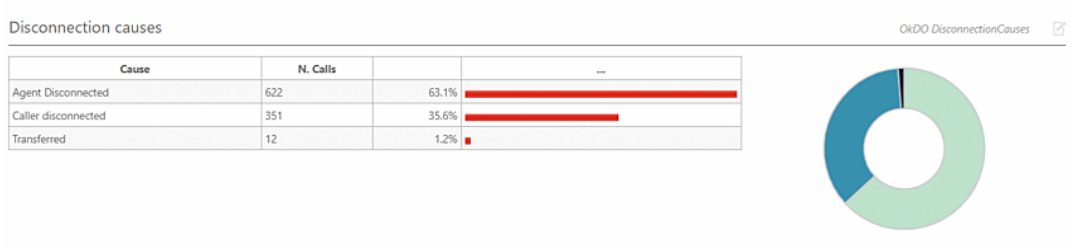


Answer	N. Calls	Delta	Percent	Of Offered	...
Within 5 seconds:	473		48.0%	42.1%	
Within 10 seconds:	701	+ 228	71.2%	62.4%	
Within 15 seconds:	767	+ 66	77.9%	68.2%	
Within 20 seconds:	789	+ 22	80.1%	70.2%	
Within 30 seconds:	860	+ 71	87.3%	76.5%	
Within 40 seconds:	876	+ 16	88.9%	77.9%	
Within 50 seconds:	891	+ 15	90.5%	79.3%	
Within 60 seconds:	896	+ 5	91.0%	79.7%	
Within 70 seconds:	901	+ 5	91.5%	80.2%	
Within 80 seconds:	911	+ 10	92.5%	81.0%	
Within 90 seconds:	916	+ 5	93.0%	81.5%	
Within 100 seconds:	926	+ 10	94.0%	82.4%	
Within 110 seconds:	927	+ 1	94.1%	82.5%	
Within 120 seconds:	932	+ 5	94.6%	82.9%	

Disconnection causes

This report shows the reason why calls were terminated; this means that:

- The agent hung up, or
- The caller hung up, or
- The call was transferred outside the queue and the agent was freed again, or
- The call was ongoing at the time the report was run.

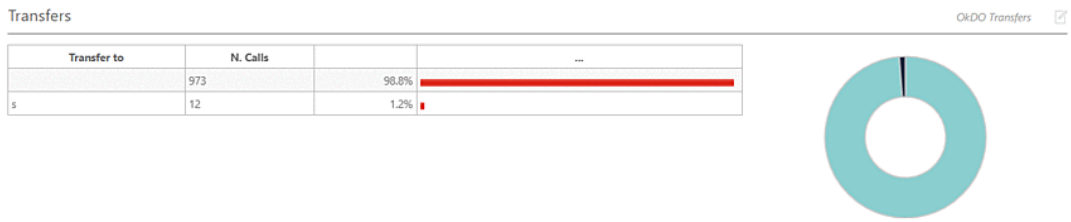


Transfers

This graph shows how many calls were transferred to each extension in the given time frame. This lets you know who is handling exception calls.

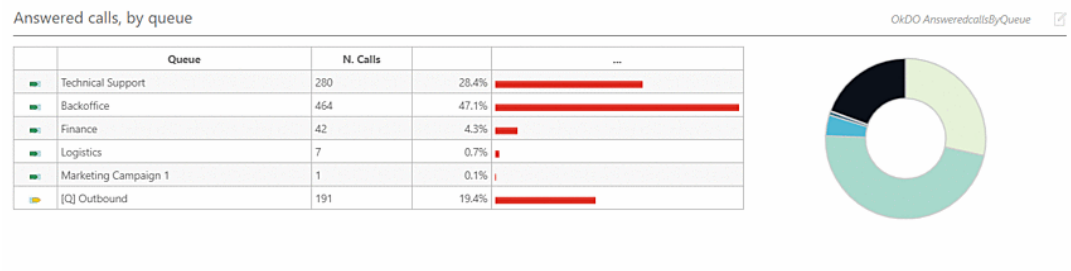


when a call is transferred outside the queue system, its length is no more recorded by the queue subsystem; therefore you only get to see the length of the call while the agent was on line.



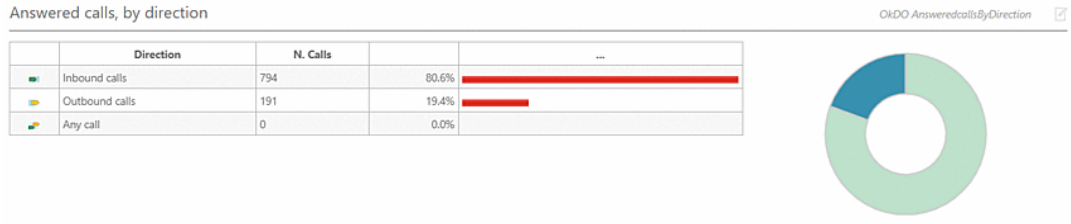
Answered calls by queue

If more than one queue is in use for the report, this graph shows the relative magnitude of each queue.



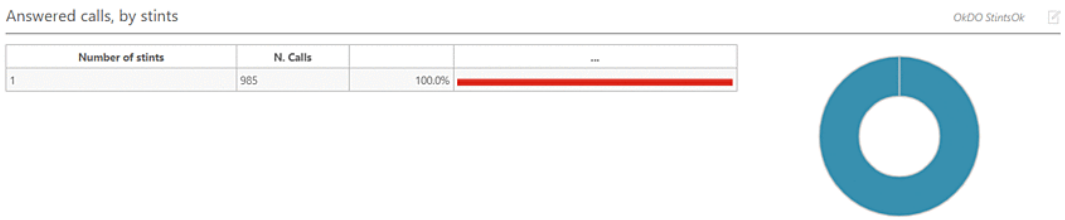
Answered calls by direction

If more than one queue is in use for the report, this graph shows the relative magnitude of inbound versus outbound calls made.



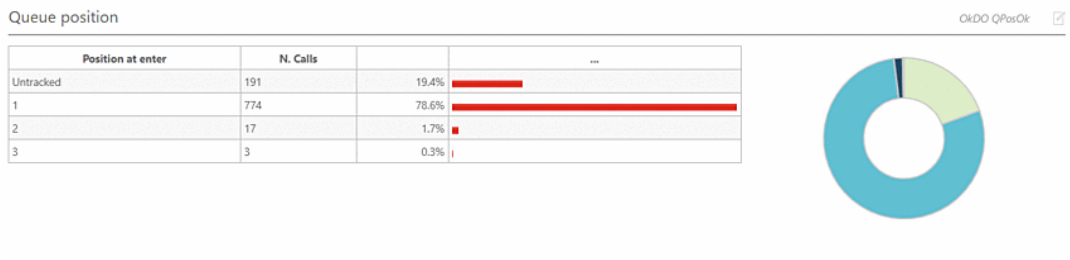
Answered calls, by stints

This graph counts the distribution of multi-stint calls on selected queues. If multi-stint mode is not enable, all calls will have only one stint.



Queue position

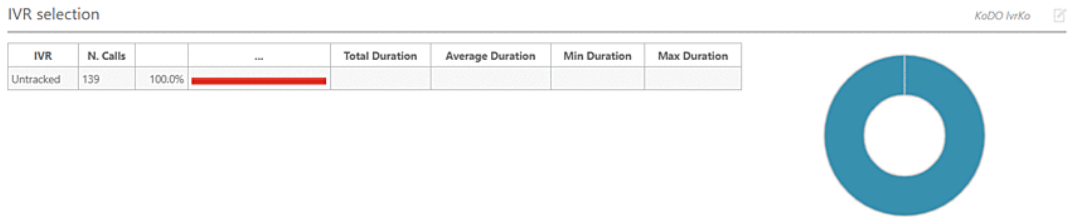
This graph shows the initial queue position that the calls had when they joined the queue. For example, a queue position of 1 means that a call was first in line, of 5 means that a call had four other calls in line before being answered. As the logging of queue positions is a bit inconsistent, some calls might be missing it ("Untracked")



IVR selection

This graph shows the distribution of IVR selections available in the calls processed.

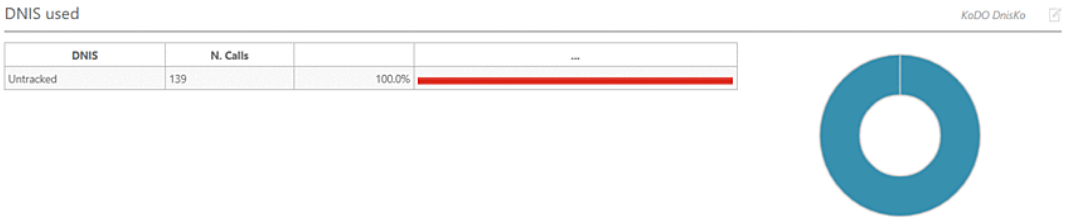
This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.



DNIS used

This graph shows the distribution of DNIS lines available in the calls processed.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.



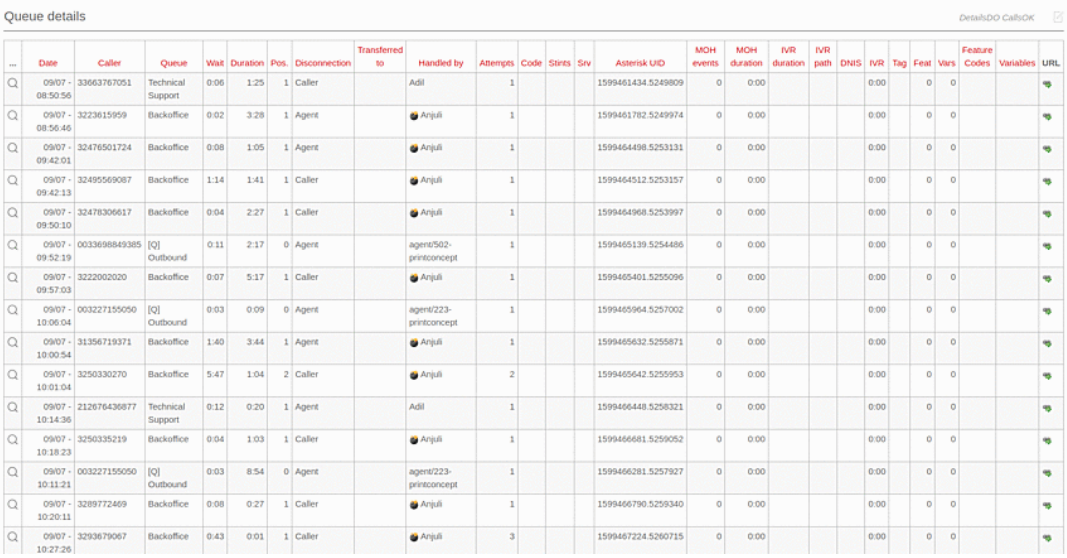
DNIS used

KoDO DnisKo

DNIS	N. Calls		...
Untracked	139	100.0%	

Detail of answered calls

This page shows the detail of answered calls. See Chapter 4, *Showing call details* [86].



Queue details

DetailsDO CallsOK

...	Date	Caller	Queue	Wait	Duration	Pos.	Disconnection	Transferred to	Handled by	Attempts	Code	Stints	Srv	Asterisk UID	MOH events	MOH duration	IVR duration	IVR path	DNIS	IVR	Tag	Feat	Vars	Feature Codes	Variables	URL
	09/07 - 08:50:56	33663767051	Technical Support	0:06	1:25	1	Caller		Adil	1				1599461434.5249809	0	0:00				0:00		0	0			
	09/07 - 08:56:46	3223615959	Backoffice	0:02	3:28	1	Agent		Anjuli	1				1599461782.5249974	0	0:00				0:00		0	0			
	09/07 - 09:42:01	32476501724	Backoffice	0:08	1:05	1	Agent		Anjuli	1				1599464498.5253131	0	0:00				0:00		0	0			
	09/07 - 09:42:13	32495569087	Backoffice	1:14	1:41	1	Caller		Anjuli	1				1599464512.5253157	0	0:00				0:00		0	0			
	09/07 - 09:50:10	32478306617	Backoffice	0:04	2:27	1	Caller		Anjuli	1				1599464968.5253997	0	0:00				0:00		0	0			
	09/07 - 09:52:19	0033698849385	[Q] Outbound	0:11	2:17	0	Agent		agent/502-printconcept	1				1599465139.5254486	0	0:00				0:00		0	0			
	09/07 - 09:57:03	3222002020	Backoffice	0:07	5:17	1	Caller		Anjuli	1				1599465401.5255096	0	0:00				0:00		0	0			
	09/07 - 10:06:04	003227155050	[Q] Outbound	0:03	0:09	0	Agent		agent/223-printconcept	1				1599465964.5257002	0	0:00				0:00		0	0			
	09/07 - 10:00:54	31356719371	Backoffice	1:40	3:44	1	Agent		Anjuli	1				1599465632.5255871	0	0:00				0:00		0	0			
	09/07 - 10:01:04	3250330270	Backoffice	5:47	1:04	2	Caller		Anjuli	2				1599465642.5255953	0	0:00				0:00		0	0			
	09/07 - 10:14:36	212676436877	Technical Support	0:12	0:20	1	Agent		Adil	1				1599466448.5258321	0	0:00				0:00		0	0			
	09/07 - 10:18:23	3250335219	Backoffice	0:04	1:03	1	Caller		Anjuli	1				1599466681.5259052	0	0:00				0:00		0	0			
	09/07 - 10:11:21	003227155050	[Q] Outbound	0:03	8:54	0	Agent		agent/223-printconcept	1				1599466281.5257927	0	0:00				0:00		0	0			
	09/07 - 10:20:11	3289772469	Backoffice	0:08	0:27	1	Caller		Anjuli	1				1599466790.5259340	0	0:00				0:00		0	0			
	09/07 - 10:27:26	3293679067	Backoffice	0:43	0:01	1	Caller		Anjuli	3				1599467224.5260715	0	0:00				0:00		0	0			

Understanding results: Unanswered calls

Unanswered calls are calls that were lost, i.e. the caller could not connect to an agent. This usually means that either the caller hung up, fed up with waiting, or the queue system decided to discharge the caller, maybe sending him to voicemail or another queue.

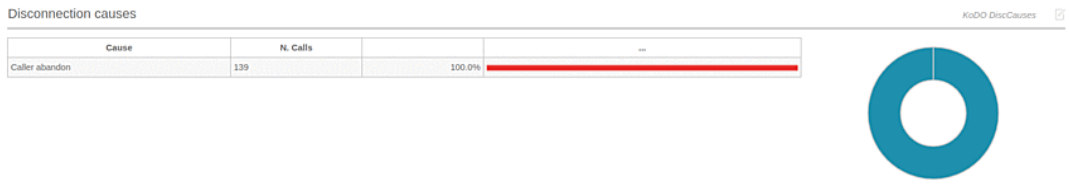


if you run a report with an agent filter, or a supervisor filter, or a location filter, the number of lost calls in the report is usually zero, showing just outgoing calls, if any. This is because the agent is specified only for taken calls and not lost ones, so not deleting them all would show, e.g., the taken call data for one single agent and the lost calls for all of the queue.

Disconnection causes

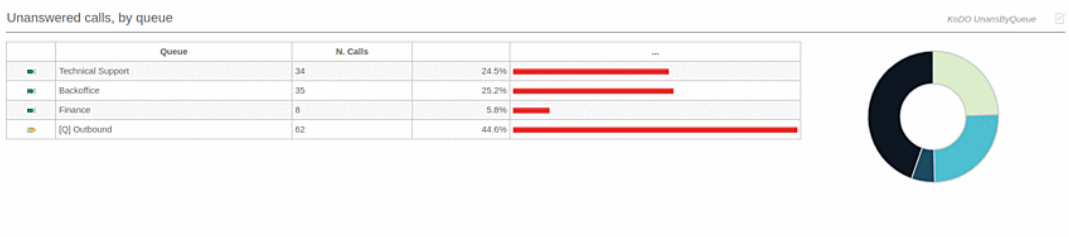
This report shows the relative magnitude of disconnection causes, that are:

- The caller hung up, or
- The queue timed out and discharged the caller (if this feature is enabled by the queue configuration - see Chapter 17, *Configuring Asterisk for QueueMetrics* [403]), or
- The caller exited the queue by pressing a key (if this feature is enabled by the queue configuration).



Unanswered calls, by queue

If more than one queue is in use for the report, this graph shows the relative magnitude of each queue.

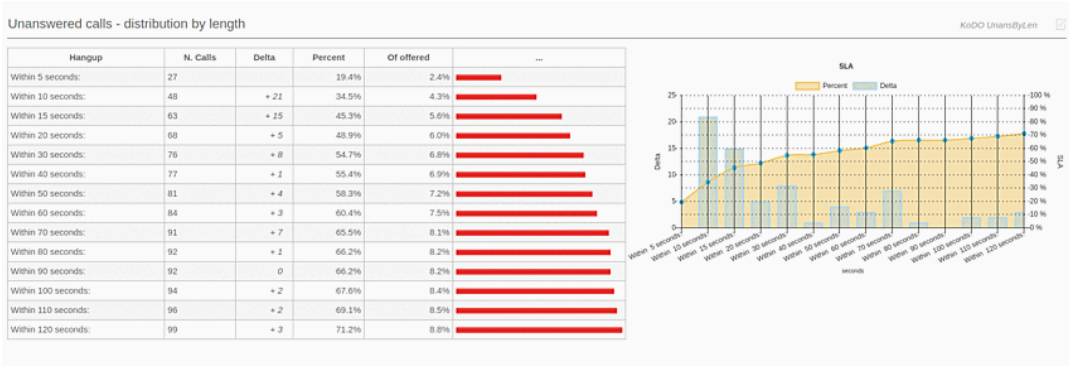


Unanswered calls - distribution by length

This report is functionally equivalent to "Service level agreement" in the Answered calls section (see the section called “Service level agreement” [62]), but is computed on lost calls. It shows how many calls were hung up within a given time frame, usually 120 seconds in 10 second increments (the time frame and increment can be modified by the administrator, if needed - see the section called “Configuring system preferences” [301]).

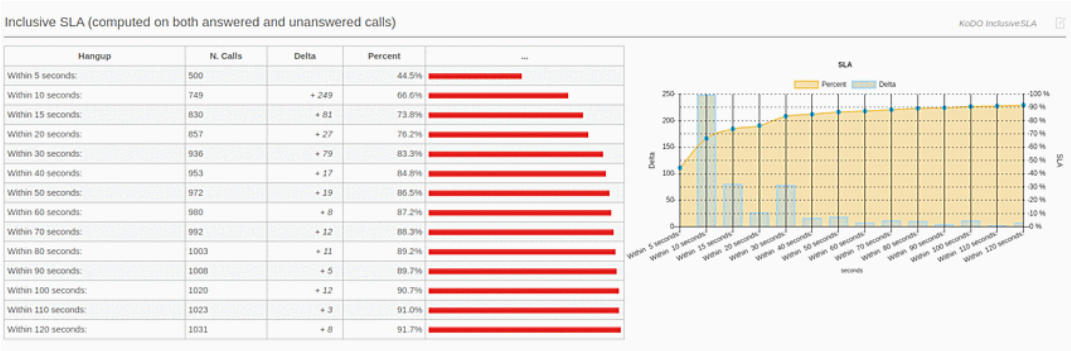
You get a percentage of how many calls were lost within X seconds; the percentage includes calls lost in a shorter time frame and therefore grows with time.

The "delta" value you see is the absolute increment, expressed in number of calls, between each time frame.



Inclusive Service Level Agreement

The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], with the difference that it is computed taking into consideration both answered and unanswered calls.

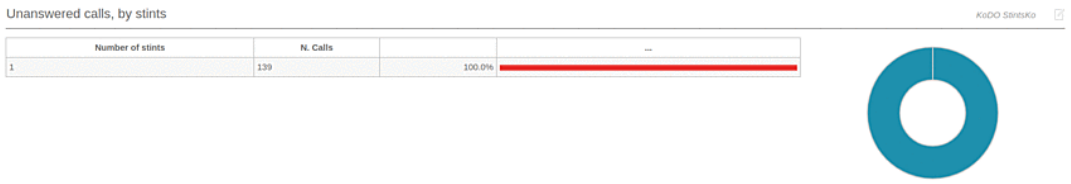


Unanswered calls by key press

If there are any calls that are were set unanswered because the caller pressed a key to exit the queue, this graph shows which keys were pressed and how many calls were terminated for that reason.

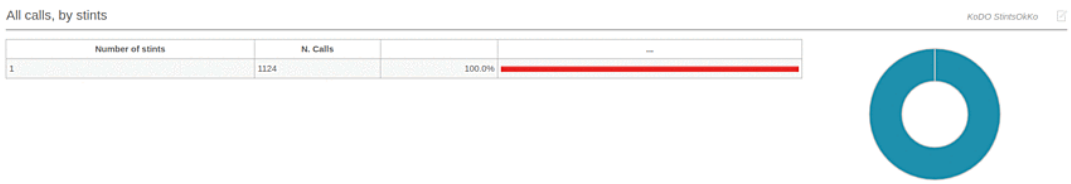
Unanswered calls, by stints

This graph tells the stint distribution of unanswered calls. It corresponds to the graph called "Answered calls, by stints".



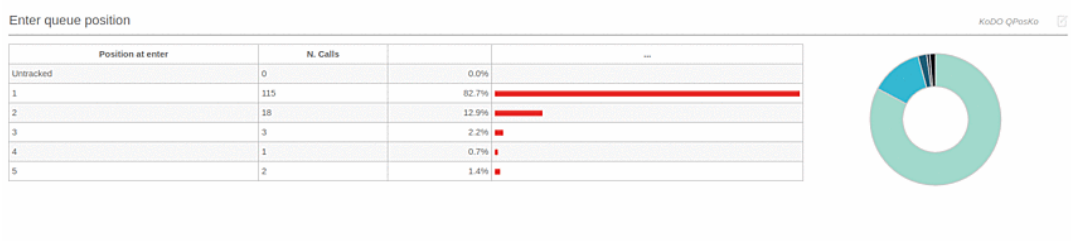
All calls, by stints

This graph tells the stint distribution of all processed calls. It corresponds to the sum of the graphs called "Answered calls, by stints" and "Unanswered calls, by stints"



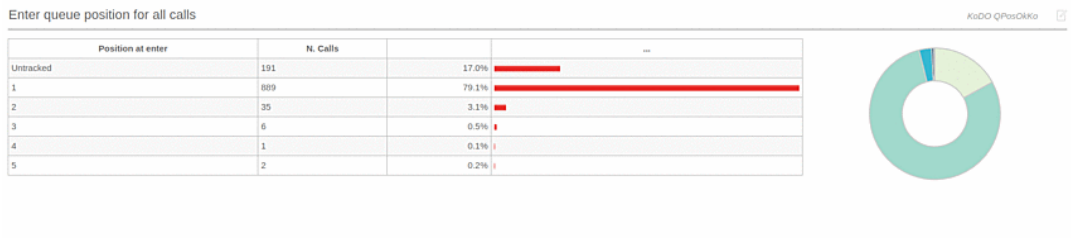
Enter queue positions

This graph shows the initial queue position that the calls had when they joined the queue. For example, a queue position of 1 means that a call was first in line, of 5 means that a call had four other calls in line before being answered. As the logging of queue positions is a bit inconsistent, some calls might be missing it ("Untracked")



Enter queue positions for all calls

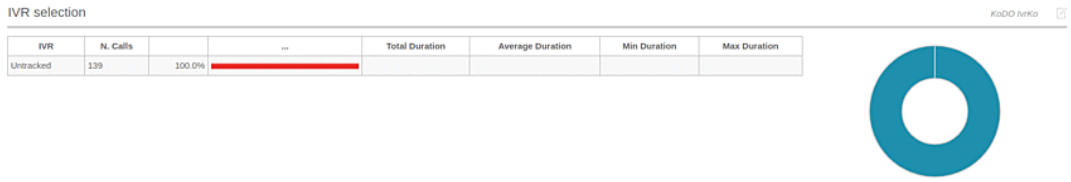
This graph shows the initial queue positions for both answered and unanswered calls.



IVR selection

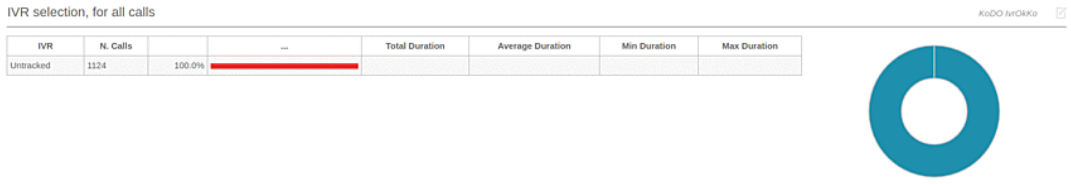
This graph shows the distribution of IVR selections available for lost calls.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.



IVR selection for all calls

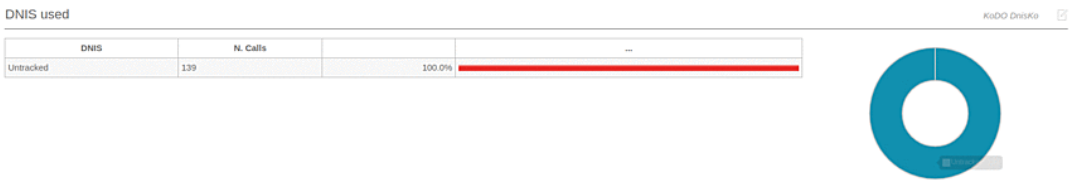
This graph shows the distribution of IVR selections for all calls (taken and lost) available in the report.



DNIS used

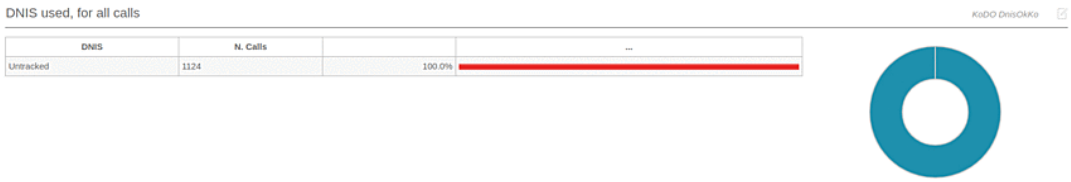
This graph shows the distribution of DNIS lines that lead to lost calls.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.



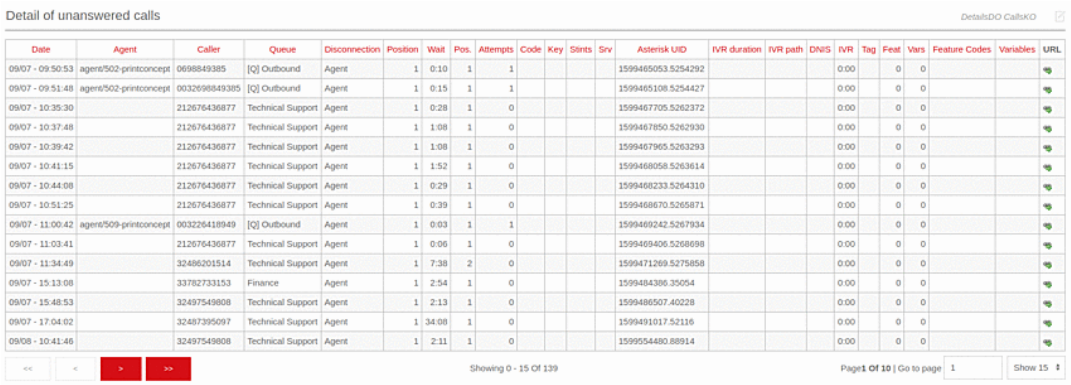
DNIS used, for all calls

This graph shows the distribution of DNIS lines for all calls (taken and lost) available in the report.



Details of unanswered calls

This page shows full details of unanswered calls the section called “Detail of unanswered calls” [91].



Understanding results: Inbound ACD call attempts

When running an inbound call center, it is very important to determine the reason why a call is delayed: are your clients refusing to answer? Did they forget to log off before leaving their workplace? The inbound ACD call attempts metrics try to answer to these questions.

ACD attempts by terminal

This graph breaks down agent attempts by the agent that was called. The following pieces of information are extracted for each agent:

- N. of lost agent attempts (i.e. the agent was called but not responding)
- The average ring time for lost attempts
- The total ringing time for lost calls
- The number of taken agent attempts (i.e. calls answered)
- The average ring duration for taken calls
- The total ring time for taken calls


ACD attempts by terminal

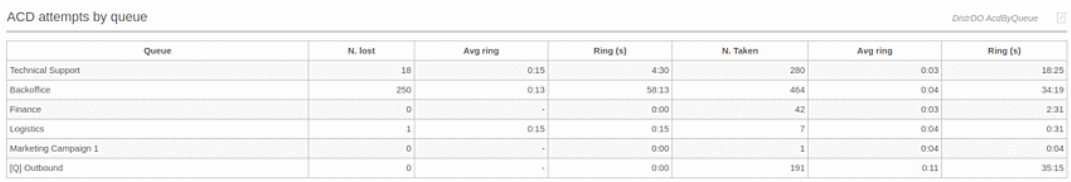
DistrDO AcdByTerminals

Agent	N. lost	Avg ring	Ring (s)	N. Taken	Avg ring	Ring (s)
Anjuli	89	0:14	21:27	296	0:04	22:39
Petronella	7	0:12	1:30	116	0:03	6:13
Ayoub	45	0:11	8:42	0	-	0:00

ACD attempts by queue

The following metrics are extracted and broken down by queue:

- N. of lost agent attempts (i.e. the agent was called but not responding)
- The average ring time for lost attempts
- The total ringing time for lost calls
- The number of taken agent attempts (i.e. calls answered)
- The average ring duration for taken calls
- The total ring time for taken calls


ACD attempts by queue

DistrDO AcdByQueue

Queue	N. lost	Avg ring	Ring (s)	N. Taken	Avg ring	Ring (s)
Technical Support	18	0:15	4:30	280	0:03	18:25
Backoffice	250	0:13	58:13	464	0:04	34:19
Finance	0	-	0:00	42	0:03	2:31
Logistics	1	0:15	0:15	7	0:04	0:31
Marketing Campaign 1	0	-	0:00	1	0:04	0:04
[Q] Outbound	0	-	0:00	191	0:11	35:15

Understanding results: Call distribution

The call distribution report shows when calls were handled, when calls were lost and the average wait times broken down by period.

All percentages are calculated on the call class they belong to, i.e. a 50% of "Unanswered calls" on one day means that 50% of all unanswered calls for the period happened during that day, not that 50% of calls were lost.

For each metrics, the total number of calls is shown, together with average, minimum and maximum times. Graphs are plotted on the total number of calls broken down and on the averages.

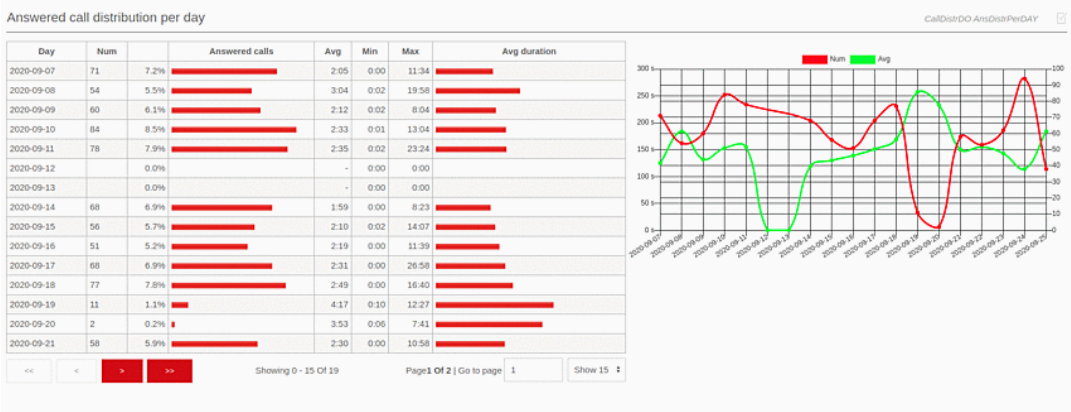
It is possible to change the interval in the Hourly graphs, so that you can have reports break down calls e.g. by half-hours or hour quarters, by changing a value in the QueueMetrics Report Settings (Hourly Slot).

Call distribution per day

Calls, both taken and lost, are shown per specific day. Days with no events are not shown. The total numbers of call lengths, wait time for answered calls and wait time for unanswered calls are plotted for each day. Sales and contacts are also shown on a daily basis.

The Schedule Adherence report shows the number of distinct agents that were detected during the given period. This makes it possible to detect the number of different people that had been working on a given moment.

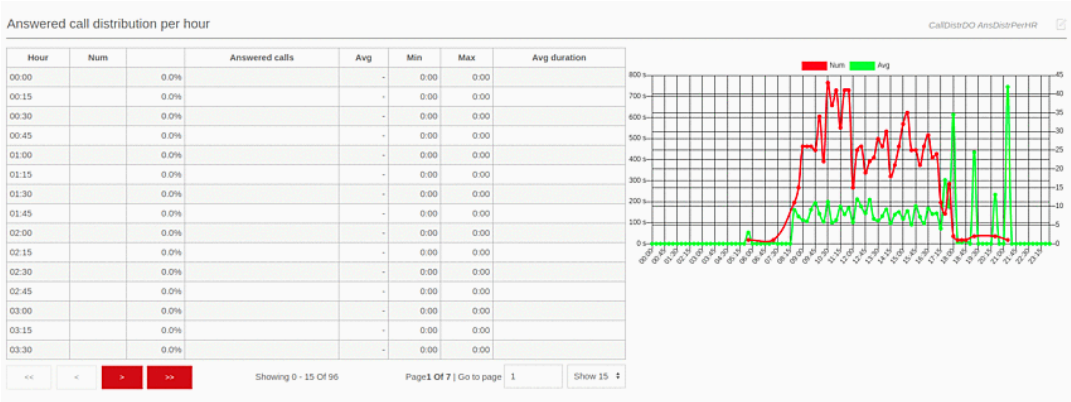
The Queue Length report shows the average length of the queue for each period, giving minimums and maximums. The Steps computation shows how fast each queue progresses during the period, expresses in steps per hour. Note: giving a meaning to the Queue Length reports may be hard in the case of composite queues.



Call distribution per hour

Events are shown on a 24-hour distribution.

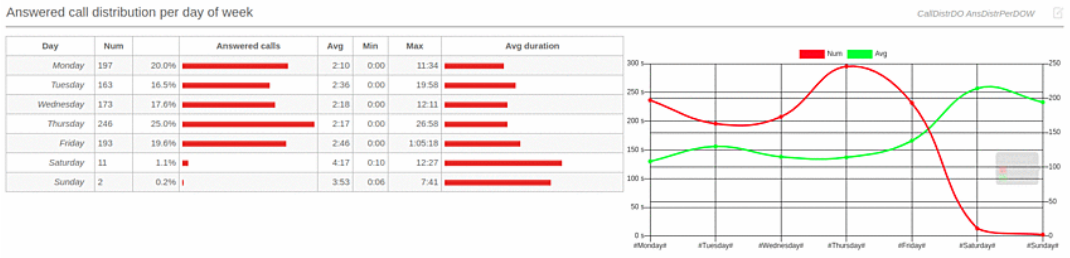
The total numbers of call lengths, wait time for answered calls and wait time for unanswered calls, together with sales and contacts, are plotted for each hourly interval. The size of hourly intervals can be controlled by the *default.hourly_slot* configuration property, making it possible to run this reports based on 30-minute, 20-minute or 15-minute intervals.



Call distribution per day of week

This report shows the weekly behaviour of your queues. The longer the analysis period, the more significant its results will be.

The total numbers of call lengths, wait time for answered calls and wait time for unanswered calls are plotted for each day of the week.



Day	Num		Answered calls	Avg	Min	Max	Avg duration
Monday	197	20.0%		2:10	0:00	11:34	
Tuesday	163	16.5%		2:36	0:00	19:58	
Wednesday	173	17.6%		2:18	0:00	12:11	
Thursday	246	25.0%		2:17	0:00	26:58	
Friday	193	19.6%		2:46	0:00	1:05:18	
Saturday	11	1.1%		4:17	0:10	12:27	
Sunday	2	0.2%		3:53	0:06	7:41	

Understanding results: Agent activity

Agent activity refers to the behaviour of Asterisk defined agents. If you connect you queues straight to telephone terminals, this section will always be empty.

Each agent may be flagged as being a member of four priority groups:

- *Main*: the agents usually answering the queue
- *Spill*: the agents answering the queue if all "Main" agents are busy or unavailable
- *Wrap*: the agents answering the queue if all "Main" and "Spill" agents are busy or unavailable
- *Undefined*: this agent is not a member of any priority group for this queue

This feature is useful if priority groups are used in the queue configuration. If they are not used, just assign all agents to "Main" for each queue.

If an unknown agent appears on a queue, it will be marked as "Undefined", written in red.

Agent names are written in blue and are clickable, if you click on them in any of the graphs, you will be lead to a popup that detail the logon and pause history for that agent.

As a default, QueueMetrics will show and count an agent session if and only if the agent handled at least one call during this session. This may not be what you want when you use pause codes - an agent may log on and immediately go on pause to do some back-end activities. If this is the case, you should set the configuration option *default.useRawAgentSessions* to *true* to see all agent sessions.

Agent availability

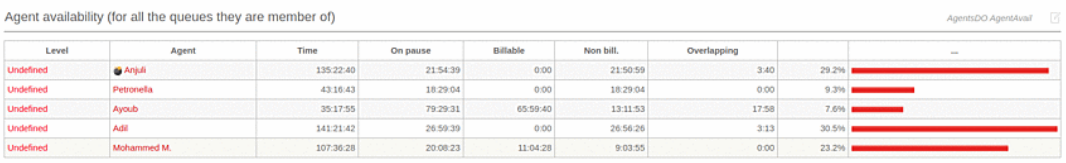
This graph shows which agents were available during the specified time frame and the percentage of agents' available time each one cumulated.

This time is calculated per all queues any agent is a member of, as the act of logging on is in general for the whole system and not specific to one single queue.

For each agent, the total time on pause - if any - is computed and broken down as "Billable" or "Not billable" - see the section on Pause Codes.

The "overlapping" is the amount of time that an agent was paused BUT taking calls. As you can pause in the middle of a call (maybe your system doesn't allow this, but it is conceivable) you could have a period where you are paused BUT on conversation as well.

The % written next to the graph is the percentage of the pause time.



Agent availability (for all the queues they are member of)

AgentsDO AgentAvail

Level	Agent	Time	On pause	Billable	Non bill.	Overlapping		...
Undefined	Anjuli	135:22:40	21:54:39	0:00	21:50:59	3:40	29.2%	
Undefined	Petronella	43:16:43	18:29:04	0:00	18:29:04	0:00	9.3%	
Undefined	Ayoub	35:17:55	79:29:31	65:59:40	13:11:53	17:58	7.6%	
Undefined	Adil	141:21:42	26:59:39	0:00	26:56:26	3:13	30.5%	
Undefined	Mohammed M.	107:36:28	20:08:23	11:04:28	9:03:55	0:00	23.2%	

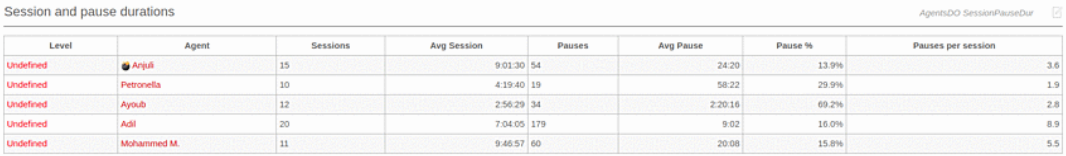
Session and pause duration

For each agent, the total number of sessions and pauses is computed (session time is already deducted of pause time). For both sessions and pauses, an average length is computed.

The "Pause percentage" is how much time an agent was on pause compared to available time.

The "Pauses per session" computes how many pauses - on average - each agent makes for each log-in session.

These metrics should be considered according to your call center rules on pauses and time-out.



Session and pause durations

AgentsDO SessionPauseDur

Level	Agent	Sessions	Avg Session	Pauses	Avg Pause	Pause %	Pauses per session
Undefined	Anjuli	15	9:01:30	54	24:20	13.9%	3.6
Undefined	Petronella	10	4:19:40	19	58:22	29.9%	1.9
Undefined	Ayoub	12	2:56:29	34	2:20:16	69.2%	2.8
Undefined	Adil	20	7:04:05	179	9:02	16.0%	8.9
Undefined	Mohammed M.	11	9:46:57	60	20:08	15.8%	5.5

Answered calls for selected queues

This graph shows who of your agents answered calls for the queues you selected. The number of calls, together with total and average call durations are computed accordingly.



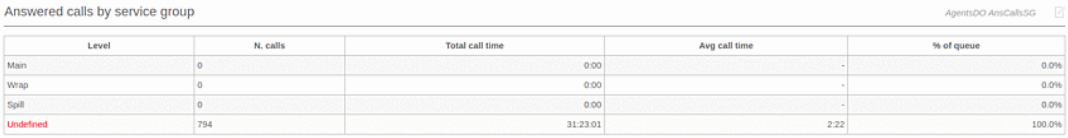
Answered calls (for selected queues)

AgentsDO AnsCallsQueues

Level	Agent	N. calls	Total call time	Avg call time	Avg wait time	% of queue
Undefined	Anjuli	296	9:17:20	1:52	0:41	37.3%
Undefined	Petronella	116	4:03:50	2:06	0:19	14.6%
Undefined	Ayoub	59	4:31:36	4:36	1:23	7.4%
Undefined	Adil	213	8:22:33	2:21	0:30	26.8%
Undefined	Mohammed M.	110	5:07:42	2:47	0:27	13.9%

Answered calls by service groups

This graph show which priority levels handled calls for your queue. This shows whether your main line is staffed enough to handle the load of incoming calls.



Answered calls by service group

AgentsDO AnsCallsSG

Level	N. calls	Total call time	Avg call time	% of queue
Main	0	0:00	-	0.0%
Wrap	0	0:00	-	0.0%
Spill	0	0:00	-	0.0%
Undefined	794	31:23:01	2:22	100.0%

Session details


Detail of agent sessions

DetailsDO AgentSessions

Agent	Start hour	End hour	Duration	Ext.	Termination	Pause	P.Time	Srv
Adil	09/07 - 08:36:28	09/07 - 10:39:32	2:03:04			4	19:19	
Anjuli	09/07 - 08:08:30	09/07 - 11:52:48	3:44:18			0	0:00	
Adil	09/07 - 10:40:29	09/07 - 11:52:48	1:12:19			1	3:49	
Ayoub	09/07 - 11:13:04	09/07 - 11:52:48	39:44			0	0:00	
Adil	09/07 - 13:18:22	09/07 - 17:22:09	4:03:47			3	50:05	
Petronella	09/07 - 15:59:06	09/07 - 18:00:03	2:00:57			2	20:43	
Anjuli	09/07 - 11:54:11	09/07 - 20:00:01	8:05:50			2	8:11	
Petronella	09/08 - 08:25:30	09/08 - 16:01:27	7:35:57			1	3:33:16	
Anjuli	09/08 - 10:35:29	09/08 - 17:58:51	7:23:22			4	52:45	
Adil	09/08 - 08:31:43	09/08 - 17:59:11	9:27:28			10	1:07:15	
Anjuli	09/09 - 08:37:27	09/09 - 16:33:41	7:56:14			8	1:13:10	
Adil	09/09 - 08:31:49	09/09 - 17:58:24	9:26:35			9	1:20:22	
Petronella	09/09 - 15:58:31	09/09 - 18:00:52	2:02:21			1	3:40	
Ayoub	09/09 - 09:59:29	09/09 - 20:00:01	10:00:32			4	3:57:33	
Adil	09/10 - 08:41:39	09/10 - 10:48:08	2:06:29			5	43:08	

<< < > >>

Showing 0 - 15 Of 68

Page 1 Of 5 | Go to page 1

Show 15

For each agent session, the start and end times are recorded, together with the total duration in seconds.

If the agent logs on via the call back function, the designated call back extension is shown.

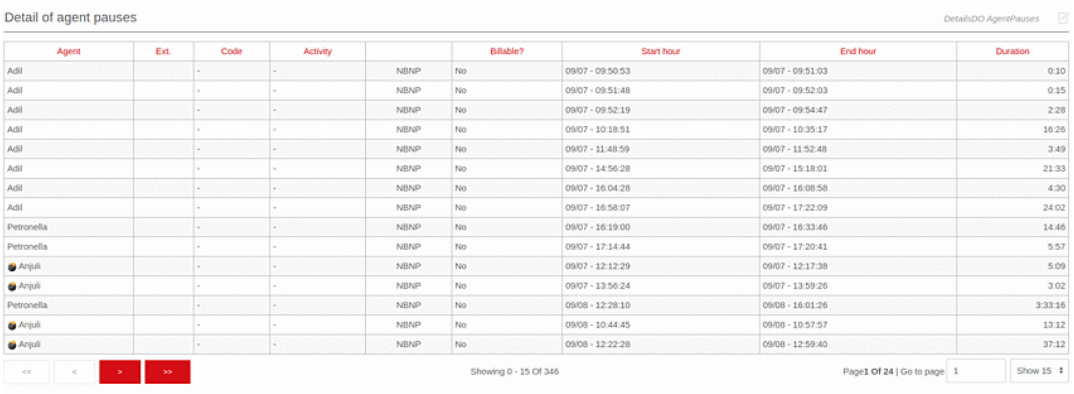
The number of pauses and the total pause time in seconds is shown.

The "Srv" column tells you on which server an agent was working in case you set up a cluster of Asterisk servers.

It is possible to sort the table for each title, in either descending and ascending order. To do this, click once on the desired title for descending sort, and twice for ascending sort. Once the table is sorted, an arrow symbol will appear close to the title, so you know on which column it was sorted last. As the sorting is done on the client machine, it may take a while with very large tables.

Pause activity details

This table shows the specific pauses that each agent took and the pause code that was entered for each pause. It also shows whether the pause taken was considered to be billable or non-billable.


Detail of agent pauses

DetailsDO AgentPauses

Agent	Ext.	Code	Activity		Billable?	Start hour	End hour	Duration
Adil		-	-	NBNP	No	09/07 - 09:50:53	09/07 - 09:51:03	0:10
Adil		-	-	NBNP	No	09/07 - 09:51:48	09/07 - 09:52:03	0:15
Adil		-	-	NBNP	No	09/07 - 09:52:19	09/07 - 09:54:47	2:28
Adil		-	-	NBNP	No	09/07 - 10:18:51	09/07 - 10:35:17	16:26
Adil		-	-	NBNP	No	09/07 - 11:48:59	09/07 - 11:52:48	3:49
Adil		-	-	NBNP	No	09/07 - 14:56:28	09/07 - 15:18:01	21:33
Adil		-	-	NBNP	No	09/07 - 16:04:28	09/07 - 16:08:58	4:30
Adil		-	-	NBNP	No	09/07 - 16:58:07	09/07 - 17:22:09	24:02
Petronella		-	-	NBNP	No	09/07 - 16:19:00	09/07 - 16:33:46	14:46
Petronella		-	-	NBNP	No	09/07 - 17:14:44	09/07 - 17:20:41	5:57
Anjuli		-	-	NBNP	No	09/07 - 12:12:29	09/07 - 12:17:38	5:09
Anjuli		-	-	NBNP	No	09/07 - 13:56:24	09/07 - 13:59:26	3:02
Petronella		-	-	NBNP	No	09/08 - 12:28:10	09/08 - 16:01:26	3:33:16
Anjuli		-	-	NBNP	No	09/08 - 10:44:45	09/08 - 10:57:57	13:12
Anjuli		-	-	NBNP	No	09/08 - 12:22:28	09/08 - 12:59:40	37:12

<< < > >>

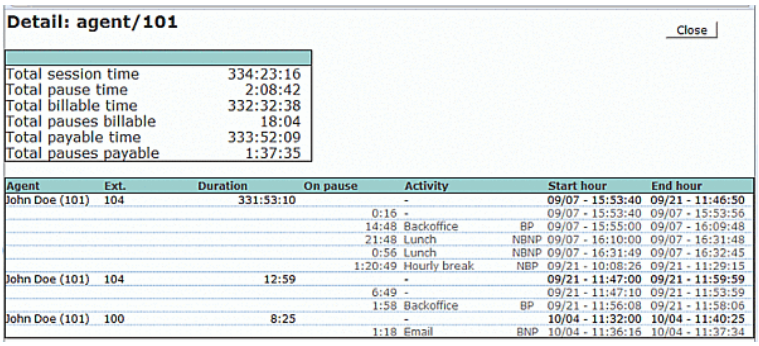
Showing 0 - 15 Of 346

Page 1 Of 24 | Go to page 1

Show 15

Agent history popup

If you click on an agent’s name, a new popup will appear with full history for that agent. You can scroll in it as needed by using arrow keys or the wheel of your mouse.



A complete description of the popup is available in the Report Details: the section called “Popup of agent activity” [156] .

Understanding results: Call outcomes

If your agents are entering Pause codes or Call outcomes, the "Outcomes" tab will let you report on the information they just entered.



The top panel will display an overview of the situation, showing:

- How much billable time there has been on this system, broken down by ACD/call time ("agent available time") and billable activities (agent on pause)
- The total non billable time (e.g. lunch, breaks)
- The total number of Contacts, Qualified Contacts and Sales, as defined by call outcome codes
- The *Sales per Hour* (SPH), *Qualified Contacts per hour* (QCPH) and *Contacts per Hour* (CPH) ratios
- The *Conversion index*, that is the percentage of sales over the total number of sales and contacts.

Further down the page, you can find details explaining Billable and Non-billable activities, with average, minimum and maximum session durations, and a percentage on all activities of the same kind.



The Detailed Agent Report will show, for each agent:

- The Available (ACD) time, as an absolute value and a percentage of its total time logged on
- The Billable time, as an absolute value and a percentage of its total time logged on
- The Non-Billable time, as an absolute value and a percentage of its total time logged on
- The number of Sales And Contacts the agent had (if a sale is counted a s both a Sale and a Contact, it's counted only once as a Sale)
- The *Sales per Hour* (SPH) and *Contacts per Hour* (CPH) ratios for this agent
- The *Conversion ratio*, that is the percentage of sales over the total number of sales and contacts.

How are Call Outcomes calculated?

The idea is that a call can be a Contact, or a specialized contact that is a Qualified Contact, or a specialized Qualified Contact that is a Sale

This is needed because all the SPH, CPH and QCPH are calculated not on the totals of each class, but on sums of that class and generic types, like:

```
S = Number of Sales
C = Number of Contacts
Q = Number of Qualified Contacts

CPH = C / (logon time - not billable pause time)
QCPH = Q / (logon time - not billable pause time)
SPH = S / (logon time - not billable pause time)
```

Conversion indexes are calculated as:

```
CO% = S / C
QC% = S / Q
```

Multi-stint calls

In QueueMetrics, we define a multi-stint call as a call that was processed on more than one queue, with one or more queue terminating it for timeout, transfers or key exits.

In the standard QueueMetrics reporting mode, this call would be seen as a series of "lost calls" on one or more queues, possibly followed by a taken call if the call was answered at all; the system does not notice that those events happened on the same call.

Running QueueMetrics in multi-stint mode, calls will be grouped together based on the call's Unique-ID, and a single call will be rebuilt as a multi-stint call so that:

- The call looks like it was handled on the first queue it was presented on; the queue enter time and queue position are those of the first queue.
- The call will be considered "answered" if the last stint is an answered call, "lost" in all other cases
- The wait time will be the sum of the wait times on different queues (if there are intermediate wait times, like those for IVR menus, they will not be counted)

- The talking time and agent taken the call will be taken from the last taken call
- All stats (number of call, call distribution, etc) will be counted on the new multi-stint calls.

Limitations and side-effects

Multi-stint calls aren't for everyone. There are a number of limitations and side effects you should be aware of before attempting to run QueueMetrics in this mode:

- Calls are grouped by the Asterisk Unique-ID code; this means that if different call stints happen on different servers in a cluster, they will not be grouped together
- All queues the call passed on must be included in the report. If you include only the master queue, stints on other queues will not be seen.
- Because of the previous bullet, it is usually better to configure separate "wrap up" or "timeout" queues, that is, instead of having both a Sales and a Support queue that will send people to the General queue on timeout, it would be better to have "Sales" → "General-sales" and "Support" → "General-support", even if "General-sales" and "General-support" are actually aliases of the same queue.
- All stints of all calls must be included between the starting and ending report times. Stints that start before the start data or end after it will be ignored.
- Run time and memory will be comparatively more than a standard analysis, as the grouping and additional data stored take their toll on the system
- Stint-grouping does not work for real-time analysis.



On versions of QueueMetrics up to 1.6.3, calls are filtered by search criteria before being aggregated in multi-stint mode. This may lead to problems when you want to use filtering criteria in multi-stint mode, where only some stints match the critera while others does not. T To avoid this issue, on newer versions of QueueMetrics calls are joined together in multi-stint mode before criteria are applied to the aggregated results.

Multi-stint calls in QueueMetrics

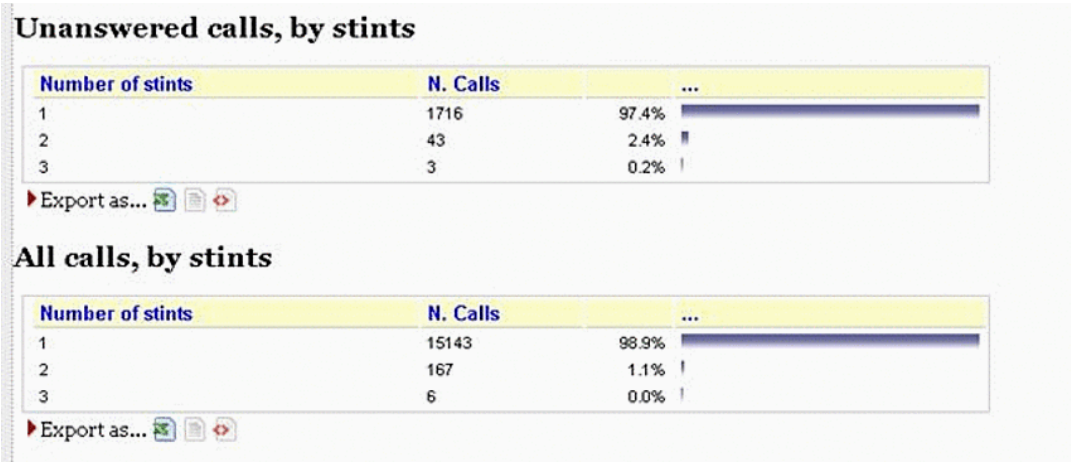
If you run calls with multi-stint mode enabled, the string "Multi-stint calls joined together" will appear on the top panel, and the number of joined together calls will be shown.



The distribution of taken calls by stints will be shown in the "Answered calls" tab:



The distribution of lost calls by stints will be shown in the "Lost calls" tab; aggregate calls by stints will also be shown in the "Lost Calls" page:



Details of multi-stints calls are displayed in the call details pop-up, in a separate tab. See Chapter 4, *Showing call details* [86].

Exporting calls - an overview

The main problems that arise from exporting calls are:

- Selecting the set of calls that have to be exported, and
- Retrieving all audio calls for export

We need to be able to select freely a number of calls for export, given one or more export criteria; we want to be able to review the results before they are final, and we want to exclude specific calls when reviewing.

The retrieval of audio causes a similar problem; first, audio retrieval was not really made for batch access, so seek times for individual files may be in the order of one per seconds; secondarily, those files may well require a large disk space when preparing the batch.

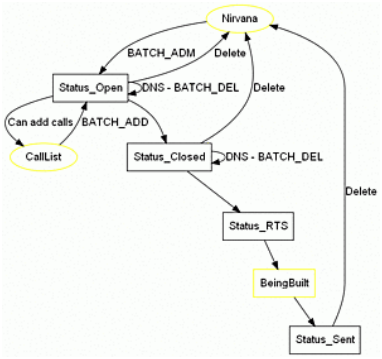
The call export feature works in batches, that is, at any given time there are a set of batches that an administrator creates and that are to be exported. Each of them has a name and a status.

This is the life-cycle of a batch:

- An administrator creates a batch for a given data export needed and gives it a meaningful name, e.g. "Client X week 02/10". The batch is now in state Open.
- Users holding the correct key will be able to add calls to the batch, that is, when they run a report in QM, on the "Taken calls" page they see a button that invites them to add the selected set of calls to the open batches. They can repeat this process as many times as it is needed. If the same call is added multiple times to the batch, it only appears once.
- When the batch is ready, the administrator closes it. When the state is Closed, it is not possible anymore to add calls to that batch.
- When the batch is Open or Closed, it is possible for the administrators to see the list of calls in the batch and to listen to their audio/video attachments. Individual calls may be flagged as "Do not send" - those calls will appear in the batch but will not be show in the outgoing records.

- When the batch is finalized, the administrator will flag it as "Ready to send". Batches that are "Ready to send" are actually being built by QM - it may take a while to create them and download the audio files required.
- When the batch is finished processing, it will appear as "Sent".
- A batch can be deleted at any time by the administrator, unless it is in status "Ready To Send".

The graph provides a visual representation of the whole process:



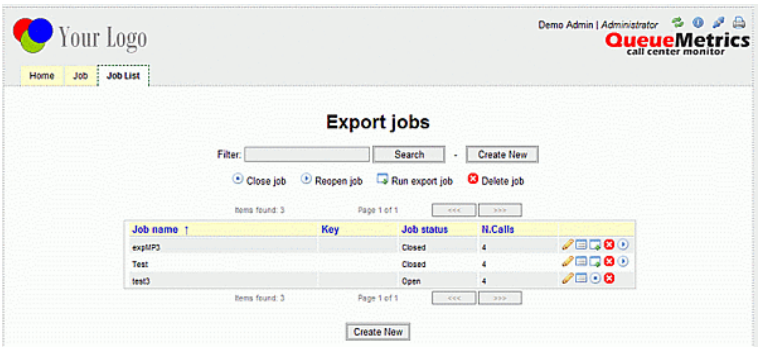
The process of building a batch may take a while - therefore there is a transaction that simply keeps displaying a page in a browser that shows a progress bar while the project is being exported.

Exporting calls in practice

In order to export calls, an administrator must first create a batch. To do this, they go to the Home Page → Import/Export calls:



From here you select List Export Jobs.



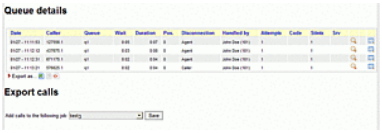
You can then create a new job.

When configuring the job, you have to specify:

- A **name** for the job. This will be the name of the folder that will be created including the call details and the audio files.
- A **security key** so that only some agents can add calls to this job.
- An **export folder** - it can be the same for all jobs, and be on the server QM is on. It should be writable by the java process that runs QM,.
- An **implementor**, that is, a data format for Manifest file of the job. See below for more details.
- If the implementor requires them, you can specify a set of **parameters**.

These properties can be changed through the lifetime of the job.

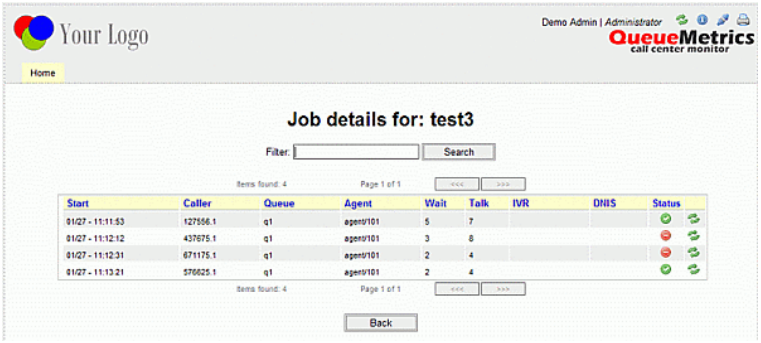
From now on, users accessing the Detail of Taken Calls will see a gadget by the end of the page like the one shown here:



This basically lets you add all the calls above to the export job you select. If the export gadget should not be visible, you have to add it manually to the current report (its code is OD02 - see Block OD02 the section called “OD02 - Add to export job” [103]).

After you add sone calls to a job, the import transaction will confirm the add through a popup screen that displays the number of calls imported and the number of calls rejected (because they were already a member of this job). Only jobs in state Open will be availble for adding calls.

You can now see a list of calls from the Export Jobs page:



You can search calls within the current job and toggle their inclusion in the exported list by clicking on the reload icon next to each call.

When the job is ready for shipment, the administrator first has to Close it and then to Export it. This will take a while. Audio files will be retrieved through the curremtly configured Pluggable Module for audio records and will be saved in the job folder.

Output format

Thought the actual attributes used are based on the Implementor module used, the following are common attributes.

Batch attributes

- Name
- Disk path (must be accessible to Java)
- Created by, on date
- Closed by, on date
- Sent by, on date
- Video (yes/no)
- QA (yes/no)

Each call in the batch has the following attributes:

- Type: "T" taken "L" lost (initially we will only have Taken calls)
- Cluster-ID
- Server-ID
- Entered at
- Wait time
- Talk time
- Caller
- Agent
- Queue
- Call status
- Call status type (e.g Sale)
- N. of audio pieces
- Names of the audio pieces, comma-separated (a single call may have multiple recordings)

Batch disk format

A call batch appears on disk as a folder under the system call batch folder. The folder is created if not present (it must be in a Java-writable location). When the batch is in status "Ready to send", the audio files are copied to this folder; at the end of it all, a manifest file that includes the details is written. Each downloaded audio file is renamed in order to be unique and coherent, typical file names may be:

```
0000123-1.wav
0000123-2.mov
```

Both files are about the 123rd call, the first one being an audio recording and the second one a video recording.

When the batch is in status "Sent" QM no longer cares about the disk representation - it can be moved, sent as FTP, compressed and encrypted, whatever.

Manifest file format

The manifest file format should be chosen by the sysadmin - it is implemented as an abstract class for ease of change.

- It will be called Manifest.xml
- It will include a set of <call> entries including all data as per the previous section "Batch attributes"

Available implementors

HTTP file transfer

This is the basic implementor and produces an XML file.

HTTP MP3 file transfer

This implementor does two things:

- produces a basic manifest
- retrieves QA valuation data if present
- if audio files are in MP3, will insert or set ID3v2 tags so that the title of the MP3 contains information about the call.

The following ID3 tags are created:

- Call details
  - caller id
  - queue
  - dnis
  - call lenght
  - start time
  - lenght
  - agent
- Call status
- Date of Grading
- Time of Grading
- Grader ID and/or Name
- Overall Grade
- Graders Comment



this implementor DOES NOT transcode files to MP3 - they must already be in MP3 format or you should provide an external batch script to do the conversion. More details are provided in the following paragraph.

MP3 conversions on the fly

QueueMetrics lets you able to perform an external batch script call in order to convert call files to different format like, for example, wav files in mp3s. This feature is applied only for export jobs implemented with the "HTTP MP3 File Transfer" object. No external calls will be made for "HTTP File Transfer" enabled export jobs.

Assuming to have this type of export job parameters: Job name: MyJob Export folder (on server): /var/spool Implementor: HTTP MP3 File Transfer

the work flow followed by QueueMetrics, for HTTP MP3 File Transfer enabled jobs, will be like depicted below.

For each call in the job and for each file associated to a specific call:

1. The file will be stored on server folder /var/spool/MyJob folder
2. A new temporary folder will be created on /var/spool/MyJob folder
3. An external bash script will be called. The script will receive, as parameters:
   - The full file name of the file to be converted
   - The full name of the temporary folder created
   - The name of the job as defined in the job definition page
   - The parameters string as defined in the job definition page
4. The script should convert the file in the preferred format and should place the result in the provided temporary folder. QueueMetrics will wait for the conversion termination
5. QueueMetrics will move (not copy) the full conversion result it will find in the temporary folder to the original destination folder (in this case /var/spool/MyJob). Please note that there should be more than one file resulting in the conversion (like, for example, a preview quality and a hi-res quality .mp3 files) and QueueMetrics will copy all of that.
6. The temporary directory will be removed by QueueMetrics
7. QueueMetrics will publish in the manifest all the files found in the temporary folder. These files will be associated to the specific call and the number of chunks published in the manifest will reflect this.

When all files in the job are properly downloaded and converted, QueueMetrics will add all relevant QA information only to files with name ending with .mp3

Please note that:

1. The external script to be called by QueueMetrics should be specified in the configuration.properties files through the key "export.conversionCommand". It should be executable by TomCat. If no key was defined, the HTTP MP3 File Transfer will skip all actions specified in the 2, 3, 4, 5, 6 steps above described (i.e. it will simply download the files and apply QA informations to eventually present .mp3 files)
2. If the external script is not present in the server and/or QueueMetrics is not able to run it, this will be signaled in the <errors> field present in the manifest (one for each call). In this case QueueMetrics will publish in the manifest the original file name.

3. QueueMetrics will not delete the original file from the /var/spool/MyJob folder. If you need to have it deleted, your conversion script should do it.

4. QueueMetrics will not publish the original file name in the manifest, unless if exceptions were raised in the conversion/move process. If you need to have the original file published in the manifest, your script should move (not copy) it to the temporary folder.

5. If some exception is raised when moving files or calling the external bash script, QueueMetrics will publish the original file name in the manifest.

6. If the conversion script generates a (set) of filename with name(s) already present in the /var/spool/MyJob folder, QueueMetrics will rename it (them) prepending the name(s) with a random 5 digit number followed by an underscore sign. The new name(s) will be published in the manifest

To summarize the overall process, a simple example of working environment is provided:

In the configuration.properties is the key:

```
export.conversionCommand=/usr/local/apache-tomcat-5.5.25/webapps/ROOT/testbatch
```

and in the /usr/local/apache-tomcat-5.5.25 is an executable testbatch script:

```
[root@qmmachine ROOT]# ls -la testbatch
-rwxr-xr-x 1 root root 87 Mar 10 05:17 testbatch
```

In this simple example, the batch script copies the original file in the temporary folder (with a not unique name in this example)

```
#!/bin/bash
# $1 is the source file
# $2 is the output directory
# $3 is the job name
# $4 is the parameter field defined in the job definition page

cp $1 $2/testresult
```

The resulting working folder will contain something like:

```
....
-rw-r--r--  1 root root  408516 Mar 10 05:18 17619_testresult
-rw-r--r--  1 root root   50110 Mar 10 05:18 18542_testresult
-rw-r--r--  1 root root  884372 Mar 10 05:18 18795_testresult
-rw-r--r--  1 root root    4740 Mar 10 05:19 20110304_084640-99.wav
-rw-r--r--  1 root root  419784 Mar 10 05:19 20110304_084640.wav-99-1.avi
....
```

And the manifest something like:

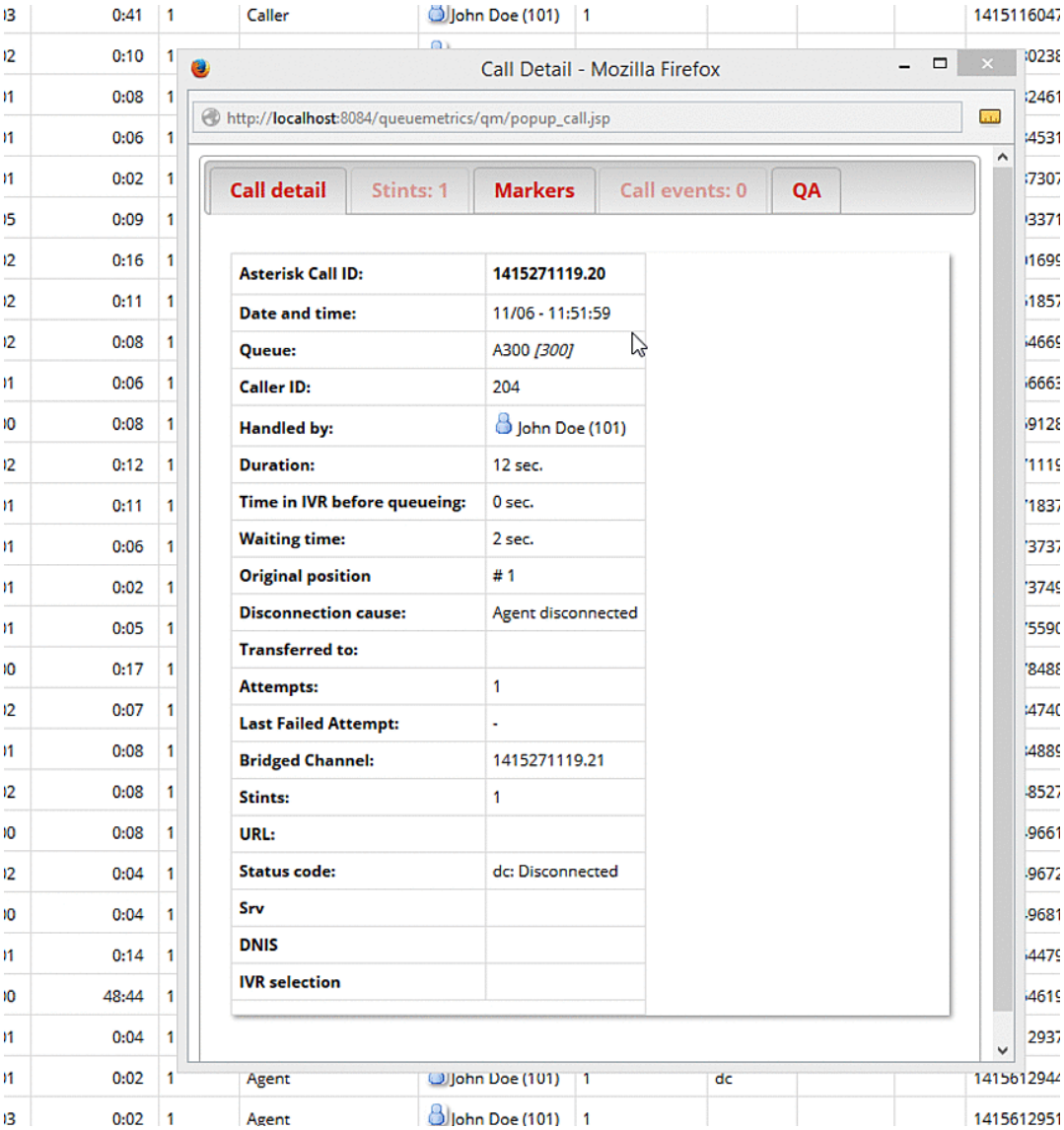
```
....
<call>
<files>testresult,2071_testresult</files>
<errors></errors>
<chunks>2</chunks>
<uniqueid>3033212900899824</uniqueid>
<videocall>true</videocall>
<callid>4006</callid>
```

. . . .

Chapter 4. Showing call details

As shown above, QM lets you see the very detail of calls handled by Asterisk.

Detail of answered calls



For each answered call, the following information is shown:

- Date and time for the call;
- The Caller-ID, if available (the Caller-ID format may differ according to your local Telco - in some countries it include the full name of the caller, in others it might be a number and in others it may be unavailable at all);
- The queue that handled the call;

- The total waiting time before the agent was connected;
- The duration of the call, talking to an agent;
- The initial position of the call
- The cause of disconnection;
- Which agent or terminal handled the call.
- How many agent attempts were made before this call was answered
- The call completion code your agents entered
- How many stints make up this call
- The server that handled this call (in the case of clusters)

Optionally other information could be shown:

- The asterisk unique ID associated to each call
- An icon that opens a new web page with an URL user customizable (useful for proprietary CRM integrations). To enable these two columns, the keys *default.crmapp* and *default.showAstClid* have to be correctly set. Please read the section called “Configuring system preferences” [301] and Appendix C, *System preferences* [441] for further details.

It is possible to sort the table for each title, in either descending and ascending order. To do this, click once on the desired title for descending sort, and twice for ascending sort. Once the table is sorted, an arrow symbol will appear close to the title, so you know on which column it was sorted last. As the sorting is done on the client machine, it may take a while with very large tables.

If you click on the small icon on the right, it will be possible to see the details of the call, including:

- Asterisk’s internal Call-ID code
- The call date and time
- The caller-id (if any)
- The agent handling the call
- The call duration
- The wait time
- The disconnection cause
- The extension the call was transferred to
- The URL that was linked to this call through the Queue() command, if any
- The call status code
- The server that handled this call

- The sound files (one or more) that were recorded for this call (see below).

If the call is ongoing and you have the special grants to do so, a red scissor icon might appear next to the call status to allow for brute-force call closure. See the section the section called “Closing ongoing calls” [415] for further details.

The call may also display:

- If the call has more than one stint - that is was rebuilt through multi-stint mode - then a list of stints is visible. If a call has only one stint, then the Stints tab is not needed and appears disabled. See the section called “Multi-stint calls” [76]
- If a call has events on it - that is specific items happening at points in time that go beyond what is displayed for the main call - they are shown in the Events tab. If not, they are disabled. The ones currently tracked are IVR traversal events, failed call connection attempts and music-on-hold events.
- A set of markers (Note: QueueMetrics till release 14.10.4 shows "tags" instead of markers).
- A link to open the QA form(s) available for that call

Listening to answered calls

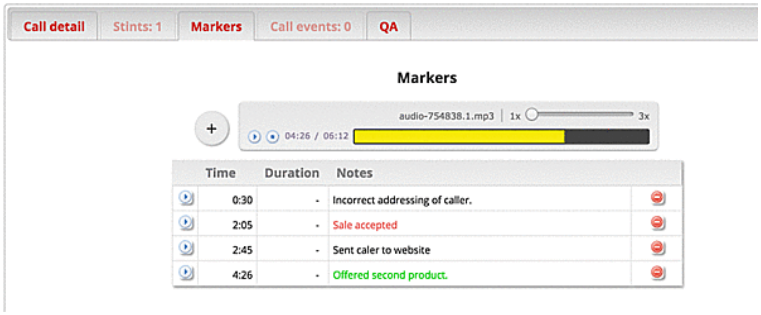
If there are audio recordings, they will be shown by the bottom of the call details page. If the call was monitored, i.e. recorded to disk, a number of sound files may be shown. By clicking on a sound file you can listen to it straight from your browser.

You can optionally have other types of media linked to a specific call, for example chat transcripts, free text or documents. They will be opened in the browser.

Please note that:

- The recorded file name must contain the Asterisk Call ID for QM to relate it to the call - see the section called “Listening to recorded calls using QM” [404] for tips on how to configure Asterisk correctly to implement this feature;
- The audio storage on the Asterisk server must be readable by the servlet container;
- You must have the correct sound codecs to listen to the sound file on your PC. WAV files usually work out of the box but are comparatively quite big, while GSM files require an additional codec pack on most Windows machines but consume disk storage much more efficiently. The best compromise is usually to use the WAV49 format on Asterisk, that is played natively by Windows machines but has a compression and sound quality comparable to the GSM format. The HTML5 player requires WAV or MP3 files.
- Asterisk will usually record two different sound files - one for the caller and the other for the agent and will then mix them together at the end of the call. If this does not happen automatically, you might find two different sound files, named "-in" and "-out", each of which contains the voice of one of the parties. If your call is a multi-stint call, you may find a number of different sound files for it.
- It is possible to use different PMs to handle different audio needs - see the section called “Listening to calls using Pluggable Modules (PM)” [331].
- If generated by Asterisk, QueueMetrics can display a variety of other file type call attachments, ie. calls that are shown with a file extension that is not necessarily a sound file (image, video, audio, text or application files).

It is also possible to add markers in order to keep notes about "points of interest" for the call at hand, as shown in the example below:



By clicking on the Play icon next to a marker, the correct audio recording is loaded in the embedded player and it is started at the point in time specified in the marker.



Until release 14.10.4, QueueMetrics used the name "tags" instead of "markers".

The HTML5 Audio Player and Markers

Since QueueMetrics 15.02, it is possible to play audio straight in the browser using an HTML5-enabled audio player.

This has many advantages:

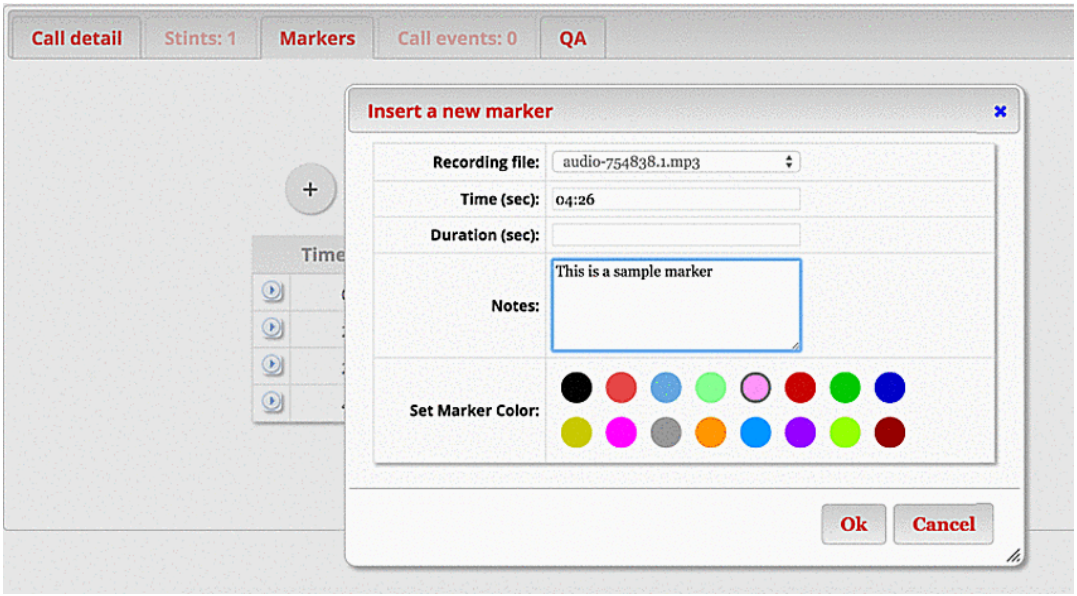
- You can play the audio straight in the browser, jumping back and forth as needed
- You can speed-up the audio playing, in order to take less time to listen to calls
- It integrates with the Markers editor, so you can add a comment at a specific point in time and see it later. When you click on a comment, the audio editor starts playing at that very point in time.

This is extermely powerful, and can be done either on the Call Details panel (under the Markers tab) or on the QA form.

In order for this to work, you need:

- A modern browser supporting HTML5 audio playback
- The system property '*audio.html5player*' must be set to true.
- If audio files are hosted outside of QueueMetrics, your HTTP server must support Http-Range requests. QueueMetrics supports Http-Range file streaming natively.
- Files must be stored in a format that is compatible with the browser. Presenty this means that your audio files should either be saved as WAV or MP3. GSM and WAV49 files will likely not work.
- Streaming is not supported for encoded audio recordings.

Users having the capacity of adding and removing markers should hold the keys CALLMONITOR_ADDTAGS and CALLMONITOR_DELTAGS respectively.



The following pieces of information are tracked through the Markers page:

- System ID and Asterisk unique-id; marker author and time
- Time offset and duration (in seconds). You can leave the duration field blank. Values can be input as an integer number of seconds or as MM:SS
- A title (max 200 characters). Newline characters are allowed.
- A color for display (this may be used to set, say, all sales in red, all issues in blue, etc).

Auditing access to recordings: the Media Proxy

QueueMetrics can be set up so that each time a user listens to a call, or visits an attached media file, this activity is logged. In order to do this, when the user wants to download a file, QueueMetrics stays "in the middle" - it acts as a proxy and downloads the file on your behalf, forwarding it to to you as it comes.

This way QueueMetrics can track (on the system's Audit log):

- Who listened to which media, when this happened, and how much of the media was downloaded.
- Who tried listening to media, and was rejected for security reasons
- Whether a file was not downloadable or the upstream service failed

Another important advantage, especially if you use a third-party recorder, is that the QM proxy will replace audio URLs with opaque links which IDs change every time a file is accessed. Therefore users have no visibility on what happens within the storage layer. Links remain valid only for a given period of time (usually 1000 seconds, but this can be changed) and will be rejected after this period.

One last advantage is that all accesses to your media storage layer will only come from your QueueMetrics system, and that can be further authenticated by adding a custom security HTTP header. So it is easy to allow storage access only from a small set of "good" IP addresses.

The main disadvantage, of course, is that using the proxy uses up bandwidth, threads and in general resources on your QM server.

In order to enable this feature, you have to set:

```
mediaproxy.enabled=true
mediaproxy.linkvalidity=1000
```

This replaces all links from all audio PMs with custom links that do trigger the proxy.

From the point of view of your users, nothing much will change; but access to media will appear on the Audit log.

Securing the media storage layer

It is possible to have QueueMetrics add some security headers to the HTTP requests that MediaProxy forwards. If you want to, you can have a custom header added that can in turn be checked by your media storage to identify the QM server used.

```
mediaproxy.header=X-Application/CustomToken
mediaproxy.token=VERYSECURE
```

In this case, the following headers will be sent along with the media requests:

```
X-Application/CustomToken: VERYSECURE
X-Application/QM-remoteIp: 1.2.3.4
X-Application/QM-remoteUser: joe_l
```

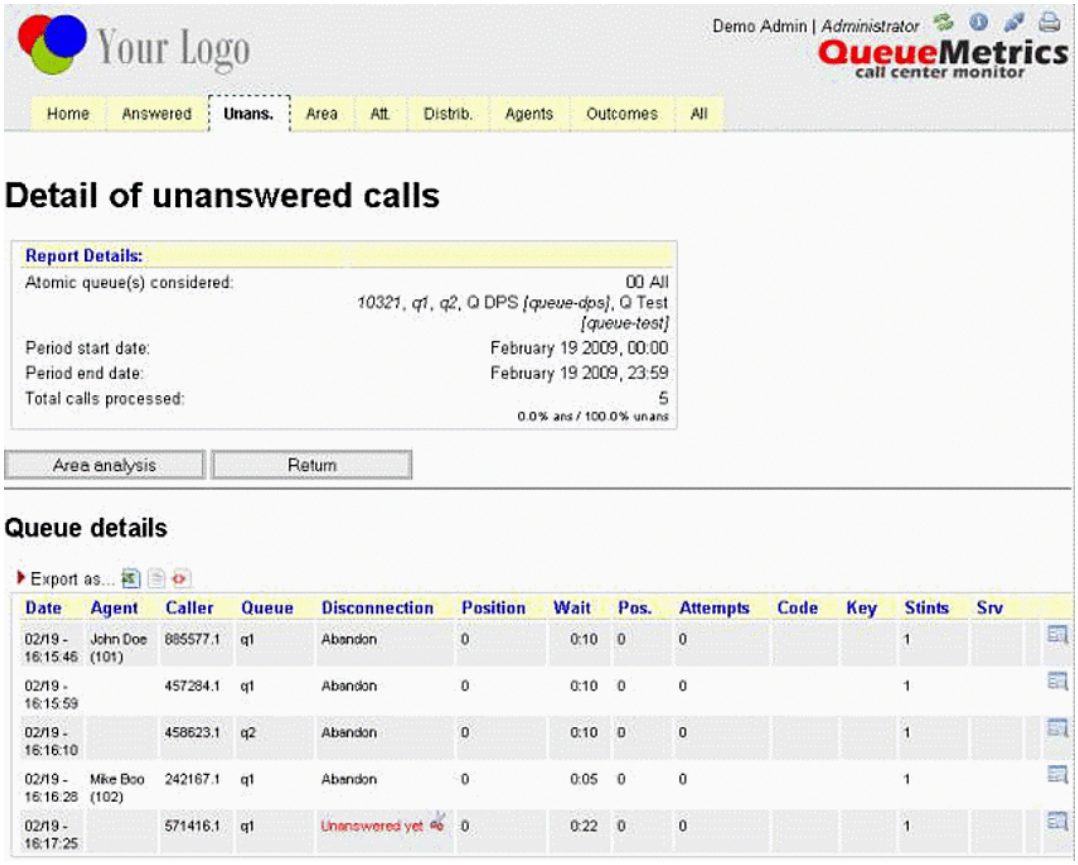
The remote IP of the client and the current user name are always forwarded automatically by the Media Proxy.



Some web servers will return error 400 if they receive unknown headers. In this case, you can set `mediaproxy.header=NONE` to avoid adding any extra `X-Application` headers.

Detail of unanswered calls

The unanswered calls detail is quite similar to that of answered calls.



The following data are shown:

- Date and time of the lost call;
- The Agent that placed the call (if it's outbound) or blank if inbound;
- Caller-ID;
- Queue that handled the call;
- Disconnection cause;
- Position at disconnection, if available;
- Waiting time before disconnection, if available;
- The initial position of the call when it joined the queue, if available;
- The number of Agent attempts made before disconnection;
- The call code, if entered (this might be added automatically, e.g. by outbound diallers marking unsuccessful attempts as "unanswered" versus "fax" or "voicemail")
- The key pressed on disconnection (if any)
- The number of stints this call has
- The server that handled the call

Optionally other information could be shown:

- The asterisk unique ID associated to each call
- An icon that opens a new web page with an URL user customizable (useful for proprietary CRM integrations). To enable these two columns, the keys *default.crmapp* and *default.showAstClid* have to be correctly set. Please read the section called “Configuring system preferences” [301] and Appendix C, *System preferences* [441] for further details.

Please note that on a queue timeout, Asterisk will not report the waiting time, as it is fixed and same as the queue timeout.

It is possible to sort the table for each column, in either descending and ascending order. To do this, click once on the desired title for descending sort, and twice for ascending sort. Once the table is sorted, an arrow symbol will appear close to the title, so you know on which column it was sorted last. As the sorting is done on the client machine, it may take a while with very large tables.

If the call is ongoing and you have the special grants to do so, a red scissor icon might appear next to the call status to allow for brute-force call closure. See the section the section called “Closing ongoing calls” [415] for further details.

Detail of IVR calls

IVR calls, that is calls that were handled without being queued, can be displayed through the pop-up linked to the the section called “OD04 - IVR details (paged)” [104] data block. The contents are very similar to the information displayed for taken or lost calls, though the only information currently tracked are call IVR events, DID and caller-id.

Chapter 5. Report Details

Reports can be fully configured by deciding which of the following blocks shall be included in each - see Configuring reports the section called “Configuring reports” [283]. The default report already includes all common blocks.

Historical reports - Answered calls

OK01 - All calls



The answered calls section deals with calls that were correctly handled by agents.

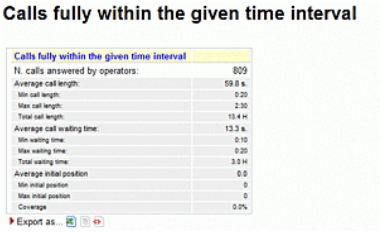
The top panel shows:

- How many calls were handled;
- The average call length (i.e. time the caller spends talking to an operator);
- The maximum and minimum call lengths recorded for the given time period;
- The total call length (for all calls on all operators);
- The average call waiting time (i.e. the time a caller was waiting on a queue before being connected to an operator).
- The minimum and maximum call waiting times on record
- The total waiting time for all handled calls.
- The average initial position of the call in the queue
- The minimum and maximum initial queue positions that have been detected
- The queue position coverage: as this information is not tracked for all calls, this ratio shows the average number of calls that had queue position record.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK01
API block name	OkDO.RiassAllCalls

Parameters	-
See also	

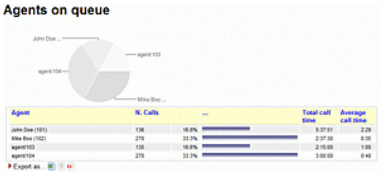
OK02 - Calls fully within the given time interval



The answered completed calls section deals with calls that were correctly handled by agents. This is similar to what's reported on previous panel but may exclude calls that were started before or terminated after the given time frame.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK02
API block name	OkDO.RiassFullyWithin
Parameters	-
See also	OK01 - All calls

OK03 - Agents on queue



This report shows which agents have been available for the given queue, how many calls each one handled and the percentage of all calls that each one handled.

If calls are connected directly to a phone terminal, QM tries its best to show the corresponding terminal, usually in the format used by Asterisk, like "SIP/303" to signify a SIP phone whose number is 303.

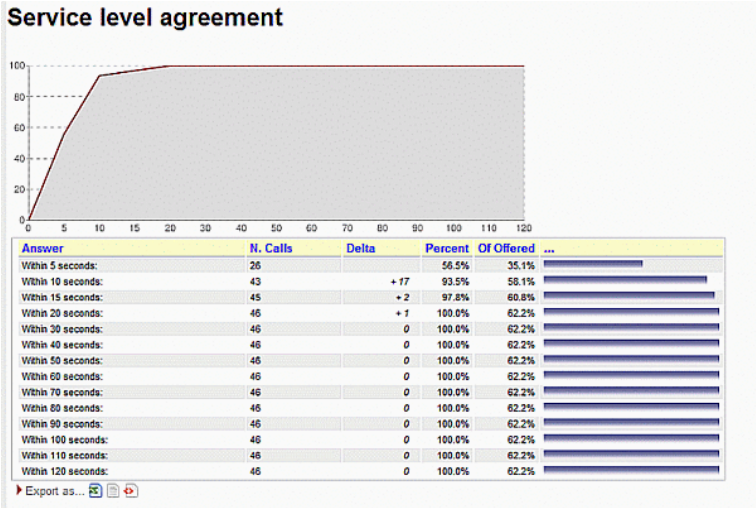
If you connect to H.323 telephones via the OH323 module, the recorded channel names have no meaning and do not refer to a specific terminal; that's why all OH323 calls are grouped together under the label "OH323/-".

The pie graph shows which agents have been available for the given queue representing the percentage of all calls that each one handled.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK03

API block name	OkDO.AgentsOnQueue
Parameters	-
See also	

OK04 - Service level agreement



This report shows the distribution of call waiting times. It shows how many calls were answered within a given time frame, usually 120 seconds in 10 second increments (the time frame and increment can be modified by the administrator, if needed - see below).

You get a percentage of how many calls were answered within X seconds; the percentage includes calls answered in a shorter time frame and therefore grows with time.

The "delta" value you see is the absolute increment, expressed in number of calls, between each time frame, while the "Offered" column displays the result of the taken calls divided by the total taken plus the total lost.

This metric is computed only on answered calls, i.e. ignoring lost calls . If your SLA is defined in terms of taken and lost calls, see the corresponding metrics "Inclusive SLA" on the section called “Inclusive Service Level Agreement” [66].

The graph reports the percentage of how many calls were answered within X seconds, as reported in the table.

Since 1.6.2, it is possible to configure the time frame and increment separately for an initial period and the rest of the interesting period; in this way it is possible to have different breakdowns, e.g. every 5 seconds up to 20 seconds and every 10 seconds up to 120 seconds. See the section called “Configuring system preferences” [301].

For example, by setting:

- initial_interval=5 and max_initial_interval=20
- interval=10 and max_monitored_delay=60

You get the following cutoff points: 5, 10, 15, 20, 30, 40, 50, 60 seconds

By setting:

- initial_interval=3 and max_initial_interval=3
- interval=5 and max_monitored_delay=60

You get the following cutoff points: 3, 5, 10, 15, 20, 25,… seconds

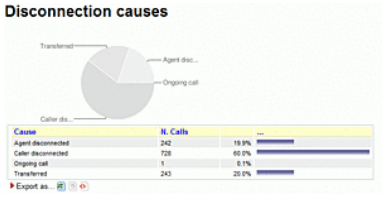
By setting

- initial_interval=0 and max_initial_interval=0
- interval=10 and max_monitored_delay=120

You get the default cutoff points: 10, 20, 30, 40, 50 , 60, 70, 80, 90, 100, 110 and 120 seconds

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK04
API block name	OkDO.ServiceLevelAgreement
Parameters	-
See also	UN18 UN07 UN06

OK05 - Disconnection causes



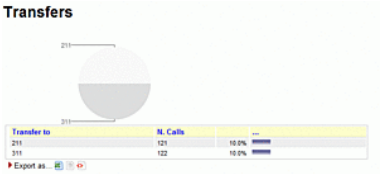
This report shows the reason why calls were terminated; this means that:

- The agent hung up, or
- The caller hung up, or
- The call was transferred outside the queue and the agent was freed again, or
- The call was ongoing at the time the report was run.

The graph reports the percentage values associated to the reason of why calls were terminated, as calculated in the table.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK05
API block name	OkDO.DisconnectionCauses
Parameters	-
See also	

OK06 - Transfers



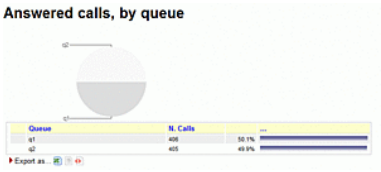
This graph shows how many calls were transferred to each extension in the given time frame. This lets you know who is handling exception calls.



when a call is transferred outside the queue system, its length is no more recorded by the queue subsystem; therefore you only get to see the length of the call while the agent was on line.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK06
API block name	OkDO.Transfers
Parameters	-
See also	

OK07 - Answered calls, by queue



If more than one queue is in use for the report, this table shows the relative magnitude of each queue.

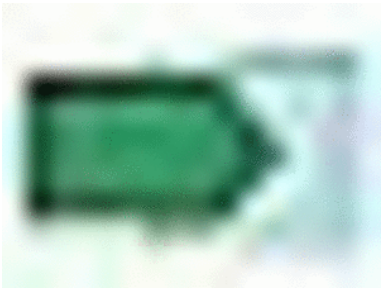
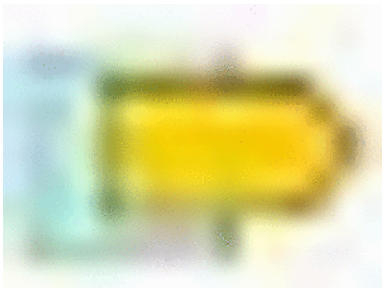
The graph reports the percentage associated to each queue in the table.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK07
API block name	OkDO.AnsweredcallsByQueue
Parameters	-
See also	

OK08 - Answered calls, by direction



If more than one queue is in use for the report, this table shows the relative magnitude of each queue.

Inbound queues are marked with the symbol  while outbound queues use the symbol  .

The graph reports the percentage associated to each queue in the table.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK08
API block name	OkDO.AnsweredcallsByDirection
Parameters	-
See also	

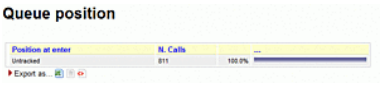
OK09 - Answered calls, by stints



This graph counts the distribution of multi-stint calls on selected queues. If multi-stint mode is not enable, all calls will have only one stint.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK09
API block name	OkDO.StintsOk
Parameters	-
See also	

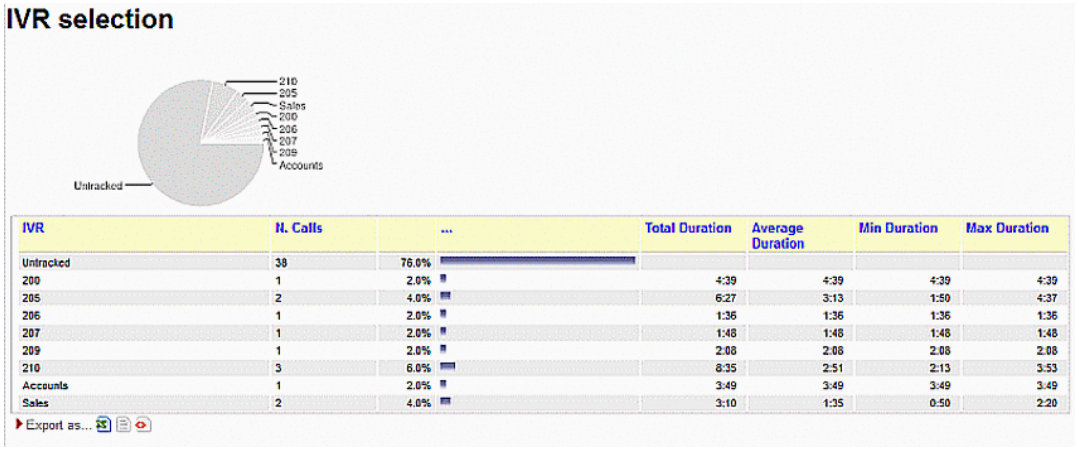
OK10 - Queue position



This graph shows the initial queue position that the calls had when they joined the queue. For example, a queue position of 1 means that a call was first in line, of 5 means that a call had four other calls in line before being answered. As the logging of queue positions is a bit inconsistent, some calls might be missing it ("Untracked")

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK10
API block name	OkDO.QPosOk
Parameters	-
See also	

OK11 - IVR selection

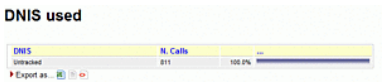


This graph shows the distribution of IVR selections available in the calls processed. We can also see the IVR duration values, which is related to the time that the call was within the IVR before entering the queue.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK11
API block name	OkDO.IvrOk
Parameters	-
See also	

OK12 - DNIS used

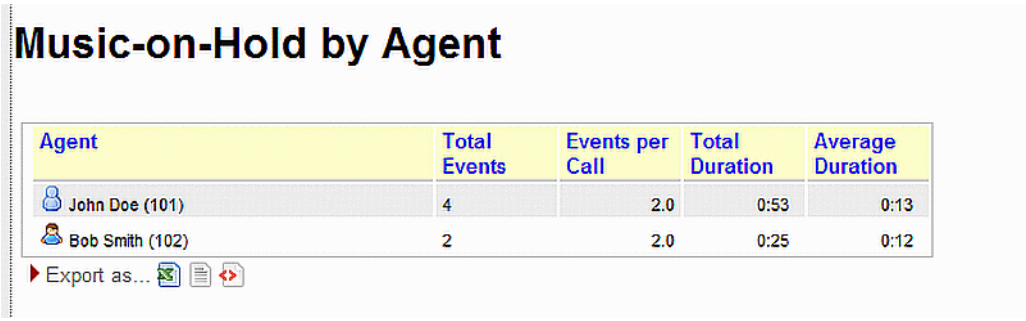


This graph shows the distribution of DNIS lines available in the calls processed.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.

Available since	1.6.0
Default page	Answered calls
Shortcut code	OK12
API block name	OkDO.DnisOk
Parameters	-
See also	

OK13 - Music On Hold by Agent

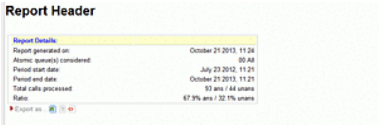


This allows to see the total number of Music on Hold (MOH) events per agent, how many MOH instances took place throughout a call, the average and total duration of MOH events.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.

Available since	12.2.0
Default page	Answered calls
Shortcut code	OK13
API block name	OkDO.MOHOk
Parameters	-
See also	

OK14 - Report Header

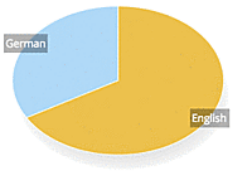


This is the report header and will be added automatically on each tab on the screen and at the beginning of each session in the PDF and Excel report export.

Available since	13.04.9
Default page	Beginning of each page

Shortcut code	OK14
API block name	OkDO.HDRRpt
Parameters	-
See also	HDRRpt

OK15 - Required Skills for Taken Calls



Skill Required	N. Calls	Percent	Avg Wait	Avg Talk	Min lvl	Avg lvl	Max lvl
English	2	100.0%	0:06	0:20	60	65	70
German	1	50.0%	0:02	0:10	90	90	90

This data block displays the skills that were required for taken calls in the current reports.

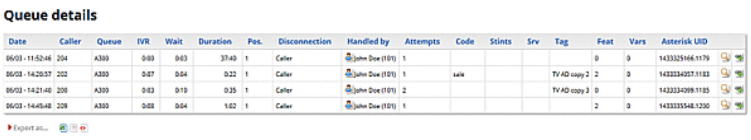
As multiple skills may be required for the same call, or some calls may have no required skill, the sum of all skills may be significantly different from the number of calls.

For each skill, the average wait and talk duration of all calls having that specific skill is computed. Plus, the minimum, average and maximum level at which this skill was requested for the specific set of calls is displayed.

Available since	15.10
Default page	Answered calls
Shortcut code	OK15
API block name	OkDO.SkillsOk
Parameters	-
See also	UN19, UN20

Historical reports - Details of answered calls

OD01 - Queue details



This page shows the detail of answered calls. See Chapter 4, *Showing call details* [86].

Available since	1.6.0

Default page	Details of answered calls
Shortcut code	OD01
API block name	DetailsDO.CallsOK
Parameters	-
See also	the section called “OD03 - Queue details (paged)” [103]

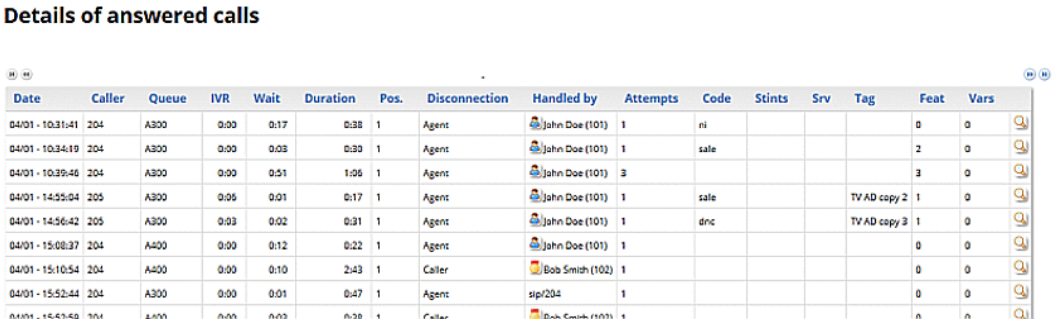
OD02 - Add to export job



This is a pseudo-block that is used to display a button for call export. The button may not be displayed if the user does not have the correct grants. As it does not actually contain data, it cannot be queried over XML-RPC.

Available since	1.7.0 - **Removed in 20.11**
Default page	Details of answered calls
Shortcut code	OD02
API block name	-
Parameters	-
See also	

OD03 - Queue details (paged)



This page shows the paged detail of answered calls. See Chapter 4, *Showing call details* [86].

The details of calls are paged - so you can move back and forth - and you can control which columns will appear on screen. The paged mode uses way less memory and is quicker to use than the full list as in the section called “OD01 - Queue details” [102].

When accessing the data source though XML-RPC or printing a report, it is mandatory to use the OD01 block, as this block is interactive and will not render correctly.

Available since	13.03 - **Removed in 20.11**

Default page	Details of answered calls
Shortcut code	OD03
API block name	-
Parameters	-
See also	the section called “OD01 - Queue details” [102] and the section called “Configuring paged call lists” [291]

OD04 - IVR details (paged)



This block shows the paged detail of IVR calls. These are calls that did not hit a queue in the current report and thererfore are reported as neither answered nor unanswered.

The details of calls are paged - so you can move back and forth - and you can control which columns will appear on screen. The paged mode uses way less memory and is quicker to use than the full list as in the section called “OD05 - IVR details (full list)” [104].

When accessing the data source though XML-RPC or printing a report, it is mandatory to use the OD05 block, as this block is interactive and will not render correctly.

Available since	13.03 - **Removed in 20.11**
Default page	Details of answered calls
Shortcut code	OD04
API block name	-
Parameters	-
See also	the section called “OD05 - IVR details (full list)” [104]

OD05 - IVR details (full list)

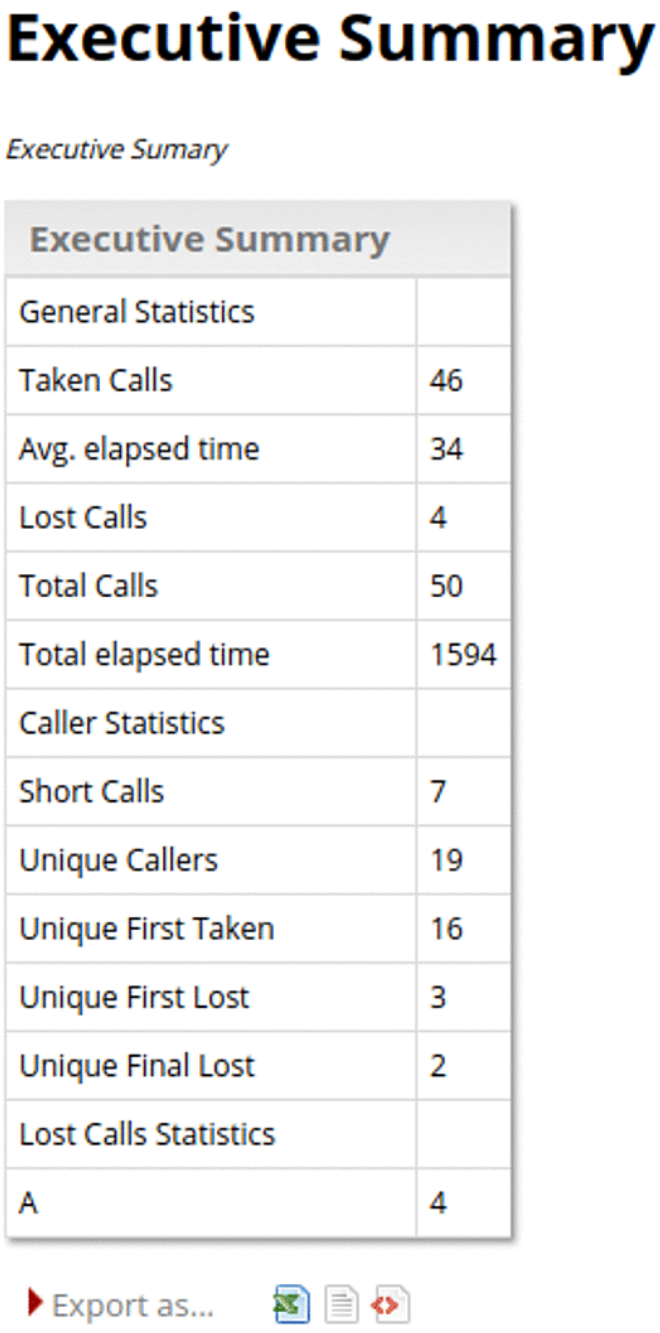
This block shows the paged detail of IVR calls. These are calls that did not hit a queue in the current report and thererfore are reported as neither answered nor unanswered.

This block prints a complete list and should be used only for printing and XML-RPC querying.

Available since	13.03
Default page	Details of answered calls
Shortcut code	OD05
API block name	DetailsDO.CallsIVR

Parameters	-
See also	the section called “OD04 - IVR details (paged)” [104]

OD06 - Executive Summary



Executive Summary

Executive Sumary

Executive Summary	
General Statistics	
Taken Calls	46
Avg. elapsed time	34
Lost Calls	4
Total Calls	50
Total elapsed time	1594
Caller Statistics	
Short Calls	7
Unique Callers	19
Unique First Taken	16
Unique First Lost	3
Unique Final Lost	2
Lost Calls Statistics	
A	4

Export as...

This report provides a wealth of information regarding the situation in general. With a final focus on lost calls and disconnection reasons. The information is the following:

General Statistics

- Taken Calls
- Avg. Elapsed Time
- Lost Calls
- Total Calls
- Total Elapsed Time

Caller Statistics

- Short Calls
- Unique Callers
- Unique First Taken
- Unique First Lost
- Unique Final Lost

Lost Calls Statistics A list of disconnection reasons and the number of lost calls with each disconnection reason

Notes:

- the number of seconds needed for a call to be classified as long is dictated by the following configuration property: default.shortcall_treshold = 30 If the property is not specified, it will deafault at 30.

Available since	17.06.16
Default page	Executive Summary
Shortcut code	OD06
API block name	DetailsDO.ExecutiveSummary
Parameters	-
See also	the section called “OD06 - Executive Summary” [105]

Historical reports - Unanswered calls

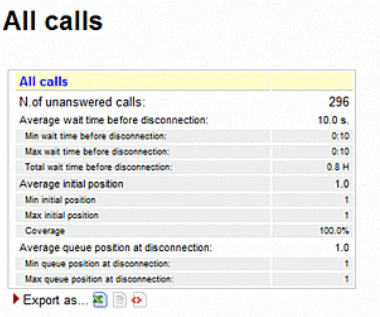
Unanswered calls are calls that were lost, i.e. the caller could not connect to an agent. This usually means that either the caller hung up, fed up with waiting, or the queue system decided to discharge the caller, maybe sending him to voicemail or another queue.



if you run a report with an agent filter, or a supervisor filter, or a location filter, the number of lost calls in the report is usually zero, showing just outgoing calls, if any. This is

because the agent is specified only for taken calls and not lost ones, so not deleting them all would show, e.g., the taken call data for one single agent and the lost calls for all of the queue. You can override this behaviour through a configuration switch if you feel this is not correct for you.

UN01 - All calls

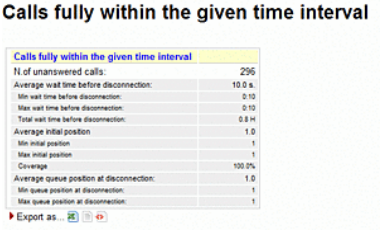


The report shows:

- How many calls were lost;
- The average waiting time before disconnection;
- The average queue position at disconnection (i.e. how many calls the queue had to dispatch before connecting the caller to an operator).
- The minimum and maximum wait times
- The minimum and maximum queue position at disconnect.
- The average, minimum and maximum initial queue position, and the coverage given for this computation

Available since	1.6.0
Default page	Unans.
Shortcut code	UN01
API block name	KoDO.ReportKoAll
Parameters	-
See also	

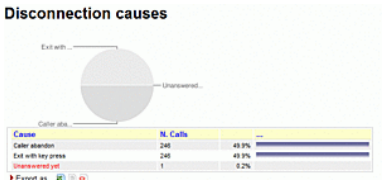
UN02 - Calls fully within the given time interval



The unanswered completed calls section deals with calls that were lost. This is similar to what's reported on previous panel but may exclude calls that were started before or terminated after the given time frame.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN02
API block name	KoDO.ReportKoFully
Parameters	-
See also	

UN03 - Disconnection causes

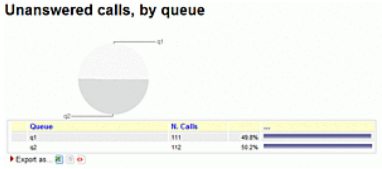


This report shows the relative magnitude of disconnection causes, that are:

- The caller hung up, or
- The queue timed out and discharged the caller (if this feature is enabled by the queue configuration - see Chapter 17, *Configuring Asterisk for QueueMetrics* [403]), or
- The caller exited the queue by pressing a key (if this feature is enabled by the queue configuration).

Available since	1.6.0
Default page	Unans.
Shortcut code	UN03
API block name	KoDO.DiscCauses
Parameters	-
See also	

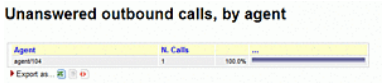
UN04 - Unanswered calls, by queue



If more than one queue is in use for the report, this graph shows the relative magnitude of each queue, either in a numerical than in a graphical form.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN04
API block name	KoDO.UnansByQueue
Parameters	-
See also	

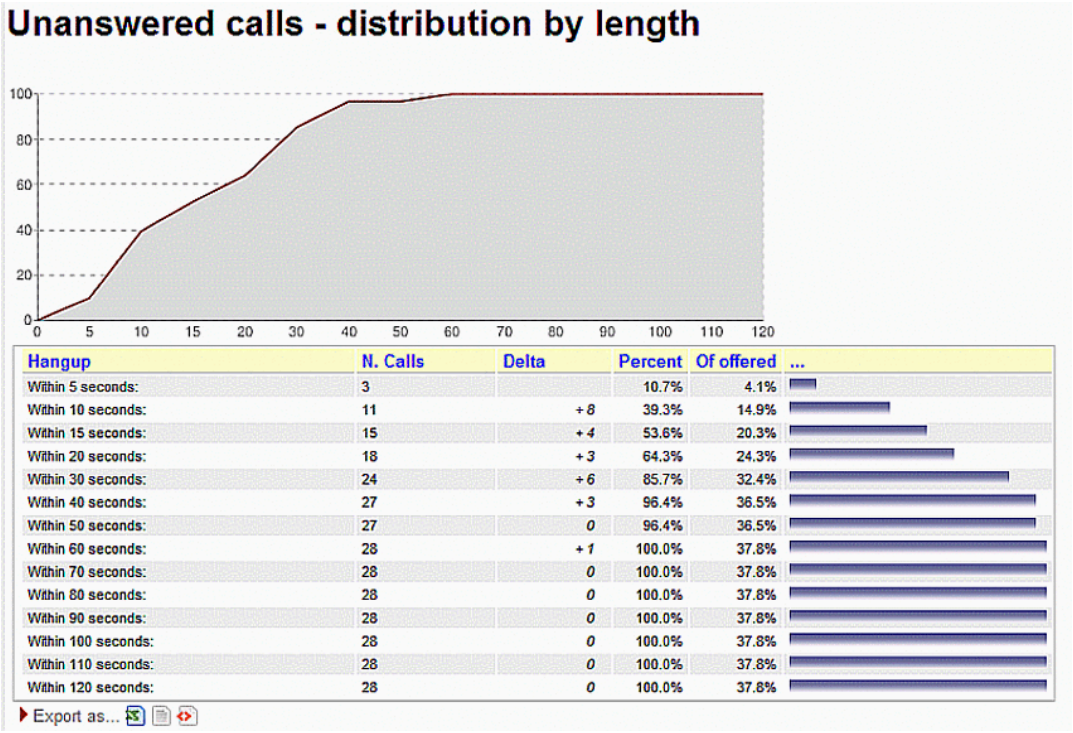
UN05 - Unanswered outbound calls, by agent



This graph shows the relative magnitude of unanswered outbound calls, grouped by agent.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN05
API block name	KoDO.OutboundKo
Parameters	-
See also	

UN06 - Unanswered calls - distribution by length



This report is functionally equivalent to "Service level agreement" in the Answered calls section (see the section called “Service level agreement” [62]), but is computed on lost calls. It shows how many calls were hung up within a given time frame, usually 120 seconds in 10 second increments (the time frame and increment can be modified by the administrator, if needed - see the section called “OK04 - Service level agreement” [96]).

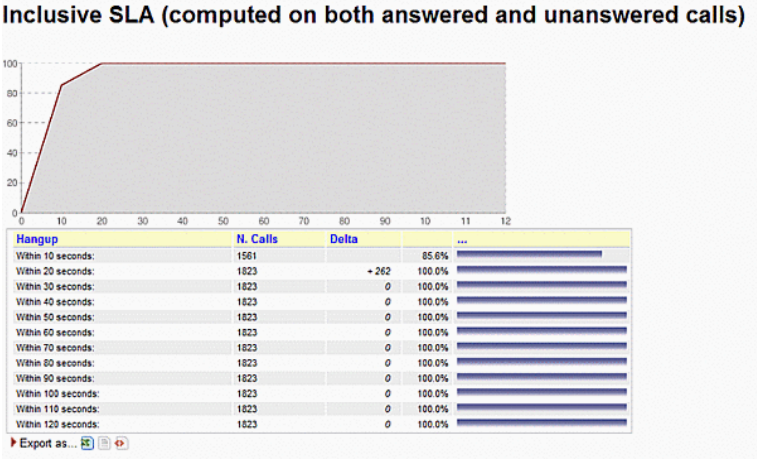
You get a percentage of how many calls were lost within X seconds; the percentage includes calls lost in a shorter time frame and therefore grows with time.

The "delta" value you see is the absolute increment, expressed in number of calls, between each time frame, while the "Offered" column displays the result of the taken calls divided by the total taken plus the total lost.

The graph reports the percentage of how many calls were not answered within X seconds, as reported in the table.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN06
API block name	KoDO.UnansByLen
Parameters	-
See also	UN07 UN18 OK04

UN07 - Inclusive SLA (computed on both answered and unanswered calls)



The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], with the difference that it is computed taking into consideration both answered and unanswered calls.

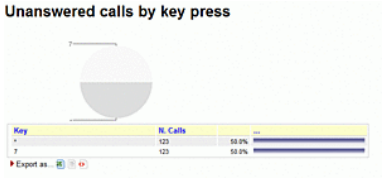
The difference between UN07 and UN18 is that the number of calls in UN18 is only the number of taken calls within the given answer period, while in UN07 it is the total number of taken and lost calls within the time period.

The graph reports the same information found in the table, but in a graphical way.

The time frame and increment can be modified by the administrator, if needed - see the section called “OK04 - Service level agreement” [96].

Available since	1.6.0
Default page	Unans.
Shortcut code	UN07
API block name	KoDO.InclusiveSLA
Parameters	-
See also	OK04 UN06 UN18 (Inclusive Answered SLA)

UN08 - Unanswered calls by key press



If there are any calls that are were set unanswered because the caller pressed a key to exit the queue, this graph shows which keys were pressed and how many calls were terminated for that reason.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN08
API block name	KoDO.ReportKoKeyPress
Parameters	-
See also	

UN09 - Unanswered calls, by stints



This graph tells the stint distribution of unanswered calls. It corresponds to the graph called "Answered calls, by stints".

Available since	1.6.0
Default page	Unans.
Shortcut code	UN09
API block name	KoDO.StintsKo
Parameters	-
See also	

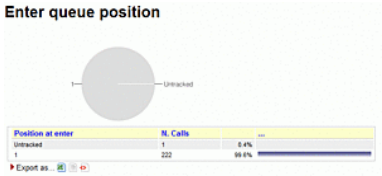
UN10 - All calls, by stints



This graph tells the stint distribution of all processed calls. It corresponds to the sum of the graphs called "Answered calls, by stints" and "Unanswered calls, by stints"

Available since	1.6.0
Default page	Unans.
Shortcut code	UN10
API block name	KoDO.StintsOkKo
Parameters	-
See also	

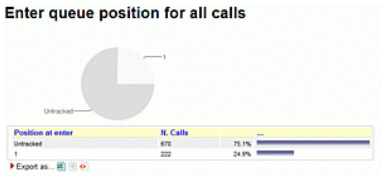
UN11 - Enter queue position



This graph shows the initial queue position that the calls had when they joined the queue. For example, a queue position of 1 means that a call was first in line, of 5 means that a call had four other calls in line before being answered. As the logging of queue positions is a bit inconsistent, some calls might be missing it ("Untracked")

Available since	1.6.0
Default page	Unans.
Shortcut code	UN11
API block name	KoDO.QPosKo
Parameters	-
See also	

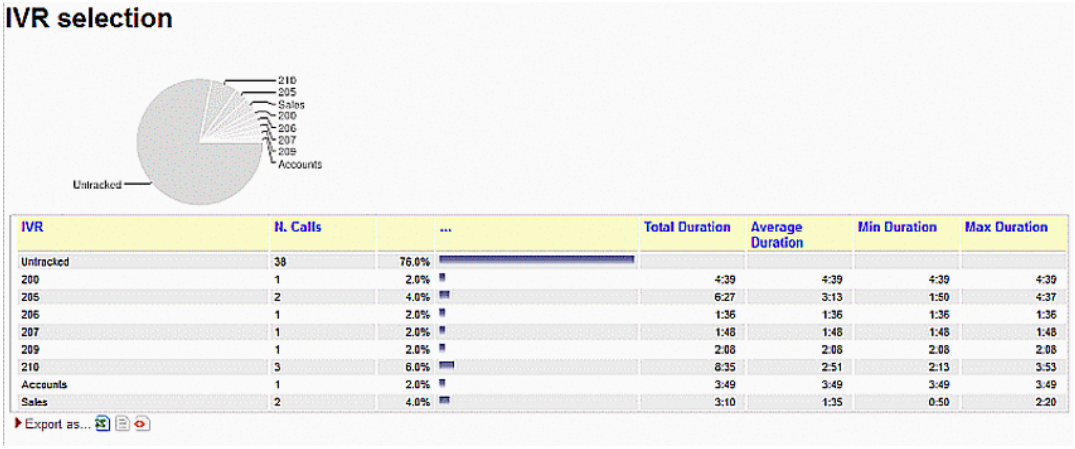
UN12 - Enter queue position for all calls



This graph shows the initial queue positions for both answered and unanswered calls.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN12
API block name	KoDO.QPosOkKo
Parameters	-
See also	

UN13 - IVR selection



IVR	N. Calls	...	Total Duration	Average Duration	Min Duration	Max Duration
Untracked	38	76.0%				
200	1	2.0%	4:39	4:39	4:39	4:39
205	2	4.0%	6:27	3:13	1:50	4:37
206	1	2.0%	1:36	1:36	1:36	1:36
207	1	2.0%	1:48	1:48	1:48	1:48
209	1	2.0%	2:08	2:08	2:08	2:08
210	3	6.0%	8:35	2:51	2:13	3:53
Accounts	1	2.0%	3:49	3:49	3:49	3:49
Sales	2	4.0%	3:10	1:35	0:50	2:20

This graph shows the distribution of IVR selections available for lost calls.

We can also see the IVR duration values, which is related to the time that the call was within the IVR before entering the queue.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN13
API block name	KoDO.IvrKo
Parameters	-
See also	

UN14 - IVR selection, for all calls

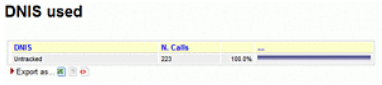


This graph shows the distribution of IVR selections for all calls (taken and lost) available in the report.

Available since	1.6.0

Default page	Unans.
Shortcut code	UN14
API block name	KoDO.IvrOkKo
Parameters	-
See also	

UN15 - DNIS used



This graph shows the distribution of DNIS lines that lead to lost calls.

This must be tracked manually in Asterisk - See "Configuring Asterisk for QueueMetrics" below.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN15
API block name	KoDO.DnisKo
Parameters	-
See also	

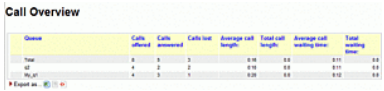
UN16 - DNIS used, for all calls



This graph shows the distribution of DNIS lines for all calls (taken and lost) available in the report.

Available since	1.6.0
Default page	Unans.
Shortcut code	UN16
API block name	KoDO.DnisOkKo
Parameters	-
See also	

UN17 - Call Overview



The answered calls section deals with calls that were correctly handled by agents.

For each queue included in the report, the following data will be shown:

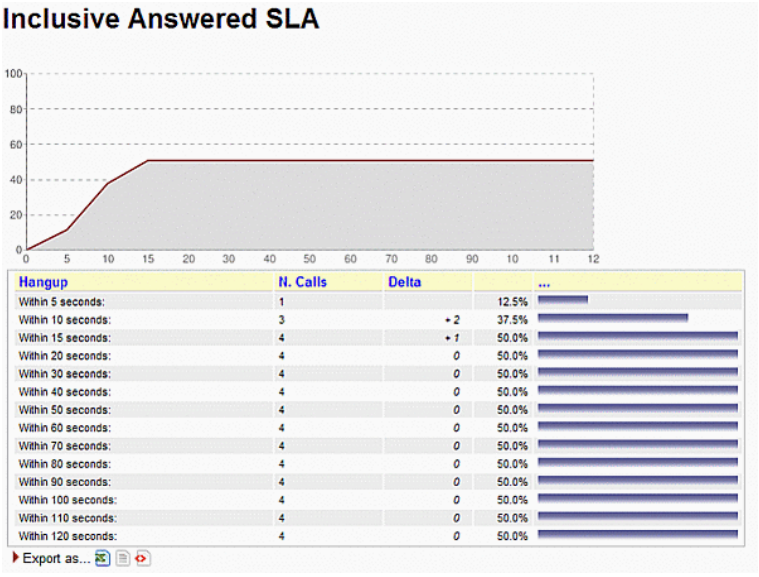
- Calls offered: total number of calls in the period to hit that queue
- Calls answered: total number of answered calls
- Lost calls: total number of calls that have not been answered
- Average call length: it computed only on the talk time of answered calls, expressed as MM:SS
- Total call length: the total cumulate speak time for each queue, expressed as decimalized hours
- Average wait Q: the average wait time for both answered and lost calls
- Total wait Q: total cumulate wait time for answered and unanswered calls, expressed as decimalized hours

In the first line, there is a "Total" line, that sums up the values shown in previous lines.

The following lines are sorted according to the number of offered calls.

Available since	1.6.1.1
Default page	Unanswered calls
Shortcut code	UN17
API block name	KoDO.OverviewOkKo
Parameters	-
See also	

UN18 - Inclusive Answered SLA



The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], with the difference that it is computed taking into consideration both answered and unanswered calls.

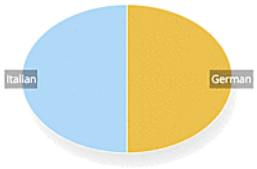
The difference between UN07 and UN18 is that the number of calls in UN18 is only the number of taken calls within the given answer period, while in UN07 it is the total number of taken and lost calls within the time period.

The graph reports the same information found in the table, but in a way that is easier to read.

The time frame and increment can be modified by the administrator, if needed - see the section called “OK04 - Service level agreement” [96].

Available since	1.6.1.2
Default page	Unans.
Shortcut code	UN18
API block name	KoDO.InclusiveAnswSLA
Parameters	-
See also	UN07 (Inclusive SLA) UN06 OK04

UN19 - Required Skills for Lost Calls



Skill Required	N. Calls	Percent	Avg Wait	Avg Talk	Min lvl	Avg lvl	Max lvl
German	1	100.0%	0:20	0:00	30	30	30
Italian	1	100.0%	0:20	0:00	70	70	70

This data block displays the skills that were required for lost calls in the current reports.

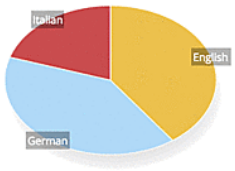
As multiple skills may be required for the same call, or some calls may have no required skill, the sum of all skills may be significantly different from the number of calls.

For each skill, the average wait duration of all calls having that specific skill is computed. As lost calls never have any talk time, it always appears as 0:00 and is displayed for symmetry with blocks OK15 and UN20.

The minimum, average and maximum level at which this skill was requested for the specific set of calls is displayed.

Available since	15.10
Default page	Unans.
Shortcut code	UN19
API block name	KoDO.SkillsKo
Parameters	-
See also	UN20, OK15

UN20 - Required Skills for All Calls



Skill Required	N. Calls	Percent	Avg Wait	Avg Talk	Min lvl	Avg lvl	Max lvl
English	2	66.7%	0:06	0:20	60	65	70
German	2	66.7%	0:11	0:05	30	60	90
Italian	1	33.3%	0:20	0:00	70	70	70

This data block displays the skills that were required for all calls in the current reports.

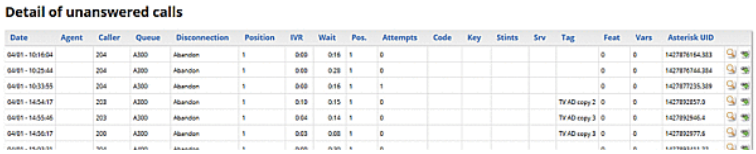
As multiple skills may be required for the same call, or some calls may have no required skill, the sum of all skills may be significantly different from the number of calls.

For each skill, the average wait and talk duration of all calls having that specific skill is computed. Plus, the minimum, average and maximum level at which this skill was requested for the specific set of calls is displayed.

Available since	15.10
Default page	Unans.
Shortcut code	UN20
API block name	KoDO.SkillsOkKo
Parameters	-
See also	UN19, OK15

Historical reports - Details of unanswered calls

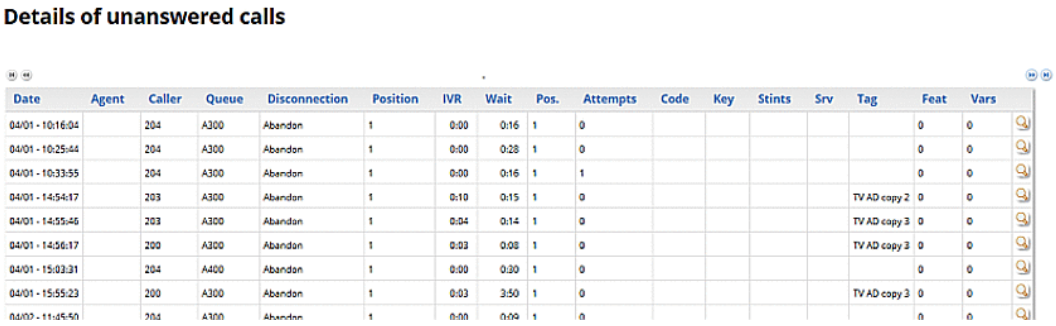
UD01 - Detail of unanswered calls



This page shows full details of unanswered calls the section called “Detail of unanswered calls” [91].

Available since	1.6.0
Default page	Details of unanswered calls
Shortcut code	UD01
API block name	DetailsDO.CallsKO
Parameters	-
See also	the section called “UD02 - Lost calls (paged)” [118]

UD02 - Lost calls (paged)



This page shows the paged detail of unanswered calls. See Chapter 4, *Showing call details* [86].

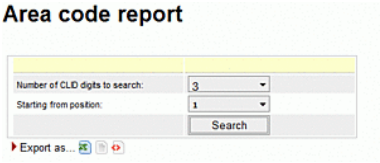
The details of calls are paged - so you can move back and forth - and you can control which columns will appear on screen. The paged mode uses way less memory and is quicker to use than the full list as in the section called “UD01 - Detail of unanswered calls” [117].

When accessing the data source though XML-RPC or printing a report, it is mandatory to use the UD01 block, as this block is interactive and will not render correctly.

Available since	13.03 - **Removed in 20.11**
Default page	Details of unanswered calls
Shortcut code	UD02
API block name	-
Parameters	-
See also	the section called “UD01 - Detail of unanswered calls” [117] and the section called “Configuring paged call lists” [291]

Historical reports - Area code analysis

AC01 - Area code report



If the Caller*ID is present, it is possible to break down both answered and unanswered calls to specific area codes by clicking on the "Area code analysis" button.

By selecting a number of caller id digits to search upon and a starting digit position, you get a number of statistics grouped by area codes.

This report gives an immediate check of the geographical origin of calls handled by your call center.

Available since	1.6.0 - **Removed in 20.11**
Default page	Area code analysis
Shortcut code	AC01
API block name	AreaAnDO.Setup
Parameters	-
See also	

AC02 - Detail for answered calls



This report shows the answered calls grouped following the rules defined in AC01 - Area code report.

Available since	1.6.0
Default page	Area code analysis
Shortcut code	AC02
API block name	AreaAnDO.CallsOK
Parameters	-
See also	AC01 - Area code report

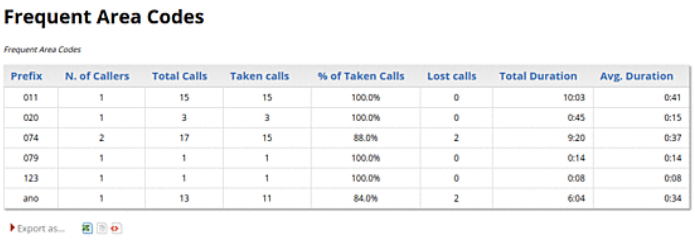
AC03 - Detail for unanswered calls



This report shows the unanswered calls grouped following the rules defined in AC01 - Area code report.

Available since	1.6.0
Default page	Area code analysis
Shortcut code	AC03
API block name	AreaAnDO.CallsKO
Parameters	-
See also	AC01 - Area code report

AC04 - Frequent Area Codes



This report shows detailed information regarding different Area Codes. We take into account the quantity and quality of calls related to different areas, by calculating the following information:

- Prefix
- N. of Callers
- Totale Calls
- Taken Calls
- % of Taken Calls
- Lost Calls
- Total Duration
- Avg. Duration

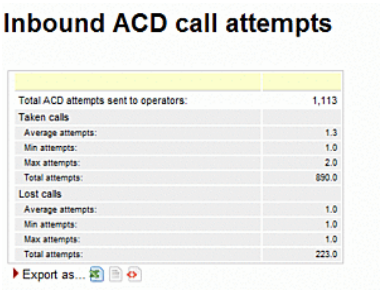
Available since	17.06.16
Default page	Area code analysis
Shortcut code	AC04
API block name	AreaAnDO.FrequentAreaCodes
Parameters	-
See also	AC01 - Area code report

Historical reports - Distributions

When running an inbound call center, it is very important to determine the reason why a call is delayed: are your clients refusing to answer? Did they forget to log off before leaving their workplace? The inbound ACD call attempts metrics try to answer to these questions.

As these metrics are not usually recorded by Asterisk, you'll have to patch and recompile your Asterisk system in order to gather them - see the section the section called "Enabling ACD call attempts recording on Asterisk 1.0 and 1.2" [407]. If you do not do so, the metrics presented here will always appear zeroed out. With Asterisk 1.4, this feature should be automatically enabled with no need to patch the source code.

AT01 - Inbound ACD call attempts

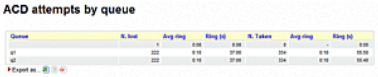


This page shows the following pieces of information:

- How many agent attempts were made, i.e. how many times the agent's telephones were rung in total
- The average number of attempts that were necessary for a taken call; the minimum, maximum and total attempts made that resulted in a taken call
- The average number of attempts that were necessary for a lost call; the minimum, maximum and total attempts made that resulted in a lost call

Available since	1.6.0
Default page	Distrib.
Shortcut code	AT01
API block name	DistrDO.ReportAcd
Parameters	-
See also	

AT02 - ACD attempts by queue

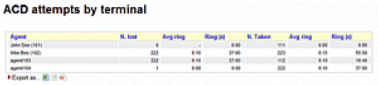


The following metrics are extracted and broken down by queue:

- N. of lost agent attempts (i.e. the agent was called but not responding)
- The average ring time for lost attempts
- The total ringing time for lost calls
- The number of taken agent attempts (i.e. calls answered)
- The average ring duration for taken calls
- The total ring time for taken calls

Available since	1.6.0
Default page	Distrib.
Shortcut code	AT02
API block name	DistrDO.AcdByQueue
Parameters	-
See also	

AT03 - ACD attempts by terminal



This graph breaks down agent attempts by the agent that was called. The following pieces of information are extracted for each agent:

- N. of lost agent attempts (i.e. the agent was called but not responding)
- The average ring time for lost attempts
- The total ringing time for lost calls
- The number of taken agent attempts (i.e. calls answered)
- The average ring duration for taken calls
- The total ring time for taken calls

Available since	1.6.0
Default page	Distrib.
Shortcut code	AT03
API block name	DistrDO.AcdByTerminals
Parameters	-
See also	

Historical reports - Call distribution by day

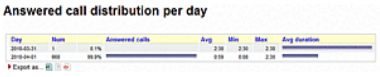
The call distribution report shows when calls were handled, when calls were lost and the average wait times broken down by period.

All percentages are calculated on the call class they belong to, i.e. a 50% of "Unanswered calls" on one day means that 50% of all unanswered calls for the period happened during that day, not that 50% of calls were lost.

For each metrics, the total number of calls is shown, together with average, minimum and maximum times. Graphs are plotted on the total number of calls broken down and on the averages.

It is possible to change the interval in the Hourly graphs, so that you can have reports break down calls e.g. by half-hours or hour quarters, by changing a value in the QueueMetrics master configuration file.

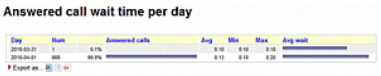
DD01 - Answered call distribution per day



Taken calls are shown per specific day. Days with no events are not shown.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD01
API block name	CallDistrDO.AnsDistrPerDay
Parameters	-
See also	

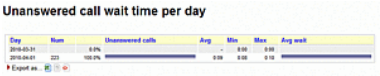
DD02 - Answered call wait time per day



The total numbers of call wait time for answered calls are plotted for each day.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD02
API block name	CallDistrDO.AnsWaitPerDay
Parameters	-
See also	

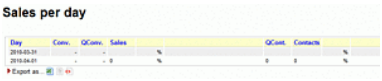
DD03 - Unanswered call wait time per day



The total numbers of lost wait time for lost calls are plotted for each day.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD03
API block name	CallDistrDO.UnansWaitPerDay
Parameters	-
See also	

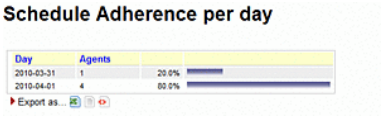
DD04 - Sales per day



Sales and contacts are shown on a daily basis.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD04
API block name	CallDistrDO.SalesPerDay
Parameters	-
See also	

DD05 - Schedule Adherence per day



The Schedule Adherence report shows the number of distinct agents that were detected during the given period. This makes it possible to detect the number of different people that had been working on a given moment.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD05
API block name	CallDistrDO.StaffPerDay
Parameters	-
See also	

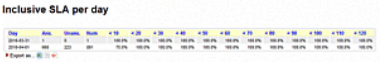
DD06 - Queue length per day



The Queue Length report shows the average length of the queue for each period, giving minimums and maximums. The Steps computation shows how fast each queue progresses during the period, expresses in steps per hour. Note: giving a meaning to the Queue Length reports may be hard in the case of composite queues.

Available since	1.6.0
Default page	Call distribution, by day
Shortcut code	DD06
API block name	CallDistrDO.QPosPerDay
Parameters	-
See also	

DD07 - Inclusive SLA per day

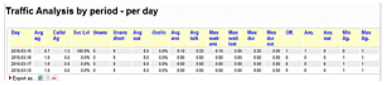


The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], grouped by day.

Available since	1.6.0

Default page	Call distribution, by day
Shortcut code	DD07
API block name	CallDistrDO.InclSlaPerDay
Parameters	-
See also	

DD08 - Traffic Analysis by period - per day



This report shows aggregate inbound/outbound activity per day.

- Date: the date, hour or day of week used for the report.
- Avg agents: the average number of agents, as calculated by agents logged in for each period versus the total period. E.g. if an agent logs in at 10:00 and logs off at 11:30, and a second agent logs in at 10:15 and logs off at 11:00, the period for 10:00 to 10:30 will show 1.5 available agents.
- Avg calls/agent: number of INCOMING calls (answered+unanswered) per period versus average available agents
- Service level: the SLA (see below), computed on INCOMING calls only
- Unans: Lost calls (INCOMING only)
- Unans short: Lost calls below X seconds (INCOMING only, as a percentage of all calls)
- Avg out: number of OUTGOING calls (completed and lost) per period versus number of available agents
- Out/in: ratio of outbound to inbound
- Avg ans. Average answer time (for INCOMING only)
- Avg talk time: Average talk time (for INCOMING only)
- Max wait ans: Maximum answer time in period (for INCOMING only)
- Max wait lost: Maximum wait time for lost calls in period (for INCOMING only)
- Max duration: Maximum talk time in period (for INCOMING only)
- Max duration OUT: Maximum talk time in period (for OUTGOING only)
- N. offered: Total number of INCOMING calls
- N Answered: Total number of answered INCOMING calls
- N Answered out: Total number of answered OUTGOING calls
- Min Agents: minimum number of agents logged on for the period

- Max Agents: maximum number of agents logged on in the period

The Service Level is measured against a time period that is specidfied in the *default.secondsServiceLevel* parameter (default is 20, as to say "percentage of calls answered within 20 seconds").

Short calls are defined as being shorter than the *default.shortCallsLimit* parameter - default is 5 seconds.

Available since	1.6.0.4
Default page	Call distribution, by day
Shortcut code	DD08
API block name	CallDistrDO.TrafficAnPerDay
Parameters	-
See also	DH08, DW08

DD09 - Skill sets per day

This reports shows the unique sets of skills during a specified time period.

Skills per Day

Day	Ans.	Unans.	Num	Within SLA: 10s.	Product1 english internet technical	Product1 english invoice land	Product1 english invoice mobile	Product1 english land others	Product1 english mobile others	Product1 english mobile technical
2016-12-04	0	0	0	-	0	0	0	0	0	0
2016-12-05	2,505	223	2,728	45.3%	0	2	8	7	4	8
2016-12-06	1,737	133	1,870	50.9%	0	0	4	2	4	5
2016-12-07	1,656	55	1,711	58.1%	1	0	3	0	4	3
2016-12-08	1,488	50	1,538	56.7%	1	2	5	0	2	1
2016-12-09	1,745	40	1,785	56.8%	3	0	9	0	6	0
2016-12-10	711	26	737	53.9%	0	0	0	0	4	0

The report is computed out of all calls in the current analysis. Time bands are set as for the current report (system property that can be overridden and is "remembered" across sessions; can be reset through the Custom Reports page). The SLA is set for a queue (or set of queues to be reported on at once) though the parameter "Service Level Agreement" on the Queue configuration page; if missing, the default value is taken from the property `sla.max_initial_delay`.

Each call is grouped into a "bucket" based on skills found; skills are sorted by **Skill Sort Weight** in order to create unique buckets for each permutation. Only buckets with at least one call are added to the report. Buckets are displayed with codes correctly decoded. To change the order of how the skills appear inside each bucket, make sure to adjust the **Skill Sort Weight** field in the **Agents Skill** editor. Skills with a lower sort weight are positioned before skills with higher sort weight. If two skills have the same sort weight, they are sorted alphabetically based on their description.

For example, a call with skills “inv en fix” is set to a bucket “en fix inv”, that is a separate bucket from e.g. “en fix” but is is the same as “en inv fix” . Such a call is displayed in a column named “English Fix Invoice”, where the names are based on the descripitions used for skills, sorted by the skills' sort weight.

The report shows the following columns:

- Time Slot: a call is banded in a time slot based on the time it is queued
- Answered calls: Total number of answered calls for this slot
- Unanswered calls: total number of lost calls for this slot
- Num: Total Answered + Unanswered
- Within SLA X sec: the number of calls answered within X seconds divided the total number of calls offered (answered+lost)
- "bucket": the total number of calls (taken+lost) that belong to this bucket

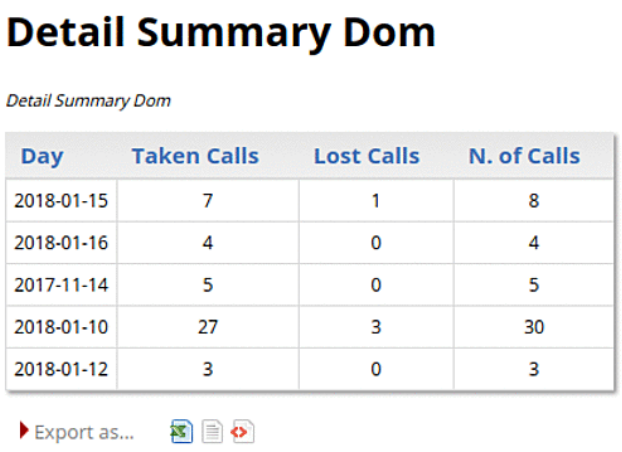


As the report may be very large, if you export it to PDF it may be cut on the right side. XLS report works without problems instead.

Available since	16.10.11
Default page	Call distribution, by day
Shortcut code	DD09
API block name	CallDistrDO.SkillsPerDay
Parameters	-
See also	DH09, DW09

DD10 - Detail Summary

This reports shows the number of taken and lost call by day.



This report comes in three version, that show the number of calls in different time slices. The available period of times are:

- Hourly [DH10]
- Days of the week [DW10]

- Days (with date) [DD10]

The information is the following

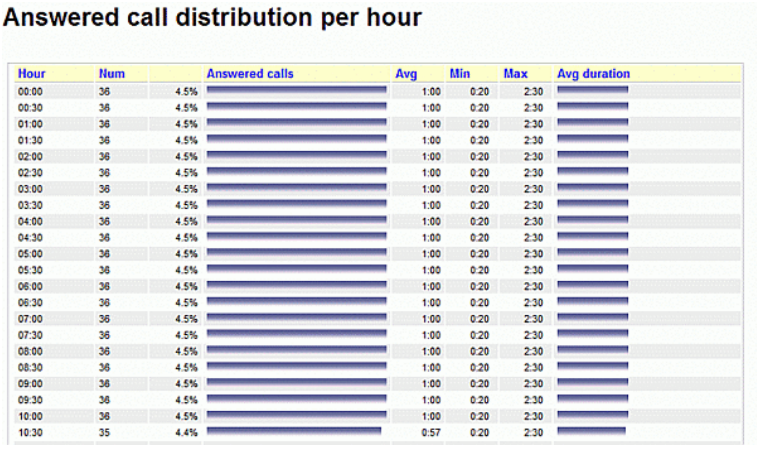
- Taken Calls
- Lost Calls
- N. of Calls

Available since	17.06.16
Default page	Detail Summary, by day
Shortcut code	DD10
API block name	CallDistrDO.DetailSummaryDom
Parameters	-
See also	DH10, DW10

Historical reports - Call distribution by hour

Events are shown on a 24-hour distribution.

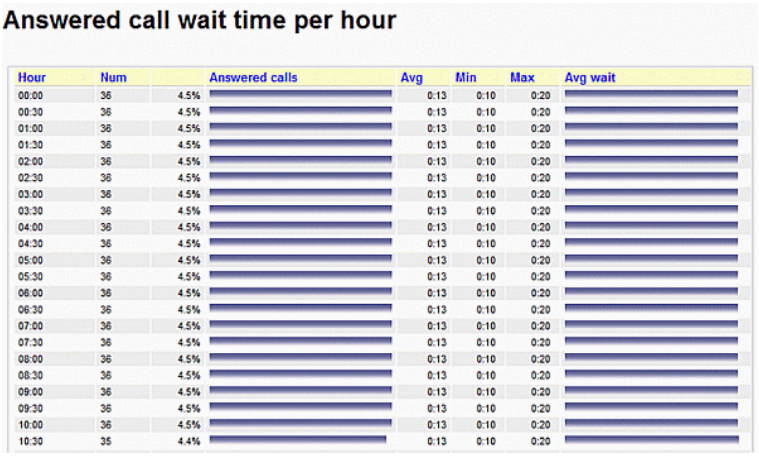
DH01 - Answered call distribution per hour



The total numbers of call lengths for answered calls are plotted for each hourly interval. The size of hourly intervals can be controlled by the *default.hourly_slot* configuration property, making it possible to run this reports based on 30-minute, 20-minute or 15-minute intervals.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH01
API block name	CallDistrDO.AnsDistrPerHr
Parameters	-
See also	

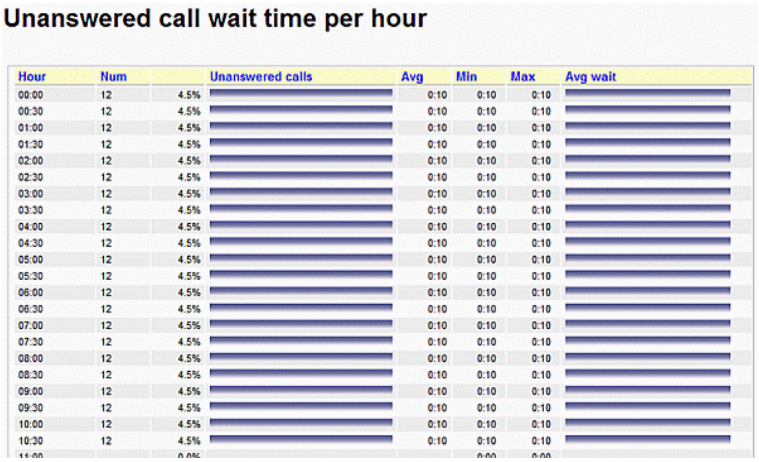
DH02 - Answered call wait time per hour



The total numbers of call wait time for answered calls are plotted for each hourly interval. The size of hourly intervals can be controlled by the *default.hourly_slot* configuration property, making it possible to run this reports based on 30-minute, 20-minute or 15-minute intervals.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH02
API block name	CallDistrDO.AnsWaitPerHr
Parameters	-
See also	

DH03 - Unanswered call wait time per hour

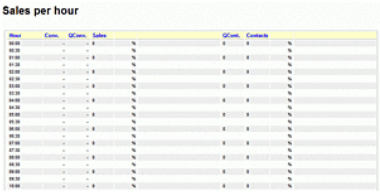


The total numbers of call lengths for unanswered calls are plotted for each hourly interval. The size of hourly intervals can be controlled by the *default.hourly_slot* configuration property, making it possible to run this reports based on 30-minute, 20-minute or 15-minute intervals.

Available since	1.6.0
Default page	Call distribution, by hour

Shortcut code	DH03
API block name	CallDistrDO.UnansWaitPerHr
Parameters	-
See also	

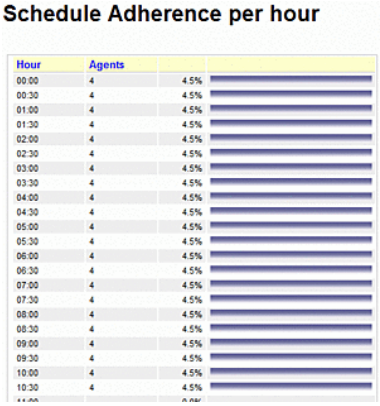
DH04 - Sales per hour



The total numbers sales and contacts, are plotted for each hourly interval. The size of hourly intervals can be controlled by the *default.hourly_slot* configuration property, making it possible to run this reports based on 30-minute, 20-minute or 15-minute intervals.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH04
API block name	CallDistrDO.SalesPerHr
Parameters	-
See also	

DH05 - Schedule Adherence per hour

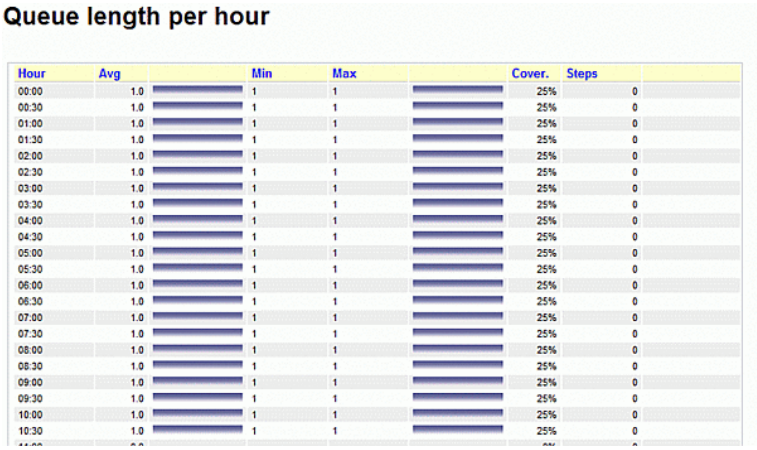


The Schedule Adherence report shows the number of distinct agents that were detected during the given period. This makes it possible to detect the number of different people that had been working on a given moment.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH05
API block name	CallDistrDO.StaffPerHr
Parameters	-

See also	

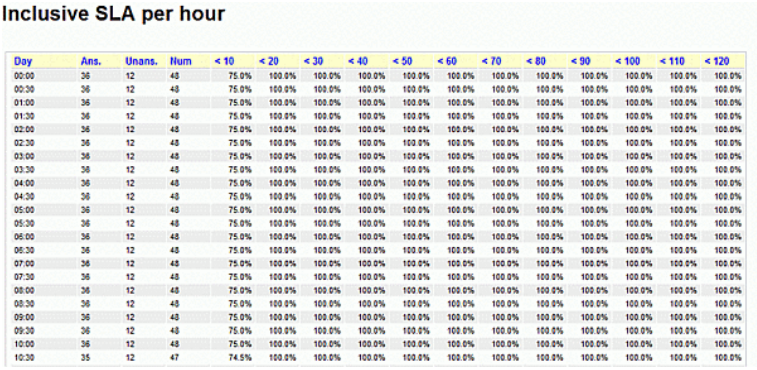
DH06 - Queue length per hour



The Queue Length report shows the average length of the queue for each period, giving minimums and maximums. The Steps computation shows how fast each queue progresses during the period, expresses in steps per hour. Note: giving a meaning to the Queue Length reports may be hard in the case of composite queues.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH06
API block name	CallDistrDO.QPosPerHr
Parameters	-
See also	

DH07 - Inclusive SLA per hour

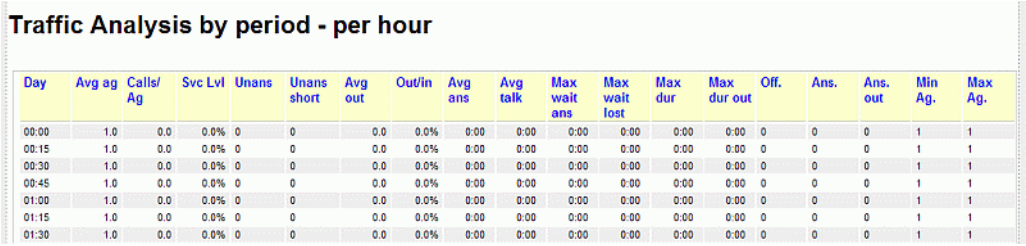


The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], grouped each hour.

Available since	1.6.0
Default page	Call distribution, by hour
Shortcut code	DH07

API block name	CallDistrDO.InclSlaPerHr
Parameters	-
See also	

DH08 - Traffic Analysis by period - per hour



Traffic Analysis by period - per hour

Day	Avg ag	Calls/ Ag	Svc Lvl	Unans	Unans short	Avg out	Out/In	Avg ans	Avg talk	Max wait ans	Max wait lost	Max dur	Max dur out	Off.	Ans.	Ans. out	Min Ag.	Max Ag.
00:00	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
00:15	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
00:30	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
00:45	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
01:00	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
01:15	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1
01:30	1.0	0.0	0.0%	0	0	0.0	0.0%	0:00	0:00	0:00	0:00	0:00	0:00	0	0	0	1	1

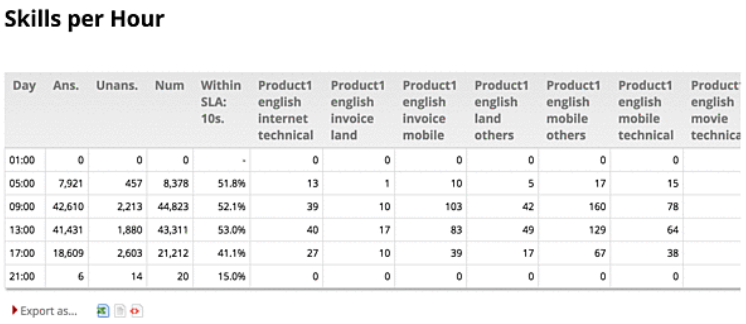
Distribution of calls and agent availability per hour (or interval you specified). The whole 24h are mapped out for ease of comparison.

For a complete description of parameters, see DD08 - Traffic Analysis by period - per day the section called “DD08 - Traffic Analysis by period - per day” [125]

Available since	1.6.0.4
Default page	Call distribution, by hour
Shortcut code	DH08
API block name	CallDistrDO.TrafficAnPerHr
Parameters	-
See also	DD08, DW08

DH09 - Skill sets per hour

This reports shows the unique sets of skills during a specified time period.



Skills per Hour

Day	Ans.	Unans.	Num	Within SLA: 10s.	Product1 english internet technical	Product1 english invoice land	Product1 english invoice mobile	Product1 english land others	Product1 english mobile others	Product1 english mobile technical	Product1 english movie technica
01:00	0	0	0	-	0	0	0	0	0	0	
05:00	7,921	457	8,378	51.8%	13	1	10	5	17	15	
09:00	42,610	2,213	44,823	52.1%	39	10	103	42	160	78	
13:00	41,431	1,880	43,311	53.0%	40	17	83	49	129	64	
17:00	18,609	2,603	21,212	41.1%	27	10	39	17	67	38	
21:00	6	14	20	15.0%	0	0	0	0	0	0	

Export as...

For a complete description of parameters and behavior, see DD09 - Skill sets per day the section called “DD09 - Skill sets per day” [126]

Available since	16.10.11
Default page	Call distribution, by day
Shortcut code	DH09
API block name	CallDistrDO.SkillsPerHour

Parameters	-
See also	DD09, DW09

DH10 - Detail Summary

This reports shows the number of taken and lost call by hour.

Detail Summary

Detail Summary

Hour	Taken Calls	Lost Calls	N. of Calls
0:00	0	0	0
1:00	0	0	0
2:00	0	0	0
3:00	0	0	0
4:00	0	0	0
5:00	0	0	0
6:00	0	0	0
7:00	0	0	0
8:00	0	0	0
9:00	0	0	0
10:00	0	0	0
11:00	7	0	7
12:00	2	0	2
13:00	2	0	2
14:00	10	0	10
15:00	17	3	20
16:00	6	1	7
17:00	1	0	1
18:00	1	0	1
19:00	0	0	0
20:00	0	0	0
21:00	0	0	0
22:00	0	0	0
23:00	0	0	0

Export as...

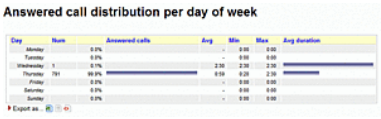
For a complete description of parameters and behavior, see DD10 - Detail Summary by day the section called “DD10 - Detail Summary” [127]

Available since	17.06.16
Default page	Detail Summary, by hour
Shortcut code	DH10
API block name	CallDistrDO.DetailSummary
Parameters	-
See also	DD10, DW10

Historical reports - Call distribution by day of week

This report shows the weekly behaviour of your queues. The longer the analysis period, the more significant its results will be.

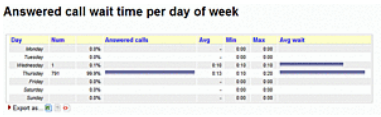
DW01 - Answered call distribution per day of week



The total numbers of call lengths for answered calls are plotted for each day of the week.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW01
API block name	CallDistrDO.AnsDistrPerDOW
Parameters	-
See also	

DW02 - Answered call wait time per day of week

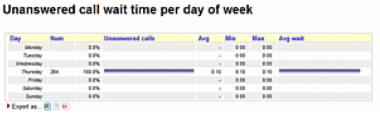


The total numbers of call wait time for answered calls are plotted for each day of the week.

Available since	1.6.0
Default page	Call distribution, by day of week

Shortcut code	DW02
API block name	CallDistrDO.AnsWaitPerDOW
Parameters	-
See also	

DW03 - Unanswered call wait time per day of week



The total numbers of call wait time for unanswered calls are plotted for each day of the week.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW03
API block name	CallDistrDO.UnansWaitPerDOW
Parameters	-
See also	

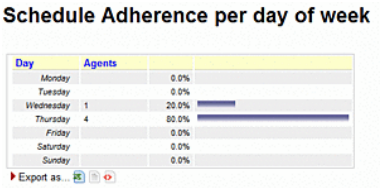
DW04 - Sales per day of week



The total numbers sales and contacts, are plotted for each day of the week.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW04
API block name	CallDistrDO.SalesPerDOW
Parameters	-
See also	

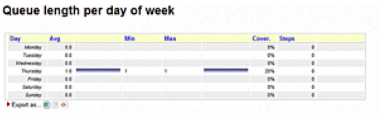
DW05 - Schedule Adherence per day of week



The Schedule Adherence report shows the number of distinct agents that were detected during the given period. This makes it possible to detect the number of different people that had been working on a given moment.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW05
API block name	CallDistrDO.StaffPerDOW
Parameters	-
See also	

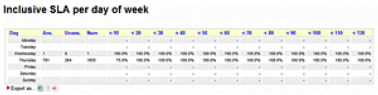
DW06 - Queue length per day of week



The Queue Length report shows the average length of the queue for each period, giving minimums and maximums. The Steps computation shows how fast each queue progresses during the period, expresses in steps per hour. Note: giving a meaning to the Queue Length reports may be hard in the case of composite queues.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW06
API block name	CallDistrDO.QPosPerDOW
Parameters	-
See also	

DW07 - Inclusive SLA per day of week

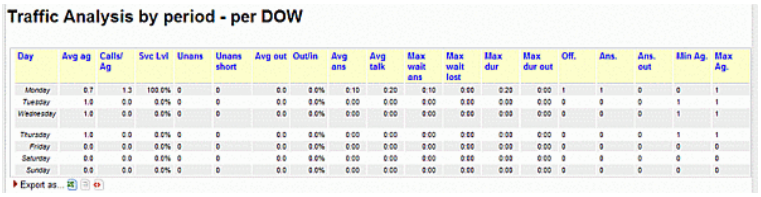


The inclusive SLA corresponds to the Service Level Agreement metrics shown on the section called “Service level agreement” [62], grouped for each day of week.

Available since	1.6.0
Default page	Call distribution, by day of week
Shortcut code	DW07
API block name	CallDistrDO.InclSlaPerDOW

Parameters	-
See also	

DW08 - Traffic Analysis by period - per day of week



Distribution of calls and agent availability per day of week.

For a complete description of parameters, see DD08 - Traffic Analysis by period - per day the section called “DD08 - Traffic Analysis by period - per day” [125]

Available since	1.6.0.4
Default page	Call distribution, by day of week
Shortcut code	DW08
API block name	CallDistrDO.TrafficAnPerDOW
Parameters	-
See also	DD08, DH08

DW09 - Skill sets per day of week

This reports shows the unique sets of skills during a specified time period.

Skills per Day of Week

Day	Ans.	Unans.	Num	Within SLA: 10s.	Product1 english internet technical	Product1 english invoice land	Product1 english invoice mobile	Product1 english land others	Product1 english mobile others	Product1 english mobile technical	Prod engl mov tech
Monday	23,301	1,487	24,788	49.9%	32	5	54	33	94	46	
Tuesday	20,826	1,622	22,448	48.7%	23	11	54	21	73	30	
Wednesday	20,556	1,327	21,883	48.7%	23	1	38	17	61	42	
Thursday	18,479	911	19,390	54.9%	16	11	24	22	49	22	
Friday	18,754	892	19,646	54.4%	14	8	52	14	67	39	
Saturday	8,661	927	9,588	42.2%	11	2	13	6	29	16	
Sunday	0	1	1	0.0%	0	0	0	0	0	0	

Export as...

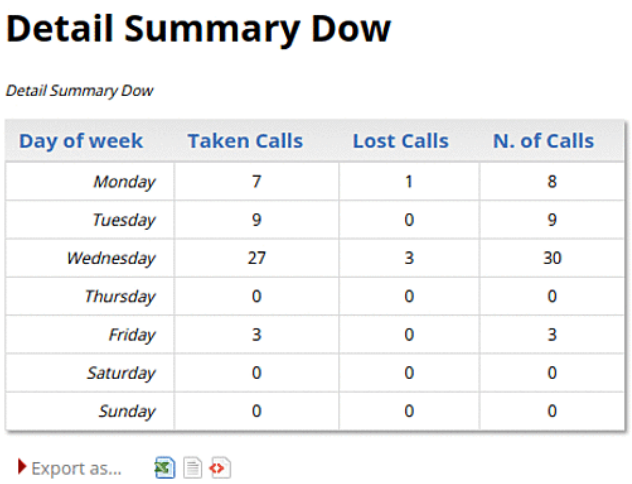
For a complete description of parameters and behavior, see DD09 - Skill sets per day the section called “DD09 - Skill sets per day” [126]

Available since	16.10.11
Default page	Call distribution, by day
Shortcut code	DW09
API block name	CallDistrDO.SkillsPerHour

Parameters	-
See also	DD09, DH09

DW10 - Detail Summary by Day of the week

This reports shows the number of taken and lost call by day of the week.



Detail Summary Dow

Detail Summary Dow

Day of week	Taken Calls	Lost Calls	N. of Calls
Monday	7	1	8
Tuesday	9	0	9
Wednesday	27	3	30
Thursday	0	0	0
Friday	3	0	3
Saturday	0	0	0
Sunday	0	0	0

Export as...

For a complete description of parameters and behavior, see DD10 - Detail Summary by day the section called “DD10 - Detail Summary” [127]

Available since	17.06.16
Default page	Detail Summary by day of the week
Shortcut code	DW10
API block name	CallDistrDO.DetailSummaryDow
Parameters	-
See also	DD10, DH10

Historical reports - Agents and Sessions

Agent activity refers to the behaviour of Asterisk defined agents. If you connect you queues straight to telephone terminals, this section will always be empty.

Each agent may be flagged as being a member of four priority groups:

- *Main*: the agents usually answering the queue
- *Spill*: the agents answering the queue if all "Main" agents are busy or unavailable
- *Wrap*: the agents answering the queue if all "Main" and "Spill" agents are busy or unavailable
- *Undefined*: this agent is not a member of any priority group for this queue

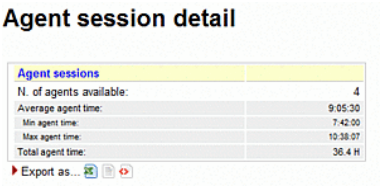
This feature is useful if priority groups are used in the queue configuration. If they are not used, just assign all agents to "Main" for each queue.

If an unknown agent appears on a queue, it will be marked as "Undefined", written in red.

Agent names are written in blue and are clickable, if you click on them in any of the graphs, you will be lead to a popup that detail the logon and pause history for that agent.

As a default, QueueMetrics will show and count an agent session if and only if the agent handled at least one call during this session. This may not be what you want when you use pause codes - an agent may log on and immediately go on pause to do some back-end activities. If this is the case, you should set the configuration option *default.useRawAgentSessions* to *true* to see all agent sessions.

AG01 - Agent session detail

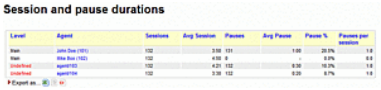


This report shows:

- The number of available agents in the considered period
- The average agent time availability
- The minumum agent time availability
- The maximum agent time availability
- The cumulated agents time availability

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG01
API block name	AgentsDO.ReportAgents
Parameters	-
See also	

AG02 - Session and pause durations



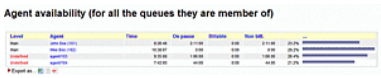
This report shows:

- The number of sessions for each available agent
- The number of pauses for each available agent

- The average pause time
- The percentage between the pause time and the availability time for each agent
- The number of pauses for each session, for each available agent

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG02
API block name	AgentsDO.SessionPauseDur
Parameters	-
See also	

AG03 - Agent availability (for all the queues they are member of)



This report shows:

- The agent available time
- The total billable and not billable pause times

In the latest release a new column has been added (Paused on Conversation), which displays occupancy values.

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG03
API block name	AgentsDO.AgentAvail
Parameters	-
See also	

AG04 - Answered calls (for selected queues)



This report shows:

- The number of answered calls for each agent
- The cumulated call time for each agent
- The average call time for each agent

- The average wait time for each call taken
- The percentage of taken calls, related to the total queue calls, for each agent

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG04
API block name	AgentsDO.AnsCallsQueues
Parameters	-
See also	

AG05 - Answered calls by custom group



This report shows:

- The number of answered calls for each defined agent group
- The cumulated call time for each defined agent group
- The average call time for each defined agent group
- The percentage of taken calls, related to the total queue calls, for each defined agent group

The report displays separately the following cases:

- Agents that are known to QueueMetrics but have no custom group, are counted under the group "-"
- Agents that are not known to QueueMetrics but found in the analysis are counted under "Undefined".

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG05
API block name	AgentsDO.AnsCallsCG
Parameters	-
See also	

AG06 - Answered calls by location



This report shows:

- The number of answered calls for each defined location

- The cumulated call time for each defined location
- The average call time for each defined location
- The average wait time for each defined location
- The percentage of taken calls, related to the total queue calls, for each defined location

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG06
API block name	AgentsDO.AnsCallsLocation
Parameters	-
See also	

AG07 - Answered calls by service group

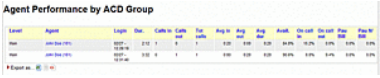


This report shows:

- The number of answered calls for each defined service group
- The cumulated call time for each defined service group
- The average call time for each defined service group
- The percentage of taken calls, related to the total queue calls, for each defined service group

Available since	1.6.0
Default page	Agents and Sessions
Shortcut code	AG07
API block name	AgentsDO.AnsCallsSG
Parameters	-
See also	

AG08 - Agent Performance by ACD Group



One entry is presented for each agent session. What makes this report different from most is that inbound and outbound activity for the agent is aggregated.

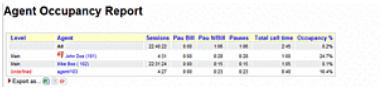
Items are computed as:

- Level: the agent level this agent belongs to

- Agent: agent name (if present) or Asterisk internal code if unknown. By clicking on it, the session details open.
- Login: Session login time
- Duration: Session duration
- N.calls in: Number of calls taken for this queue(s)
- N calls out: Number of calls outbound made for these campaign(s)
- Tot calls: calls in + calls out
- Average duration IN
- Average duration OUT
- Average duration for all (weighted)
- Available: precentage of idle time
- On call IN: percentage of time on call inbound
- On call OUT: percentage of time on call outbound
- Pause Billable: percentage of time on a pause code marked as billable
- Pause Unbillable: percentage of time on a pause code marked as unbillable, or not specified, or unknown. (a.k.a. Clerical time)

Available since	1.6.0.4
Default page	Agents and Sessions
Shortcut code	AG08
API block name	AgentsDO.PerformanceAcdGroups
Parameters	-
See also	

AG09 - Agent Occupancy Report



The report details the occupancy rate for each and all agents in the current analysis.

- The Agent column contains the decoded name, level and current group of the agent (if defined, expressed as an icon like elsewhere in QM). By clicking on the agent name, it is possible to open a popup with the session details for that agent.
- Total session time is the sum of the duration of all sessions in the current analysis, from start to end.
- Pause Billable is the total time on Billable pauses, for all sessions considered.
- Pause Non Billable is the total time on Non-Billable pauses, for all sessions considered.

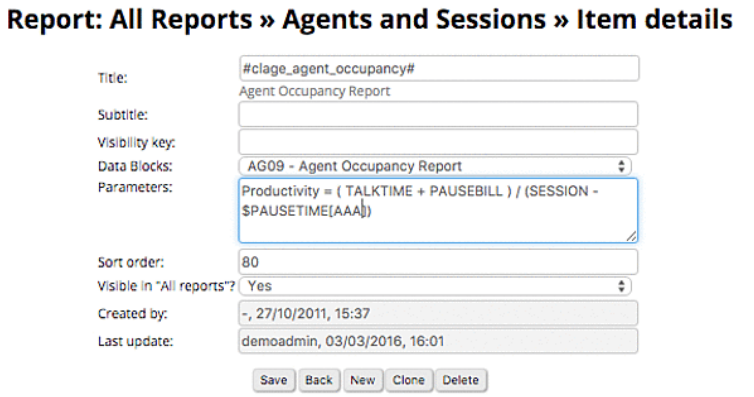
- Total pause time is the sum of all pauses for all sessions considered.
- Total talk time is the sum of all time that the specified agent spent in conversation during the sessions considered.
- Occupancy is computed as: Talk time / (Total session - Total Pause) and expressed as a percentage, as per the numeric examples show in the table above.

In the latest release a new column has been added (Paused Conversation) which is subtracted from the total pauses time; this way Occupancy will never be able to be over 100%.

The first line is labeled "All agents" and is computed according to the following rules:

- Total session time, Pause billable, Pause non billable, Pause wrap, Total pause, Total talk time are computed as sums of the rest of data in each column
- Occupancy is computed as: Sum talk time / (Sum Total session - Sum Total Pause)

The Occupancy report allows you to define custom calculations by entering one or more custom formulas in the Parameters field when editing your report.



For example, if you add the formula:

```
Productivity = ( TALKTIME + PAUSEBILL ) / (SESSION - ($PAUSETIME[AAA] + $PAUSETIME
```

A new column "Productivity" will be computed based on the formula supplied. At the moment, the formula will always be displayed as a percentage.

New columns can be programmed as explained in User-Programmable reports the section called “User-Programmable Reports” [171]



A version of this data block meant to be completely customized is available as AG18.

Available since	1.6.2.4 - Formulas available since 15.10.5
Default page	Agents and Sessions
Shortcut code	AG09
API block name	AgentsDO.AgentOccupancy

Parameters	Agent parameters - See Variables bound for Agent blocks the section called “Variables bound for Agent blocks” [172]
See also	AG18 the section called “AG18 - Programmable Agent Performance” [152]

AG10 - Agent Session Time by Hour



The report details the total presence time of each agent over the 24h for which you are running the current analysis.

- The Agent column contains the agent’s decoded name, level and current group (if defined, expressed as an icon like elsewhere in QM).
- Total time is the sum of the duration of all sessions included in the current analysis, from start to end.
- One or more columns are present for each hour’s timeframe where total session information is present

Available since	1.7.2
Default page	Agents and Sessions
Shortcut code	AG10
API block name	AgentsDO.AgentBillableTimeByHour
Parameters	-
See also	

AG11 - Agent Payable Time by Hour



The report details the payable presence time of each agent over the 24h for which you are running the current analysis.

- The Agent column contains the agent’s decoded name, level and current group (if defined, expressed as an icon like elsewhere in QM).
- Total time is the sum of the duration of payable session time within the current analysis, from start to end.
- One or more columns are present for each hour’s timeframe where payable session information is present

Available since	1.7.2

Default page	Agents and Sessions
Shortcut code	AG11
API block name	AgentsDO.AgentPayableTimeByHour
Parameters	-
See also	

AG12 - Agent Billable Time by Hour

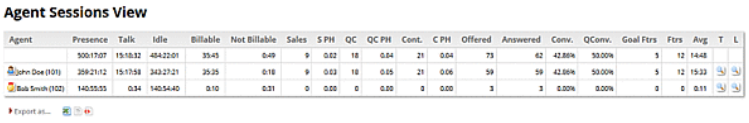


The report details the billable presence time of each agent over the 24h for which you are running the current analysis.

- The Agent column contains the agent's decoded name, level and current group (if defined, expressed as an icon like elsewhere in QM).
- Total time is the sum of the duration of billable session time within the current analysis, from start to end.
- One or more columns are present for each hour's timeframe where billable session information is present

Available since	1.7.2
Default page	Agents and Sessions
Shortcut code	AG12
API block name	AgentsDO.AgentBillableTimeByHour
Parameters	-
See also	

AG13 - Agent Session View



This report shows a set of calls aggregated by agents. It reports session information and shows, for each agent, the main figures for aggregated calls related to that agent. The first row reports the overall aggregated values.

Each row in the report shows:

- The agent name (the first line contains all agents information)
- Presence, calculated as sum of all agent sessions (so including pauses time)
- Talk time

- Idle time, calculated by subtracting pauses and talk time from the presence figure
- Idle time (No Wait), calculated by subtracting pauses talk time and Wait time from the presence figure
- Billable time
- Not billable time
- Total Wait Time
- Sales: the number of taken calls flagged "sales"
- S PH (Sales per hour): the number of sales per hour ratio
- QC: the number of taken calls flagged as qualified contacts
- QC PH: Qualified contacts per hour
- Cont: number of taken calls flagged as "contacts"
- CPH: Contacts per hour
- Offered: Overall taken + lost calls
- Answered: taken calls
- Conv: convertion ratio
- QConv: qualified convertion ratio
- Goal Ftrs: number of goal flagged feature codes found in the call dataset
- Ftrs: number of feature codes found in the call dataset
- Avg: average talk time
- T: by clicking on that icon, a popup with the taken call list (used to count the aggregated) is shown
- L: by clicking on that icon, a popup with the lost call list (used to count the aggregated) is shown



Regarding inbound calls, when looking at a single agent, the concept of "offered call" will coincide with the concept of "answered call". This is because this report does not keep track of the various attempts for agent, but only registers the call as an answered call for the agent that actually answered the call. This will eventually result in the first row containing a number of offered calls that is higher than the number of answered calls, while on the single agents rows the offered and answered calls will be the same.

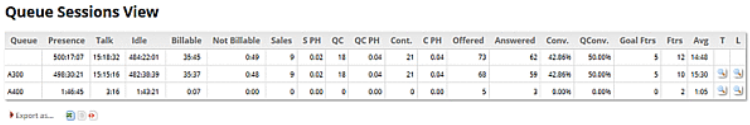


Regarding the "Total Wait Time" field, it’s important to know that the wait time data refers to the sum of the wait time of all the calls that the agent answered. This does not mean that the wait time listed here is the same as the time the agent took before answering the call, but rather the time that the various calls have been waiting in the queue. This may include wait times that happened before the agent was free and thus unable to answer the call. To check the actual wait time before a particular agent answered a call, please refer to report AT03 "ACD attempts by terminal".

Available since	15.9

Default page	Agents and Sessions
Shortcut code	AG13
API block name	AgentsDO.AgentSessionsView
Parameters	-
See also	

AG14 - Queue Session View



This report shows a set of calls aggregated by queue. It reports queue information and shows, for each queue, the main figures for aggregated calls related to that queue. The first row reports the overall aggregated values.

Each row in the report shows:

- The queue name (the first line contains all queues information)
- Presence, calculated as sum of all agent sessions in the queue
- Talk time
- Idle time, calculated by subtracting pauses and talk time from the presence figure
- Billable time
- Not billable time
- Sales: the number of taken calls flagged "sales"
- S PH (Sales per hour): the number of sales per hour ratio
- QC: the number of taken calls flagged as qualified contacts
- QC PH: Qualified contacts per hour
- Cont: number of taken calls flagged as "contacts"
- CPH: Contacts per hour
- Offered: Overall taken + lost calls
- Answered: taken calls
- Conv: convertion ratio
- QConv: qualified convertion ratio
- Goal Ftrs: number of goal flagged feature codes found in the call dataset
- Ftrs: number of feature codes found in the call dataset

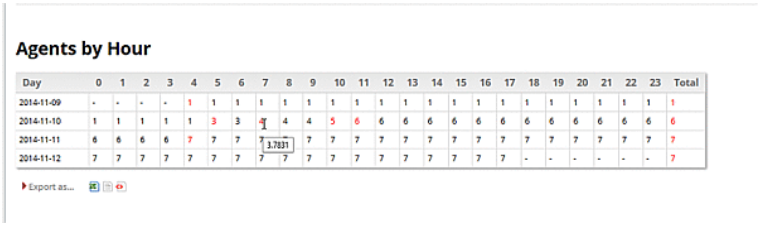
- Avg: average talk time
- T: by clicking on that icon, a popup with the taken call list (used to count the aggregated) is shown
- L: by clicking on that icon, a popup with the lost call list (used to count the aggregated) is shown



QueueMetrics uses an approach where it does not exactly track sessions per queue. If an agent joins and leaves multiple queues during the same session, QueueMetrics does not track where each session starts and ends. Therefore, while we may get accurate details of the time an agent was available, if an agent may cherry pick queues or work on multiple queues at once, we will have to find a way to estimate when its time was spent. In order to do this QueueMetrics counts the local time an agent was available per session, then it multiplies this value by the percentage of talk time that happened on each queue.

Available since	15.9
Default page	Agents and Sessions
Shortcut code	AG14
API block name	AgentsDO.QueueSessionsView
Parameters	-
See also	

AG15 - Agents by Hour

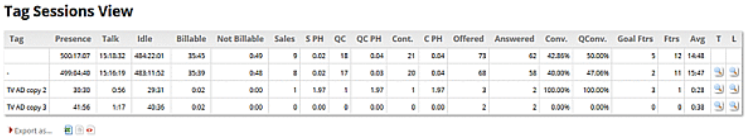


The report details the number of agents available on the selected queues each hour for each day in the report.

- The first column (Day) reports the date who the line is referred to
- The next 24 columns report the number of agents found for at least one second in the associated hour. Numbers are reported black if the timeband has been covered completely by the agents, are reported red if at least one agent is not present for the whole hour. In this case, by flying over the red number the user can have an idea on what's the coverage percentage for the timeband. The coverage is counted as the sum of periods, in seconds, the agents cumulated in that timeband, divided by 3600 seconds.
- The last column reports the agents seen, for at least one second, during the day

Available since	14.10.5-938
Default page	Agents and Sessions
Shortcut code	AG15
API block name	AgentsDO.AgentByHour
Parameters	-
See also	

AG16 - Tag Session View



This report shows a set of calls aggregated by tag. It reports tags information and shows, for each tag, the main figures for aggregated calls related to that tag. The first row reports the overall aggregated values.

Each row in the report shows:

- The tag name (the first line contains all tags information)
- Presence, calculated as sum of all agent sessions for agents taking calls with related tag
- Talk time
- Idle time, calculated by subtracting pauses and talk time from the presence figure
- Billable time
- Not billable time
- Sales: the number of taken calls flagged "sales"
- S PH (Sales per hour): the number of sales per hour ratio
- QC: the number of taken calls flagged as qualified contacts
- QC PH: Qualified contacts per hour
- Cont: number of taken calls flagged as "contacts"
- CPH: Contacts per hour
- Offered: Overall taken + lost calls
- Answered: taken calls
- Conv: convertion ratio
- QConv: qualified convertion ratio
- Goal Ftrs: number of goal flagged feature codes found in the call dataset
- Ftrs: number of feature codes found in the call dataset
- Avg: average talk time
- T: by clicking on that icon, a popup with the taken call list (used to count the aggregated) is shown
- L: by clicking on that icon, a popup with the lost call list (used to count the aggregated) is shown

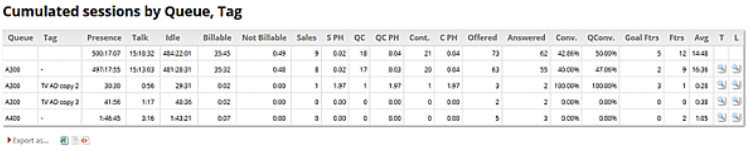


QueueMetrics uses an approach where it does not exactly track sessions per tag. If an agent joins and leaves multiple queues during the same session, QueueMetrics does not track where each session starts and ends. Therefore, while we may get accurate details of

the time an agent was available, if an agent may cherry pick queues or work on multiple queues at once, we will have to find a way to estimate when its time was spent. In order to do this QueueMetrics counts the local time an agent was available per session, then it multiplies this value by the percentage of talk time that happened on each queue.

Available since	15.09
Default page	Agents and Sessions
Shortcut code	AG16
API block name	AgentsDO.TagSessionsView
Parameters	-
See also	

AG17 - Cumulated sessions by Queue, Tag



This report shows a set of calls aggregated by queue and tag. It reports queue and tags information and shows, for each queue/tag pair, the main figures for aggregated calls related to that pair. The first row reports the overall aggregated values.

Each row in the report shows:

- The queue name (the first line contains all queues information)
- The tag name (the first line contains all tags information)
- Presence, calculated as sum of all agent sessions for agents taking calls with related tag
- Talk time
- Idle time, calculated by subtracting pauses and talk time from the presence figure
- Billable time
- Not billable time
- Sales: the number of taken calls flagged "sales"
- S PH (Sales per hour): the number of sales per hour ratio
- QC: the number of taken calls flagged as qualified contacts
- QC PH: Qualified contacts per hour
- Cont: number of taken calls flagged as "contacts"
- CPH: Contacts per hour
- Offered: Overall taken + lost calls

- Answered: taken calls
- Conv: convertion ratio
- QConv: qualified convertion ratio
- Goal Ftrs: number of goal flagged feature codes found in the call dataset
- Ftrs: number of feature codes found in the call dataset
- Avg: average talk time
- T: by clicking on that icon, a popup with the taken call list (used to count the aggregated) is shown
- L: by clicking on that icon, a popup with the lost call list (used to count the aggregated) is shown



QueueMetrics uses an approach where it does not exactly track sessions per queue/tag. If an agent joins and leaves multiple queues during the same session, QueueMetrics does not track where each session starts and ends. Therefore, while we may get accurate details of the time an agent was available, if an agent may cherry pick queues or work on multiple queues at once, we will have to find a way to estimate when its time was spent. In order to do this QueueMetrics counts the local time an agent was available per session, then it multiplies this value by the percentage of talk time that happened on each queue.

Available since	15.09
Default page	Agents and Sessions
Shortcut code	AG17
API block name	AgentsDO.SessionByQueueTagReport
Parameters	-
See also	

AG18 - Programmable Agent Performance



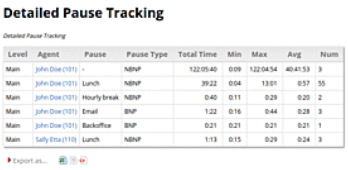
This block just includes the first two columns: Level and Agent. All other columns are to be programmed by the user as explained in User-Programmable reports the section called “User-Programmable Reports” [171] .

This block is meant as a completyl configurable version of block AG09.

Available since	15.10.8
Default page	Agents and Sessions
Shortcut code	AG18
API block name	AgentsDO.ProgAgPerf
Parameters	Agent parameters - See Variables bound for Agent blocks the section called “Variables bound for Agent blocks” [172]

See also	AG09 the section called “AG09 - Agent Occupancy Report” [143]

AG19 - Detailed Pause Tracking



This block shows detailed information about agent pauses, including total pause time, average duration, maximum duration, minimum duration and number of pauses. This information is aggregated by agent and pause. For each agent/pause pair the agent’s name and the pause code are displayed, together with the information described above.

Available since	16.10.10
Default page	Agents and Sessions
Shortcut code	AG19
API block name	AgentsDO.DetailedPauses
Parameters	-
See also	

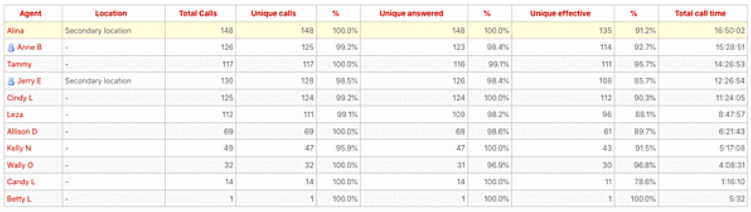
AG20 - Agent Talk Time Per Hour



This block breaks down all the agents' talk times in one-hour long timeslots. This information is aggregated by agent, so you can keep track of how many minutes or hours of conversation your agents are having during the course of the day, across a given period of time. The name of the agent and the agent's level are displayed as well as the information listed above.

Available since	16.10.13
Default page	Agents and Sessions
Shortcut code	AG20
API block name	AgentsDO.AgentTTPerHour
Parameters	-
See also	

AG21 - Agent Outbound Productivity



Agent	Location	Total Calls	Unique calls	%	Unique answered	%	Unique effective	%	Total call time
Alina	Secondary location	148	148	100.0%	148	100.0%	135	91.2%	16:50:02
Anne B	-	126	125	99.2%	123	98.4%	114	92.7%	15:28:51
Tammy	-	117	117	100.0%	116	99.1%	111	95.7%	14:26:53
Jerry E	Secondary location	130	128	98.5%	126	98.4%	108	85.7%	12:26:54
Cindy L	-	125	124	99.2%	124	100.0%	112	90.3%	11:24:05
Leza	-	112	111	99.1%	109	98.2%	96	88.1%	8:47:57
Allison D	-	69	69	100.0%	68	98.6%	61	89.7%	6:21:43
Kelly N	-	49	47	95.9%	47	100.0%	43	91.5%	5:17:08
Wally O	-	32	32	100.0%	31	96.9%	30	96.8%	4:08:31
Candy L	-	14	14	100.0%	14	100.0%	11	78.6%	1:16:10
Betty L	-	1	1	100.0%	1	100.0%	1	100.0%	5:32

This block counts calls linked to an agent (both taken and lost); it is meant for outbound queues, though you can use it whenever it makes sense.:

- Agent: the code/name and group icon
- Location: the agent's location (if set)
- Total calls: all calls handled by this agent, answered or lost
- Unique calls: all calls handled by this agent that have a unique telephone number
- (Unique) %: the percentage of unique calls
- Unique answered: all answered calls that have a unique number
- (Answered) %: The percentage of unique answered to unique calls
- Unique effective: the number of answered calls that lasted at least X seconds that have a unique number
- (Effective) %: the percentage of unique calls that are effective
- Total Call Time: the total amount of time the agent spoke with a customer

Call numbers are computed lexicographically with no further processing, as they appear on the `queue_log` table. If a call has an empty number, then it counted in the number of calls and total call time but not in unique calls.

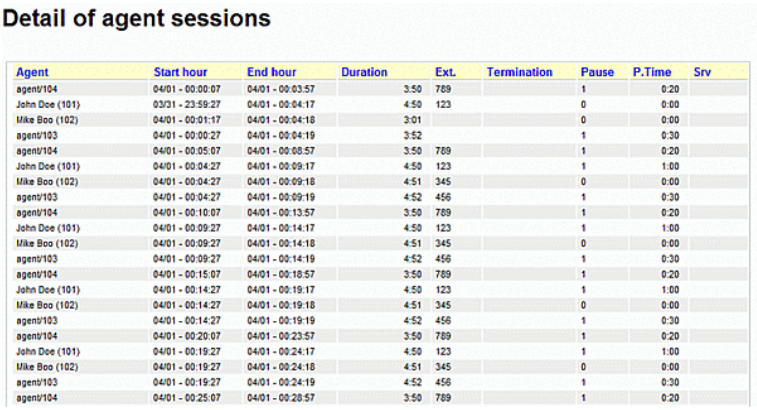
The report is sorted by talk time (descending) but can be sorted by name or any other value by clicking on its column header.

The threshold for including calls into Unique Effective is the configuration parameter `default.effectiveCallThresold`; default is 150 seconds.

Available since	19.10.x
Default page	Agents and Sessions
Shortcut code	AG21
API block name	AgentsDO.OutboundProductivity
Parameters	-
See also	

Historical reports - Details of agent sessions and pauses

AD01 - Detail of agent sessions



For each agent session, the start and end times are recorded, together with the total duration in seconds.

If the agent logs on via the call back function, the designated call back extension is shown.

The number of pauses and the total pause time in seconds is shown.

The "Srv" column tells you on which server an agent was working in case you set up a cluster of Asterisk servers.

It is possible to sort the table for each title, in either descending and ascending order. To do this, click once on the desired title for descending sort, and twice for ascending sort. Once the table is sorted, an arrow symbol will appear close to the title, so you know on which column it was sorted last. As the sorting is done on the client machine, it may take a while with very large tables.

Available since	1.6.0
Default page	Details of Agent sessions and pauses
Shortcut code	AD01
API block name	DetailsDO.AgentSessions
Parameters	-
See also	

AD02 - Detail of agent pauses



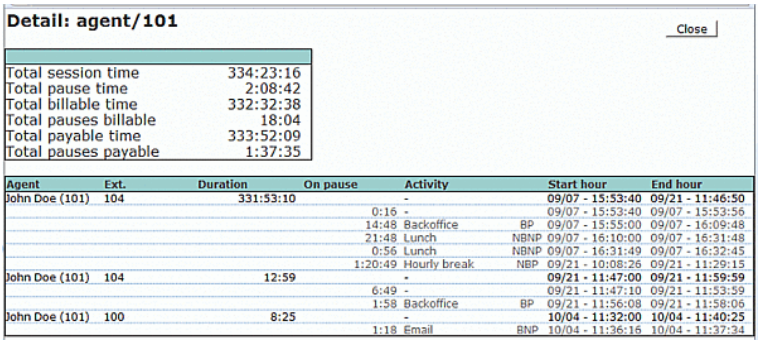
Detail of agent pauses

Agent	Ext.	Code	Activity	Billable?	Start hour	End hour	Duration
agent/104	789	30	-	No	04/01 - 00:00:27	04/01 - 00:00:47	0:20
agent/103		31	-	No	04/01 - 00:02:57	04/01 - 00:03:27	0:30
agent/104	789	30	-	No	04/01 - 00:05:27	04/01 - 00:05:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:07:37	04/01 - 00:08:37	1:00
agent/103	456	31	-	No	04/01 - 00:07:57	04/01 - 00:08:27	0:30
agent/104	789	30	-	No	04/01 - 00:10:27	04/01 - 00:10:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:12:37	04/01 - 00:13:37	1:00
agent/103	456	31	-	No	04/01 - 00:12:57	04/01 - 00:13:27	0:30
agent/104	789	30	-	No	04/01 - 00:15:27	04/01 - 00:15:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:17:37	04/01 - 00:18:37	1:00
agent/103	456	31	-	No	04/01 - 00:17:57	04/01 - 00:18:27	0:30
agent/104	789	30	-	No	04/01 - 00:20:27	04/01 - 00:20:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:22:37	04/01 - 00:23:37	1:00
agent/103	456	31	-	No	04/01 - 00:22:57	04/01 - 00:23:27	0:30
agent/104	789	30	-	No	04/01 - 00:25:27	04/01 - 00:25:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:27:37	04/01 - 00:28:37	1:00
agent/103	456	31	-	No	04/01 - 00:27:57	04/01 - 00:28:27	0:30
agent/104	789	30	-	No	04/01 - 00:30:27	04/01 - 00:30:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:32:37	04/01 - 00:33:37	1:00
agent/103	456	31	-	No	04/01 - 00:32:57	04/01 - 00:33:27	0:30
agent/104	789	30	-	No	04/01 - 00:35:27	04/01 - 00:35:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:37:37	04/01 - 00:38:37	1:00
agent/103	456	31	-	No	04/01 - 00:37:57	04/01 - 00:38:27	0:30
agent/104	789	30	-	No	04/01 - 00:40:27	04/01 - 00:40:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:42:37	04/01 - 00:43:37	1:00
agent/103	456	31	-	No	04/01 - 00:42:57	04/01 - 00:43:27	0:30
agent/104	789	30	-	No	04/01 - 00:45:27	04/01 - 00:45:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:47:37	04/01 - 00:48:37	1:00
agent/103	456	31	-	No	04/01 - 00:47:57	04/01 - 00:48:27	0:30
agent/104	789	30	-	No	04/01 - 00:50:27	04/01 - 00:50:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:52:37	04/01 - 00:53:37	1:00
agent/103	456	31	-	No	04/01 - 00:52:57	04/01 - 00:53:27	0:30
agent/104	789	30	-	No	04/01 - 00:55:27	04/01 - 00:55:47	0:20
John Doe (101)	123	30	-	No	04/01 - 00:57:37	04/01 - 00:58:37	1:00

This table shows the specific pauses that each agent took and the pause code that was entered for each pause. It also shows whether the pause taken was considered to be billable or non-billable.

Available since	1.6.0
Default page	Details of Agent sessions and pauses
Shortcut code	AD02
API block name	DetailsDO.AgentPauses
Parameters	-
See also	

Popup of agent activity



Detail: agent/101

Close

Total session time	334:23:16
Total pause time	2:08:42
Total billable time	332:32:38
Total pauses billable	18:04
Total payable time	333:52:09
Total pauses payable	1:37:35

Agent	Ext.	Duration	On pause	Activity		Start hour	End hour
John Doe (101)	104	331:53:10		-		09/07 - 15:53:40	09/21 - 11:46:50
			0:16	-		09/07 - 15:53:40	09/07 - 15:53:56
			14:48	Backoffice	BP	09/07 - 15:55:00	09/07 - 16:09:48
			21:48	Lunch	NBNP	09/07 - 16:10:00	09/07 - 16:31:48
			0:56	Lunch	NBNP	09/07 - 16:31:49	09/07 - 16:32:45
			1:20:49	Hourly break	NBP	09/21 - 10:08:26	09/21 - 11:29:15
John Doe (101)	104	12:59		-		09/21 - 11:47:00	09/21 - 11:59:59
			6:49	-		09/21 - 11:47:10	09/21 - 11:53:59
			1:58	Backoffice	BP	09/21 - 11:56:08	09/21 - 11:58:06
John Doe (101)	100	8:25		-		10/04 - 11:32:00	10/04 - 11:40:25
			1:18	Email	BNP	10/04 - 11:36:16	10/04 - 11:37:34

This is not a normal data block but it is the popup that is displayed whenever you click on an agent's name.

- The top table reports session, pause, billable and payable time
- The bottom table shows the details of all agent sessions, with a break-up of all pauses that were made during that session. For each pause with a known pause code, their billable-payable status is displayed:
  - **BP**: Pause is Billable and Payable
  - **BNP**: Pause is Billable but not payable (be careful!)
  - **NBP**: Pause is not billable but Payable
  - **NBNP**: Pause is neither billable nor payable

In the latest release a new "Conversation" column has been added on, to the right of the "On Pause" column, which displays the pause time there may have been while actually in conversation.

You can close the popup by clicking on the Close button.

Historical reports - Call outcomes

If your agents are entering Pause codes or Call outcomes, the "Outcomes" tab will let you report on the information they just entered.

OU01 - Outcomes



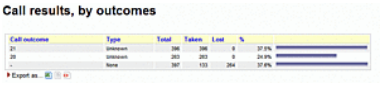
This report shows:

- How much billable time there has been on this system, broken down by ACD/call time ("agent available time") and billable activities (agent on pause)
- The total non billable time (e.g. lunch, breaks)
- The total number of Contacts, Qualified Contacts and Sales, as defined by call outcome codes
- The *Sales per Hour* (SPH), *Qualified Contacts per hour* (QCPH) and *Contacts per Hour* (CPH) ratios
- The *Conversion index*, that is the percentage of sales over the total number of sales and contacts.

Available since	1.6.0
Default page	Call outcomes
Shortcut code	OU01

API block name	OutcomesDO.GeneralRep
Parameters	-
See also	

OU02 - Call results, by outcomes



This report shows:

- The number of total calls grouped by outcome
- The number of answered calls grouped by outcome
- The number of unanswered calls grouped by outcome
- The percentage of calls related to each outcome
- The percentage of taken calls related to each outcome (available since 16.10.13)

Available since	1.6.0
Default page	Call outcomes
Shortcut code	OU02
API block name	OutcomesDO.CallResByOutcome
Parameters	-
See also	

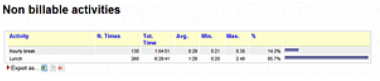
OU03 - Billable activities



In this report you can find details explaining Billable activities, with average, minimum and maximum session durations, and a percentage on all activities of the same kind.

Available since	1.6.0
Default page	Call outcomes
Shortcut code	OU03
API block name	OutcomesDO.ActivBillable
Parameters	-
See also	

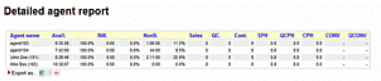
OU04 - Non billable activities



In this report you can find details explaining Non billable activities, with average, minimum and maximum session durations, and a percentage on all activities of the same kind.

Available since	1.6.0
Default page	Call outcomes
Shortcut code	OU04
API block name	OutcomesDO.ActivNotBillable
Parameters	-
See also	

OU05 - Detailed agent report



The Detailed Agent Report will show, for each agent:

- The Available (ACD) time, as an absolute value and a percentage of its total time logged on
- The Billable time, as an absolute value and a percentage of its total time logged on
- The Non-Billable time, as an absolute value and a percentage of its total time logged on
- The number of Sales And Contacts the agent had (if a sale is counted a s both a Sale and a Contact, it’s counted only once as a Sale)
- The *Sales per Hour* (SPH) and *Contacts per Hour* (CPH) ratios for this agent
- The *Conversion ratio*, that is the percentage of sales over the total number of sales and contacts.

Available since	1.6.0
Default page	Call outcomes
Shortcut code	OU05
API block name	OutcomesDO.AgentReportDetailed
Parameters	-
See also	

OU06 - Outcomes per agent

Outcomes per agent

Agent name	Call outcome	...	Type	Total
John Doe (101)	-		None	93
John Doe (101)	a	Answering Machine	Known	1
John Doe (101)	b	Busy	Known	1
John Doe (101)	dnc	Do not call anymore	Qualif.	1
John Doe (101)	ni	Not Interested	Qualif.	2
John Doe (101)	nq	Not Qualified	Qualif.	4
John Doe (101)	sale	Sale	Sale	19
sip/201	-		None	2
sip/203	-		None	3

Export as...

This data block displays all the status codes for each call handled by each agent within the current reporting selection.

If a call has no associated status code, then it is counted under a special status code called "-".

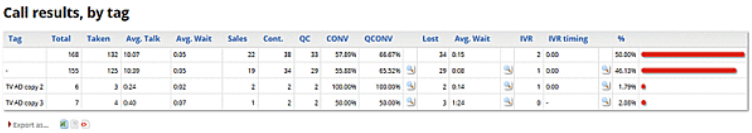
The columns show:

- The agent name. As an agent might have multiple status codes, the agent name will appear multiple times. If the agent belongs to an agent group, the proper icon is displayed.
- The call outcome, specified both as a code and a description (if it is present)
- The type currently associated with the status code
- The total number of calls for that agent under that status code

All columns are client-sortable.

Available since	13.04.3
Default page	Call outcomes
Shortcut code	OU06
API block name	OutcomesDO.AgentOutcomes
Parameters	-
See also	

OU07 - Call results, by tag



This data block displays calls aggregated by tag code. The first line reports the figures for all aggregated call. The second row, marked with the *dash* code as tag, counts aggregates for all calls with no tag code assigned.

The columns show:

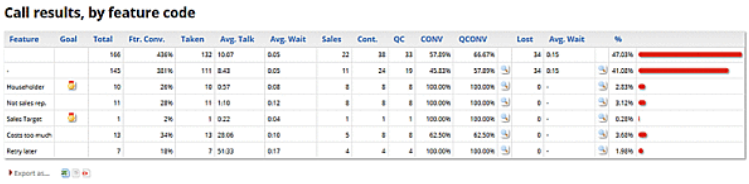
- The tag code name
- Total number of calls aggregated
- Taken calls
- Average talk time
- Average wait time on taken calls
- Number of calls flagged as sales
- Number of calls flagged as contact
- Number of calls flagged as qualified contact
- Conversion ratio

- Qualified conversion ratio
- Number of lost calls
- Average wait on lost calls
- Average wait on IVR calls
- Time spent on IVR
- Ratio and histogram for total calls the row is reporting, compared with the overall total call in the report

All columns are client-sortable. Clicking on the lens icons present in the report will open a popup with call details (taken, lost and IVR) counted in the aggregation.

Available since	15.09
Default page	Call outcomes
Shortcut code	OU07
API block name	CallTagDO.CallResByTag
Parameters	-
See also	

OU08 - Call results, by feature code



This data block displays calls aggregated by feature code. The first line reports the figures for all aggregated call. The second row, marked with the *dash* code as feature, counts aggregates for all calls with no feature code assigned.

The columns show:

- The feature code name
- Goal/Not goal flag for feature code
- Total number of calls aggregated
- Feature conversion factor, counted as ratio between the total calls and the call flagged as contact
- Taken calls
- Average talk time
- Average wait time on taken calls
- Number of calls flagged as sales

- Number of calls flagged as contact
- Number of calls flagged as qualified contact
- Conversion ratio
- Qualified conversion ratio
- Number of lost calls
- Average wait on lost calls
- Ratio and histogram for total calls the row is reporting, compared with the overall total call in the report

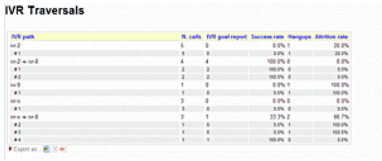
All columns are client-sortable.

Available since	15.09
Default page	Call outcomes
Shortcut code	OU08
API block name	OutcomesDO.CallResByFeature
Parameters	-
See also	

Historical reports - IVR tracking

The following reports let you trrack information about IVR calls and goals. A detailed explanation of IVR can be found in: the section called “Tracking IVR data” [424]

IV01 - IVR Traversals



This block shows:

- The IVR paths examined, in total (as the sum of all choices)
- For each IVR path, the choices made on that path (prepended by #)

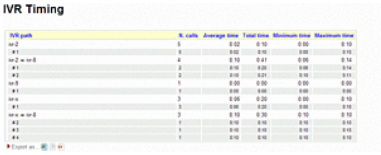
For each path, the following information is computed:

- The number of calls traversing that path
- The number of IVR goals reached immediately after that path (a goal can be a queue or an activity expressly earmarked as a goal)
- The success rate, as the percentage of goals on all calls that entered the menu

- The number of hang-ups made in that IVR menu
- The attrition rate, as the number of hang-ups versus total number of calls

Available since	13.03
Default page	IVR
Shortcut code	IV01
API block name	IvrDO.IvrReport
Parameters	-
See also	

IV02 - IVR Timing



This block shows:

- The IVR paths examined, in total (as the sum of all choices)
- For each IVR path, the choices made on that path (prepended by #)

For each path, the following information is computed:

- The number of calls traversing that path
- The average traversal time for that IVR menu
- The total traversal time (as the sum of all times for each call)
- The maximum and minimum traversal times

Available since	13.03
Default page	IVR
Shortcut code	IV02
API block name	IvrDO.IvrTiming
Parameters	-
See also	

IV03 - IVR Goals



This block shows:

- For each goal, all the paths that lead to that goal and their selection (the digit that was pressed in order to reach the goal)
- The number of calls that reached each goal
- The average, minimum and maximum traversal time to to reach the goal. The time is computed since the call is first tracked, and not only on the final IVR menu.

Available since	13.03
Default page	IVR
Shortcut code	IV03
API block name	IvrDO.IvrGoals
Parameters	-
See also	

Historical reports - First Call Resolution (FCRs)

First Call Resolution lets you track cases that are not resolved in a single call and so the customer ends up calling multiple times in a specified time frame.

Repeated callers and clusters

At the basis of FCR, there is a definition of "repeated call". A call is considered "repeated" if:

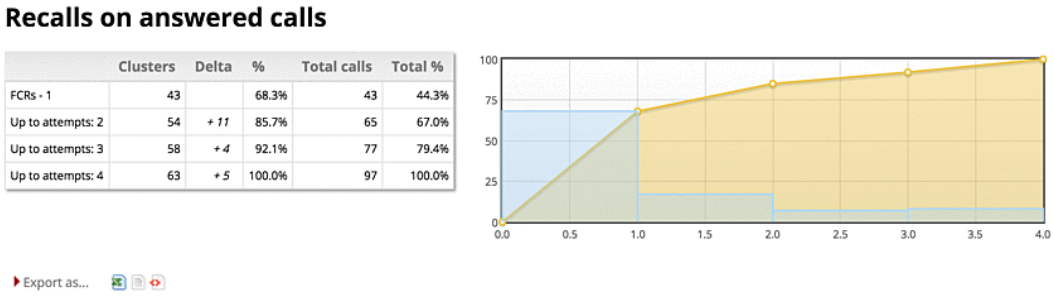
- the caller-id is the same for multiple calls; e.g. if some user calls from a different number, we do not consider this a repeated call.
- the same caller-id is calling multiple times that are separated by less than a given time period, called "margin".
- the margin is controlled by a configuration property called *default.groupingMargin*, that can be changed in the system configuration and which default value is 168 hours (7 days).
- the caller-id is considered the same if after a normalization process (stripping of whitespaces and non-numeric characters) the same caller-ids match
- the caller-id is skipped (not clustered) if after the normalization it is blank – e.g. caller-ids like "" or "anonymous" will be skipped. Any calls with a blank caller-id will be counted as a single-call, as we do not have further information to cluster it.
- the normalized caller-id appears at least twice

For example, given the following set of calls and a marging of one week

The data blocks are computed in three different flavors:

- Taken calls
- Lost calls
- All calls

FC01/2/3 - Break-down of recalls



This report aims at letting you know how many calls were clustered.

This report is built to have a “shape” that is familiar for users used to SLAs, and is completed by a similar graph.

In detail:

- FCRs are calls that appear only once; while the other "classes" will be calls "up to" so many attempts
- "Up-to" lines will be present up to the maximum present in the report; considering all integers from 2 to the maximum included
- Clusters is the number of clusters that are "up to", so clusters that belong to the current class plus all previous ones
- Delta is the number of clusters that belong to the current class
- Percentage is the number of calls of the current class
- Total is the growing percentage of sorted classes, and always ends at 100%
- Total Calls is the number of calls that are "up to", so belong to the current class plus all previous ones

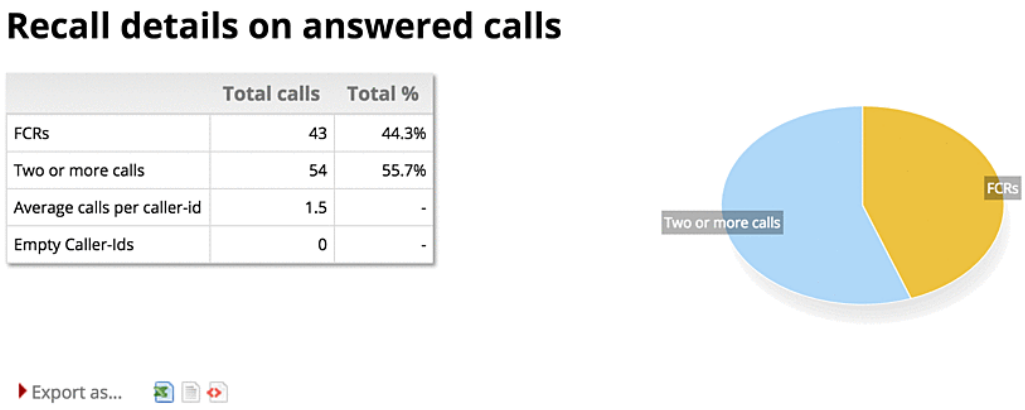
Available since	15.10.11
Default page	FCRs
Shortcut code	FC01
API block name	FcrDO.RecallsOk
Parameters	-
See also	Taken calls

Available since	15.10.11
Default page	FCRs
Shortcut code	FC02
API block name	FcrDO.RecallsKo
Parameters	-
See also	Lost calls

Available since	15.10.11

Default page	FCRs
Shortcut code	FC03
API block name	FcrDO.RecallsAll
Parameters	-
See also	All calls

FC04/5/6 - Recall details



This report shows the total number of FCRs, clusters and calls with an empty IDs.

It has a pie chart showing FCRs vs clusters.

Available since	15.10.11
Default page	FCRs
Shortcut code	FC04
API block name	FcrDO.ClidsOk
Parameters	-
See also	Taken calls

Available since	15.10.11
Default page	FCRs
Shortcut code	FC05
API block name	FcrDO.ClidsKo
Parameters	-
See also	Lost calls

Available since	15.10.11
Default page	FCRs
Shortcut code	FC06
API block name	FcrDO.ClidsAll
Parameters	-
See also	All calls

FC07/8/9 - Cluster details

List of recall clusters

N attempts	Number		First calls	End of last call	Taken calls		Lost calls	
6	09	7	06/09 - 08:54:02	06/22 - 13:23:22	3		3	
5	09	5	05/11 - 14:05:14	05/16 - 14:07:44	4		1	
5	09	5	05/31 - 11:29:20	06/03 - 13:45:12	3		2	
4	00	8010	06/07 - 05:58:12	06/07 - 07:39:19	3		1	
4	00	30000	04/20 - 15:07:26	04/28 - 15:52:54	4		0	
4	09	5	06/24 - 09:12:51	06/30 - 07:35:10	4		0	
4	09	0	06/13 - 09:15:38	06/24 - 08:24:07	4		0	
4	09	0	06/20 - 07:33:35	06/30 - 13:19:21	4		0	
3	00	212	04/19 - 14:11:52	04/19 - 14:47:47	1		2	
3	00	61261	05/12 - 08:39:01	05/13 - 12:09:29	3		0	
3	09	5	06/10 - 16:01:12	06/17 - 07:09:07	2		1	
3	09	0	05/04 - 09:14:48	05/10 - 06:20:35	2		1	

This block is a list of all clusters, sorted by the number of attempts and showing the cluster's first and last call. Only clustered calls are included.

For all clusters including "taken" calls, the "Taken" column appears showing how many of those calls were counted and offering a link to a pop-up from which you can access the calls. The same goes for "Lost" calls. If both are counted, both columns are present.

Notes:

- When clicking on the icon to see calls, you will see all calls with the same caller-id belonging to the current report, whether they belong to the current cluster or not; so that you can have a general overview of all recalls in the current report

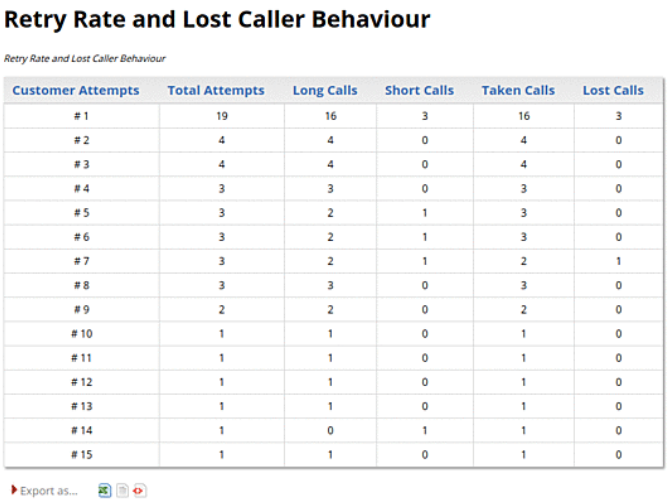
Available since	15.10.11
Default page	FCRs
Shortcut code	FC07
API block name	FcrDO.ClustersOk
Parameters	-
See also	Taken calls

Available since	15.10.11
Default page	FCRs
Shortcut code	FC08
API block name	FcrDO.ClustersKo
Parameters	-
See also	Lost calls

Available since	15.10.11
Default page	FCRs
Shortcut code	FC09

API block name	FcrDO.ClustersAll
Parameters	-
See also	All calls

FC10 - Retry Rate and Lost Caller Behaviour



Retry Rate and Lost Caller Behaviour

Retry Rate and Lost Caller Behaviour

Customer Attempts	Total Attempts	Long Calls	Short Calls	Taken Calls	Lost Calls
# 1	19	16	3	16	3
# 2	4	4	0	4	0
# 3	4	4	0	4	0
# 4	3	3	0	3	0
# 5	3	2	1	3	0
# 6	3	2	1	3	0
# 7	3	2	1	2	1
# 8	3	3	0	3	0
# 9	2	2	0	2	0
# 10	1	1	0	1	0
# 11	1	1	0	1	0
# 12	1	1	0	1	0
# 13	1	1	0	1	0
# 14	1	0	1	1	0
# 15	1	1	0	1	0

Export as...

This report shows information about customers retry behaviour. We can see how many calls are registered as being the n-th attempt, based on the Customer Attempt number in the first column. The information is the following:

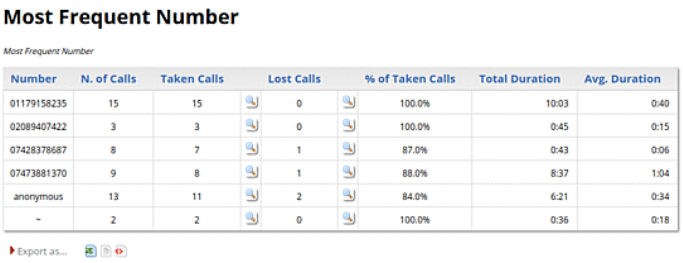
- Customer Attempts
- Total Attempts
- Long Calls
- Short Calls
- Taken Calls
- Lost Calls

Notes:

- the number of seconds needed for a call to be classified as long is dictated by the following configuration property: default.shortcall_treshold = 30 . If the property is not specified, it will deafault at 30.

Available since	17.06.16
Default page	FCRs
Shortcut code	FC10
API block name	FcrDO.RetryRate
Parameters	-
See also	NA

FC11 - Most Frequent Called-Calling Number



Most Frequent Number

Most Frequent Number

Number	N. of Calls	Taken Calls	Lost Calls	% of Taken Calls	Total Duration	Avg. Duration
01179158235	15	15	0	100.0%	10:03	0:40
02089407422	3	3	0	100.0%	0:45	0:15
07428378687	8	7	1	87.0%	0:43	0:06
07473881370	9	8	1	88.0%	8:37	1:04
anonymous	13	11	2	84.0%	6:21	0:34
~	2	2	0	100.0%	0:36	0:18

Export as...

This report shows aggregated data by caller/called number. We can deduce by looking at this report, the most frequent callers and the duration of their calls. A special icon is also present to inspect the signular calls that make up the aggregated data.

The information is the following:

- Number
- N. of Calls
- Taken Calls
- Lost Calls
- % of Taken Calls
- Total Duration
- Avg. Duration

Notes:

- Calls that show "anonymous" as caller number are calls which have an empty or undeterminable caller id. these calls are all evaluated together. Similarly, calls that show "~" as caller id, are calls coming from caller numbers that have only called once, we can refer to them as FCR (First Call Resolution).

Available since	17.06.16
Default page	FCRs
Shortcut code	FC11
API block name	FcrDO.MostFrequentNumber
Parameters	-
See also	NA

Externally generated reports

QueueMetrics is able to fetch and display data blocks generated by external systems. This may be used to enhance the standard QueueMetrics reports with data that is handled outside of QueueMetrics - for example, data from a CRM application or order tracking systems or anything else that makes sense to display together with queue data.

In order to use these blocks, you need to create external data providers that will generate the data that QueueMetrics is to display. Details on how to do this can be found in the *XML-RPC Manual* in the section called *Dynamic blocks in QueueMetrics*.

XS01 - Plain HTML

This data block includes a block of HTML right into the QueueMetrics report page.

For example, in order to include an HTML fragment generated by a server located at http://server/page.php you would set:

```
url=http://server/page.php
```

in the data block's parameter field.

Available since	13.12 - **Removed in 20.11**
Default page	None
Shortcut code	XS01
API block name	ExtSourceDO.HTML
Parameters	*url*: The URL that points to the page generating HTML
See also	

XS02 - XML-RPC data source

This data block includes a formatted table of data into the QueueMetrics report page. The data must be generated in a specified format by an XML-RPC server, as described on the *XML-RPC Manual*.

Available since	13.12
Default page	None
Shortcut code	XS02
API block name	ExtSourceDO.XMLRPC
Parameters	*url*: The URL that points to the XML-RPC server
See also	XS01

XS03 - JSON data source

This data block includes a formatted table of data into the QueueMetrics report page. The data must be generated in a given format by a JSON server, as described on the *XML-RPC Manual*.

Available since	13.12
Default page	None
Shortcut code	XS03
API block name	ExtSourceDO.JSON
Parameters	*url*: The URL that points to the page generating a JSON document
See also	XS01



You can find some easy-to-use examples at `https://github.com/Loway/OpenQueueMetricsAddOns/tree/master/xs03_json_example`.

User-Programmable Reports

User Programmable Reports are meant to be completely customized by the end-user. As such, they usually include a fixed set of columns that will be displayed, plus a set of facilities for creating new columns.

Those columns are defined through the "Parameters" field of the data block, where new columns are to be configured. For example, in order to add a column that displays the time an agent was available, you could enter a definition like:

```
Tot Avail [hms]= SESSION - (PAUSETIME + (TALKTIME + OOSCALL))
```

This definition is made up of three parts:

- A *column name*: how the column's title will appear in the reports;
- A *formatter*: how the resulting value is to be displayed. Formatting is expressed as a token between square brackets just before the equal sign;
- A *formula*: how the value is to be computed.

The *column name* is a free string; you may put anything you want in it.

The *formatter* must be one of the following values:

- *hms* - a number of seconds displayed as "[hours:]minutes:seconds"
- *%* - prints a float number into a percentage, es .365 is displayed as 36.5%
- *n* – prints an integer, right-aligned
- *f* – prints a float number

If no formatter is specified, the *percent* formatter is used. All numbers are printed according to the current rules set by your current language and locale (e.g. number of decimal digits, decimal separators, etc.)

The *formula* lets you insert an algebraic formula. This formula works on a set of bound variables (as specified below) that the block will replace with the correct values for each row.

- The following operators are supported, with natural precedence rules:
  - Addition: 2 + 2
  - Subtraction: 2 - 2
  - Multiplication: 2 * 2
  - Division: 2 / 2
  - Exponentation: 2 ^ 2
  - Unary Minus and Plus: +2 - (-2)
  - Modulo: 2 % 2

    - Rounded brackets are supported to force the order of evaluation. Use them freely.
- The following functions are supported:
    - abs: absolute value
    - acos: arc cosine
    - asin: arc sine
    - atan: arc tangent
    - cbrt: cubic root
    - ceil: nearest upper integer
    - cos: cosine
    - cosh: hyperbolic cosine
    - exp: exponent (e^x)
    - floor: nearest lower integer
    - log: logarithmus naturalis (base e)
    - log10: logarithm (base 10)
    - log2: logarithm (base 2)
    - sin: sine
    - sinh: hyperbolic sine
    - sqrt: square root
    - tan: tangent
    - tanh: hyperbolic tangent
- Specific data blocks may implement custom functions. Those are prefixed by the dollar sign and depend on the agent block.
- Any error in the formula (e.g. division by zero, incorrect formula, missing parentheses, referencing an unbound variable) will cause the formula to return zero. An error will be printed on the system log.

You can have multiple columns defined; it is also valid to have empty lines in the parameters block and comments, prefixed by "#".



When creating new formulas, it is often useful to print all referenced items by themselves, so you can double-check them, and comment them out when you don’t need them anymore.

Variables bound for Agent blocks

The following variables are automatically bound and therefore usable in formulas:

- TALKTIME: The total conversation time
- SESSION: The total session time
- OVERLAPPING: The total overlapping conversation time
- OOSCALL: Out-of-session call time
- PAUSETIME: The total pause time
- PAUSEBILL: The total time of billable pauses
- PAUSENBILL: The total time of non-billable pauses
- PAUSEPAY: The total time of payable pauses
- PAUSENPAY: The total time of non-payable pauses
- NCALLS: The total number of calls for this agent
- NCALLSIN: The total number of inbound calls for this agent
- NCALLSOUT: The total number of outbound calls for this agent

The following custom functions are implemented:

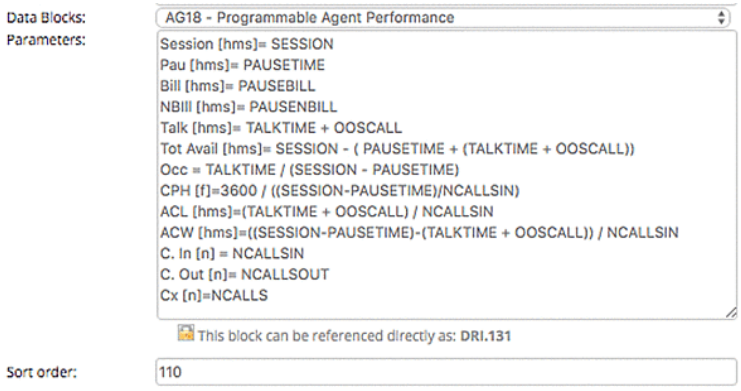
- $PAUSETIME[X]: returns the total duration of all pauses with the pause code "X" for the current agent

All times are expressed in seconds.

JSON and XML-RPC access

As Programmable blocks often do not include much interesting information by themselves, when referenced though their own block code will only return fixed columns.

It is still possible to access them as they are configured in a report by referencing their direct code; this will be displayed by the Reports editor as soon as you enter parameters for an existing data block. The format will usually be "DRI.num", where *num* depends on your QueueMetrics install (different QueueMetrics systems will report different DRI codes for a block defined in the same way).



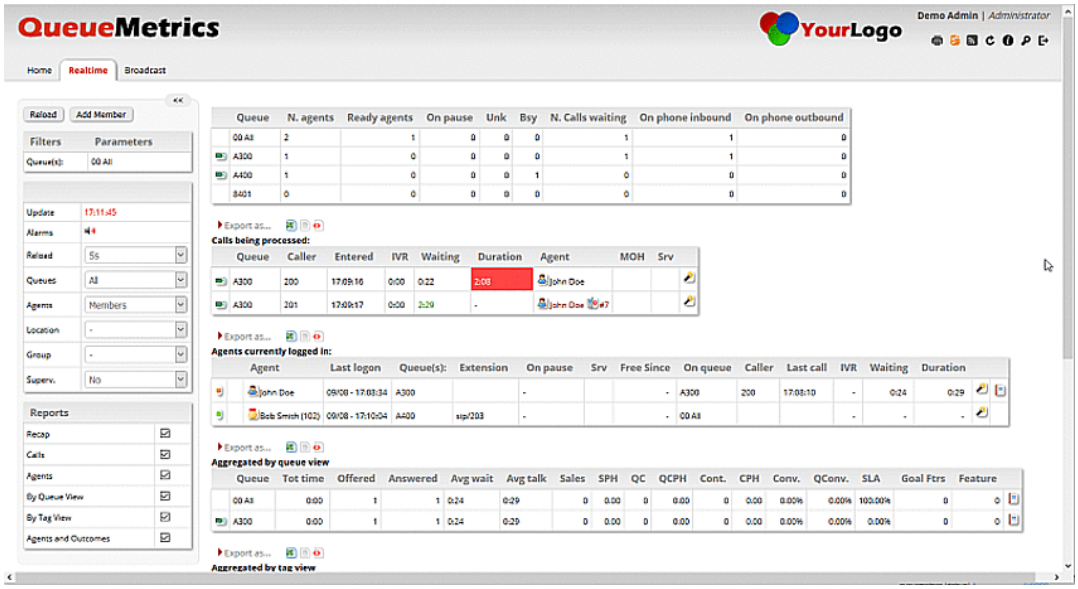


As accessing a data block that is a part of a report requires the accesing used to have the correct grants to access the report, screen and block, these security rules will be also

enforced on "robot" users doing data queries. Make sure that, if you key-protect reports or elements in them, the "robot" user has all needed grants.

Chapter 6. The real-time status panel

The real time status panel can be accessed by clicking the "Start real-time monitoring" label from the home page. It will show a page similar to the one below:



On the top of the page there is a control table showing the last update timestamp and other dropdown selectors as specified below:

- **Reload**: It defines the update period will be used to refresh the shown data
- **Agents**: Shows or hides the *Agents currently logged in* table
- **Queues**: Shows all queues or only active queues
- **Agents**: Toggle between all agents or *members only* agents
- **Location**: If granted by user permissions, defines which location is shown
- **Group**: Defines wich agent group is shown
- **Superv.**: Filter out agents not supervised by current user

The page is able to auto-refresh in background at the period specified in the first dropdown but you can anyway force a faster reload by clicking the "Reload" button.



If you enable filtering by Agents, Location or Group, statistics depending on lost calls (especially Lost attempts) may be undercounted in the view, as lost inbound calls will not be included in the data set to be considered, as they "belong" to no agent.

Next to the control table, there is the data section. Depending on the status of previously mentioned dropdown, three sections could be shown.

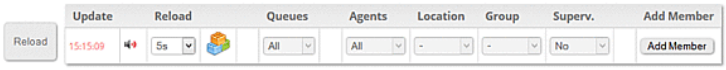
The first is a table showing a summary of all calls flowing through queues. Following that summary, there is a table showing which calls are currently handled by the queue system, then the agents logged in at the moment.

This page is invaluable because can tell you in a glimpse what's happening in the call center; it is meant to stay open in a window on the CC manager's workstation to have the exact feeling of what is going on at the moment.

On the sample page above, you can see two calls and two connected agents. Just like in the main analysis, you can choose which queues you want to monitor to avoid being overwhelmed by data.

You can also see that the current call environment has triggered a number of yellow and red alarms, as specified in the queue definition. You can configure red an yellow alarms for most numeric values that appear on screen - see the chapter the section called "Setting attention levels (Red and yellow alarms)" [258]. You can also set sounds linked to yellow or red alarms, that will be played if a red or yellow alarm is present.

The "Add Member" button allows an administrator or supervisor to add an agent to a queue, as required. Users holding the RT_ADDMEMEBER key will be able to add agents directly from the Realtime page.



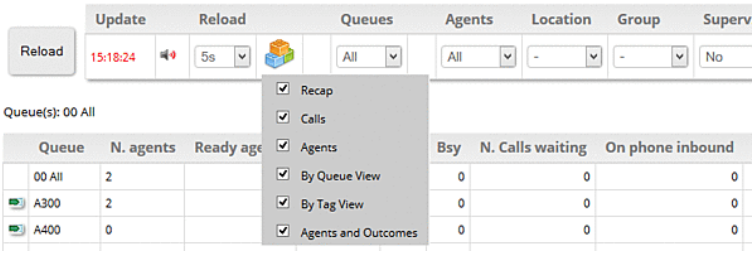


In order to change the default audio files, see "Appendix D: System Preferences". If you want to turn them off completely, just set them to blank.

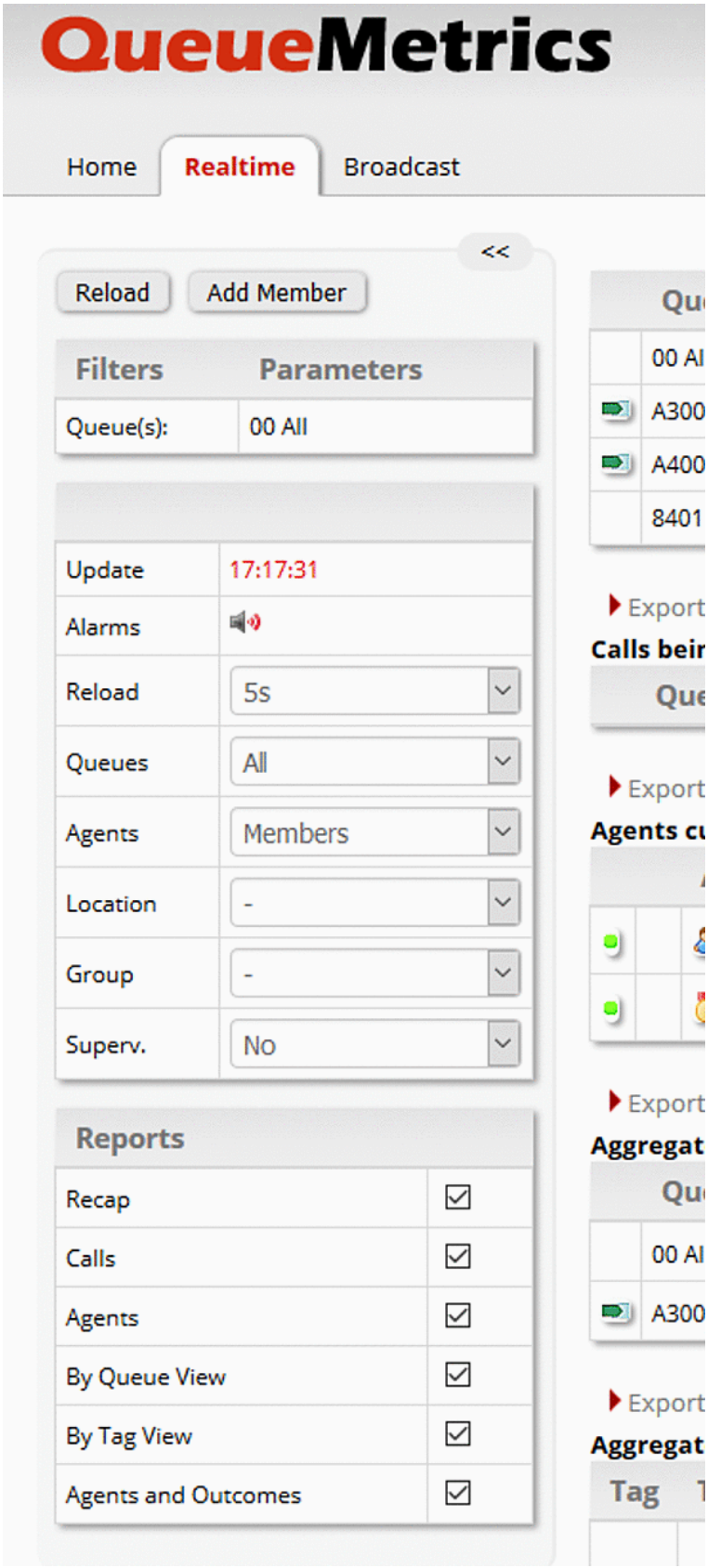


The top menu bar shown in the above picture has been replaced by a left menu panel since QueueMetrics 15.10.

Since the release of QueueMetrics 15.09, the top panel contains a *three bricks* icon. Flying over with the mouse allows the user to select the report blocks will be shown in the realtime page. The number of available blocks is dependente by a set of configuration keys.



Thre *three bricks* icon has been replaced since QueueMetrics 15.10 by a checkbox list located on the new menu bar located on the left side, as reported below.


QueueMetrics
Home
Realtime
Broadcast
<<
Reload
Add Member
Filters
Parameters
Queue(s):
00 All
Update
17:17:31
Alarms
Reload
5s
Queues
All
Agents
Members
Location
-
Group
-
Superv.
No
Reports
Recap
Calls
Agents
By Queue View
By Tag View
Agents and Outcomes
Export
Export
Export
Export
Tag

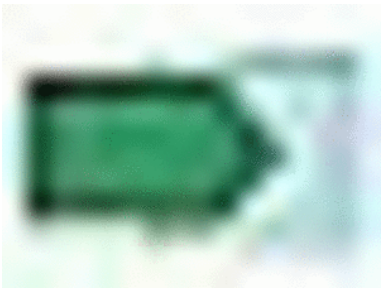
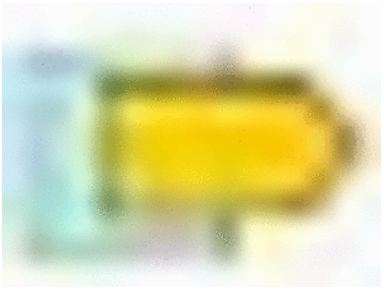
The menu bar can be optionally collapsed clicking on the << button to best fit realtime panel blocks.

Top status panel

The top status panel shows a quick status report for the current situation.

The first line shows information for all selected queues as a sum, while if there is relevant information for a specified queue it is displayed in a separate line. If an alarm is triggered for one of the numeric values displayed, the relevant cell turns either yellow or red.

The displayed fields have the following meanings:

- *Queue*: The name of the queue. Inbound queues are marked with the symbol  while outbound queues use the symbol .
- *N. agents*: how many agents are logged on to the system, in total
- *Ready agents*: how many agents are ready to take calls, i.e. are logged on and are not in conversation or on pause
- *On pause*: how many agents are currently on pause
- *Unk*: how many agents are currently in conversation, but are not currently known as member of this queue
- *Bsy*: how many agents who are both members of the given queue and some other queue are currently busy because they are on call on the other queue.
- *N. Calls Waiting*: how many inbound calls are currently waiting in the selected queue. Outbound queues never have any call waiting.
- *On phone inbound*: how many agent are talking on the selected inbound queue
- *On phone outbound*: how many agents are talking on an outbound queue

Please note that, as agents are not linked to a specific queue save for the moment they are actually talking to a caller on the queue, the agent information is computed for all agents on the Asterisk server and not for specific queues, unless the "Members" option in the "Agents" dropdown is selected.

Calls being processed

A list of calls flowing through the selected queues is presented on the middle table. If no call is present the table is displayed empty.

When a call is processed, the following fields are shown: - Queue: the queue that is handling the call; - Caller: The Caller-ID, if available; - Entered: The date and time the call entered the queue system.

If the call is not answered yet, the "Waiting" field is displayed in red and is calculated according to the current date and time of the server. Depending on what type of information is present in the database (ATTEMPTS or RINGNOANSWER), is possibile to have information about the last agent not picking up the call or the actual ringing agent's phone. The default configuration works with a standard Asterisk configuration and lets able to have RINGNOANSWER information. Please refer to Chapter 17, *Configuring Asterisk for QueueMetrics* [403] for the how to configure Asterisk generate ATTEMPTS information.

When a call is answered, the "Waiting" field tells the time that the caller had to answer; the "Agent" field shows the agent (or terminal) the caller is talking to and the "Duration", in red, is the current call duration.

If the call is ongoing and connected to an agent, moving the mouse on the *wizard* icon at the end of the line, some icons, like Call Monitor and VNC Monitor icons may be present. By clicking on one of these icons you activate the specified monitoring (see below).

If the call is ongoing and you have the special grants to do so, a red scissor icon might appear, moving the mouse on the *wizard* icon, to allow for brute-force call closure. See the section *Closing ongoing calls* for further details.

As soon as a call is completed or hung up, it exits the Calls panel.

This panel can be turned on or off through the "Calls" dropdown on the top of the page.

The "MOH" field shows the amount of time a customer is on hold with music, during a call. If multiple HOLD instances took place during the call, this filed will show the total "on hold" time.

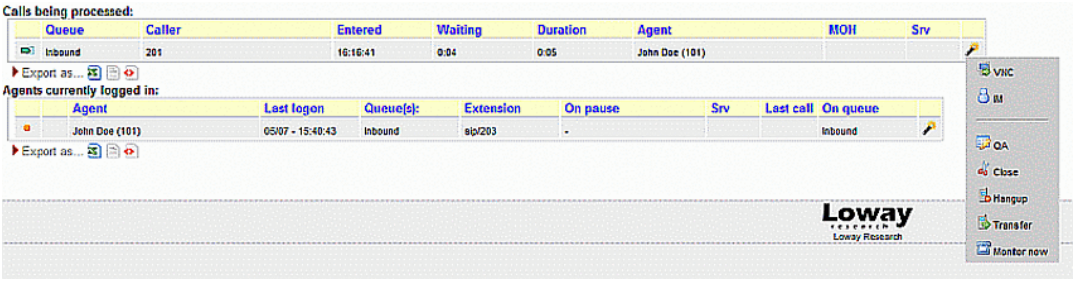




As Asterisk does not natively provide Music On Hold events on the queue_log, you need to run `uniloader` with MOH tracking enabled.

The "Srv" column is used only in cluster-based environments to tell you on which server the call is being handled.

The last field contains a "wand" that on mouse-over displays a drop-down menu which allows to perform the following actions:



- *VNC*: Monitor agents via a VNC remote session
- *IM*: Begin an Instant Messaging session with an agent
- *QA*: Access the QA Form for the specific call (must have the QA_TRACK key enabled)
- *Close*: Close the call in the QM log, but not in Asterisk (must have the CLOSECALLS key enabled)
- *Hangup*: Close the live call in the PBX (must have the RT_HANGUPCALL key enabled)
- *Transfer*: Transfer the call to another extension (must have the RT_TRANSFERCALL key enabled).
- *Monitor now*: Start a listen-in *chanspy* Asterisk session (must have the MON_AUDIO key enabled)

To have precise realtime reporting a perfect clock synchronization is required. If your QM is on a different server, make sure the clocks are exactly aligned or you may see strange values in all fields. The NTP protocol offers excellent clock synchronization precision and is available on most operating systems.

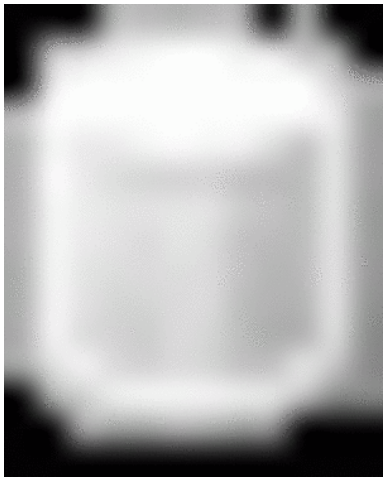
Agents currently logged in

A list of available agents for all queues is displayed in this field. For each agent, the name, last log on and extension, if logged in via call-back, is provided.

A graphical indication of the status of each agent is shown using a coloured dot, where the following cases are possible:

- *Green dot*: the agent is ready to take calls
- *Yellow dot*: the agent is currently on a call
- *Red dot*: the agent is currently on pause

This panel can be turned on or off through the "Agents" dropdown on the top of the page.

The *Queue(s)* field shows the queues an agent is logged on to. This is meaningful only for agents who log-in on a queue-by-queue basis using the AddMember command in Asterisk. If an agent logs on to all queues he’s enabled to work on, a small database  logo may be shown, telling the viewer that the agent is linked to queues through the Asterisk’s configuration.

As the queue_log file usually contains no information on what queue(s) an agent is a member of, usually all agents are shown when they log on, no matter to what queue they will work on. This might be a

problem for larger call centres, so it is possible to see only calls and log-ons of agents that are a member of the current queue. Membership is set by clicking on the "Agents" button of the queue settings page. Make sure your queue membership data is up-to-date before clicking this button!

If the "All" option was selected in the "Agents" dropdown , all agents logged in on Asterisk will be shown, no matter to which queue they belong. When "Members" is selected, instead, only agents defined for the selected queue will be displayed.

By turning on the property *"realtime.show_incorrect_queue_sets"*, the Queues field will display each queue with a different color code:

- *in black*: queues the agent is a known member of
- *in brown*: queues the agent is currently working on but he's not a known member of
- *as a down-arrow*: queues the agent is a known member on but he's not currently logged on to. In order to see the list of queues, fly over the down-arrow symbol with your cursor.

The *On Pause* field will contain the time the agent went on pause; if the agent is using a pause code to mark the reason for going on pause, the decoded pause code is shown as well. A switch can be used to show the pause start time either as an absolute hour or a time increment.

The *Srv* field will contain the server identifier for QueueMetrics running in cluster mode.

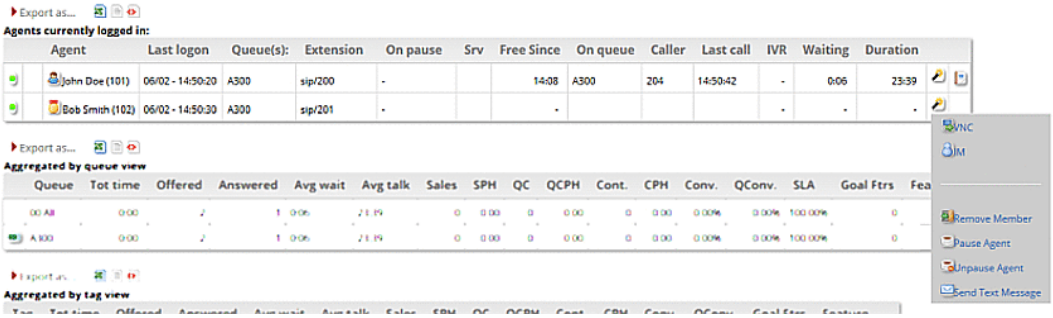
The *Free Since* field will contain the length of period since the last taken call.

The *Last call* and *On queue* fields show the start time of the last call the agent handled (which is latest) and on which queue the last call was. This can be useful to diagnose queue strategy problems that lead to unfair call distribution, or agents having problems with their telephones and therefore not taking calls correctly.

The *IVR* field shows the call time spent on the IVR process before the call enter in the queue.

Waiting time and *Duration* fields are related to the last call taken.

The "wand" icon mouse-over displays a drop-down menu which allows to perform the following actions:



- *VNC*: Monitor agents via a VNC remote session
- *IM*: Begin an Instant Messaging session with an agent
- *Remove Member*: Remove an agent from a queue (must have the RT_REMOVEMEMBER key enabled)

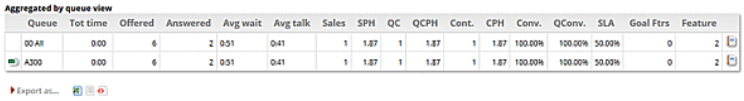
- *Pause Agent*: Put an agent in a Pause state (must have the RT_PAUSEAGENT key enabled)
- *Unpause Agent*: Un-pause an agent so he/she is available to take calls (must have the RT_UNPAUSEAGENT key enabled)
- *Send Text Message*: Send a text message to an agent (must have the RT_SENDTEXTAGENT key enabled). The SMS functionality works only with asterisk 10+ versions.

The last icon is a *direct link to reports*. Clicking on this icon will run an historical report by populating the query with parameters similar to what generated the realtime panel results.

Since QueueMetrics 16.10.17, a new optional field is available for the Agents Currently logged in table. This field is called *Paused For* and it shows the elapsed time of ongoing agent's pauses. To enable this field one needs to enable the realtime.relativePauseTimes System Preference. See Appendix C, *System preferences* [441].

Since QueueMetrics 18.04.3 a new field is available, named "Since". This field is located right next to agent status colored icon. The number of seconds listed in this field represents the time that has elapsed since the agent entered it's current state.

Aggregated by queue view


Aggregated by queue view

Queue	Tot time	Offered	Answered	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	SLA	Goal Ftrs	Feature
00 All	0:00	6	2	0:51	0:41	1	1.87	1	1.87	1	1.87	100.00%	100.00%	50.00%	0	2
A300	0:00	6	2	0:51	0:41	1	1.87	1	1.87	1	1.87	100.00%	100.00%	50.00%	0	2

Export as...

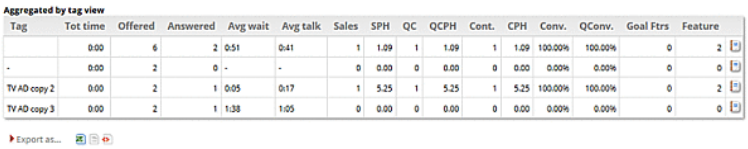
This block reports realtime figures related to each selected queue. All values are aggregated by queue except for the first row where calls for the whole selected queue set is reported. On each column a user could find:

- An icon representing the queue direction (inbound/outbound)
- The queue name
- The total call time
- The number of calls sent to the queue
- The number of answered calls
- The number of lost attempts
- Average wait time for all calls in the queue
- Average talk time for answered calls
- Number of calls marked as sales
- SPH: Sales per hour figure
- Number of calls marked as qualified contact
- QCPH: Qualified contacts per hour figure
- Cont: number of calls marked as contact

- CPH: Contact per hour figure
- Conv: convertion ratio
- QConv: qualified conversion ratio
- SLA: percentage of calls matching the SLA time configured for the queue
- Goal Ftrs: number of goal marked feature codes found in the call set
- Feature: number of feature codes found in the call set

By clicking on the last icon, a user can start an historical report with query parameters matching the realtime page parameters that generated the selected row.

Aggregated by tag view



Aggregated by tag view

Tag	Tot time	Offered	Answered	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	Goal Ftrs	Feature	
	0:00	6	2	0:51	0:41	1	1.09	1	1.09	1	1.09	100.00%	100.00%	0	2	
-	0:00	2	0	-	-	0	0.00	0	0.00	0	0.00	0.00%	0.00%	0	0	
TV AD copy 2	0:00	2	1	0:05	0:17	1	5.25	1	5.25	1	5.25	100.00%	100.00%	0	2	
TV AD copy 3	0:00	2	1	1:38	1:05	0	0.00	0	0.00	0	0.00	0.00%	0.00%	0	0	

Export as...

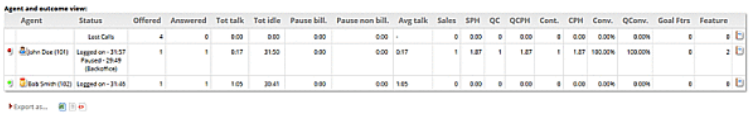
This block reports realtime figures related to tags associated to processed calls. All values are aggregated by tag except for the first row, where calls for the whole tag set is reported, and the second row, where only calls with no tag are counted. On each column a user could find:

- Tag name (empty for all call set, dash for calls with no associated tags)
- The total call time
- The number of calls with associated tag
- The number of answered calls with associated tag
- The number of lost attempts for calls with a tag
- Average wait time for all calls with associated tag
- Average talk time for answered calls with associated tag
- Number of calls marked as sales with associated tag
- SPH: Sales per hour figure
- Number of calls marked as qualified contact with associated tag
- QCPH: Qualified contacts per hour figure
- Cont: number of calls marked as contact with associated tag
- CPH: Contact per hour figure
- Conv: convertion ratio
- QConv: qualified conversion ratio

- Goal Ftrs: number of goal marked feature codes found in the call set
- Feature: number of feature codes found in the call set

By clicking on the last icon, a user can start an historical report with query parameters matching the realtime page parameters that generated the selected row.

Agent and outcome view



This block reports realtime figures related agent sessions and calls. All values are aggregated agent except for the first row, where lost calls are shown. On each column a user could find:

- Agent status icon
- Agent name
- Agent status explained (Logged on time, pause status, pause time, pause code)
- Offered call number (that is: all calls received by the agent plus any outbound call they made)
- Answered call number (that is: all calls received by the agent plus any outbound call they made that was answered)
- Lost attempts to that agent
- Total talk time
- Total idle time (counted as session time purged from talk and pause time)
- Billable pause time
- Non billable pause time
- Average talk time
- Sales: number of calls markes as sale
- SPH: Sales per hour figure
- Number of calls marked as qualified contact
- QCPH: Qualified contacts per hour figure
- Cont: number of calls marked as contact
- CPH: Contact per hour figure
- Conv: convertion ratio
- QConv: qualified conversion ratio
- Goal Ftrs: number of goal marked feature codes found in the call set

- Feature: number of feature codes found in the call set

By clicking on the last icon, a user can start an historical report with query parameters matching the realtime page parameters that generated the selected row.

Using Locations

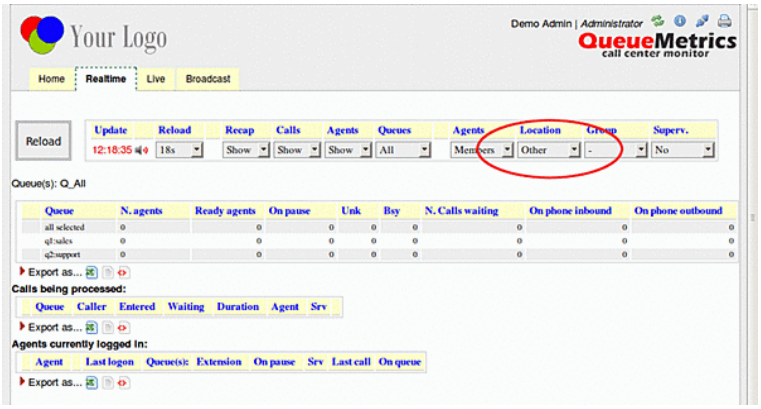
You can also assign each agent to al Location, i.e. a group of agents working together that you want to monitor as an unit. They might be a supervisor's team, or people working in the same building, or maybe in the same location for big multinational call-centres. This way you can avoid being cluttered with information about all agents working on the selected queue(s)and only see those you are actually interested in.

Note that when you filter by agents or locations you may see calls being queued and then disappear. This happens because all calls that wait to be answered on a queue are shown, but answered calls are shown only if the answering agents is a member of your defined filter conditions.

Imagine you have two groups of agents, one working in NY and the other one in LA. You are the supervisor of the NY group, so you are filtering by location. You see a call entering your queue and then disappear. The reason why might be that it was answered by someone in LA, so QueueMetrics filters it out for you.

It is also possible to have QM ask for a location to be selected in any case for Real-time reports. As locations can be key-protected, this is a handy way to determine which agents can be seen by which supervisors. In order to enable this feature, you must set the *realtime.assignedLocationsOnly* property. When this is set:

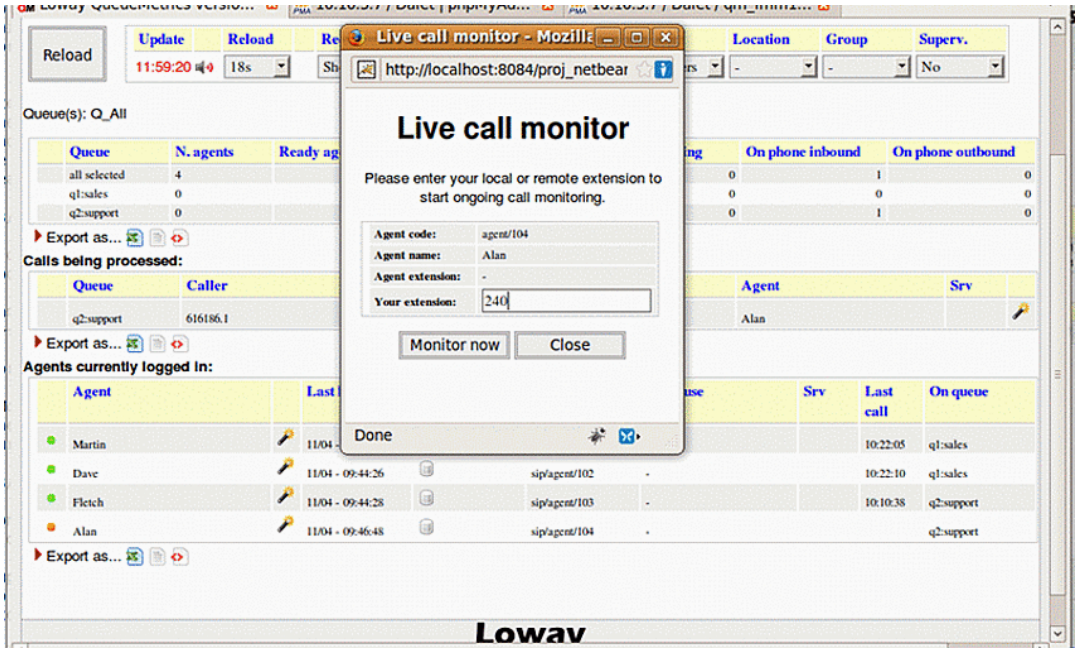
- When a user enters the real-time screen, the dash that means "Any location" is not shown anymore and the first location they have the grants to see is be selected.
- If a user has no grants to see at least one location, an error message is raised and they are not able to enter the real-time screen



Unattended call and VNC monitoring

It is possible for you to set up both Unattended Call Monitoring and VNC Monitoring.

Unattended Call Monitoring makes it possible to listen to an ongoing call from an agent; by clicking on the small telephone-shaped icon, that will appear moving the mouse under the *wizard* icon, a popup will be shown where you may enter your current extension or PSTN telephone number.



As soon as you confirm the entered data, your telephone will ring and you will start listening to the ongoing call between the selected agent an the caller.

Depending on the kind of PBX platform you run, you may have one or more of the following options:

- *Spy*: listen to the call, without interacting with it
- *Whisper*: you can listen to the call and speak to the agent; the caller will not hear the conversation
- *Barge*: you can "break in" into the call and be on a conference with both parties

In order to set up this behaviour, please see the section the section called “Listening to live calls: Unattended Call Monitoring” [408]. It is possible to use different PMs to handle different audio needs - see the section called “Listening to calls using Pluggable Modules (PM)” [331].

It is also possible to set up the system in order to allow the real-time monitoring of the agent’s screen using VNC. If this feature is enabled, a small screen will appear close to the agent’s name; by clicking on it, your selected VNC application will be launched and you will be monitoring the agent’s screen.

In order to set up this behaviour, please see the section the section called “Enabling VNC Monitoring” [409] of this manual.

Real-time performance considerations

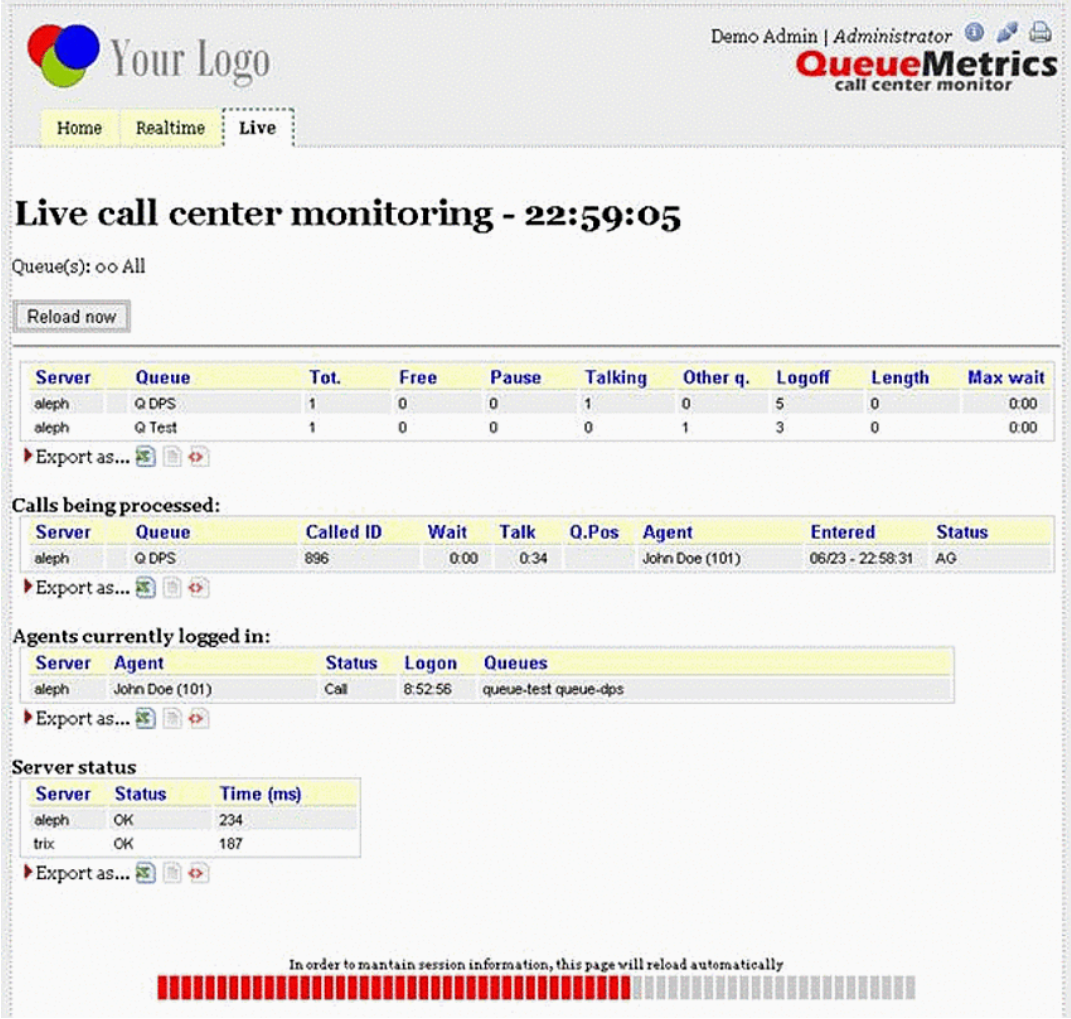
Running a large set of real-time pages / wallboards may impose a significant burden on a QueueMetrics system. But sometimes you have no choice. The best way to run them is to:

- Use SQL or CLUSTER storage types
- Set the beginning of the analysis to the minimum usable time. For example, QM usually runs the real-time report since the last midninght, but sometimes a sliding window of (say) 8 hours might be equally effective in your scenario and require a fraction of the load. You control this by setting the *realtime.startHour* property

- Turn on row caching - this allows QM to keep cached and pre-processed copies of objects it needs to run the Real-time and Agents Page. This may offer a significant speed up, ofter by an order of magnitude, and will reduce database load. You turn on this feature by setting *realtime.useRowCache* to true.
- Tune Java memory for maximum performance - see the **Advanced Configuration** manual.

The real-time live page

The real-time live page can be accessed by clicking on the "Live" tab next to the "Realtime" tab.



This page is not built from the queue_log data as all other information reported by QueueMetrics, but it' s read right from each Asterisk box’s Manager interface. So what you see in this page is the status of each Asterisk box, as reported by itself.

This feature is still less developed than the Realtime page, but still can be pretty useful.

The top panel

On the top panel, for each queue on each server, you will see the following pieces of information:

- *Tot*: the total number of agents available for this queue
- *Free*: the number of free agents
- *Pause*: the total number of agents on pause
- *Talking*: the total numbers of agents who are in conversation at the moment
- *Other q.*: the number of agents that are logged in to this queue and some other queue, and are at the moment busy on another queue.
- *Logoff*: the number of possible agents that are defined for this queue but are not logged on at the moment.
- *Length*: the current queue length, i.e. how many calls are waiting in line before being connected to an agent
- *Max wait*: the current maximum wait time for this queue.

Calls being processed

In the calls panel you see the following pieces of information, sorted from oldest to newest by call start-time:

- *Server*: the server that is handling this call
- *Queue*: the name of the queue
- *Caller-id*: the caller-id of this call, if any
- *Wait*: the wait time (if the call is not connected)
- *Talk*: the total duration (if the call is connected)
- *Q.Pos*: the queue position (if the call is waiting)
- *Agent*: the agent handling this call, if connected
- *Entered*: the time this call was queue
- *Status*: the call status
- *Info*: contains all the Feature Codes, Variables, Call Tags, IVR choices if present.

The Wait and Talk times cannot be distinguished at the moment.

Agents currently logged in

In the agents panel you can see the following pieces of information:

- *Server*: the server your agent is logged on to
- *Agent*: the agent
- *Status*: if the agent is free, paused or on call
- *Logon*: the time this agent logged on

- *Queues*: to which queues is this agent connected at the moment

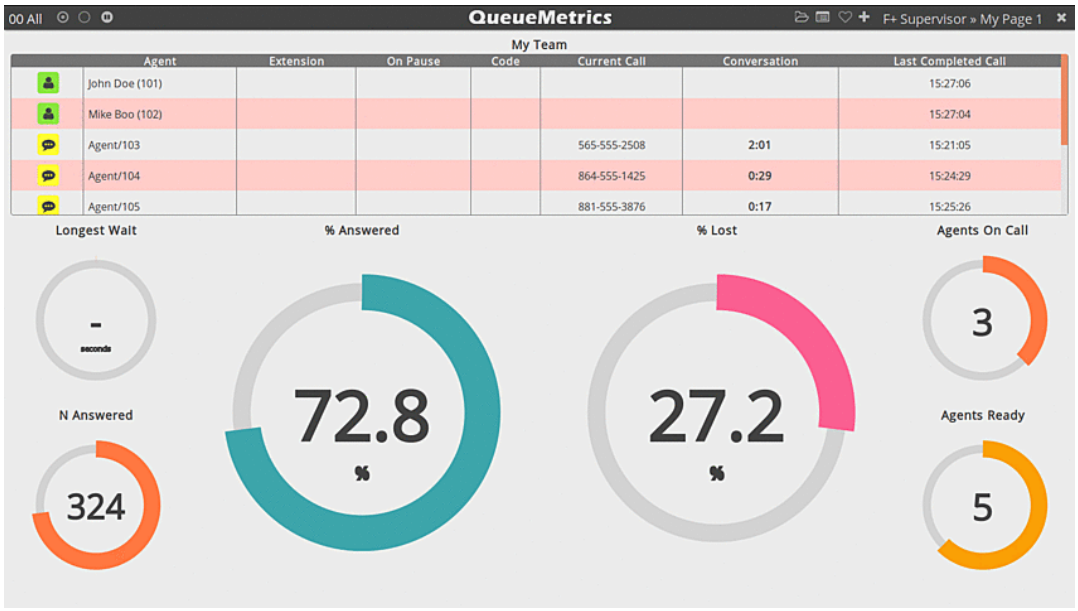
Server status

The last panel details the status of each server making up the cluster. If a server is not correctly set up, it will appear as KO.

- *Server*: the server that QM is polling
- *Status*: OK - the server answered correctly; KO - it was impossible to retrieve information from this server
- *Time*: how much querying this server took. If this value goes up all of a sudden, your server is likely experiencing overload.

Chapter 7. The Wallboard

QueueMetrics includes user-definable wallboard facilities that allow you to design your own wallboards and run them either interactively or as proper stand-alone wallboards.



Wallboards are built as a series of rotating **views**, each of which includes a number of **widgets**. Widgets are positioned as items on a square grid that is meant to fill the screen, and you can control the number of columns that you want to use.

Wallboards are meant to be customized - you can change colors, set alarms on specific widgets, include text and images and in general customize them to suit your specific needs. Wallboards can be private or public, in which case they can be shared between different users and can be used to run automated stations (see "Kiosk mode" below).

Understanding wallboards

A wallboard is controlled through the top bar. The top bar:

- Displays the **current queue** or queues that are being used as data sources.
- Displays a number of circles, one for each **view**. By clicking on a widget, you can jump to a specific view. The current view is displayed as a dotted circle.
- Displays a **Play/Pause** button that lets you decide whether views rotate in order according to their expected durations or the current view remains visible. If you do any change to the page, rotation stops automatically until manually reactivated.
- Displays a **Load** button that lets you load other wallboards that are visible to you or create a new, blank wallboard.
- If the wallboard has unsaved data (e.g. because you adde some widgets or moved them around), a **Save** button apperas in the top bar that lets you save the current wallboard. Switching view when you have unsaved data will lose any unsaved data.

- There is a **Reorder** button that lets you change the sequence of views in the current wallboard and add/remove views.
- There is a heart-shaped icon that displays whether the wallboard you are looking at is **public or private**. By clicking on that icon within a public wallboard, you get the URL that you need to run the wallboard in kiosk mode copied to your clipboard.
- There is an **Add Widget** button that lets you add new widgets to the current view.
- There is a **title**, showing the name of the current wallboard and of the current view. By clicking on it, you can customize some properties for both wallboard and view.
- There is an **Exit** button that gets you back to your QueueMetrics session.



In order to access the wallboard, you need the security key *REALTIME*. To edit a wallboard you need the key *WALLBOARD_ADD* and to create a public wallboard you need the key *WALLBOARD_FORALL*. You can easily add those keys though the User editor or by adding them to a security class.

Saved Wallboards

The default wallboard is accesible though the link "Wallboard" on the home page of QueueMetrics, using the current queue(s) selected. From the wallboard itself you can load other wallbords though the **Load** button.

Your wallboards, and all public wallboards visible to you, will appear on the home page in the "Wallboards" section. By clicking on them, they will open with the current selected queue. You can also delete existing wallboards by clicking on the "Remove" icon hovering over their home page link.

Settings

By clicking on the title of the wallboard, you can edit the following properties:

For the whole wallboard:

- **Name** that the wallboards appears under. You can have multiple wallboards with the same name
- **Comment** is a free text comment you may want to save
- **Public** controls whether the wallboard appears on every user’s home page (as restricted by the security key) or is private for you
- **Security key** lets you protect this wallboard from users who do not hold the specified key

For the current view:

- **Name** is the name of the current view. Multiple views within a wallbord may have the same name, though it would be better to use different names
- **Duration** is the duration in seconds that a wallbard is displayed on the screen before the next wallboard. Data is updated live when a wallboard is being displayed.
- **Number of Columns** is the size of the grid that the screen is horizontally split into. This is the minimum size for a widget, though you can stretch a widget to use multiple grid cells as you best see fit.

Editing Widgets

Widgets can be added, moved, cloned or removed freely within a view. You should position a widget in a way that makes sense for your use case, giving it enough room to display its data in a way that is easy to see.

Most widgets will resize automatically in the space they are given to offer a good readability and to make full use of the space they are assigned.

If you can edit a widget, when you fly over it with your mouse it will display an **Edit widget** icon and it will go in editor mode. Though the editor you can:

- Clone the widget
- Remove the widget
- Change the title
- …and edit any special configuration it has (see below for a description of all availabe widgets)

As of QueueMetrics 17.06.11, most of the widgets can be filtered by queue. If you are using the wallboard to monitor multiple queues at the same time, you can use the queue filtering function to apply the widget to a single queue instead of applying it to the aggregation of all the queues data.

As of QueuemMetrics 19.04.1, all the widgets that can be filtered by queue, can be filtered by multiple queues, instead of a single one at a time.

When you save a widget, the whole wallboard is saved automatically.

Alarms

Most widgets have a set of possible **custom alarms** that you can use to display them in a different color when an alarm condition is met. Custom alarms are expressed as simple expressions, e.g. ">10" or "<15".

If QueueMetrics has a system alarm set on the queue shown and no custom alarm set, then the correct system alarm is used. Custom alarms always take precedence on system alarms.

Running in kiosk mode

If you want to run a wallboard in kiosk mode, the first thing that you need is to get its kiosk URL. You can obtain this by clicking on the "heart" icon. The URL might appear like the one below, for queues 300 and 301:

```
http://127.0.0.1:8080/QM/qm_wab2.do?user=robot&pass=***
    &queues=300%7C301&wallboardId=21
```

As you can see, you can edit which (atomic) queues you want to use for your wallboard by separating them with an URL-encoded pipe "|" character, that is `%7C`.



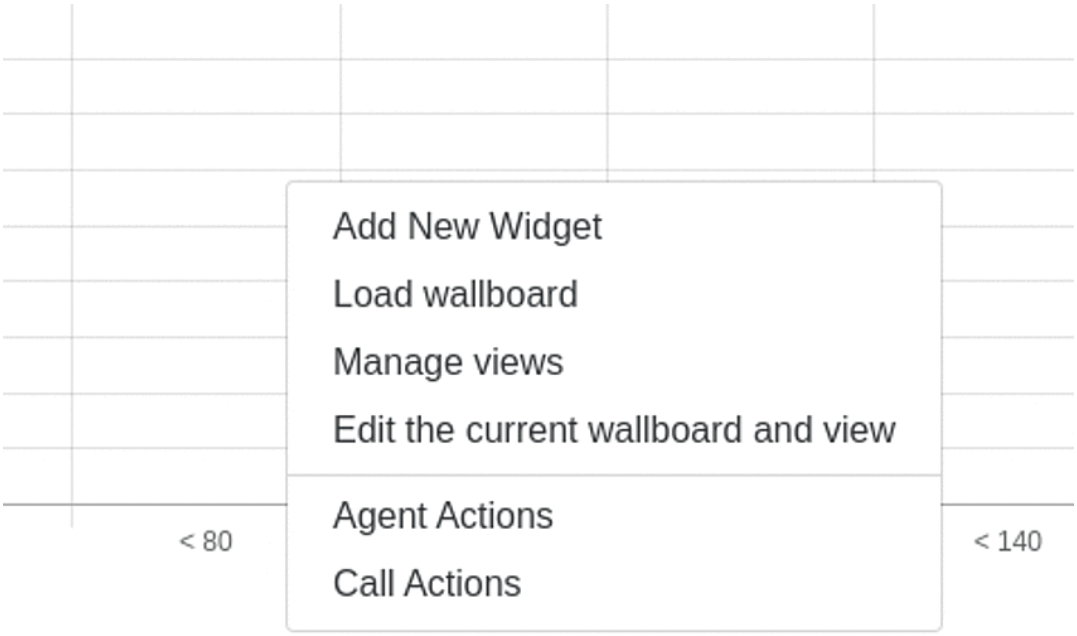
The URL will always include a user called *robot* with password ***; edit it as necessary given the current settings of your "robot" user. Make sure that the *robot* user is enabled, as it is usually present but disabled on new QueueMetrics installs.

If you connect a small-cost Linux box (e.g. a Raspberry PI or similar) to a large screen or a video beamer and set it in your call-center where it will be visible by your agents, you can set-up a wallboard at a very low cost using commodity hardware and requiring no human intervention but turning it on in the morning and turning it off at night.

The Kiosk mode requires a user with the `REALTIME` and `ROBOT` grants - they are already set with the default `ROBOT` user.

Contextual menu

Since QueueMetrics 19.04.1, the wallboard offers a contextual menu that can be opened with the right click button.



Through this menu, you can access the same functions present in the top bar, like adding widgets or loading wallboards, together with two new functions:

- Agent actions
- Call actions

Wallboard actions

Since QueueMetrics 19.04.1, the wallboard supports agent actions and call actions.

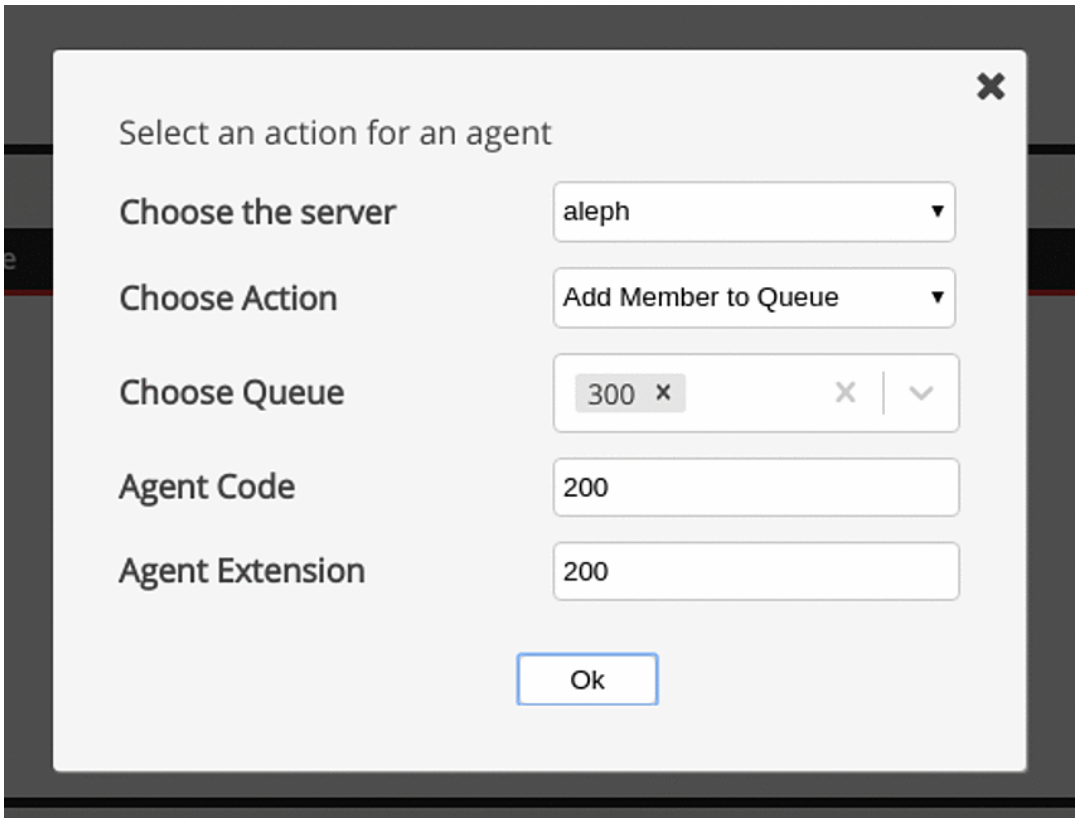
To access agent and call actions, you need to use the contextual menu to select one of the two:

- Agent actions

- Call actions

Agent actions

By selecting the Agent actions option, you will open the **Agent action panel**.



In this panel you can select one of the following actions:

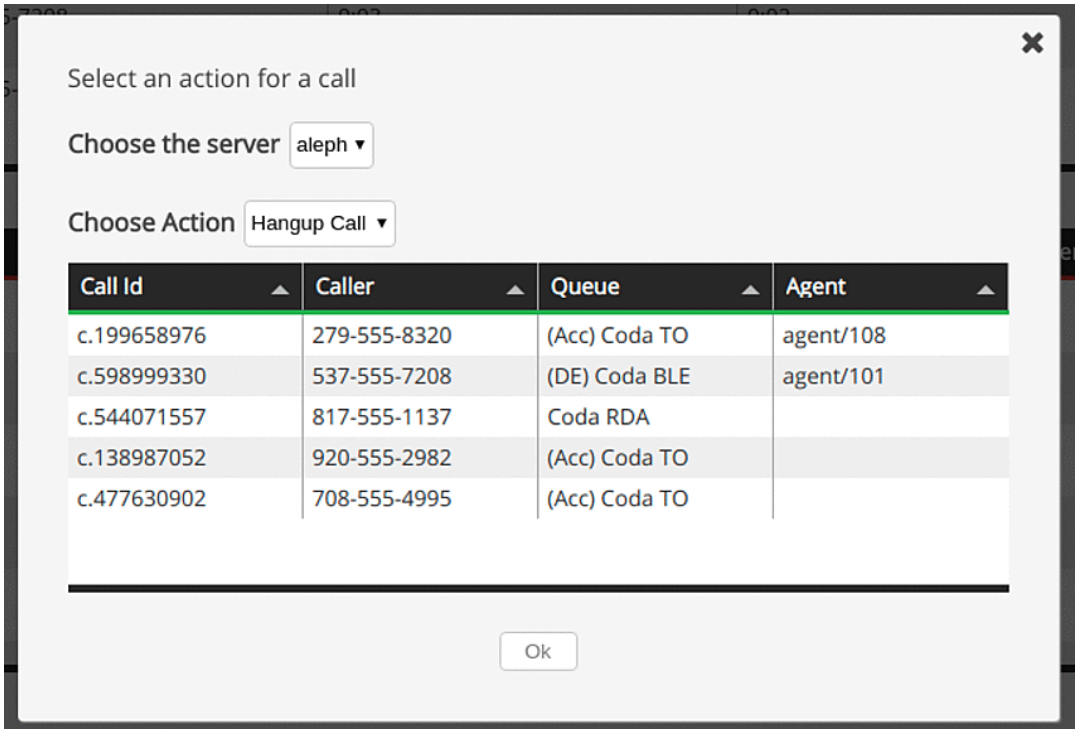
- Add member to queue
- Remove member from queue
- Pause agent
- Unpause agent

You also need to specify different parameters for each action, that will show in the rest of the panel:

- Queue (if needed)
- Agent code
- Agent extension (if needed)
- Server (if needed)
- Pause code (if needed)

Call actions

By selecting the call actions option, you will open the **Call action panel**.



In this panel you can select one of the following actions:

- Hangup call
- Monitor call
- Transfer call

A table will also appear in the panel, showing the current calls. To select the call you want to execute the action upon, click on the desired call in the table and it will highlight.

You also need to specify different parameters for each action, that will show in the rest of the panel:

- Server (if needed)
- Ext. to transfer to (if needed)
- Local Extension (if needed)
- Monitoring mode (if needed)

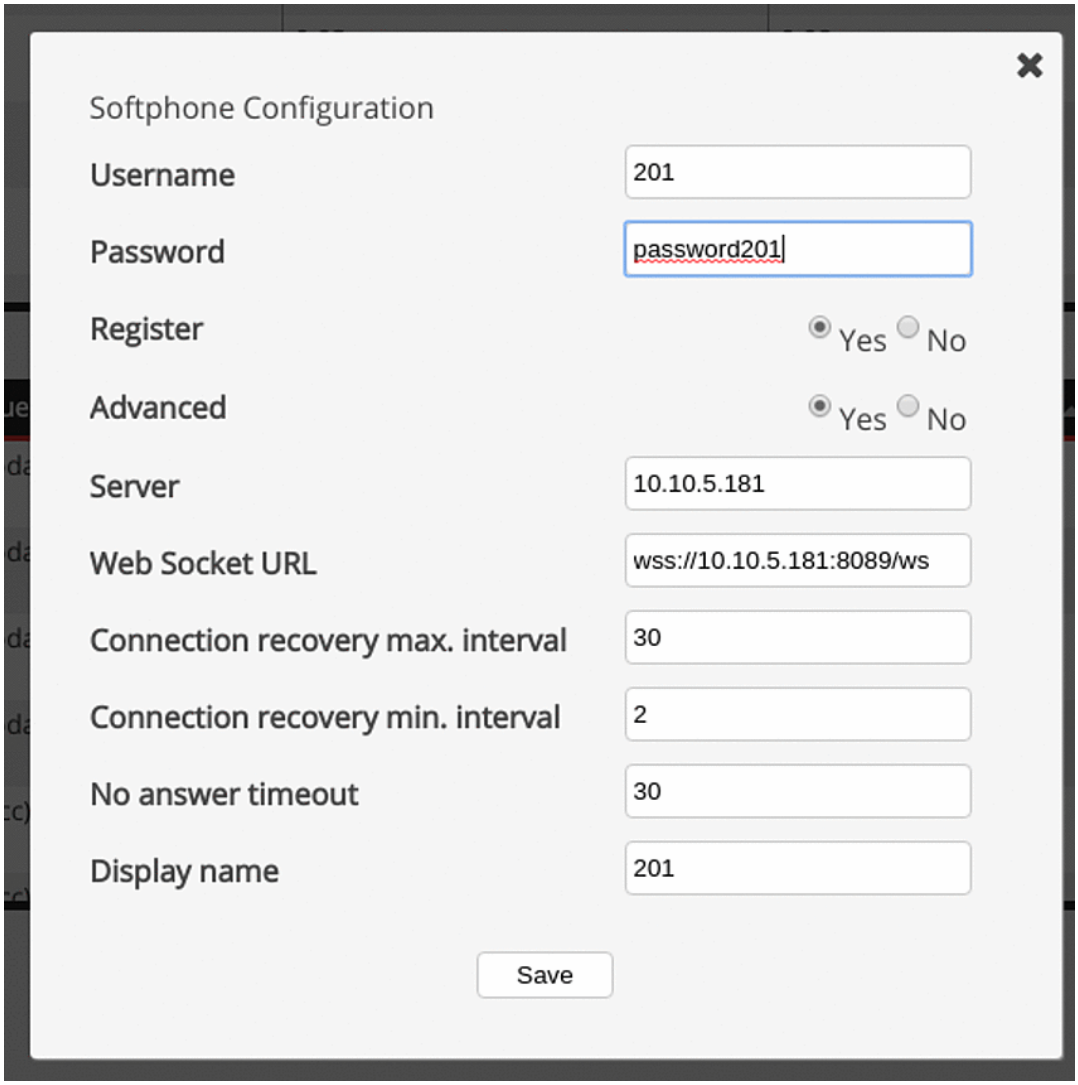
Wallboard sotfphone

Since QueueMetrics 19.04.1, the wallboard offers an integrated **WebRTC softphone**

To enable the wallboard softphone for a user, the user needs to be able to see the wallboard, and needs to hold the WALLBOARD_PHONE security key.

This softphone is configurable through the **Edit system parameters** page, the "Explore system parameters page" and the **Softphone setting panel** inside the wallboard. The configuration in the system parameters will be used as default values, while the settings in the **Softphone settings panel** will take priority and will be saved as user preferences, persisting between different sessions as they are linked to the user. This means that the settings should be changed in the wallboard **Softphone settings panel** whenever needed, unless you intend to set a new default for all users using the wallboard softphone.

The wallboard **Softphone settings** panel is available through the "cog" icon in the top bar.



The available settings are the following:

- Username: the SIP username for the extension
- Password: the SIP password fot the user
- Register: if the phone should attempt registering to the PBX. the default value is "yes", and the phone will not register unless set to yes
- Server: the PBX server address

- Web Socket URL: the web socket url fot the phone to use when registering and sending data
- Connection recovery max. interval: the maximum interval to attempt a connection recovery
- Connection recovery min. interval: the minimum interval to attempt a connection recovery
- No answer timeout: after how much time an unanswered call is to be hangup
- Display name: the name that will be displayed when called by this extension

System parameters

The same settings can be set as system parameters in the **Edit System parameters** page. These values will count as default values for all users.

default.wallboardphone.connection_recovery_max_interval=30
default.wallboardphone.connection_recovery_min_interval=2
default.wallboardphone.display_name=200 default.wallboardphone.no_answer_timeout=60
default.wallboardphone.password=password200 default.wallboardphone.username=200
default.wallboardphone.server=10.10.5.181
default.wallboardphone.websocketurl=wss://10.10.5.181:8089/ws



An additional property is present here, that can only be set here to maintain coherency throughout the whole system. This property is the following

default.wallboardphone.iceservers=stun:stun01.sipphone.com|stun:stun01.sipphone.com|
stun:stun.fwdnet.net

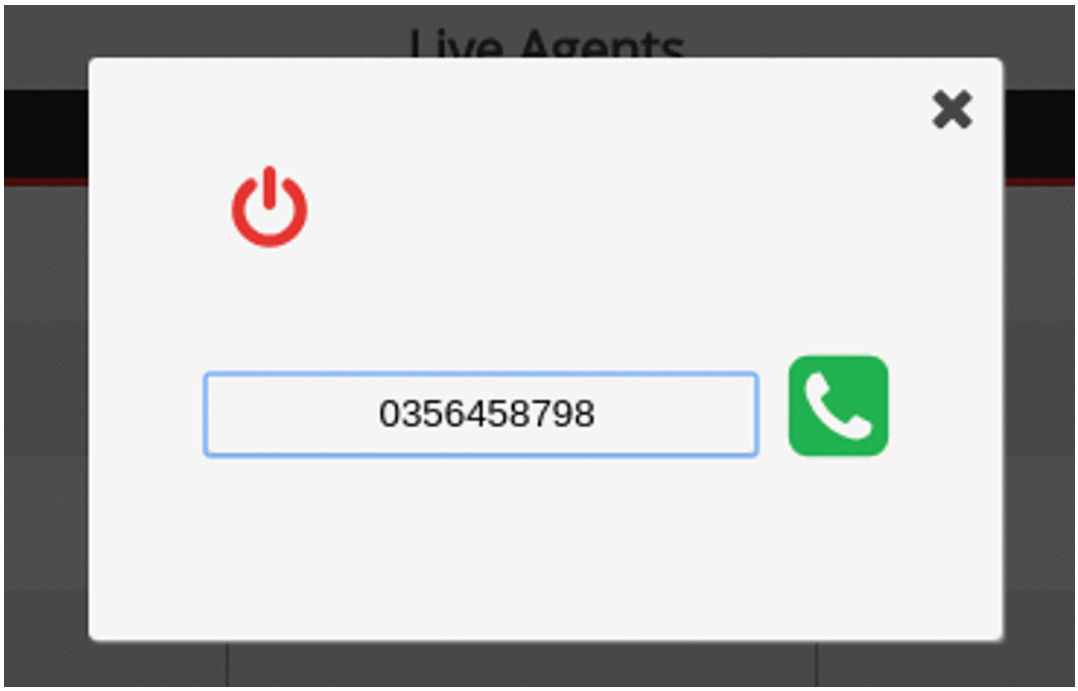
This setting is needed to specifiy eventual STUN or TURN servers you might want to use.

The Sofphone Panel

To open the actual **Softphone panel**, you need to click on the "Phone" icon in the top bar.

By opening the softphone panel, the phone will attempt to register to the PBX, unless already registered previously.

When the softphone is registered it will show the **softphone panel**.



Here you can dial the number you wish to call and then click on the call button to initiate the call.

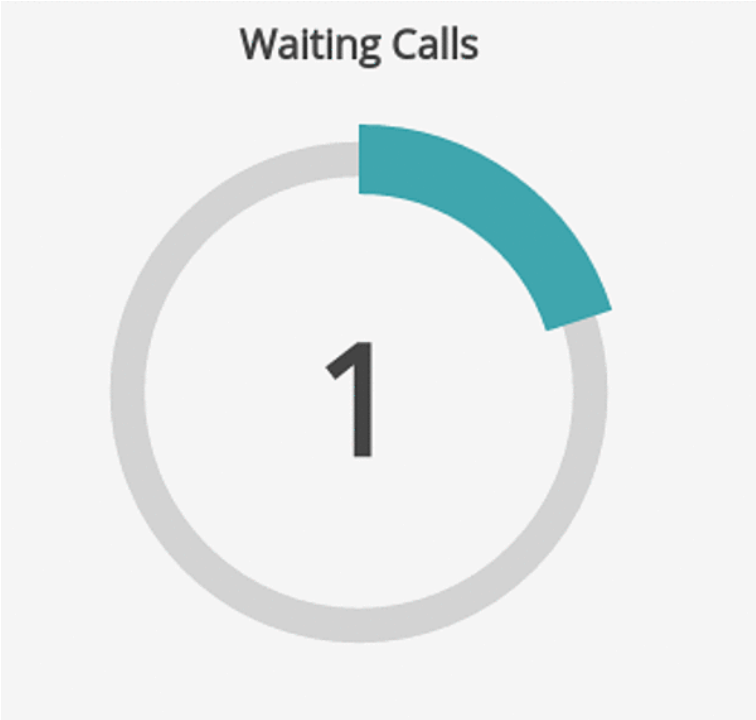
Component Details

Here is an overview of the components currently available in Queuemetrics' Wallboard.

Circular Panels

PC01 - Waiting Calls

This Component diplays how many calls are currently waiting to be answered.



The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Waiting calls
Shortcut code	PC01
Parameters	-
See also	

PC02 - Lost Calls

This Component diplays the number of lost calls.



The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Lost calls
Shortcut code	PC02
Parameters	-
See also	

PC03 - Answered Calls

This Component diplays the number of answered calls.



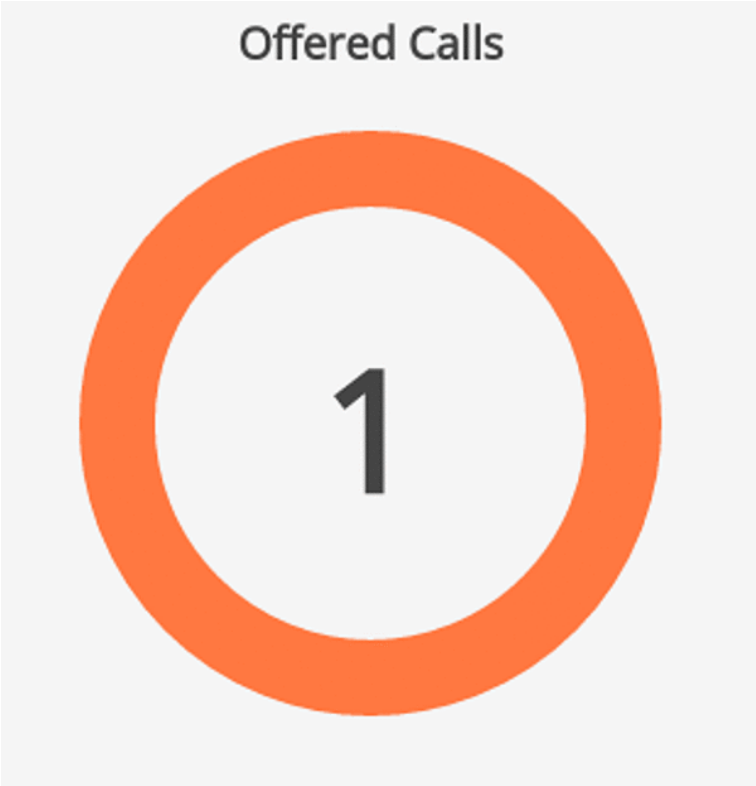
The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Answered calls
Shortcut code	PC03
Parameters	-
See also	

PC04 - Offered Calls

This Component diplays the number of offered calls.



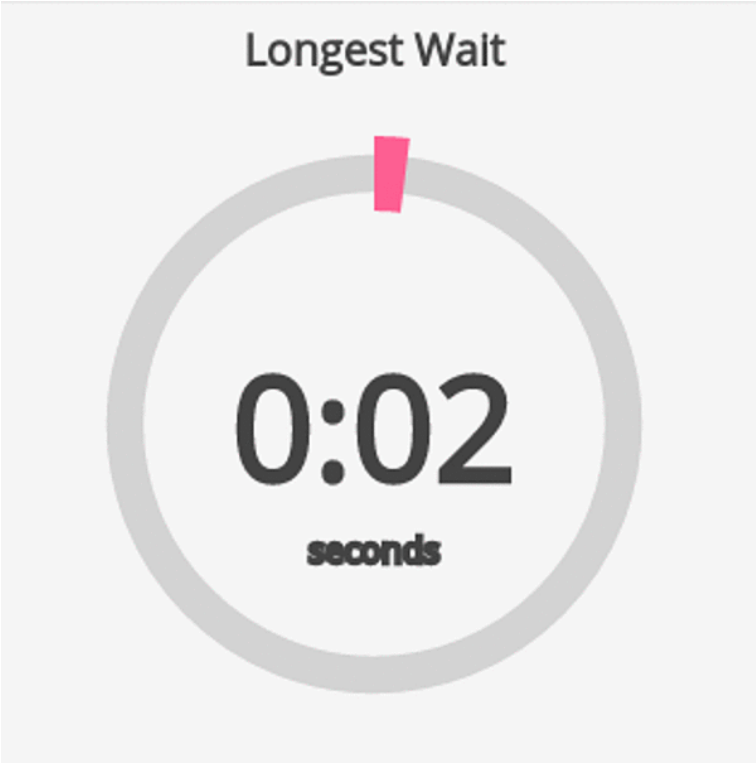
The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Offered calls
Shortcut code	PC04
Parameters	-
See also	

PC05 - Longest Wait

This Component diplays the duration of the longest waiting time currently happening on the selected queues.



The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Longest Wait
Shortcut code	PC05
Parameters	-
See also	

PC06 - Agents On Call

This Component diplays the number of agents on call on the selected queues.



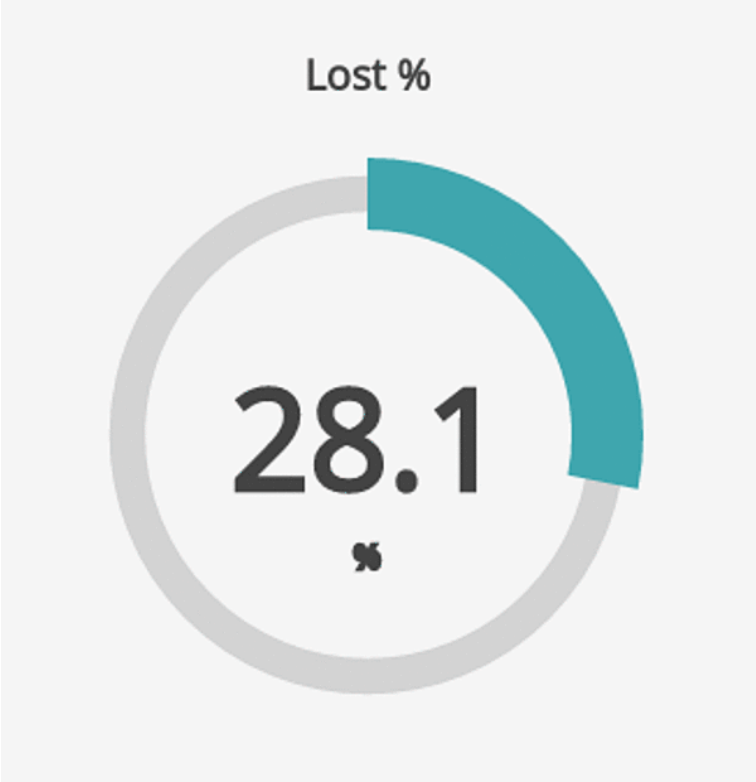
The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Agents On Call
Shortcut code	PC06
Parameters	-
See also	

PC07 - Lost Calls %

This Component diplays the percentage of lost calls.



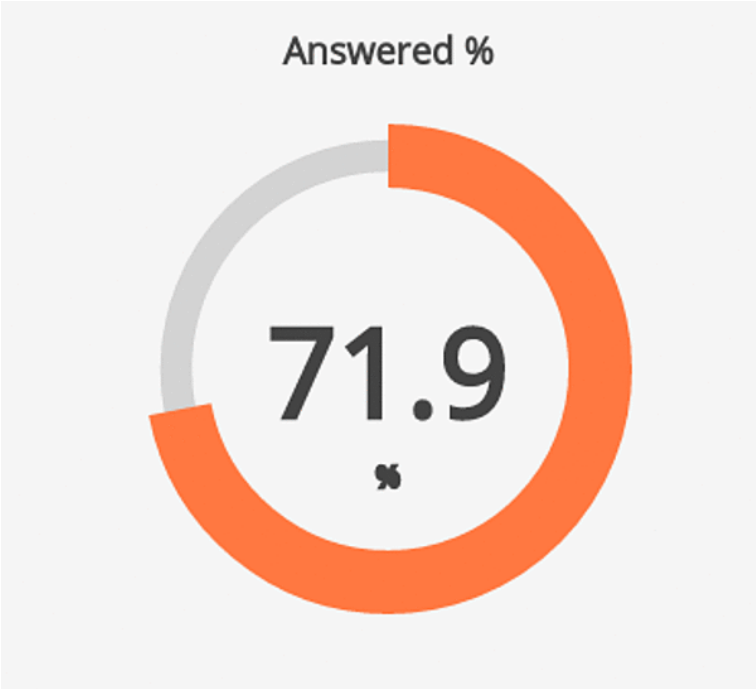
The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Lost Calls %
Shortcut code	PC07
Parameters	-
See also	

PC08 - Answered Calls %

This Component diplays the percentage of answered calls.



The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Answered Calls %
Shortcut code	PC08
Parameters	-
See also	

PC09 - Agents Ready

This Component diplays the number of agents ready on the selected queues.



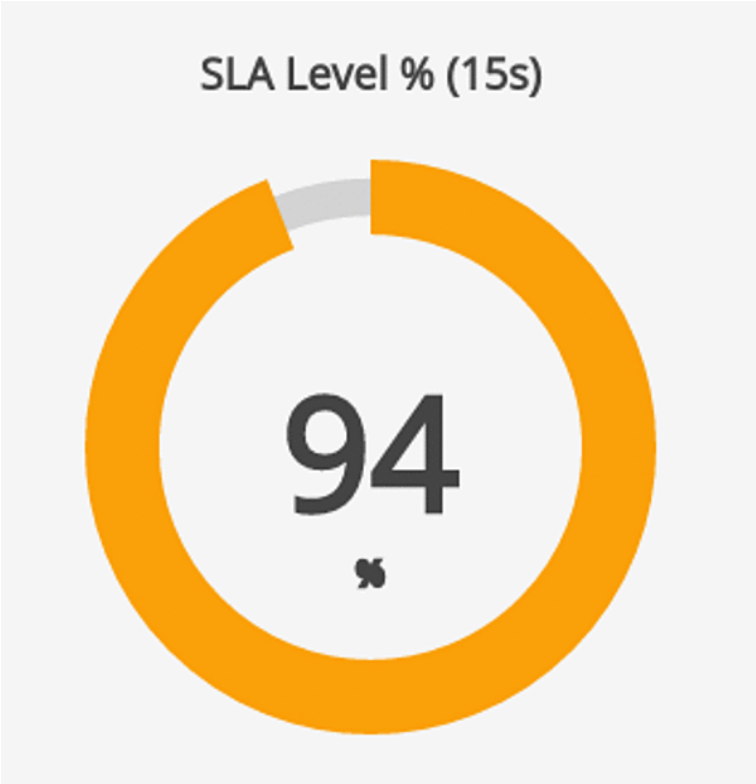
The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Agents Ready
Shortcut code	PC09
Parameters	-
See also	

PC10 - SLA Level %

This Component diplays the percentage of calls answered within the selected SLA level.



The following properties can be modified:

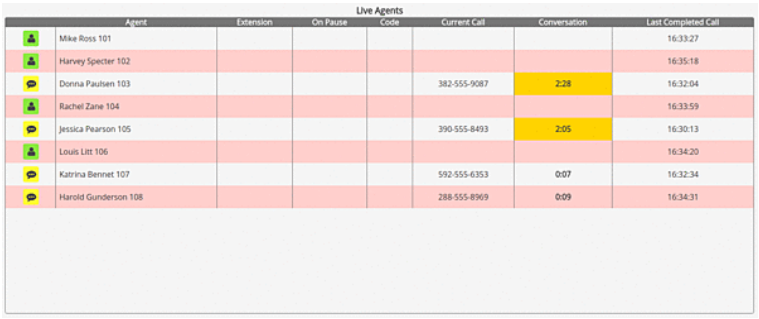
- **Title**: The title of the component
- **SLA Level**: The SLA time interval
- **Color**: The color of the stroke
- **Red alarm**: The expression used to trigger a **red alarm** (eg. >20)
- **Yellow alarm** The expression used to trigger a **yellow alarm** (eg. >20)

Available since	17.06
Name	SLA Level %
Shortcut code	PC10
Parameters	-
See also	

Tables

TC01 - Live Agents

This Component diplays a table showing all the agents logged in on the selected queues.



The following properties can be modified:

- **Title**: The title of the component
- **Pause Red alarm**: The expression used to trigger a **red alarm** on the pause time of an agent (eg. >20)
- **Pause Yellow alarm** The expression used to trigger a **yellow alarm** on the pause time of an agent (eg. >20)
- **Call Red alarm**: The expression used to trigger a **red alarm** on the conversation time of an agent (eg. >20)
- **Call Yellow alarm** The expression used to trigger a **yellow alarm** on the conversation time of an agent (eg. >20)
- **Queue**: The queue you want to filter the data for
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

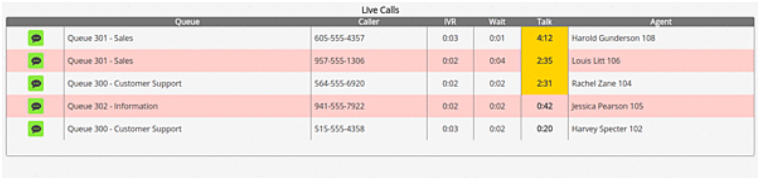
The table will also be responsive to any **Red** or **Yellow alarm** that has been set in the **Edit Queues** page under the following fields:

- **Call talking duration**

Available since	17.06
Name	Live Agents
Shortcut code	TC01
Parameters	-
See also	

TC02 - Live Calls

This Component diplays a table showing all the calls in progress on the selected queues.



The following properties can be modified:

- **Title**: The title of the component

- **Wait Red alarm**: The expression used to trigger a **red alarm** on the waiting time of a call (eg. >20)
- **Wait Yellow alarm** The expression used to trigger a **yellow alarm** on the waiting time of a call (eg. >20)
- **Call Red alarm**: The expression used to trigger a **red alarm** on the conversation time of a call (eg. >20)
- **Call Yellow alarm** The expression used to trigger a **yellow alarm** on the conversation time of a call (eg. >20)
- **Queue**: The queue you want to filter the data for
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

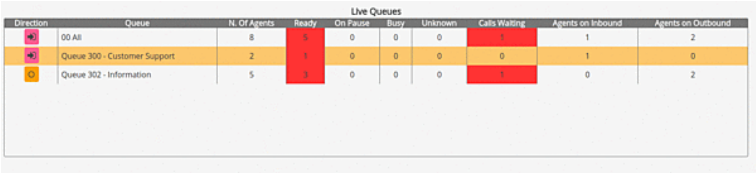
The table will also be responsive to any **Red** or **Yellow alarm** that has been set in the **Edit Queues** page under the following fields:

- **Call wait duration**
- **Call talking duration**

Available since	17.06
Name	Live Calls
Shortcut code	TC02
Parameters	-
See also	

TC03 - Live Queues

This Component diplays a table showing all the selected queues, and their relative information.



The following properties can be modified:

- **Title**: The title of the component
- **Agents On Queue Yellow Alarm**: The expression used to trigger a **red alarm** on the number of agents on queue (eg. >20)
- **Agents On Queue Red Alarm**: The expression used to trigger a **red alarm** on the number of agents on queue (eg. >20)
- **Agents Ready Yellow Alarm**: The expression used to trigger a **red alarm** on the number of agents ready (eg. >20)
- **Agents Ready Red Alarm**: The expression used to trigger a **red alarm** on the number of agents ready (eg. >20)
- **Agents On Pause Yellow Alarm**: The expression used to trigger a **red alarm** on the number of agents on pause (eg. >20)

- **Agents On Pause Red Alarm**: The expression used to trigger a **red alarm** on the number of agents on pause (eg. >20)
- **Agents Busy Yellow Alarm**: The expression used to trigger a **red alarm** on the number of busy agents (eg. >20)
- **Agents Busy Red Alarm**: The expression used to trigger a **red alarm** on the number of busy agents (eg. >20)
- **Agents Unknown Yellow Alarm**: The expression used to trigger a **red alarm** on the number of agents in an unknown status (eg. >20)
- **Agents Unknown Red Alarm**: The expression used to trigger a **red alarm** on the number of agents in an unknown status (eg. >20)
- **Waiting Calls Yellow Alarm**: The expression used to trigger a **red alarm** on the number of waiting calls (eg. >20)
- **Waiting Calls Red Alarm**: The expression used to trigger a **red alarm** on the number of waiting calls (eg. >20)
- **Inbound Agents Yellow Alarm**: The expression used to trigger a **red alarm** on the number of inbound agents (eg. >20)
- **Inbound Agents Red Alarm**: The expression used to trigger a **red alarm** on the number of inbound agents (eg. >20)
- **Outbound Agents Yellow Alarm**: The expression used to trigger a **red alarm** on the number of outbound agents (eg. >20)
- **Outbound Agents Red Alarm**: The expression used to trigger a **red alarm** on the number of outbound agents (eg. >20)
- **Queue**: The queue you want to filter the data for
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

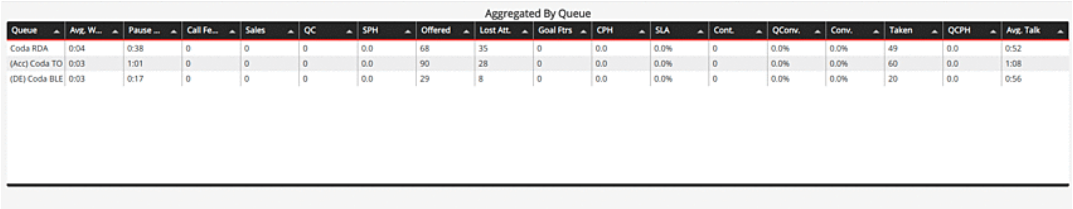
The table will also be responsive to any **Red** or **Yellow alarm** that has been set in the **Edit Queues** page under the following fields:

- **Number of agents waiting**
- **Number of agents paused**
- **Number of agents on call**
- **Number of calls in queue**

Available since	17.06
Name	Live Queues
Shortcut code	TC03
Parameters	-
See also	

TC04 - Aggregated By Queue

This Component diplays a table showing the aggregate information for the day, grouped by queue.



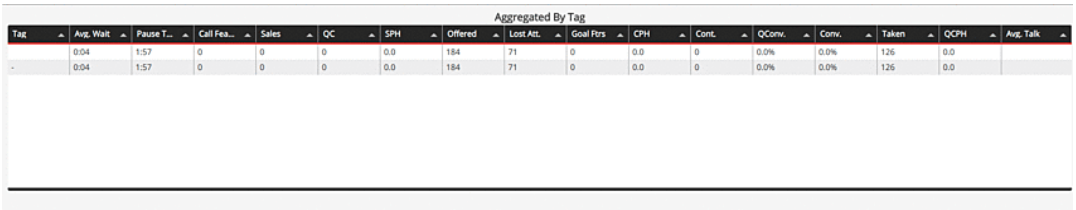
The following properties can be modified:

- **Title**: The title of the component
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

Available since	19.04.1
Name	Aggregated By Queue
Shortcut code	TC04
Parameters	-
See also	

TC05 - Aggregated By Tag

This Component diplays a table showing the aggregate information for the day, grouped by tag.



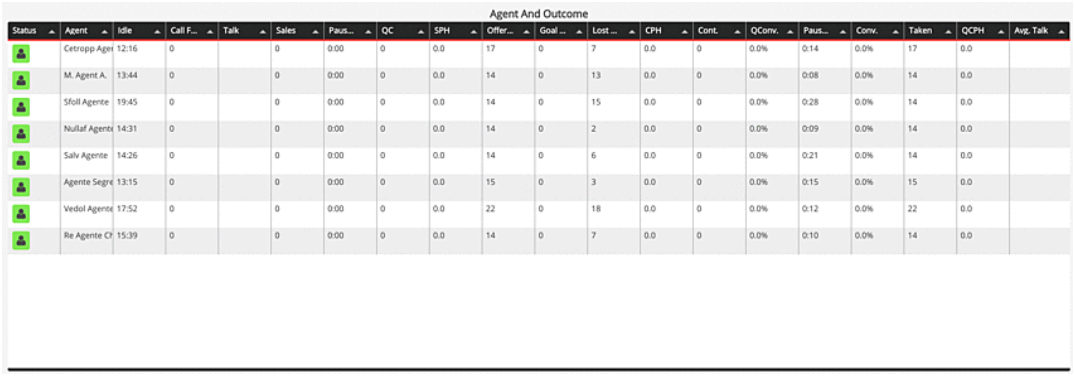
The following properties can be modified:

- **Title**: The title of the component
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

Available since	19.04.1
Name	Aggregated By Tag
Shortcut code	TC05
Parameters	-
See also	

TC06 - Agents and Outcomes

This Component diplays a table showing the aggregate information for the day, regarding the agents and the outcomes of their calls.



The following properties can be modified:

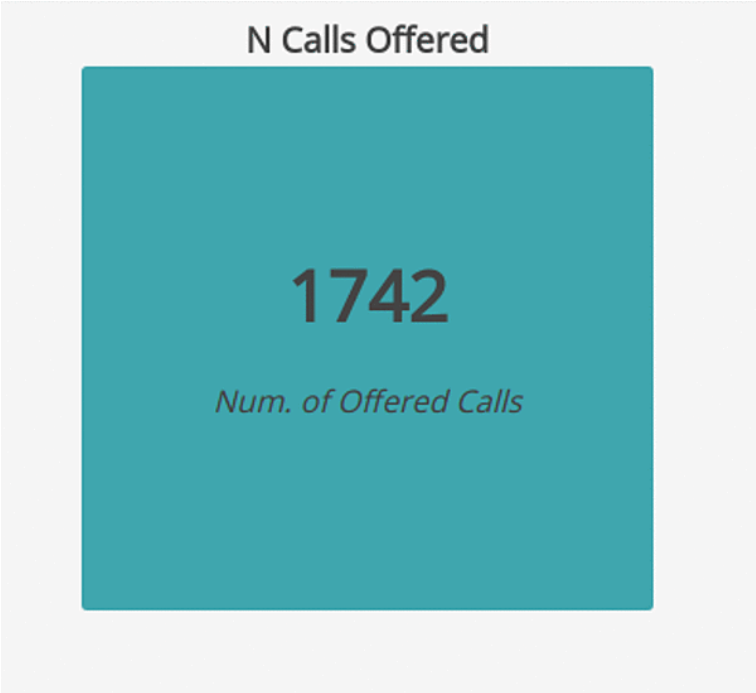
- **Title**: The title of the component
- **Columns**: The columns of the table you want to show (Since QueueMetrics 19.04.1)

Available since	19.04.1
Name	Agents and Outcomes
Shortcut code	TC06
Parameters	-
See also	

Items

IT01 - N. of Calls Offered

This Component diplays a text item showing the number of calls offered on the selected queues.



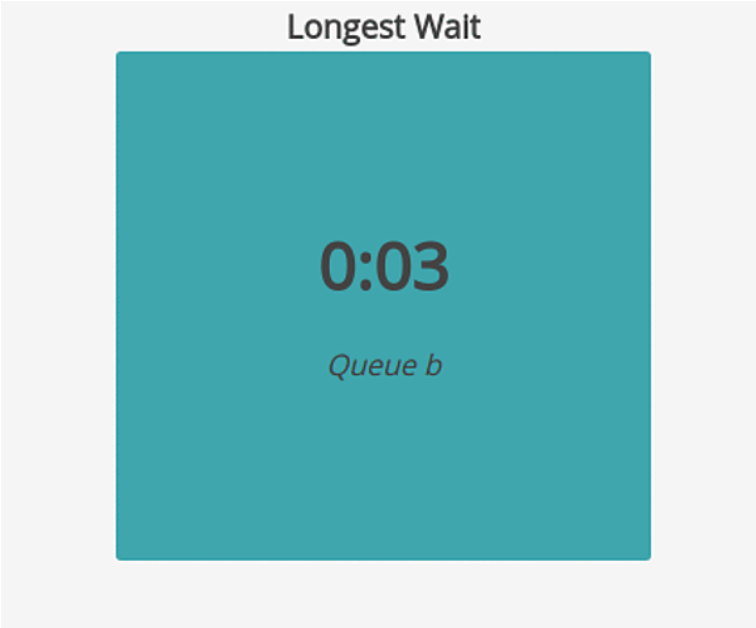
The following properties can be modified:

- **Title**: The title of the component
- **Red alarm**: The expression used to trigger a **red alarm** on the number of offered calls (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** on the number of offered calls (eg. >20)
- **Color**: The color scheme for the background and text.
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	N. of Calls Offered
Shortcut code	IT01
Parameters	-
See also	

IT02 - Longest Wait

This Component diplays a text item showing the longest wait time among the ongoing calls on the selected queues.



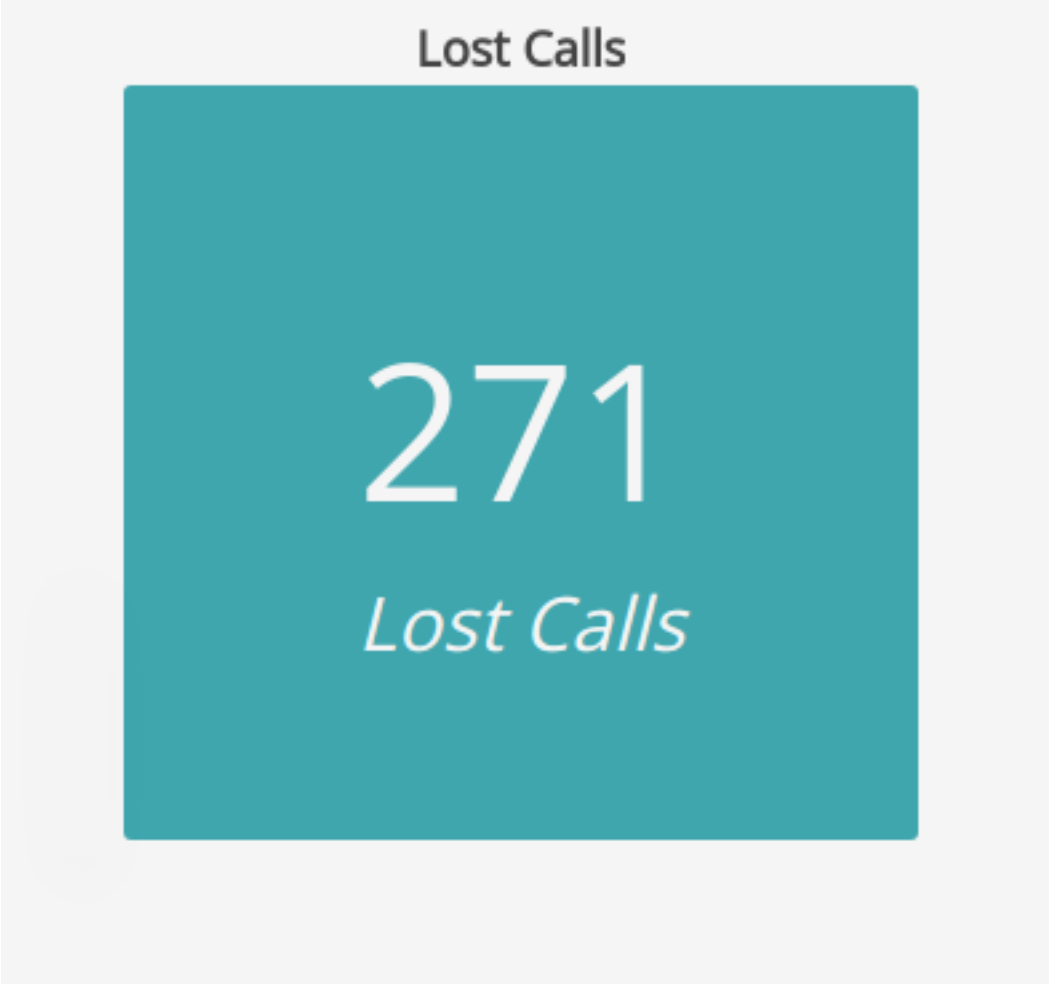
The following properties can be modified:

- **Title**: The title of the component
- **Red alarm**: The expression used to trigger a **red alarm** on the longest wait value (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** on the longest wait value (eg. >20)
- **Color**: The color scheme for the background and text.
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	Longest Wait
Shortcut code	IT02
Parameters	-
See also	

IT03 - N. of Calls Lost

This Component diplays a text item showing the number of calls lost on the selected queues.



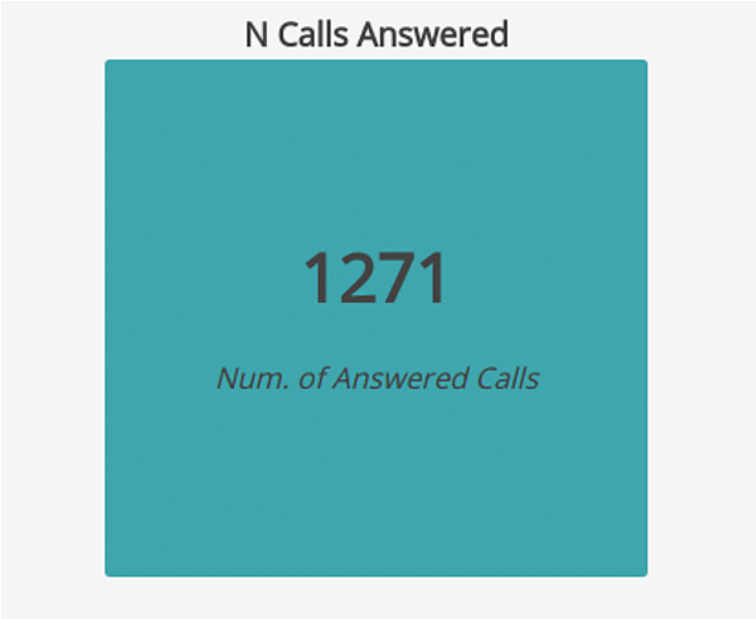
The following properties can be modified:

- **Title**: The title of the component
- **Red alarm**: The expression used to trigger a **red alarm** on the number of answered calls (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** on the number of answered calls (eg. >20)
- **Color**: The color scheme for the background and text.
- **Queue**: The queue you want to filter the data for

Available since	17.06
Name	N of Calls Lost
Shortcut code	IT03
Parameters	-
See also	

IT04 - N. of Calls Answered

This Component diplays a text item showing the number of calls answered on the selected queues.



The following properties can be modified:

- **Title**: The title of the component
- **Red alarm**: The expression used to trigger a **red alarm** on the number of answered calls (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** on the number of answered calls (eg. >20)
- **Color**: The color scheme for the background and text.
- **Queue**: The queue you want to filter the data for

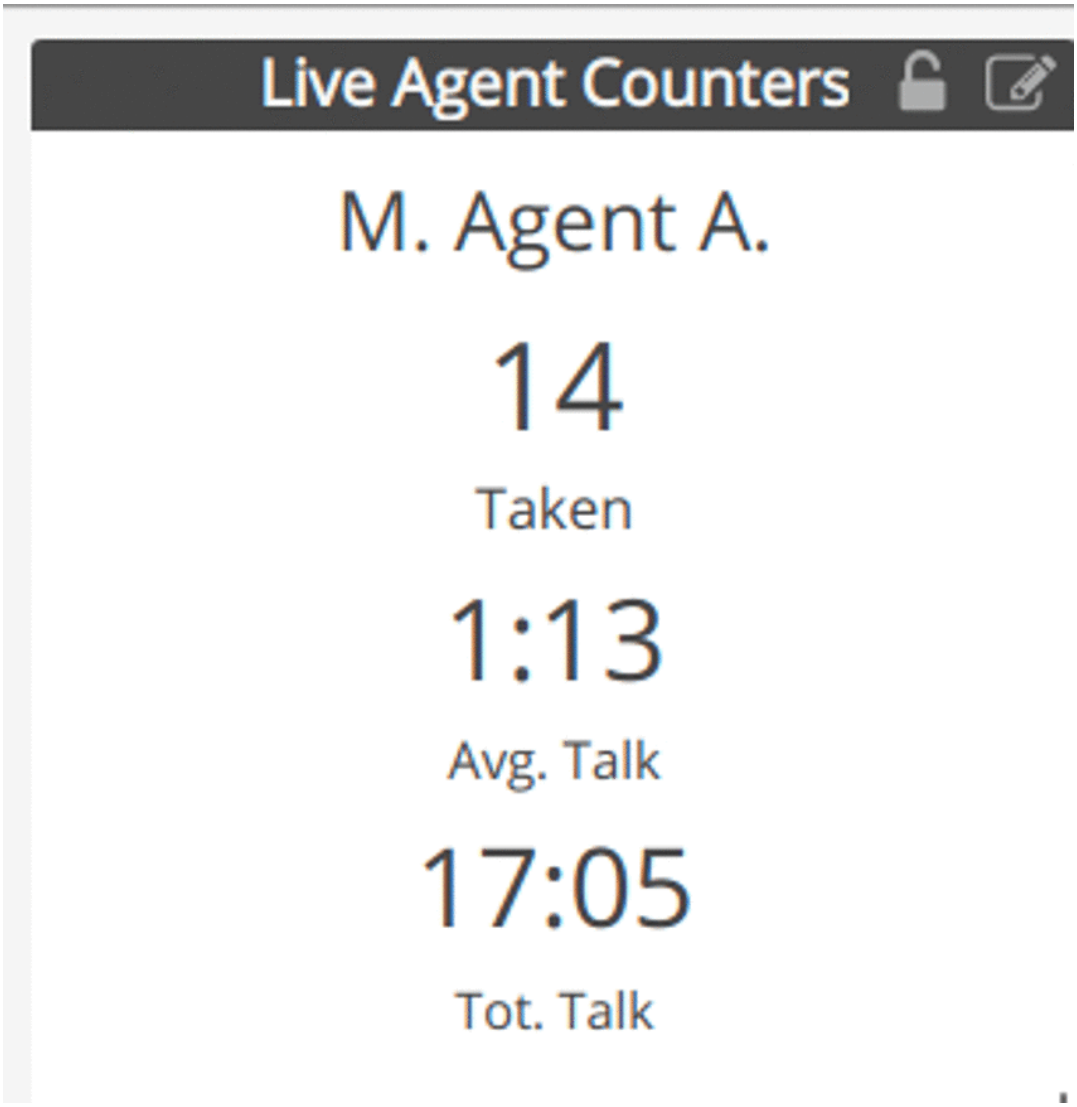
Available since	17.06
Name	N of Calls Answered
Shortcut code	IT04
Parameters	-
See also	

Composite Items

MI01 - Live Agents Counters

This Component is composed of three sections, each detailing a different information about an agent.

- The **Taken calls** is shown in the **uppermost part** of the component.
- The **middle part** of the component shows the **average talk time** value for the selected agent.
- The **bottom part** of the component will show the **Total talk time** for the selected agent.



The following properties can be modified:

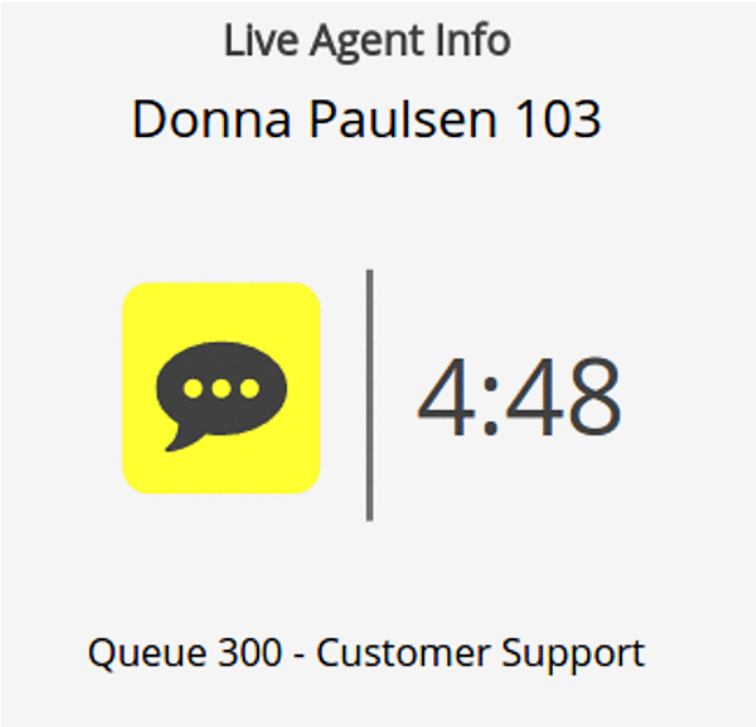
- **Title**: The title of the component
- **Taken Red alarm**: The expression used to trigger a **red alarm** on the number of taken calls (eg. >20)
- **Taken Yellow alarm**: The expression used to trigger a **yellow alarm** on the number of taken calls (eg. >20)
- **Avg. Talk Red Alarm *: The expression used to trigger a *red alarm** on the average talk time (eg. >20)
- **Avg. Talk Yellow Alarm *: The expression used to trigger a *yellow alarm** on the average talk time (eg. >20)
- **Tot. Talk Red Alarm *: The expression used to trigger a *red alarm** on the total talk time (eg. >20)
- **Tot. Talk Yellow Alarm *: The expression used to trigger a *yellow alarm** on the total talk time (eg. >20)

Available since	19.04.1
Name	Liva Agents Counter
Shortcut code	MI01
Parameters	-
See also	

MI02 - Live Agent Info

This Component is composed of three sections, each detailing a different information about an agent.

- The **agent's name** is shown in the **uppermost part** of the component.
- The **agent's state** is shown in the **middle part** of the component. To represent the agent's status there are different status badges. To read a description of the status you can hover on the status badge. Together with the status badge you will see a time counter, detailing how long the agent has been in that particular state.
- The **bottom part** of the component will show the **name of the queue** the agent is receiving a call from, if the agent is in a BUSY status. If the agent is on PAUSE, the **pause name** will be shown.



The following properties can be modified:

- **Title**: The title of the component
- **Pause Red alarm**: The expression used to trigger a **red alarm** on the pause time of an agent (eg. >20)
- **Pause Yellow alarm**: The expression used to trigger a **yellow alarm** on the pause time of an agent (eg. >20)

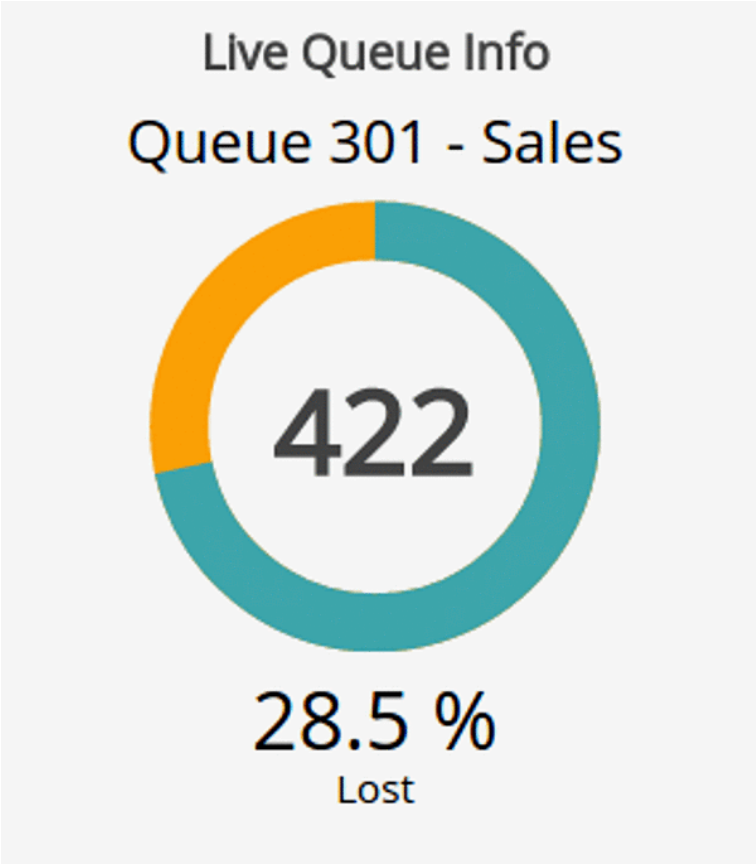
- **Call Red alarm**: The expression used to trigger a **red alarm** on the call time of an agent (eg. >20)
- **Call Yellow alarm**: The expression used to trigger a **yellow alarm** on the call time of an agent (eg. >20)
- **Idle Red alarm**: The expression used to trigger a **red alarm** on the idle time of an agent (eg. >20)
- **Idle Yellow alarm**: The expression used to trigger a **yellow alarm** on the idle time of an agent (eg. >20)

Available since	17.06
Name	Live Agent Info
Shortcut code	MI02
Parameters	-
See also	

MI03 - Live Queue Info

This Component is composed of three sections, each detailing a different information about a queue.

- The **queue's name** is shown in the **uppermost part** of the component.
- The **middle part** of the component is comprised of a circular panel detailing the number of **answered calls** on the selected queue.
- The **bottom part** of the component will show the percentage of **lost calls** on the selected queue.



The following properties can be modified:

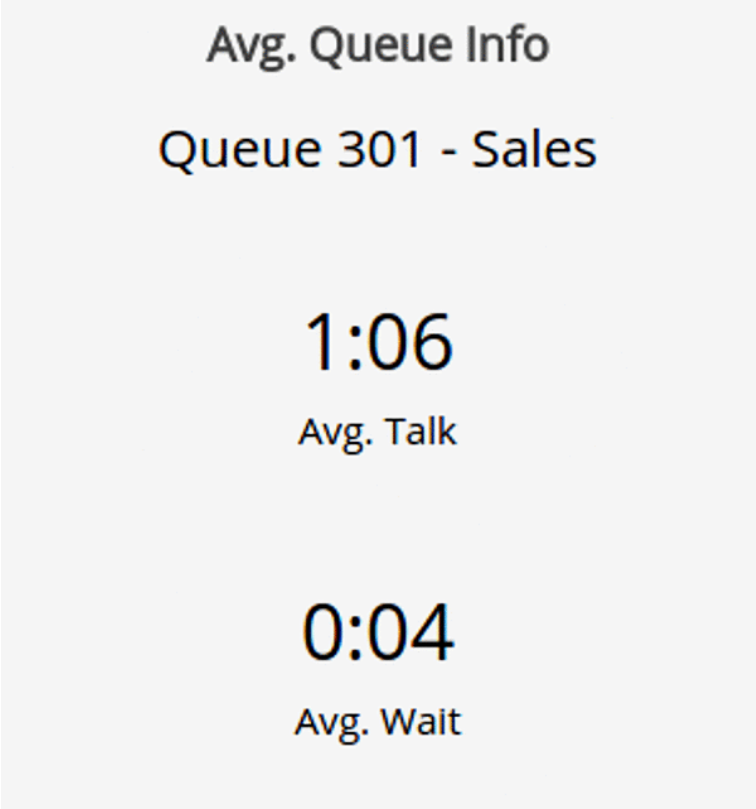
- **Title**: The title of the component
- **Red alarm**: The expression used to trigger a **red alarm** on the number of answered calls (eg. >20)
- **Yellow alarm**: The expression used to trigger a **yellow alarm** on the number of answered calls (eg. >20)
- **Color**: The color of the circular panel's stroke.
- **Secondary Color**: The secondary color for the circular panel's stroke.

Available since	17.06
Name	Live Queue Info
Shortcut code	MI03
Parameters	-
See also	

MI04 - Average Queue Info

This Component is composed of three sections, each detailing a different information about a queue.

- The **queue's name** is shown in the **uppermost part** of the component.
- The **middle part** of the component shows the **average talk** value for the selected queue.
- The **bottom part** of the component will show the **average wait time** for a call on the selected queue.



The following properties can be modified:

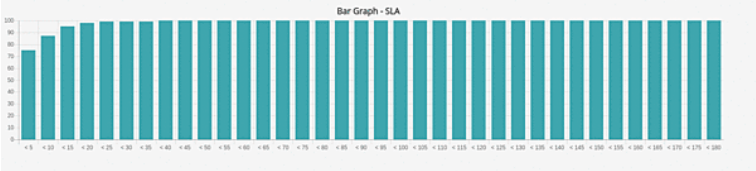
- **Title**: The title of the component
- **Talk Red alarm**: The expression used to trigger a **red alarm** on the average talk time (eg. >20)
- **Talk Yellow alarm**: The expression used to trigger a **yellow alarm** on the average talk time (eg. >20)
- **Wait Red alarm**: The expression used to trigger a **red alarm** on the average wait time (eg. >20)
- **Wait Yellow alarm**: The expression used to trigger a **yellow alarm** on the average wait time (eg. >20)
- **Color**: The color of the circular panel's stroke.
- **Secondary Color**: The secondary color for the circular panel's stroke.

Available since	17.06
Name	Average Queue Info
Shortcut code	MI04
Parameters	-
See also	

Charts

BC01 - Bar Graph SLA

This Component is a **Bar Chart** detailing the calls fulfilling of the setted SLA answering time requirements.



The following properties can be modified:

- **Title**: The title of the component
- **Color**: The color of the circular panel's stroke.
- **Yellow Line Limit**: A numerical value between 0-100 that set's the Y coordinates for a yellow limit line.
- **Red Line Limit**: A numerical value between 0-100 that set's the Y coordinates for a red limit line.

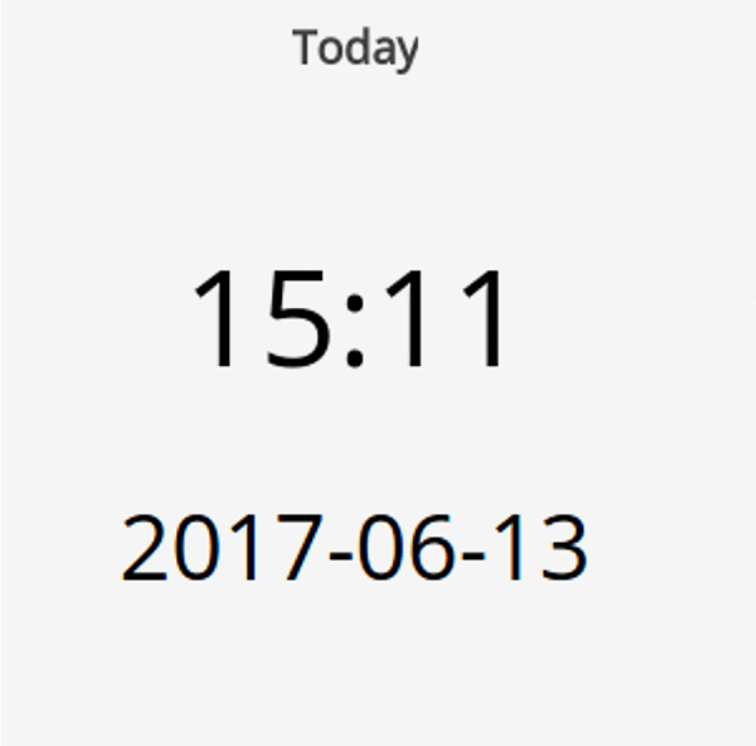
Available since	17.06
Name	Bar Graph SLA

Shortcut code	BC01
Parameters	-
See also	

Other

CL01 - Clock

This Component is a Clock component showing the current Date and Time.



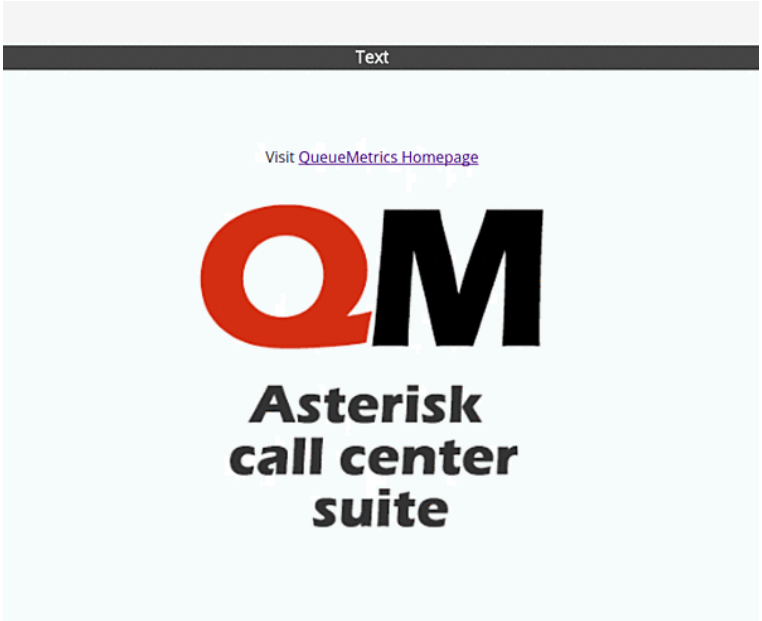
The following properties can be modified:

- **Title**: The title of the component

Available since	17.06
Name	Clock
Shortcut code	CL01
Parameters	-
See also	

TX01 - Text

This Component is a Text component showing a string of text. The string of text can be formatted in MD markup format, allowing the user to display images, gifs and links.



The following properties can be modified:

- **Title**: The title of the component
- **Text**: The text to display

Available since	17.06
Name	Text
Shortcut code	TX01
Parameters	-
See also	

Chapter 8. The real-time agent page

QM lets each agent have his/her own page, where they can see the current flow of calls they have just answered and launch external CRM web apps..

This is quite useful, because the agent can:

- see their own status, i.e. whether they're logged on or they've been disconnected;
- see their last calls, including information like Caller ID, duration and waiting times;
- see from which queue the call is coming, even if they lost the announcement message;
- launch external web apps - like CRM software - that might be automatically linked to the Caller-ID or other information input by the caller
- read the messages broadcasted to him
- start a new conversation calling a phone number
- have a subset of AGAW information
- track information about the current call on QA forms

Also, it is possible to use this page in order to:

- Log the agent on and off to Asterisk and/or a specific queue
- Pause and un-pause the agent, entering the pause activity code if needed
- Set the outcome code for each call

In order to use this feature, a user must be configured as having the same login as the Asterisk agent string (e.g., "Agent/101") and it must hold the key AGENT. Our suggestion is to use the same set of credentials the agent uses to login to the Asterisk system.

The new Realtime Agents Page

Since release 14.06 QueueMetrics includes a new real-time page based on movable resizable and draggable panels. The new page is available for agents holding the key NEWAGENTPAGE.

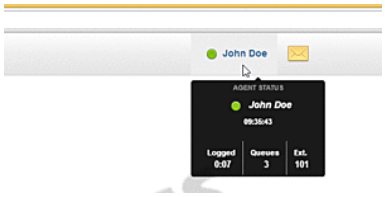
Using the new page has several advantages:

- Draggable and resizable panels for each main activity. This ensures only the options used by the agent are visible on the page.
- Integrated soft-phone, WebRTC enabled (currently working only on Chrome browsers and Asterisk11+Webrtc2sip or with Asterisk12) allows agents to receive and generate calls without an external SIP phone.
- Whole integration with an external CRM and/or other custom web pages.
- Easy login/logout and pause/unpause procedure.
- Per agent layout customization with sessions persistence.
- Keyboard shortcuts help to open/close most of the panels.

The first time an agent enters the real-time page he sees something similar to the below picture:



At the top of the page there is a menu bar. On the right side there is an icon representing a letterbox. By clicking on this icon the agent can show/hide a panel containing the most recent received messages. If the panel is not visible and the agent receives a new message, the icon starts blinking. The message panel could be accessed through Alt+9 keyboard shortcut



On the left side of the current agent name there's a tooltip, appearing via mouseover, that contains the agent session details. The agent status contains a bullet that defines the status of the agent with different colors, as per below scheme:

- black: the agent status is unknown. This could happen if the last agent activity is outside of the configurable analysis timer used by QueueMetrics to retrieve agent information.
- green: the agent is logged in on at least one queue
- purple: the agent is logged out from all queues
- red: the agent is currently paused

At the right side of the menu bar there's the dropdown menu shown in the below picture:



The dropdown menu allows the agent to access all the different panels:

- SoftPhone

- Call Status
- Call List
- Agent Logon
- Pauses
- Dialout

All the panels can be accessed by clicking on the associated menu row or through the keyboard shortcut combination key as specified in the menu (i.e. Alt+1 for softphone panel). If properly configured, the dropdown menu allows to select a web page that will be shown as background. This is the case, for example, of an external CRM page or Company intranet pages.

CRM Integration

Each time the call history changes, and if there is an URL associated to the call shown on top of the list, a new window will automatically be opened pointing to the specifig URL. This feature could be disabled modifying the value associated to the configuration key *realtime.agent_autoopenurl*.

URLs are passed to the Queue() command in Asterisk, or - if missing - they can defined in the QueueMetrics queue configuration as a default. If not present, the URL defined in the *default.crmapp* property will be used (make sure the *default.crmlabel* property is also defined). The URL can include a set of placeholders that are expanded with the details of the call being handled, as in the following table.

Placeholder	**Meaning**
[A]	The agent's numeric code, e.g. *101* for *Agent/101*
[X]	The agent's login extension
[U]	The call's Asterisk UniqueId
[S]	The Server ID (for clusters)
[Q]	The name of the queue
[T]	The timestamp of the call
[C]	The caller-id, if present
[D]	The DNIS, if present
[I]	The IVR Path, if present
[O]	The outcome code, if present
[P]	The position in the queue, if present
[M]	The number of attempts, if present
[TAG]	The call tag, if present. See the section called "Adding Tags to a call" [462].
[F:x]	If the call has a feature called *x*, the text of feature *x*; otherwise blank. See the section called "Adding Feature codes to a call" [463].
[FX:x]	If the call has a feature called *x*, it is set to *1*; otherwise *0*

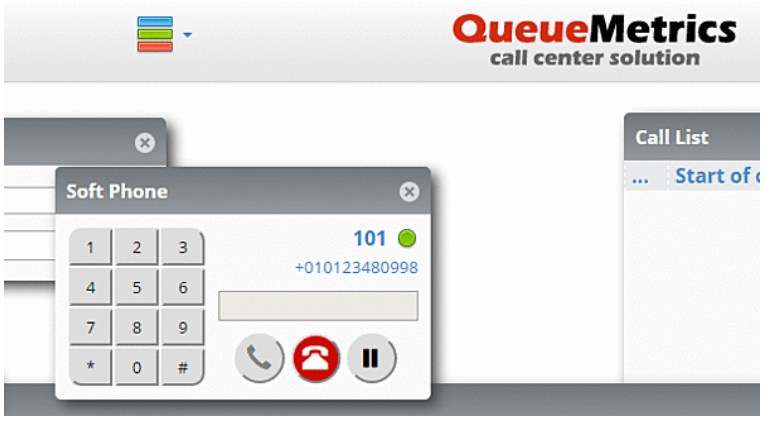
Placeholder	Meaning
[V:x]	If the call has a variable called *x*, the value of *x*; otherwise blank. See Custom variables.

The integrated soft phone panel

Keyboard shortcut: Alt+1.

The new real-time agents page integrates a softphone based on the JsSIP library. This softphone is expected to work witth all recent Asterisk releases (13+) and recent browsers.

The softphone automatically registers to the SIP/WebRTC server with the SIP credentials specified in the user administration page and a green bullet is shown in the softphone panel. The agent can start calls typing the number to be dialed then clicking on the "Start Call" button.



Each time the agent receives a call from the queue, the softphone pops up and the "Start Call" button blinks red. Clicking on the "Start Call" the agent could answer to the call. During the call touch tones could be sent by clicking on the dial pad provided in the panel. Since QueueMetrics 15.02 the softphone shows the callerId SIP username (usually this information matches the incoming caller ID).

For more information on how to configure the softphone, please refer to the section called “Configuring the new Real-time Agents Page” [293] and the section called “Configuring agents” [261]



The softphone uses the local PC microphone. Chrome security policies allow permanent use of the local microphone only for sites secured with HTTPS. Please make sure your QueueMetrics instance is running over secured HTTP and relax all security policies for the QueueMetrics URLs. This could be done by clicking on the shield located in the Chrome URL bar and selecting "allow not secure scripts for this site". Be sure to allow microphone usage for the QueueMetrics URL at the very first call.

Softphone settings

The integrated softphone uses a combination of **agent settings** and **system parameters** to fetch it’s own settings.

The settings that are available in the **Edit system parameters** page and in the **Explore system parameters page** are the following:

- default.connection_recovery_max_interval: Maximum time interval before attempting a reconnection in case of connection failure
- default.connection_recovery_min_interval: Minimum time interval before attempting a reconnection in case of connection failure
- default.no_answer_timeout: How long should a call ring with no answer before being hanged up.
- default.iceservers: List of STUN / TURN servers to use (e.g. stun:stun01.sipphone.com|stun:stun01.sipphone.com|stun:stun.fwdnet.net)
- default.websocketurl: URL for the web socket that the softphone uses to send data (e.g. wss://10.10.5.181:8089/ws)



These settings will be shared across all agents using the softphone and are not individually configurable.

The softphone settings that are individual for each agent are the following, and can be found in the Agent configuration page, under "Agents" in the Administrator homepage.

- WebPhone Username: the SIP username for the extension
- WebPhone Password: the SIP password
- WebPhone Realm: the SIP realm (eg: 10.10.5.181)
- WebPhone SIP Uri the SIP URI (eg: sip:200@10.10.5.181)
- Auto answer details if the softPhone should operate in auto answer mode (Default is no)

The AutoAnswer Feature, if enabled, allows the softphone to answer calls automatically. This applies only if there are no other active calls at the moment. If the agent is already on a call, and receives another call, this call will ring normally, regardless of auto answer being enabled.

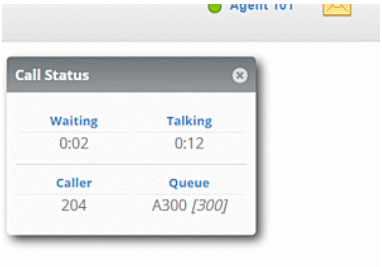
Users with the security key AUTOANSWER_PHONE can enable/disable the auto answer feature by clicking on the auto answer icon (Speech bubble icon). If the icon is green, auto answering is enabled, if it’s black auto answering is currently disabled.

Users that do not hold the security key cannot change the auto answer status, that will be decided by the administrator in the agent settings page.

The call status panel

Keyboard shortcut: Alt+2.

This panel reports a summary of current ongoing call.



The call list panel

Keyboard shortcut: Alt+3.

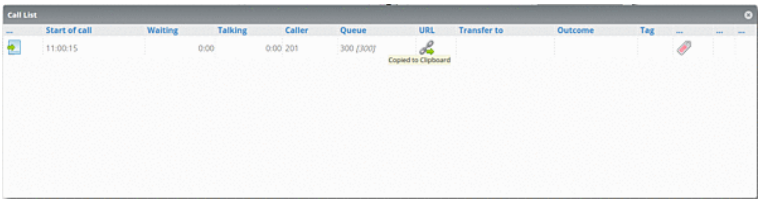
It reports the list of most recent calls. Each row is associated with a call. The agent could find, for each call, a set of clickable icons useful to open the URL associated to the call (if any) or to open the outcome or the QA form panel (see below).



Calls are chronologically ordered and the first row is yellow marked for live calls. The icon shown in the first column reflects the queue direction (inbound or outbound calls). Since QueueMetrics 15.02 the list reports also outbound calls that are not answered by the calleed (like the second call in the example below where the talking period is null). Since QueueMetrics 15.04 agents can schedule a redial for a specific call through WombatDialer integration. To do this, a recall scheduler panel can be open by clicking on the icons at the very right side of each call reported in the list. Since QueueMetrics 15.09 the list reports call tags and feature codes. When flying over the outcome column, a popup with optional notes associated to feature codes is shown. Since Queuemetrics 18.04 the list shows a column containing a list of all the variables that are attached to the call. To view the whole list of variables the user must hover above the text in the table cell.

Click & Copy to Cliboard

Since QueueMetrics 16.09 the agent page's call list supports clicking and copying caller IDs directly to the agent's clipboard. In order to do so, the agent must click on the caller field in his call list, a message should appear confirming the number has been copied to his clipboard.

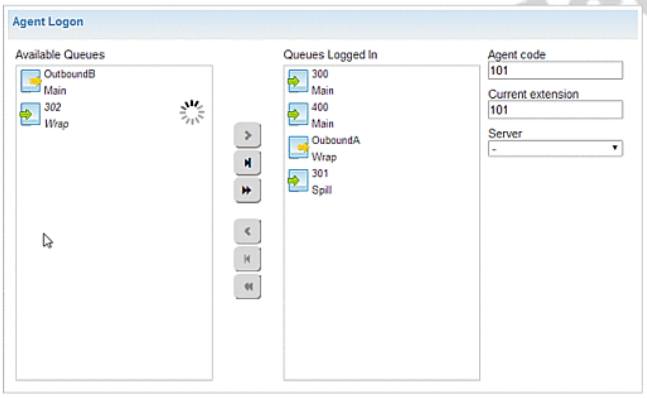


Agent logon panel

Keyboard shortcut: Alt+4.

The Agent logon panel is used to handle the login and logout process. The panel reports two lists of queues. On the left side there is the list of queues where the agent could login; on the right side there is the list of queues where the agent is already logged in. To login/logout to a queue or a set of queues, the agent must select the queue(s) from the correct list then click on the proper button located in between the lists. Based on the direction defined by a set of *arrows* on each button, the login (from left to right)

or logout (from right to left) process is performed. The agent can login/logout on all the assigned queueues or on all the available queues with a single click through the arrow/line or double arrows labeled buttons.



In order to login/logout, the agent must compile the Agent Code and the Current Extension fields (available in hotdesking mode). If not properly specified, the fields will be marked red and no login/logout processes are triggered. The Agent cannot change their Agent Code and Current Extension fields if already logged on a queue (this feature may be disabled setting a specific configuration key, see Appendix C, *System preferences* [441] for realtime configuration parameters).

If the underlying PBX platform does not allow log-on by queue, then only a queue named "All Queues" will be shown and agents will use it to switch on/off.

The Agent logon panel lets the agent switch between multiple servers (only for cluster mode).

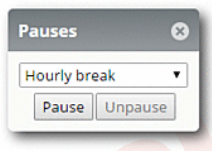


Since QueueMetrics 16.09, if the system property realtime.assertExtensionNotInUse is set to "True", QueueMetrics will check if the selected extension is being already used on every queue the agent has visibility for, as opposed to checking only the queues where the agent was a member (previous versions).

Pauses panel

Keyboard shortcut: Alt+5.

The Agent can pause and unpause itself by selecting the appropriate pause code from the dropdown list then clicking to the Pause button. The Agent can teminate the pause by clicking on the Unpause button.



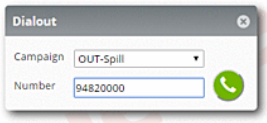


A pause can be associated to an undefined code only if specified by a configuration key set, otherwise the agent must always specify an appropriate pause code before clicking the Pause button.

Dialout panel

Keyboard shortcut: Alt+6.

The dialout panel is used to start a call through an outbound queue. The dropdown in the panel reports only the outbound queues where the agent is already logged in.

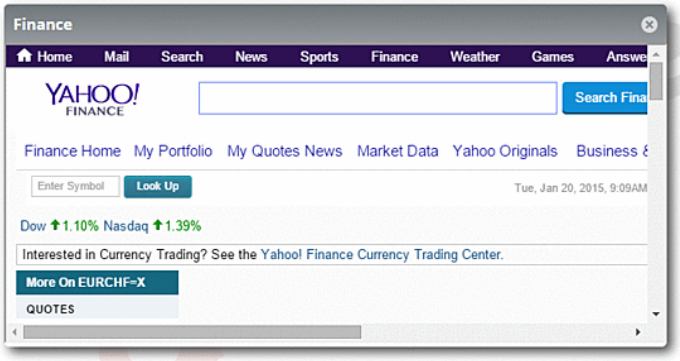


An agent can start a call by typing the number in the text field, then selecting the appropriate outbound queue from the dropdown and clicking on the "Dial" button. If the softphone panel is enabled it will pop up with the "Start Call" button blinking red. The Agent must click on this button in order to start the call.

Custom Web panel

Keyboard shortcut: Alt+7.

The custom web panel is used to embed a user defined external website or custom intranet pages. The panel is refreshed each time it's selected and/or moved. Target for this panel is to allow integration with custom implemented indicators and/or messages. For complex external pages, or for pages where spurious refreshes should avoided, please use the custom background (see below) instead of this panel.



The panel is optionally enabled by modifying the configuration keys realtime.agent_webpanel1_url and realtime.agent_webpanel1_label located in the configuration.properties file.



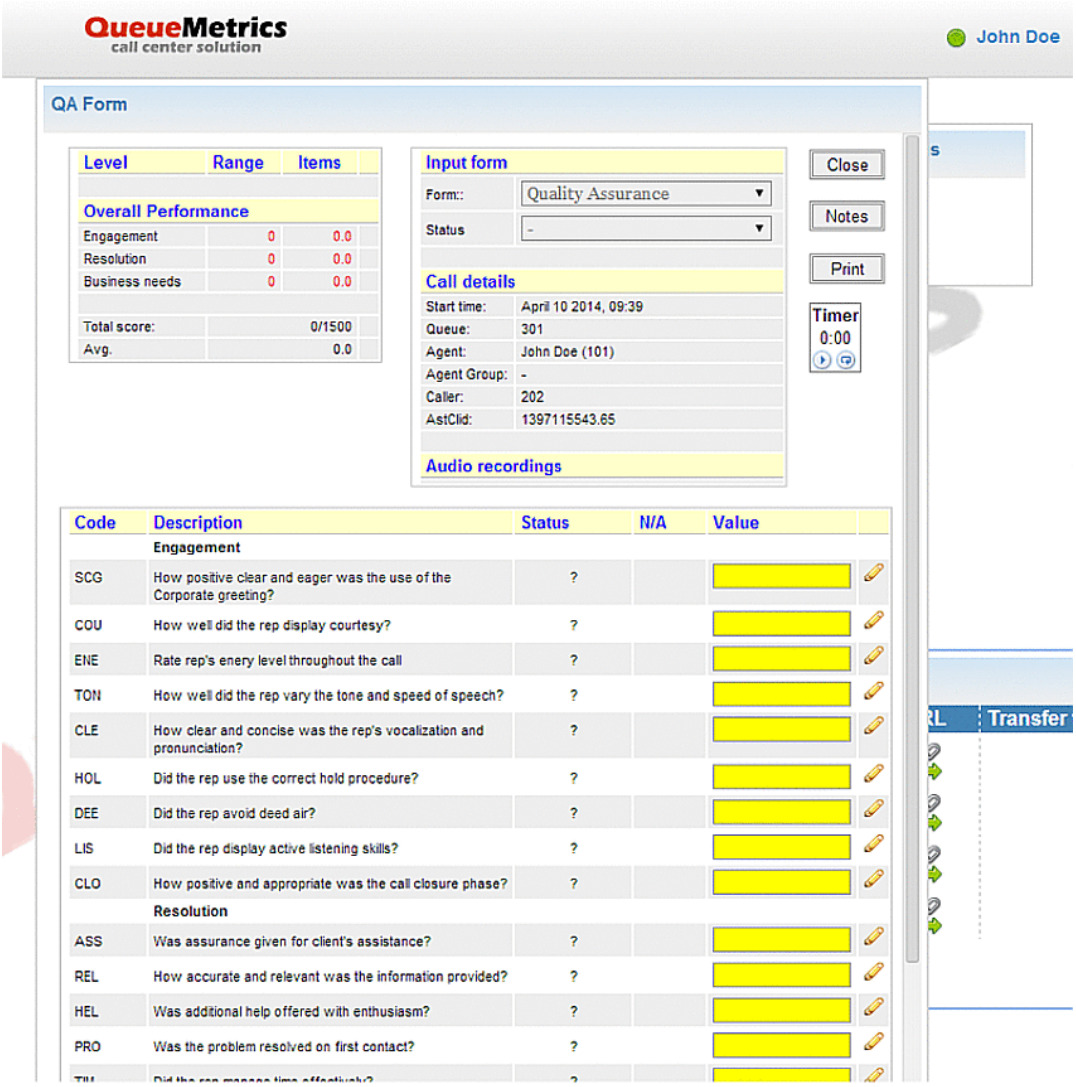
For technical reasons is not possible to handle keyboard shortcuts if the current keyboard and mouse focus is associated with this panel. It's recommended to click on a different panel or the menu bar in order to take the focus before using again keyboard shortcuts.



When QueueMetrics is operating by an HTTPS secured server, be sure to provide the panel contents too over HTTPS, or instruct the Agent browsers to allow mixing unsecured HTTP contents on secured pages.

QA Form panel

QA grading is available through the QA form panel by clicking on the proper icon associated to the call list for a specific call. This panel is the exact copy of the "old" QA form panel so the Agent can still perform every action available through the old form.



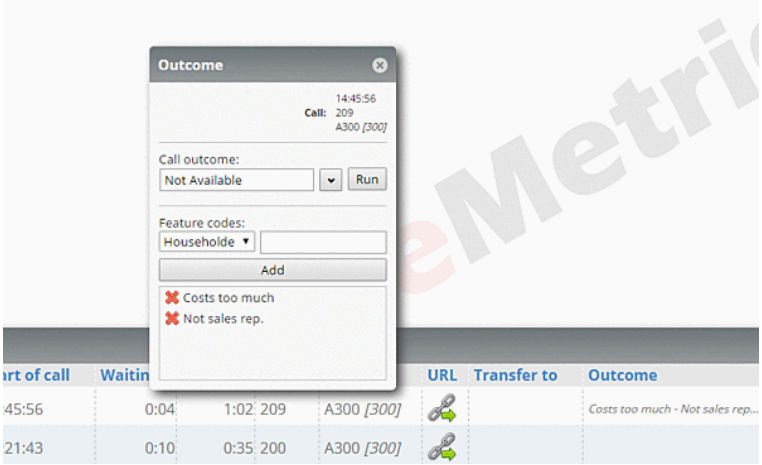


QA grading is enabled only for agents holding the security key QA_TRACK

Outcome code panel

Each call can be flagged by an outcome code and, if the enabled, by a set of feature codes. This could be done through the outcome panel reachable by clicking on the related icon in the call list panel. To assign an outcome code, the Agent should select it from the dropdown, then click on the *Run* pushbutton. If feature codes are enabled and available, they are shown in the lower part of the dialog. Available feature codes, associated with current assigned outcome, are shown in the dropdown. To add a feature code, a

user should select it from the dropdown list, add an optional note on the textbox placed on the very right side, then press *Add* button. As soon as the feature code has been added, it will be shown in the list on the lowest part of the dialog. Each feature code has its own red cross mark that can be used to remove the specific feature code by clicking on it. Multiple feature codes can be added to a single call. If same feature code is added several time to a specific call, only the last version will be shown in the reports.





The feature code sub-panel is not shown if not enabled by system configuration. For more documentation, please see *Asterisk interactions* on Appendix IV Appendix C, *System preferences* [441]



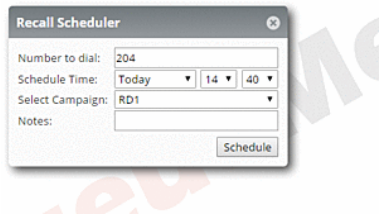
The outcome panel is enabled only for agents holding the security key USR_OUTCOME



The outcome panel, if enabled, is available only for a certain amount of time. The default is 1800s (30 minutes) after the call is ended, but it can be edited by changing the value of default.callStatusTimeout in the configuration.properties file or in the "Edit system parameters" page in QueueMetrics.

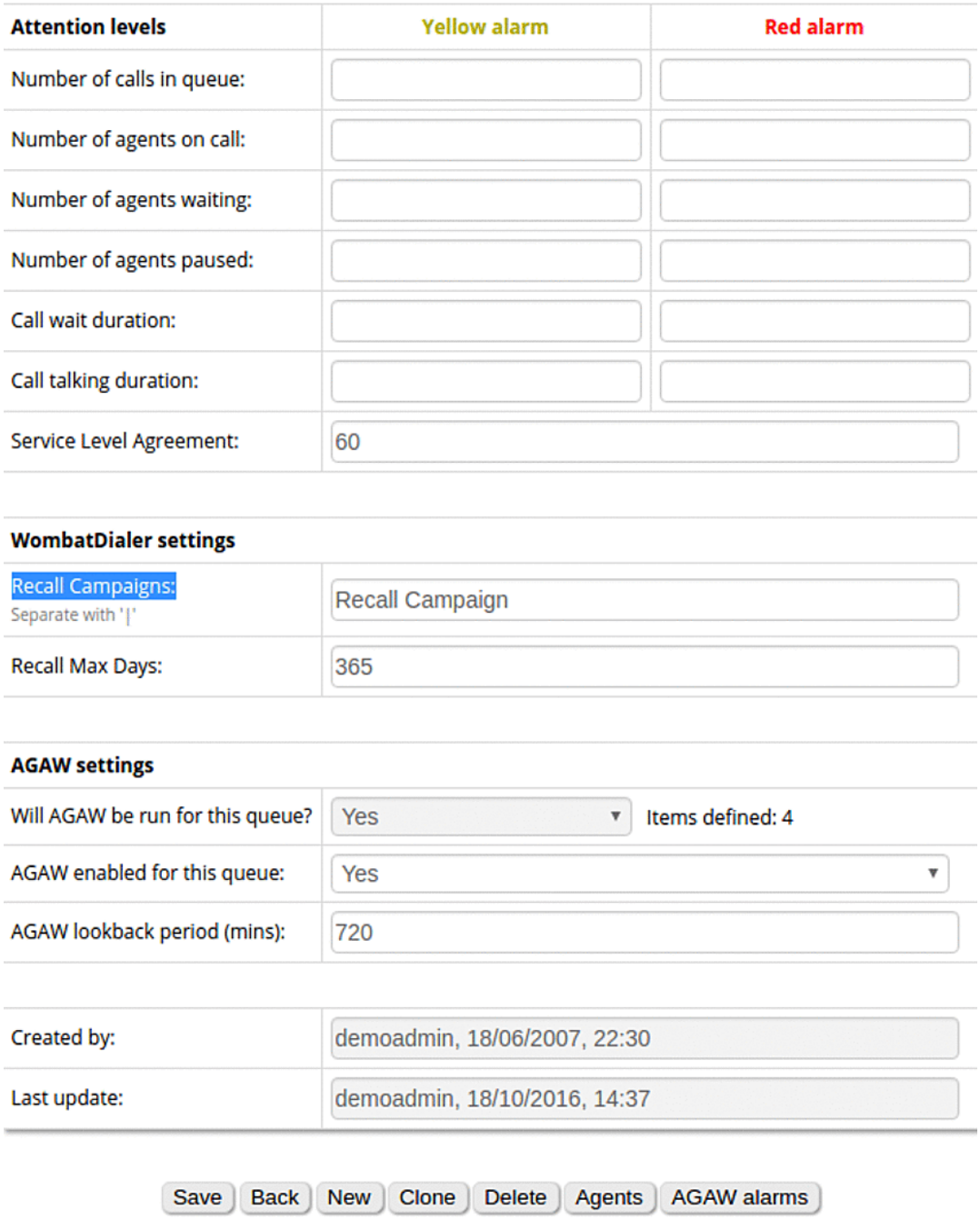
Recall Scheduler

If WombatDialer is available and the queue is properly configured, agents can ask for a redial on a specific call by mean of this dialog. Scheduling a recall is done by selecting the number to be dialed (this field is already populated when opening the dialog, but can be changed by the agent if needed), the scheduling time and the WombatDialer campaign. An optional note can also be added; notes will be sent to the WombatDialer toghether with the rescheduling information.

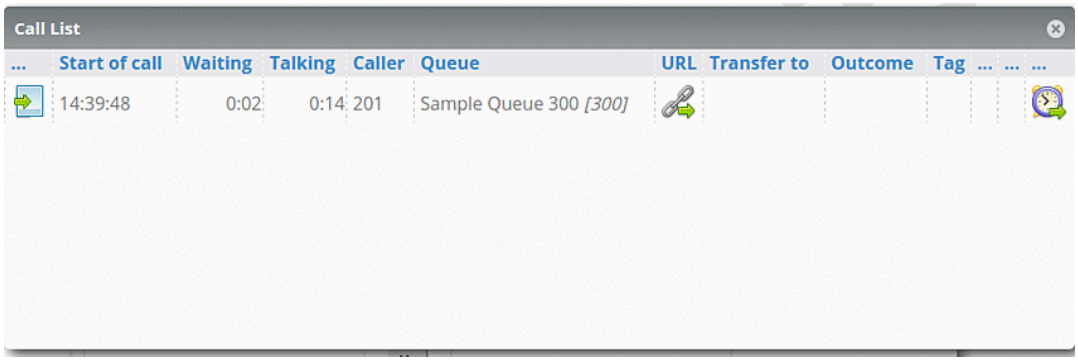


To setup the Recall Scheduler, QueueMetrics needs some information regarding the WombatDialer instance. They can be set in the system configuration as explained in Outbound dialer configuration the section called “Outbound dialer” [330] .

When these parameters are set, in the Edit Queue section, an administrator can specify the name of the WombatDialer campaigns that will take care of the scheduled recalls, under the "Recall Campaigns" field (multiple campaigns must be separated by the "|" pipe symbol.



If everything has been set up correctly the agent will notice, on the call list panel, an alarm clock icon that, if clicked, will open the Recall Scheduler Panel.



Custom Backgrounds

The background of the working area in new real-time page can be customized with up to tree different URLs pointing to external websites. Each background can be selected by clicking on the left dropdown menu and/or through the keyboard shortcuts ALT+B (for the first background) or ALT+Q or ALT+W (for the second and the third background). The first background is something different from the other two backgrounds because it's aimed to be used by an external CRM subsystem. If properly configured, each time an Agent answers to a call, the first background is automatically selected reflecting the information associated to the new call. This is useful for retrieving information about the caller. The Agent can promote the first background to be placed on top of the panels through the keyboard shortcut ALT+0. Reverting to the normal operation is accomplished by clicking on the menu bar in the area located between the left menu icon and the QueueMetrics logo.



For technical reasons is not possible to handle keyboard shortcuts if the current keyboard and mouse focus is not associated with a panel but with the background. It's recommended to click on a panel or the menu bar in order to take the focus before using keyboard shortcuts.



When QueueMetrics is operating by an HTTPS secured server, be sure to provide the background contents too over HTTPS, or instruct the Agent browsers to allow mixing unsecured HTTP contents on secured pages.



Since many Web Pages don't allow framing for security reasons, QueueMetrics can be set up so that it will load your CRM in another page or tab. To enable this feature set the agent.openUrlInPopup property to "true" in the configuration.properties file or in the "Edit System Parameters" page in QueueMetrics.

Default Extension

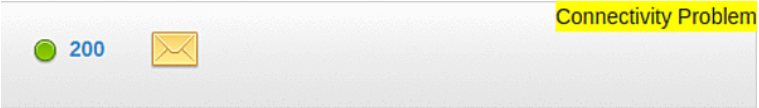
Since QueueMetrics 16.09 the Agent Page keeps track of the last extension the agent was logged in with, regardless of any default extension (Current Terminal in the "Edit Agents" page) setting that has been specified. When an agent logs into Icon, the Queue Login Panel presents the agent with the last extension he used on a queue.

Resolving agent page issues

Connectivity and Session Warnings

The Agent Page will notify the agent if any connectivity or session issue arises, by showing a warning message in the top-right of the screen regarding the nature of the error.

Yellow Warning (Connectivity Problem)



If this message is displayed Icon may be experiencing connectivity problems with the QueueMetrics Server (e.g. lost internet connection). During this time Icon will try to restore the connectivity by polling the main server; if successful the warning will disappear on its own.

Red Warning (Session Problem)



If this message is displayed the agent session has expired for some reason (e.g. a server restart). When this message is displayed Icon will let the agent finish any current calls but it won't allow him to perform any other action without logging in again first.

This warning will not dissapear on its own, and the only way to restore functionality in case of a Session error is by relogging into the server. Clicking on the warning Icon will prompt the agent to the login screen.

Help! my agent page is not refreshing!

If your agent page does not seem to refresh when something is supposed to happen, this may be caused by three different causes:

- the action you expected to happen has not actually happened, or QM was not notified it happened
- the action happened at the wrong time (e.g. seemingly in the past or in the future)
- the action happened for the wrong agent

In order to diagnose these kind of issues, you need to open a second browser window displaying the database tester page - see the section called "Using the DbTest Diagnostic Tools" [306]. On this page, you will see the latest records coming in from the PBX, and you will see a value called Time Delta that shows how old are the latest records that came in. You would expect Time Delta to be zero if you have any new records coming in and the clocks of the PBX and of the server are aligned.



In order not to drown in a deluge of log entries that make it impossible to understand what is happening, make sure that you run these tests on a system that is not being actively used, e.g. off hours.

An example of the first kind of issue, **action not happening**, is when you try logging on to a queue but the agent page keeps showing a "spinning" icon and then the queue goes back to not logged in. If you force a page reload, the queue is shown as not logged in. By looking at the database inspector, you can see if any log is generated (in which case, see case "wrong agent" below) or if no log is generated at all. In this later case, you have an issue with the way logins (and actions in general) are performed, maybe an incorrect setting of the AMI or a missing dial plan entry.

An example of the second case, **wrong time**, is when you see records being sent but time delta tells you they happened in the past or in the future. The agent page keeps asking for events that just happened, so

if they happened in the past or they will happen in the future, the page does not know that there is new information and so it won't reload.

You can see if you have a reload issue because if you force a reload by pressing F5, the page will display correct information. You may also notice this case because call durations, as observed from the wall board or the real time page, are either too long or too short, but will be correct on reports.

To fix this issue, make sure that the clock on the PBX and the clock on QueueMetrics are aligned to a sub-second difference.



To keep clocks in sync, the easiest thing is to have them synchronized automatically using a public NTP server - this is nowadays supported by all servers and PBX manufacturers.

An example of the third case, **wrong agent**, happens when for some reason the agent page is looking at the wrong agent codes coming in on the logs. This may happen if your configuration is incorrect and for example the agent page is looking for a SIP agent but the actual logs contain PJSIP. While the result of the analysis is a bit more forgiving (so when you force a reload by F5 it may look correct), the agent page, for efficiency reasons, requires exact codes to be matched.

To understand which codes are required, you may manually add a parameter to the page URL: `dbgPoll=1`, so that your agent page URL looks like `http://queuemetrics.server/queuemetrics/qm_agentpage2_load.do?dbgPoll=1`. This will force a reload of the page; at this point open up the browser console (it works better in Chrome) and look for entries like:

```
On polling query ActivePollingReq{agentCode='1742', serverId='', part='P001', pres
 response: AgentState{stateUpdated=false, currentServerTst=1613237286, max_tst=161
 took 19ms
 Server: current time is ahead of requested minTst: 35s.
 Server max_tst is ahead of requested minTst: 0s.
```

From these records you can see:

- the list of agent prefixes that was requested to the server (parameter `channels`). They must match the agent field of any new logs coming in for the agent.
- the minimum timestamp that should be checked for new data to trigger a reload.
- how long the service took from the point of view of the client.
- whether a full analysis was triggered or not (stateUpdated equals to true), also visually enhanced with a prefix `[UPDATE]`.
- the current time on the server and the current known maximum timestamp for agent data.

Self-service agent reporting

It is now possible to allow agents to run specific reports directly from the agent page. These new features are available as of QueueMetrics version 12.10 and are already enabled for the included sample agents. In order to configure other agents having the same functionalities available, the following steps need to be implemented:

- Assign a queue (or a set of queues) to the agent

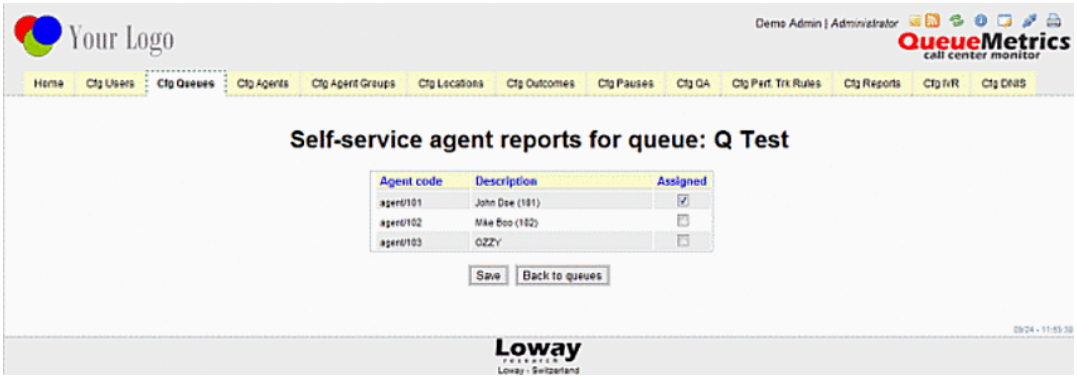
- Assign a new report to the agent
- Assign the SSAREPORT key to the agent

1. To assign a queue to an agent, select *Edit queues* from the Home page, select the *Assign reports to agents* icon, select the check-box next to the chosen agent. Save to confirm.

2. To assign a report to the agent, select *Edit reports* from the Home page, select the *Assign reports to agents* icon, select the check-box next to the chosen agent. Save to confirm.

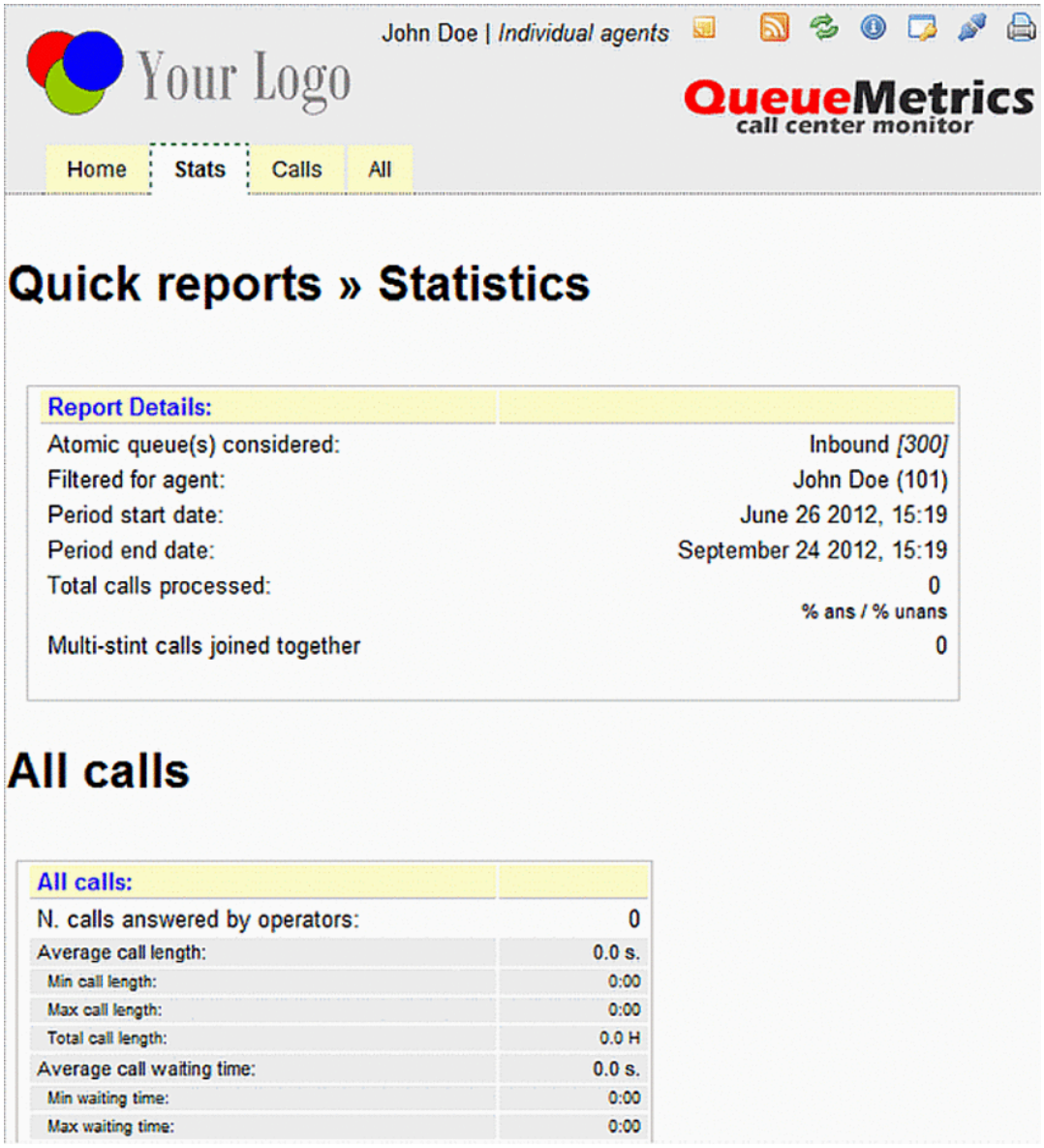
3. To assign the SSAREPORT key to the agent, select *Edit users*, select the *pencil* icon, add the key to the *User keys* field. Alternatively, it is possible to assign the SSAREPORT key to all agents by editing the agents class by selecting *Edit users* from the Home page, select the *Show classes* button, select the *pencil* icon of the *Agents* class and add the SSAREPORT key in the *Keys* field.

This new block of reporting functions is made visible for agents by enabling the SSAREPORT key within the user configuration/administration page (*Cfg Users* tab), which can be reached by selecting the *Edit users* link form the main QueueMetrics administrator Home page. An agent can run a report based only on the queues and reports assigned to him/her. To assign queues to an agent you have to select the *Edit queues* link from the QueueMetrics administrator Home page and select the *Assign reports to agents* icon next to the queue you want to assign. This will take you to the page where you can simply assign the queue to the chosen agents.



When assigning reports, the same criteria applies as assigning queues, where we access the report configuration page from the *Edit reports* link on the administrator Home page. Selecting the *Assign reports to agents* icon takes to the page where you assign the selected report to each agent.

An administrator can also assign the maximum amount of time that an agent can have available, when viewing historical reports from the agent web page. The key *default.ssarMaxReportPeriod* is defined within the *configuration.properties* file. If this key is not present within this file, then the default time is 15 (days).



When an agent runs a report, the agent does not have a *Search* button enabled, so s/he is not able to access any kind of Custom Reports.

Gathering call information through agent-side QA forms

QA forms - described in detail in Chapter 13, *Advanced tracking of agent and grader performance* [363] - can be used on the agent's page in order to gather generic information about the current call. They may act as a kind of embedded database of calls that is accessible for reporting within QM itself.

In order to turn on the filling of QA forms by agents, you need to:

- Make sure your agents hold the `QA_TRACK` security key. You might consider adding it to the Agents class.

- Create special QA forms to be used by agents. You can use security keys to make sure that your agents have access only to the forms they are supposed to see, versus forms used for "proper" QA tracking by QA specialists
- Create form items made of multiple-selection or "Yes/No" questions
- In agent’s forms, all or most questions will be non-scoring, as you are gathering information and not evaluating an agent’s behavior
- QA forms can have multiple sections that turn on or off based on the answers to other questions. Questions can also be made optional.
- You can associate free-text comments to QA items by clicking on the pencil icon on the right-hand side of the question

Chapter 9. QueueMetrics Users

Default users

The following users come pre-configured in the default database.

Table 9.1. Default QueueMetrics Users

Login	Password	Enabled by default?	Explanation
demoadmin	demo	Yes	The sample admin user
demouser	demo	Yes	The sample CC manager
demovisitor	demo	No	A sample visitor
demosupervisor	demo	No	A sample supervisor
robot	robot	No	A sample robot
webqloader	qloader	No	Access point for Uniloader
Agent/101	999	Ye	A sample agent
Agent/102	998	Yes	Another sample agent

Make sure you change their default passwords before letting users access QM!

Please note that some users are present but NOT ENABLED by default with the default database schema supplied with QM. You need to enable them manually if you need them.

Using Supervisors

A supervisor, for what QueueMetrics is concerned, is a user holding the key SUPERVISOR. One such user has the ability to be assigned to the known agents as their supervisor and to run a report with the additional criterion of filtering the results for all agents he is the supervisor of. This will work in much the same way as the current Location reporting.

On the main page and on the Custom report analysis, if a user is a Supervisor, he will have an additional option: "Run the analysis for my competency". This option will at the moment be mutually incompatible with Location filtering (if both are chosen, an error will be shown). The analysis will proceed as usual.

In the real-time page there will be a new toggle button "Competency" to filter agents by the competency. Even in this case the filter may not be used together with Location filtering.



For security reasons, this user must be manually enabled in the standard database.

Using an external auth source for QueueMetrics

QueueMetrics can accept an external authentication source. By using a simple JSON/XML-RPC/ LDAP interface, it is possible to write third party scripts that are able to authenticate against a chosen authentication system (e.g. Kerberos, a Microsoft domain server, etc).

Overview

When an user logs in to QueueMetrics, QM checks to see if there is an auth source defined . QueueMetrics will execute a query to that third-party server passing along the user-id and the password given for authentication, plus a given service-id that will be defined in the configuration file.

The server will respond passing along a fixed set of data:

- An auth response (see below)
- A set of login information for that user (e.g. real name, email)
- The current class and user keys for that user

If the class passed along is empty, only the user keys will be computed. If the class is not empty, it will be searched by name on the QueueMetrics storage and it will be loaded. Trying to load a non-existent class will result in auth failure.

The auth server may return four different responses:

- `S`: Access successful allowed
- `A`: Access allowed with supplied user data
- `F`: Access is forbidden
- `D`: Access is fully delegated to QM

The following table explains the relationship between those states:

	Auth OK	**Auth KO**
User data on auth server	AUTHORITATIVE	FORBIDDEN
User data on QM	SUCCESSFUL	DELEGATED

If auth is **SUCCESSFUL**, the local QM database is checked for that user name. If such a user is present, the user details, class and key information are loaded from QM. If such a user is not present, the details are taken from the ones supplied via XML-RPC.

If auth is **AUTHORITATIVE**, the details are taken from the ones supplied via RPC. Then they are copied to the local user database (with a random password) so that although the user cannot login manually, it is possible to decode the user name for all logged operations (e.g. Updating a queue). If a user with the same name is present, credentials are forcibly updated with the authoritative credentials.

The following values are implied in authoritative replies:

- Enabled = yes

- Masterkey = no

The actual user data sent by the auth server is only read by QM in case "A"; otherwise it's ignored, whatever is passed.

If auth is **FORBIDDEN**, no other check is done and the user is rejected access.

If auth is **DELEGATED**, the standard QM logon procedure is done; so the remote auth source is basically telling QM to repeat the log-on process as if there was no external auth. This way, you can first check on the remote system, and you delegate any failing user to QM, so you have a mix-and-match situation.

The whole procedure is totally transparent to the user, so they do not need to know which is the authority that grants or denies access.

Driver: JSON

By setting the properties:

```
auth.externalSource=json
auth.jsonServerUrl=https://myserver.....
auth.jsonPost=false
auth.verboseLog=true
default.authSystemId=sys1
```

A request will be sent to the URL specified, with a JSON payload in parameter `query`, as below:

```
{
  "login" : "demoadmin",
  "password" : "password",
  "systemId" : "sys1"
}
```

The result must have the following shape:

```
{
    "response": "A",
    "realname": "John Doe",
    "email": "john@home",
    "classname": "AGENTS",
    "keys": "A B C"
}
```

In the case of "A" (Authoritative) you need to fill all parameters, while in all other cases the `response` will be enough.



You can test JSON auth by using ready-made answers, as in: https://github.com/Loway/OpenQueueMetricsAddOns/tree/master/json-auth-examples

Driver: LDAP

The LDAP driver lets you query an external LDAP server; you define both the server and the user query to be checked.

```
auth.externalSource=ldap
```

```
auth.ldapServerUrl=ldap://ldap.forumsys.com:389
auth.ldapBind=cn=${login},dc=example,dc=com
auth.ldapFailureDelegates=true
```

In the bind query and the server URL, you can use the following placeholders:

- `login`
- `password`
- `systemid`

As we do not read a full profile from LDAP, at the moment the only positive auth will be SUCCESS - so a user with the same name is supposed to be present in the database.

If the auth fails, we check `auth.ldapFailureDelegates`: if true, auth fails with DELEGATES; if false, as default, it is FORBIDDEN.

Driver: XML-RPC

This driver is obsolete, see the XML-RPC manual for more details.

```
auth.externalSource=xmlrpc
default.authRpcServerUrl=http://myserver/auth-xmlrpc
```

Automating statistics download: the ROBOT profile

It is sometimes desirable to obtain a snapshot of the reports QueueMetrics produces at a given moment in time for future access or for uniformity of comparison. You may, for example, want to store on disk a snapshot of the current daily activity every day at 19.00, fur future reference.

The ROBOT profile was thought for this purpose: automating access to the wealth of statistics that QueueMetrics is able to provide.

To set this up, first make sure that you have at least one user holding the key ROBOT that is used for remote access. A sample user called *robot* password *robot* is provided in the sample database that ships with QueueMetrics.



For security reasons, this user is present in the default database but it must be manually enabled.

Point your browser to the QueueMetrics server with a URL like the following:

```
http://server/queuemetrics/qm_rep.do?
user=robot&pass=robot&queues=q1&period=t0
```

will download today's report - the full version - for queue "q1", while the following one

```
http://server/queuemetrics/qm_rt.do?user=robot&pass=robot&queues=q1|q2
```

or, for the ajax based page version

```
http://server/queuemetrics/qm_rt_ajax.do?
user=robot&pass=robot&queues=q1|q2
```

will download the realtime page for queues "q1" and "q2", and

```
http://server/queuemetrics/qm_wab.do?user=robot&pass=robot&queues=q1|
q2
```

or, for the ajax based page version

```
http://server/queuemetrics/qm_wab_ajax.do?
user=robot&pass=robot&queues=q1|q2
```

will download the realtime wallboard for queues "q1" and "q2".

It is then easy to automate this behaviour using an automated downloader, like for example the *wget* command in the Unix environment.

The following web parameters are accepted by the qm_rt (realtime page) and qm_rep (report page) generators:

Parameter	**Notes**	**WAB**	**RT**	**REP**
user	The user name. Mandatory.	X	X	X
pass	The user password. Mandatory.	X	X	X
logfile	The log file to use (with full path). If not defined, the default one will be used.	X	X	X
queues	One or more queues to be analyzed. Use the pipe symbol to separate multiple entries. Use the Asterisk name for each queue.	X	X	X
reportname	The wanted dynamic report name. If this parameter is not specified, the default report will be shown. If the report name contains special characters, they should			X

Parameter	Notes	WAB	RT	REP
	be properly encoded (for example with %20 for spaces)			
period	The time period to use. Composed by a single letter plus the number of days to report about. t0: today - t1: yesterday d1: last 24hrs - d2: last 48 hrs			X
filter	A single agent's name, like Agent/123, that will be used a s a filter for the analysis.			X
t_from	Initial time, expressed in the format yyyy-MM-dd.HH:mm:ss, e.g. 2006-01-03.12:00:00.			X
t_to	Ending time, expressed in the format yyyy-MM-dd.HH:mm:ss, e.g. 2006-02-04.03:00:00.			X
reloads	Always set to 1 if the session is to generate a reloadable page. Do not use for general report extraction.	X	X	

If you run a report, a time interval must be specified, i.e. you have to supply either a "period" or a "t_from"/"t_to" couple.

In addition to the key ROBOT, your user will need the key QUEUE_AN for reporting and REALTIME for realtime monitoring.

Generate PDF and XLS reports and send them by e-mail

By using the ROBOT profile is possible to generate PDF and XLS reports and send them to a list of e-mail recipients. The report parameters, like queue, period, report set and the list of recipients should have been already defined in the Report ExportConfiguration pages the section called “Report ExportConfiguration pages” [287].



To generate the PDF and XLS reports the ROBOT user should hold the USR_REPORTS_EXPORT key and all optional security keys assigned to each export job.

You will usually run these jobs automatically by setting up a Scheduled job the section called “Scheduled Jobs Configuration page” [288], though you can have reports generated on-demand by downloading the following URL (you will probably use `wget` or a similar tool, and will script this as a cron job so that it will be run daily or weekly):

```
http://server:8080/queuemetrics/qm_export_stats_run.do?
username=robot&password=robot&exportId=X
```

where the exportId *X* parameter is the job number identifier that could be found on the Report ExportConfiguration pages the section called “Report ExportConfiguration pages” [287].

The server generates the required report and send it to a list of recipients. It also returns a copy of the generated document.

If you don’t want QueueMetrics to send e-mails but just need to retrieve the file, avoid configuring any e-mail recipients.

If there is an error during the document generation or e-mail sending phase, then an error message is returned instead.



Please note that the some configuration settings are required for QueueMetrics when sending e-mails. Further details could be found on the System Preferences Appendix C, *System preferences* [441]. We suggest turning on SMTP debug when sending your first e-mails to understand what is going on, or use the SMTP debug page at SMTP test the section called “Testing email delivery” [309] .



As QueueMetrics has no way to know which language you want to use for the report, and the character set to use in it, make sure that you set the parameters *default.language* and *default.country* to the correct values.

Setting up a self-service wallboard



The information here is obsolete - see Running a wallboard in kiosk mode the section called “Running in kiosk mode” [192] instead.

By using the ROBOT profile in conjunction with reloads=1, it is quite simple to set-up an unattended wallboard for QueueMetrics.

First of all set up a low-cost Linux box to boot in its graphical environment, automatically launch a web browser and go to the following URL:

```
http://server/queuemetrics/qm_wab.do?
user=robot&pass=xxx&reloads=1&queues=q1|q2
```

or, for the ajax based page version

```
http://server/queuemetrics/qm_wab_ajax.do?
user=robot&pass=xxx&reloads=1&queues=q1|q2
```

This command will show an auto-reloading wallboard showing the real-time status of queues Q1 and Q2.

If you connect the new Linux box to a large screen or a video beamer and set it in your call-center where it will be visible by your agents, you have just set-up a wallboard at a very low cost using commodity hardware and requiring no human intervention but turning it on in the morning and turning it off in the afternoon.

You can do the same with the real-time screen by using the *qm_rt.do* or the *qm_rt_ajax.do* commands to create a very simple real-time monitor running all day long for your supervisors.



Please note that there is a difference between results produced by the XML rpc realtime calls and the realtime statistics produced through the QueueMetrics GUI when the key *realtime.members_only* is equal to true. The difference is related to the agents list shown. Being the list of queues, in the XML-RPC call, specified by a list of names instead of a list of queue unique identifiers, is not possible to correctly identify elementary queues from macro queues having the same name. In this situation the agent list will always be calculated as sum of all agents associated to all elementary queues composing the macro queue, even if the macro queue has directly assigned agent.

Chapter 10. Editing QueueMetrics settings

System configuration must be done by the system administrator. Most configuration may be done straight from QM itself, while system wide preferences must be set editing a text file on the installation server.

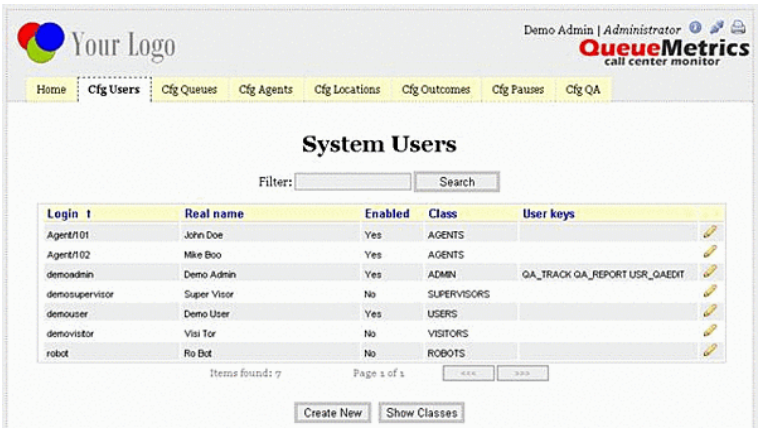
To log on as an administrator, you can use the supplied account **demoadmin**, password **demo**, that will bring you to a home page like the following one:



Configuring users

Users and classes can be added, modified and deleted right from QM.

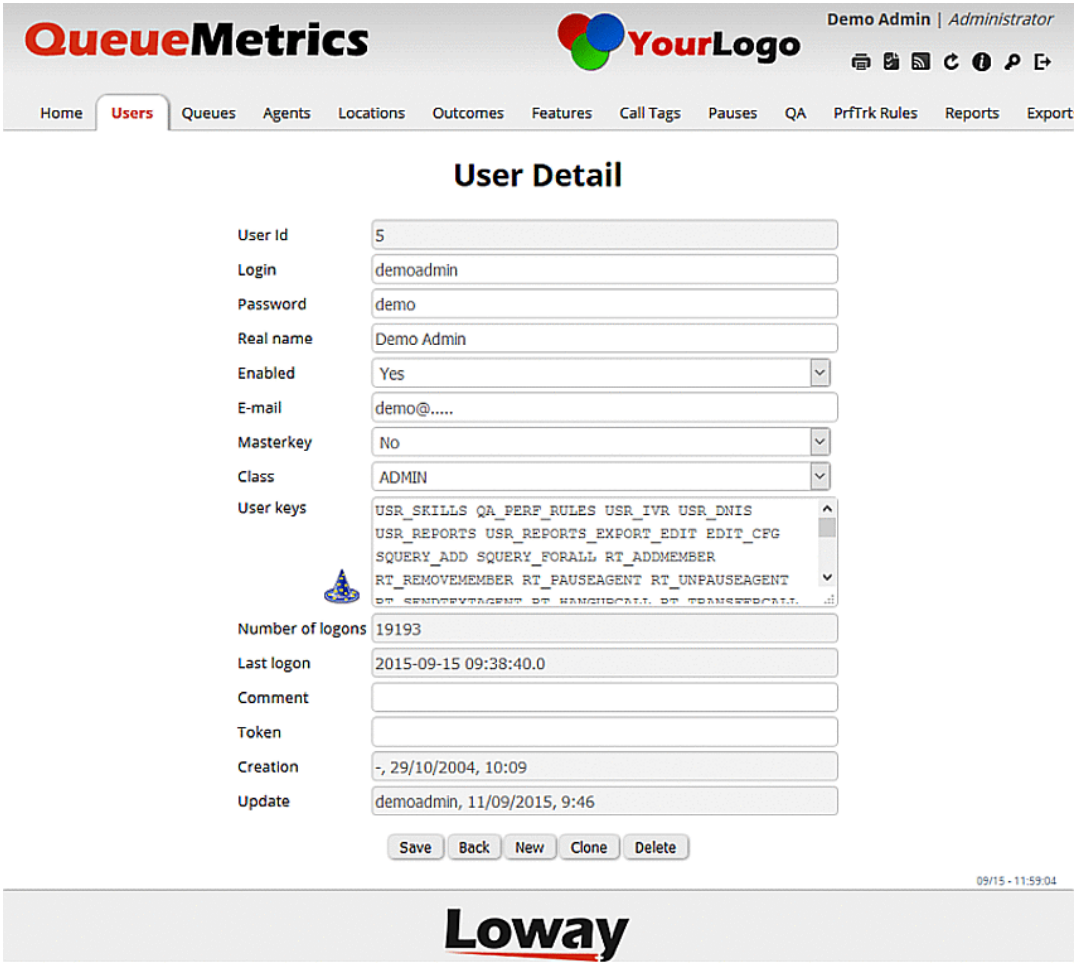
A list of users is presented and you can filter it by class or user name.



For each user, the login and full name are shown, together with the current class and any additional user keys. A user must be enabled in order to log on, so if you want to prevent somebody from logging on without deleting its user information, you can simply disable it. *A number of default users are shipped with Enable: No in order to prevent unauthorized access.*

The list of users is paged and you can use the top box named "Filter" in order to search for a specific user or a set of users that match the entered substring. You can also click on the column name to toggle ascending versus descending sort order.

The "Create new" button lets you add new users while the "Show classes" button leads to the class editor.



When you add or edit a user, you are presented with a list of fields to enter:

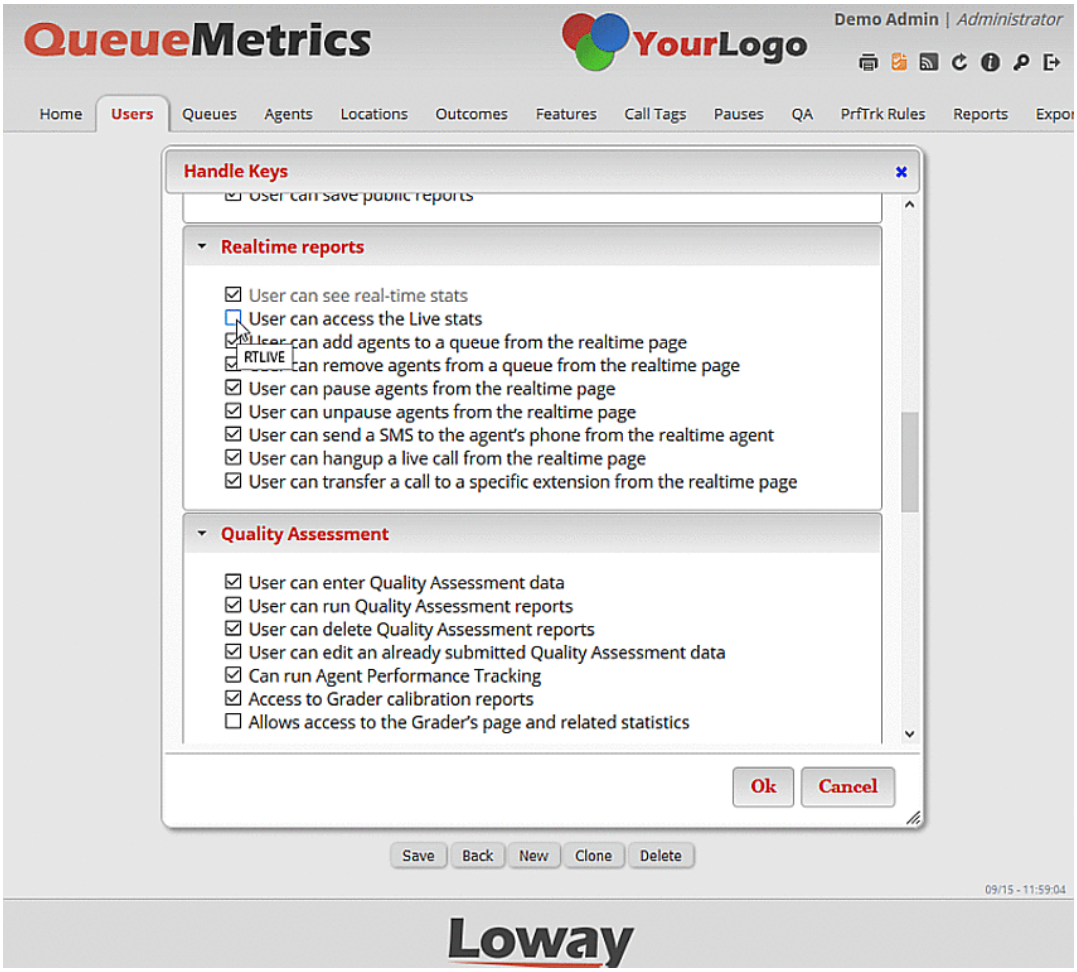
- *Userid* is a technical reference used internally. Read only.
- *Login* is the login string.
- *Password* is the password, shown in clear text.
- *Real name* is the name shown in the top part of the screen
- *Enabled* lets you temporarily disable somebody from using QM.
- *E-mail* is the user's e-mail address (Optional).
- *Masterkey*: if set to Yes, all security key checks are bypassed. **DO NOT SET UNLESS YOU KNOW WHAT YOU ARE DOING!**
- *Class* is the current user class
- *User keys* are additional keys the user holds. Separate each key with a space. If a key is preceded by the minus sign, it means it's revoked even if the class grants it. The pushbutton *HandleKeys* starts a wizard helping administrators to proper handle keys for users (see below).
- *Number of logons* tells how many times the user logged on in QM. Read only.

- *Comment* is an optional free comment.
- *Token* has no current use. Read only.
- *Creation* and *Update*: the user and date/time when the record was first created and then last updated. Read only.



When you first log on to QueueMetrics, you must change the passwords to all default users. Failure to do so represents an important security breach!

The wizard heat icon located under the User keys field opens a popup where all available pre-defined security keys are listed together with a description. By clicking on each checkbox is possible to assign/unassign the associated key to the user. The wizard helps the administrator to generate a valid keyset by computing key dependencies and/or uncompatibles key pairs and checking or unckecking keys accordingly.



Keys inherited from the class where the user is belonging to are greyed out. Is, moreover, possible to uncheck an inherited security key thus generating the proper negative definition for the edited user.

Flying over a checkbox with the mouse, a tooltip containing the associated security key value is shown.

Pressing *Save* closes the wizard and updates accordingly the *User key* list in the user definition page.

Editing user classes

User classes can be configured freely; you can create individual key rings with special privileges to best suit your needs.



Each class has a set of keys that can be freely edited in much the same way as users by clicking on the "edit" icon (the pencil).



No class can be deleted as long as there is at least one user that is member of it.

The default classes should be enough to get most systems started:

- ADMIN is for the system administrator only, and lets you do nearly everything, including system configuration;
- MANAGERS is for most QM users, the ones that have to run the reports and monitor real-time activity;
- AGENTS is for individual agents logging on to their web page.
- VISITORS is for visitors accessing the simplified real-time page
- ROBOTS is for automated data download



The administrator can start a security key wizard by clicking on the button *HandleKeys*. For more information on this wizard, please refer to the previous paragraph.

Password Encryption

Since version 18.04, QueueMetrics allows for user passwords to be encrypted, in order to guarantee greater security.

To manage the process of password encryption, two new system parameters have been added to the system configuration.

- pwd.minAllowedLevel
- pwd.defaultLevel

The first parameter, `pwd.minAllowedLevel`, dictates if the system allows users with non encrypted passwords to access the system. The two different behaviours are associated with two different values for the system parameter:

- **pwd.minAllowedLevel=1** Users with non-encrypted passwords can login onto the system.
- **pwd.minAllowedLevel=2** Users with non-encrypted passwords cannot login onto the system.

The second parameter, `pwd.defaultLevel`, indicates if the new passwords that are set will be encrypted or not. When saving a new password for a user, this property decides if the password is to be encrypted:

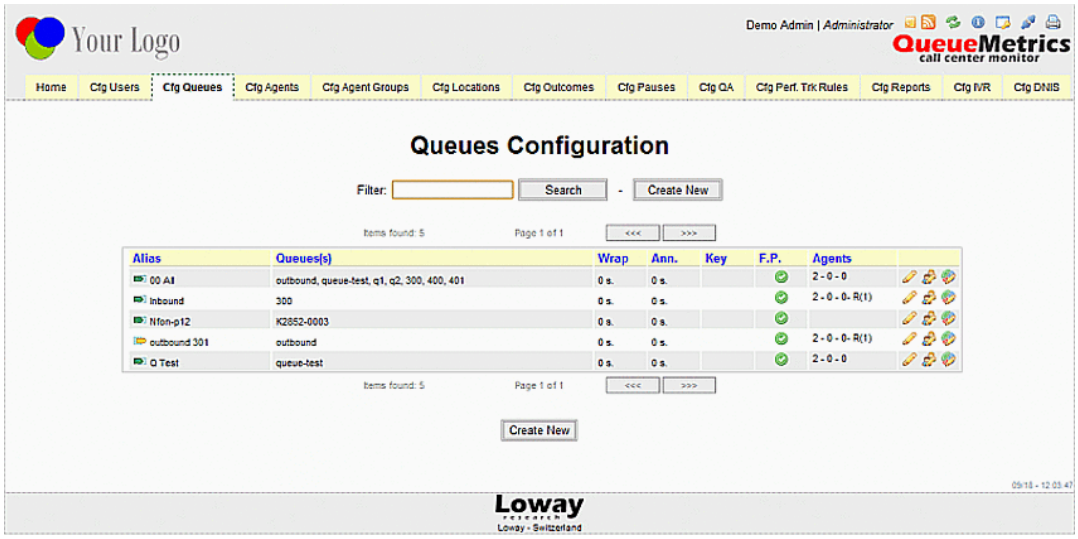
- **pwd.defaultLevel=1** New User's passwords will NOT be encrypted.
- **pwd.defaultLevel=2** New User's passwords will be encrypted.

To encrypt a user's password, the system administrator should first set `pwd.defaultLevel` to a value of 2 then, by accessing the **Edit User** page, a new password for the user must be set. With QueueMetrics 18.04 the user editing page has been modified to include a password confirmation field.

When the new password is set, and the modifications are saved, the new password will be saved as an encrypted password.

Configuring queues

A list of queues must be set before accessing QM. Each queue can be made visible to only a specific set of users by adding a key - this can be useful if, for example, each queue has a manager viewing data for it, while only a CC manager sees data for all queues in the center.

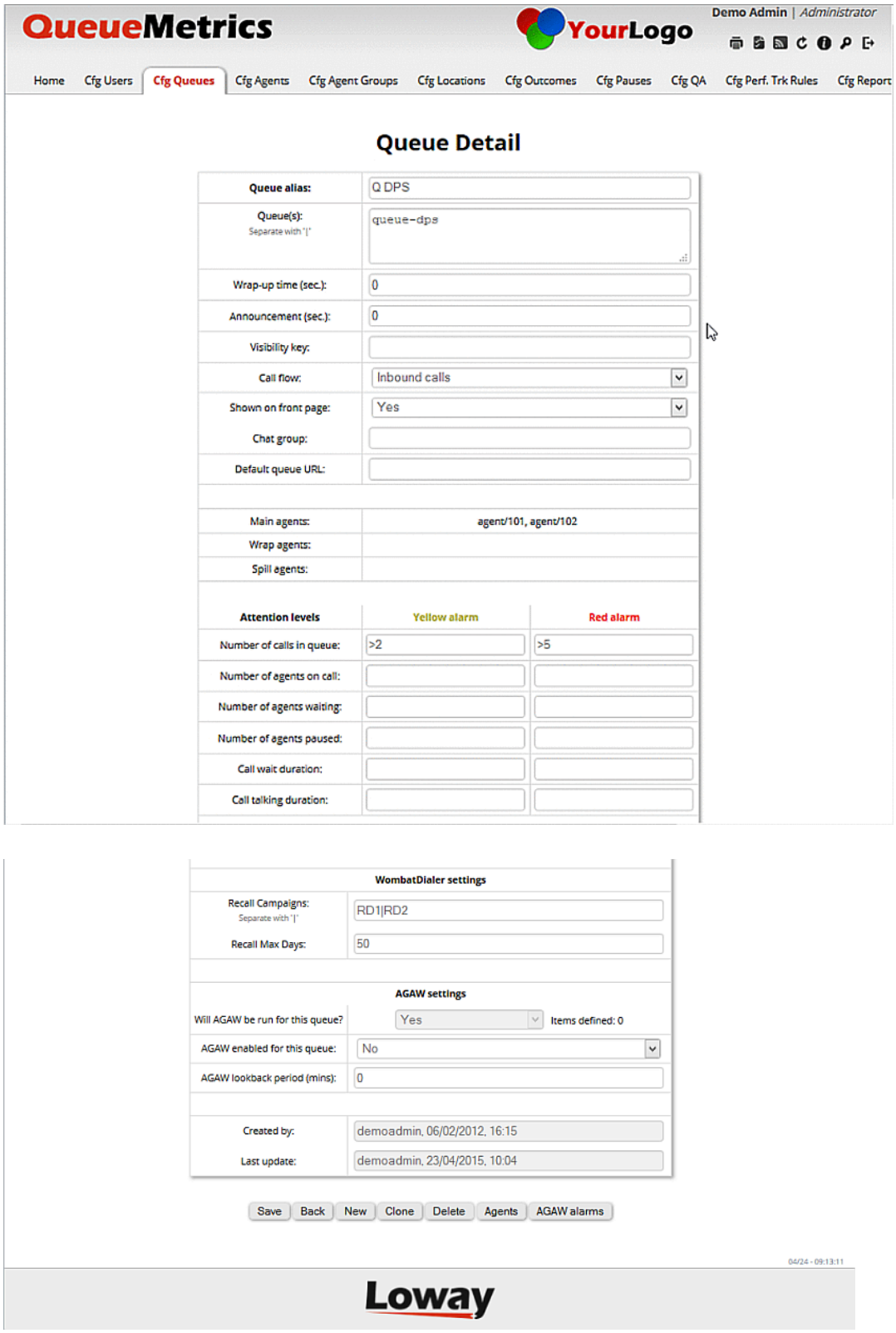


You can search for a specific queue by entering data into the Filter box on top of the page, or change the default sort order for the list by clicking on one of the column names.

The default page shows:

- The queue Alias and Composition
- The Wrap and Announcement durations
- The key protecting the queue, if any
- FP - Front Page: Whether that queue will be visible from the queue selection boxes
- The number of known agents that are member of the queue, by service level (as Main - Wrap - Spill).

The pencil icon will let you edit the queue, while the "People with pencil" icon lets you change queue associations. The *pie chart* icon at the end allows to define/assign the set of queues on which agents can run reports. No specific key or property are required, but this feature is only available as of QueueMetrics version 12.10. For an administrator to make this feature available for the agent, it is necessary to have at least one queue and a report assigned to the agent. See also the section called “Configuring reports” [283] for further details.

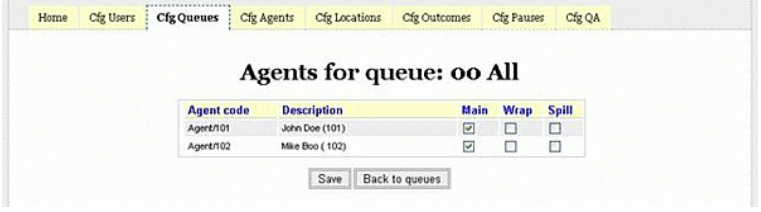


For each queue you have to define:

- An *Alias*, that is the name users will see in the queues combo box on the Home Page;

- A set of *Queues*, that can be the name of an Asterisk queue as seen from the Queue() command or a set of names separated by the pipe symbol, as in *queue1|queue2|queue3*. This lets you aggregate queues freely. You can also use the * and ? wildcard symbols (see below). Queue names can contain spaces, though we suggest using simple strings.
- An optional *Wrap-up time*, i.e. how many seconds an agent stays idle after hanging up;
- An optional *Announcement* duration, that lets you deduce the duration of the queue announcement that is played to the agent from the actual metrics;
- An optional *Visibility key*, that makes the queue visible only to users holding that key.
- The *Call flow direction*, i.e. whether the queue is an inbound (classical) queue or an outbound queue (made to track individuals agents calling out or the activity of a full-fledged predictive dialler). Select "any call" when you aggregate queues with different call flow settings.
- If it's *Shown on front page*, that is, in the main Queue selector combo box (if not, the queue is said to be *invisible*).
- A *Chat group*, that is, the XMPP address of a queue manager
- A *Default URL* to be used on the Agent's page if no URL is passed in the queue log (see below) in order to open a third-party application.
- A *Service Level Agreement* (in seconds), that is the point in time where you want SLA measured for reports using this metric, e.g. DD09, DH09, DW09
- *External reference*: An identifier for the queue that is used at the PBX level and is opaque to QueueMetrics. Used by some interaction or autoconfiguration modules.
- *Update protection*: If this option is set to "Yes", the queue cannot be updated by the "Configuration Synchronizer". Default is set to yes.
- *Delete protection*: If this option is set to "Yes", the queue cannot be deleted by the "Configuration Synchronizer". Default is set to yes.
- A number of *Attention levels*, see below.
- The current known *Service groups* for that queue, i.e. which agents are linked to that queue
- The current *WombatDialer campaings* for the queue (see below)
- The current *AGAW settings* for the queue (see below)

By clicking on the Agents icon, you can define the position of each agent as a member of the service groups for that key. An agent cannot be a member of more than one group per each queue s/he is a member of.



It is of course perfectly legal for an agent defined not to be used in a specific queue.



If, usually because of a misconfiguration, a queue has a known member that does not exist within the agent list, then the queue name is shown in red in the queues list and the code for such agent(s) is shown in red on the queue details. This may happen, for example, if you create an agent, add it to a queue as a member, and then go back and delete such agent.

The Queue URL

The rules followed by QueueMetrics when displaying a link icon (and linking to the associated URL for your call) are as follows.

On report pages:

- If the reporting queue is not a composed queue and the queue has an associated URL (coming from the queue definition page), then this URL is shown.
- If the reporting queue is a composed queue and/or no URL is associated to that queue in the queue definition page, then:
  - If the call has an associated URL in the queue_log, this will be shown
  - If the call has not an associated URL in the queue_log then the URL specified in the configuration properties key *default.crmapp* will be shown. If no *default.crmapp* URL has been specified in the configuration properties file, the icon will not be shown.

On the live agent page:

- If the queue where the call comes has an associated URL in the queue configuration page then this URL is shown for each call
- If the queue where the call comes has not an associated URL in the queue configuration page then:
  - If the call has an associatd URL in the queue_log, this will be shown
  - If the call has not an associated URL in the queue_log then the URL specified in the configuration properties key *default.crmapp* will be shown. If no *default.crmapp* URL has been specified in the configuration properties file, the icon will not be shown.

Setting attention levels (Red and yellow alarms)

It is possible - but not mandatory - to define all or some attention levels for the given queue. To do so, you have to fill in each queue attention levels parameter with an expression that will be matched to the current property’s value in order to trigger a defined alarm.

QueueMetrics does currently allow to set two possible alarm thresholds; that is a "yellow" and a "red" alarm. You can define one or both of these properties, according to your preferences. Those values are used currently only to trigger alarms in the real-time panel.

For example, imagine we want to set a yellow alarm on the queue wait for each call; we want cells to turn yellow if the wait time exceeds 30 seconds, and to turn red if it is over one minute. To do so, we enter "> 30" in the yellow alarm box near to "Call wait duration", and "> 60" in the red alarm box on the same line.

In the case where both yellow and red conditions match, the red alarm prevails.

Currently, the following functions can be used to match a value "=", "<", ">", "!=" (different).

The possible alarms are the following:

- *Number of calls in queue*: how many calls are present in the queue.
- *Number of agents on call*: how many agents are on call
- *Number of agents waiting*: how many agents are idle
- *Number of agents paused*: how many agents are on pause
- *Call wait duration*: how much a call is waiting before being answered
- *Call talking duration*: the duration of the agent's conversation

Using wildcards in queue names

QueueMetrics allows a limited use of wildcards to group together queue names. Wildcards work by matching the composition of known single queues, so if a queue is not defined in QueueMetrics (even if it is present on Asterisk) it will NOT be matched by a wildcard of "*".

On the other side, a hidden single queue will be matched by a non-hidden front-page queue whose definition is "*".

With wildcard matching:

- * stands for any number of characters. E.g., "open*" as the queue composition will match any atomic queue starting with "open". Just entering "*" as a queue composition will match any atomic queue on the system.
- `? stands for a single character - e.g. "open?" will stand for "open1" and "openq", but not for "open99". You can group together a number of question marks to match multi-character sequences of known length, e.g. "open??" will match "open99".

Configuring redial services through WombatDialer

WombatDialer is highly scalable, multi-server, easy-to-use telecasting platform produced by Loway. Queues in QueueMetrics can be associated to dial campaigns in WombatDialer thus allowing easy implementation of recall services. By specifying a set of pipe separated campaings and a maximum recall day period, an agent can schedule a recall by clicking on an icon on the call list in their own agent's page. For further clarifications, see section the section called "Recall Scheduler" [234]

Configuring queues to be processed by the AGAW Runner

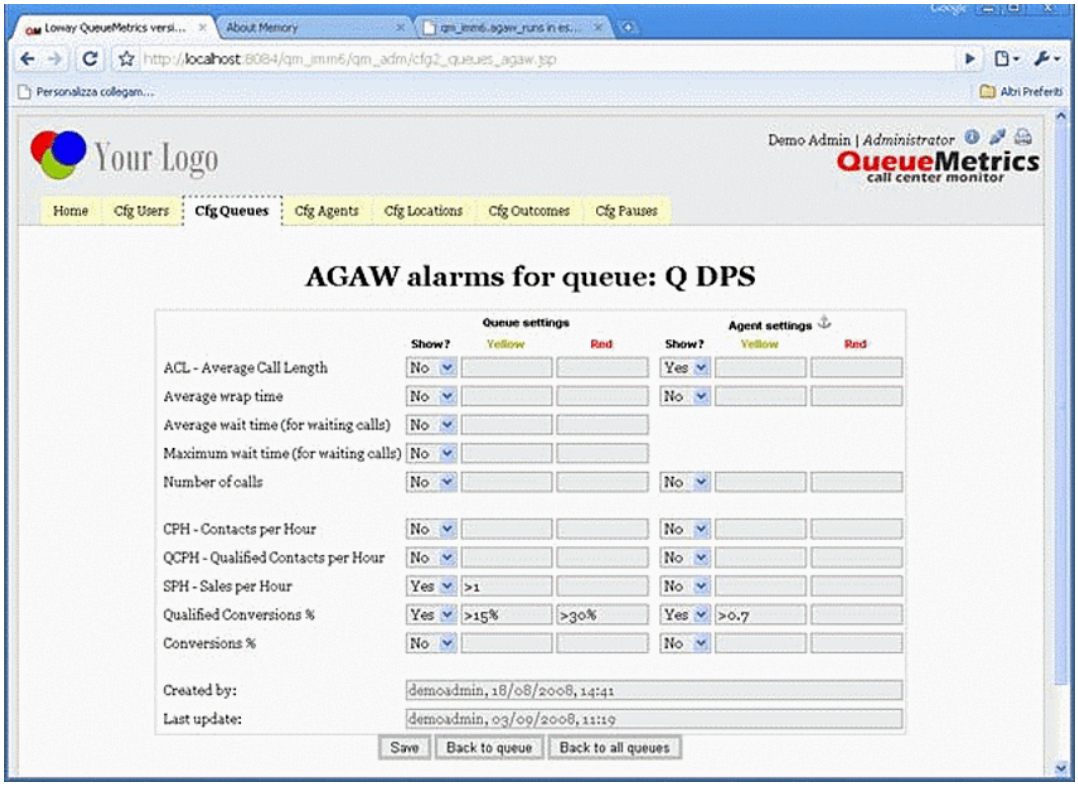
The AGAW Runner will use the following rules to decide which queues and agents to process:

- All queues that are "simple", i.e. not composite, are taken into consideration for processing by the runner. All queues that have the AGAW runner enabled will be actually processed (you must enable that manually in the queue config page).
- All agents that are linked to a queue are processed for that queue, even if there is no data for them; plus, any unknown agent that is detected working on a queue is processed for that queue..

In order for a queue to be processed by the runner, and show visible metrics to the user:

- The *"Will AGAW be run…"* must be set to "yes"
- The *Items defined* must be > 0 (or the agent will see no metrics)
- The *AGAW enabled* should be "Yes"
- The *AGAW look back* period can be left blank (default). This is the size of the look-back period the AGAW runner uses.

The set of metrics that is enabled and their alarms is defined in the AGAW queue configuration screen (click on the "AGAW alarms" button):



As you can see, for each metric there are a couple of switches that decide:

- Whether that metrics is to be shown at all
- Red and yellow alarm levels for the whole queue (to be shown in AGAW, so they might differ from the ones used for the real-time page)
- Red and yellow alarm levels for each agent separately

These settings are applied from the next run of the AGAW runner, so they can be modified while the AGAW runner is active and will be picked up when the relevant queue is processed.

All values are always computed; you can toggle visibility of values on and off (if they are "Off" they are visible in the AGAW monitor but NOT to the user).

Alarms can be expressed as:

- Integers (for time periods and n. calls)
- Floating-point values (e.g. > 3.7)
- Percentages (e.g. > 10%).

While percentages for the Queue part translate to the corresponding ratio (e.g. 10% means 0.1) in the Agent part they are anchored to the Queue metrics - that is if number of calls is at a given moment 1000 and there is an agent alarm at "< 1%" , if the number of calls taken by that agent are less than 1% of the queue the alarm will be triggered.

If you need to express a fixed percentage in the Agent part, use the corresponding ratio, as in the Qualified Conversion example above.

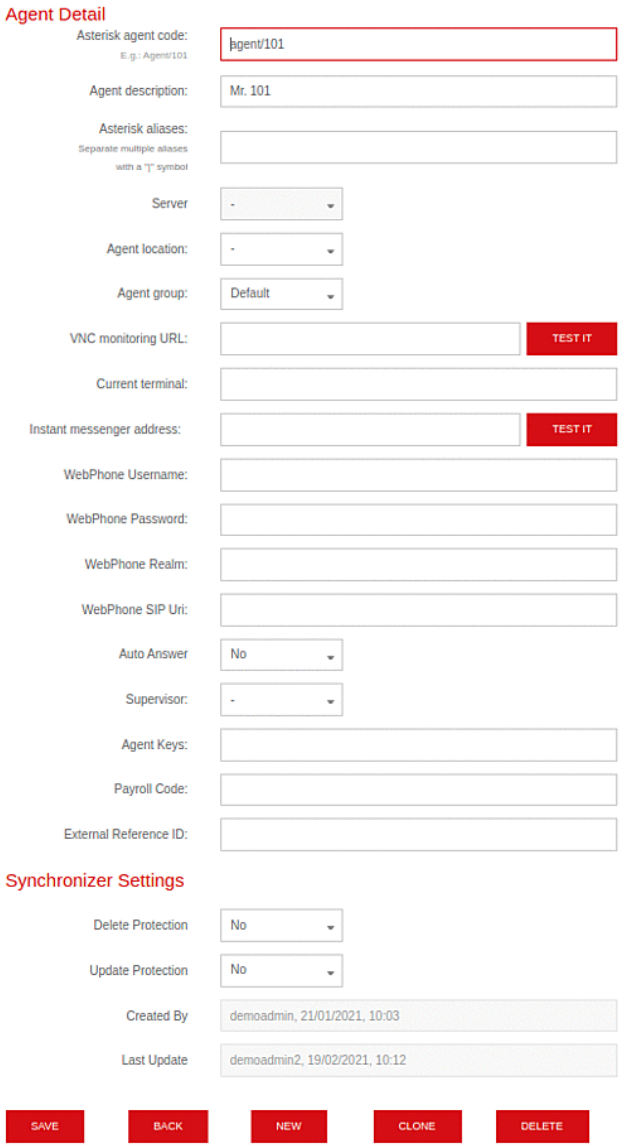
Configuring agents

Agents should be configured so that they:

- are decoded to their own name when they are found in reports
- can be set as members of service levels for queues.
- can be assigned an optional Location, that can also be used as a filter condition.
- can be assigned an optional User Group, that can also be used as a filter condition.
- can be assigned to a Supervisor
- can have a VNC URL defined
- can have a Current Teminal defined.



When editing an agent, the following screenshot appears:



For each agent in use, enter:

- *Agent code* as the Asterisk agent code, e.g. Agent/101;
- *Agent description* as the agent's own name.
- *Asterisk aliases* is a list of aliases that the agent appears on the `queue_log` as. See below.
- *Default server*: for cluster mode, the default server for the agent. This information is used to pre-populate the related field in the realtime agent page logon panel. Leave empty if the agent is not associated to a specific server.
- *Agent location* and *Agent group* can be selected from a drop-down list of defined locations. Leave blank if not needed.
- *VNC Monitoring URL:* the URL that will launch the VNC monitoring app for the given agent
- *Current terminal*: the current terminal for the given agent. If this field is left blank, unattended audio monitoring will not work. If you are using regular Asterisk agents, just enter "-" as the current

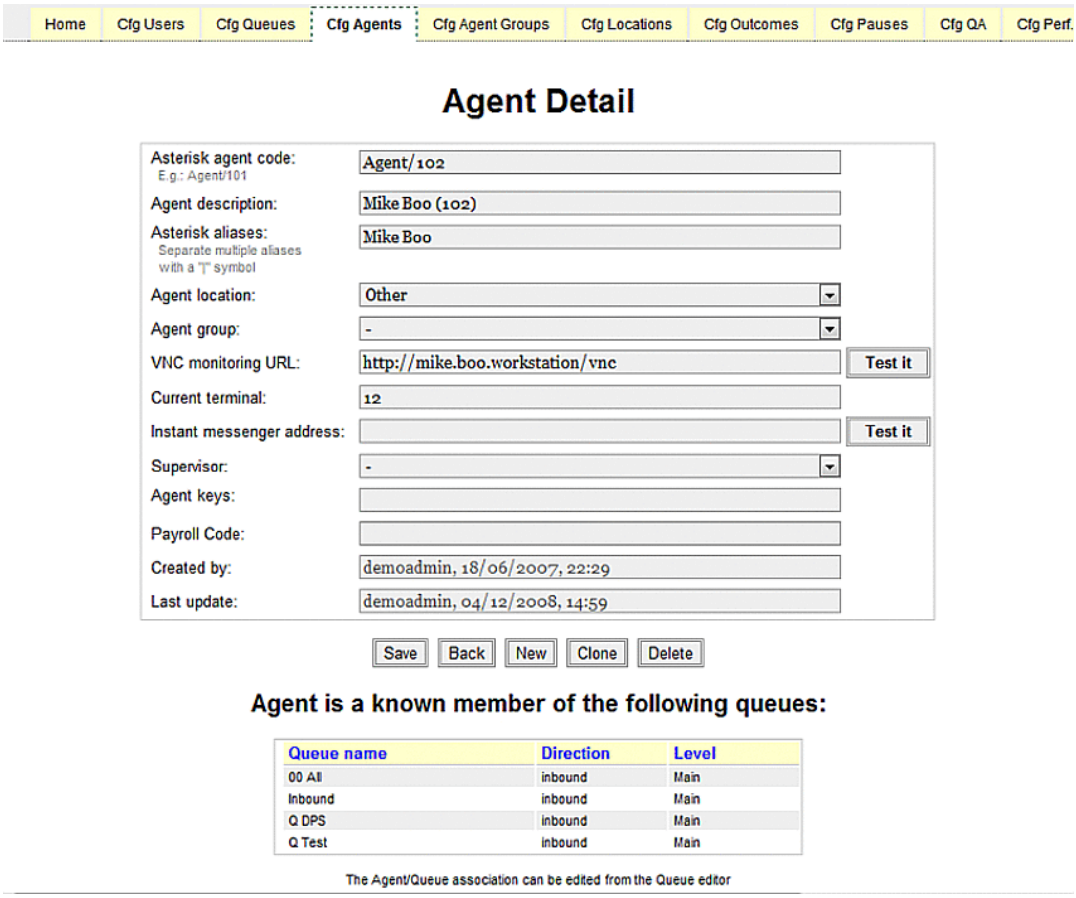
terminal to make audio monitoring work. This field is used to pre-populate the "Current extension" field in the agent real-time logon panel.

- *Instant messenger address*: an XMPP address associated to the agent. Used in the real-time page for supervisors to initiate a chat with the agent.
- *WebPhone Username*: the SIP username used by the softphone in the realtime agent page to authenticate the agent
- *WebPhone Password*: the SIP password used by the sofphone in the realtime agent page to authenticate the agent
- *WebPhone Realm*: The authentication SIP Realm used by the softphone in the realtime agent page to authenticate the agent
- *WebPhone SIP Uri*: An optional SIP URI used by the softphone. If blank, the username@sipserver [mailto:username@sipserver] is used
- *Auto Answer*: If set to yes, the agent's Softphone (in the agent page) will automatically answer incoming calls, if no other calls are currently active.
- *Supervisor*: the supervisor for this agent. This can be selected between all users holding the key SUPERVISOR.
- *External reference*: An identifier for the agent that is used at the PBX level and is opaque to QueueMetrics. Used by some interaction or autoconfiguration modules.
- *Update protection*: If this option is set to "Yes", the agent cannot be updated by the "Configuration Synchronizer". Default is set to yes.
- *Delete protection*: If this option is set to "Yes", the agent cannot be deleted by the "Configuration Synchronizer". Default is set to yes.

If you want an agent to log on to their own page, you also have to create a user with the same name.

On the bottom of the page, the current association of that agent to a set of queues is shown.

The Agent Detail page is accessed by selecting the "Edit agents" link on the QueueMetrics Home page and then clicking on the "Edit" icon for a specific agent.



Asterisk aliases

It is possible to add one or more "friendly names" for agents within the "Asterisk aliases" field, which can be found in the Agent Detail page. Such names are alternate ways that the same agent is logged on the queue_log.

This may be useful if the code for the same agent was changed (e.g. up to a certain date you used two digits for agents, and at some point you made them tree digits, so the same person who had code "20" now appears as "120" - but it is always the same person). Another common occurrence is FreePBX logging the agent's full name instead of their code.

You may have multiple aliases, all separated by the pipe symbol. If an alias ends with a space, you have to enter a trailing pipe symbol too (e.g. `"john doe |"`). Note that when an unknown alias that has trailing spaces appears on reports, it is printed with dots instead of spaces (e.g. "`agent/john·doe·`"), so that you can see those spaces are there.

When you enter an alias that does not start with "agent", QueueMetrics will automatically add a second alias starting with "agent", so that when you define e.g. alias "120" you do not need to explicitly define "agent/120" too (but the opposite does not apply!).



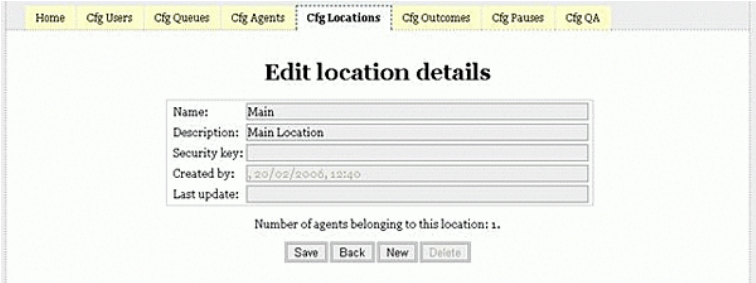
If you use the hot-desking mode, you must make sure that **no extension used for hotdesking is ever set as an agent alias**; otherwise the agent will be logged on corrrectly, but it will be impossible to pause or log them off (as the extension will not be found, and shown as empty). You will notice such cases because, on the Real-time page, the agent who logged on with hot-desking will have a blank Extension field. If this happens, to fix the issue, just remove the alias.

Configuring locations

The following configuration transaction lets you define locations for your agents. To access this page, a user must be holding the USR_LOCATION key.



Each location has a short name, a longer description, and a visibility key, so that only users holding that key may select that location as a source for reports.



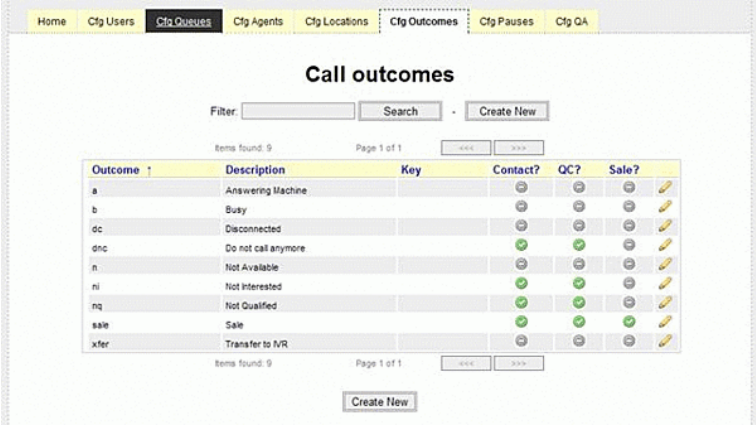
A location cannot be deleted if at least one agent is defined for that location.

Configuring call outcomes

We define a *call outcome* as a flag to be added to a call, either when the call is ongoing or when the call has just finished, that will signal the result of the call from a business point of view. Such a flag is optional for QueueMetrics and can be added to both incoming and outgoing traffic.

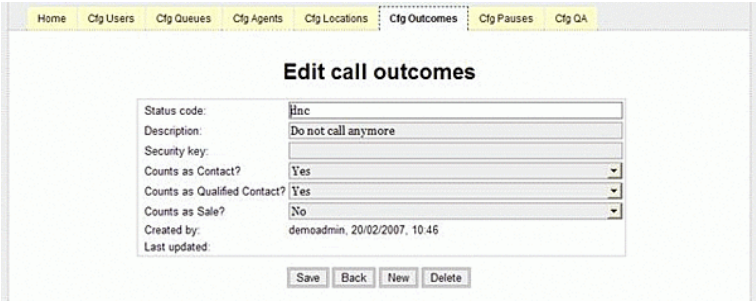
The call outcome will be defined by a numeric sequence that the agent will either key in on their telephone terminal or report through QueueMetrics itself through the Agent's page. QueueMetrics will not consider how the sequence is entered, as long as it's present in the *queue_log* data it runs on. Such records can be generated, for example, by an outbound dialler that is able to pre-screen answered traffic.

To minimize internal searching costs, the call activity must be entered either while the call is in progress or within one hour of its completion. If more than one call activity code is entered, the latest takes precedence over the previous ones.



As you can see, each outcome can set two flags: a "This call qualifies as contact?", "The call qualifies as Qualified Contact" and a "This call qualifies as sale?" flag. This will be used in order to produce statistics on traffic (see section the section called “How are Call Outcomes calculated?” [76]).

If a call code is found but not defined through the configuration screen, QM will report on it and treat it as a "No contact" and "No sale" call.



The editor page lets you set:

- A numeric code for that outcome. The system will check that it will not be duplicated on the list (The code *should* be numeric so it may optionally be keyed-in using the rep’s terminal)
- A text label for the outcome (e.g. "Contact")
- A flag telling the system whether that outcome counts as a "Contact"
- A flag telling the system whether that outcome counts as a "Sale"
- An optional security key for that outcome. This will be used only when displaying outcome choices for a given call in the Agent’s page. The reporting engine will report on all outcomes present in its analysis.
- A *Queue visibility* list - you can list a set of atomic queues for which this code will be displayed. Queues are separated by whitespaces. The field accepts wildcards to match multiple queues and/or subqueues. If the field is left blank, then the code is displayed for all queues.

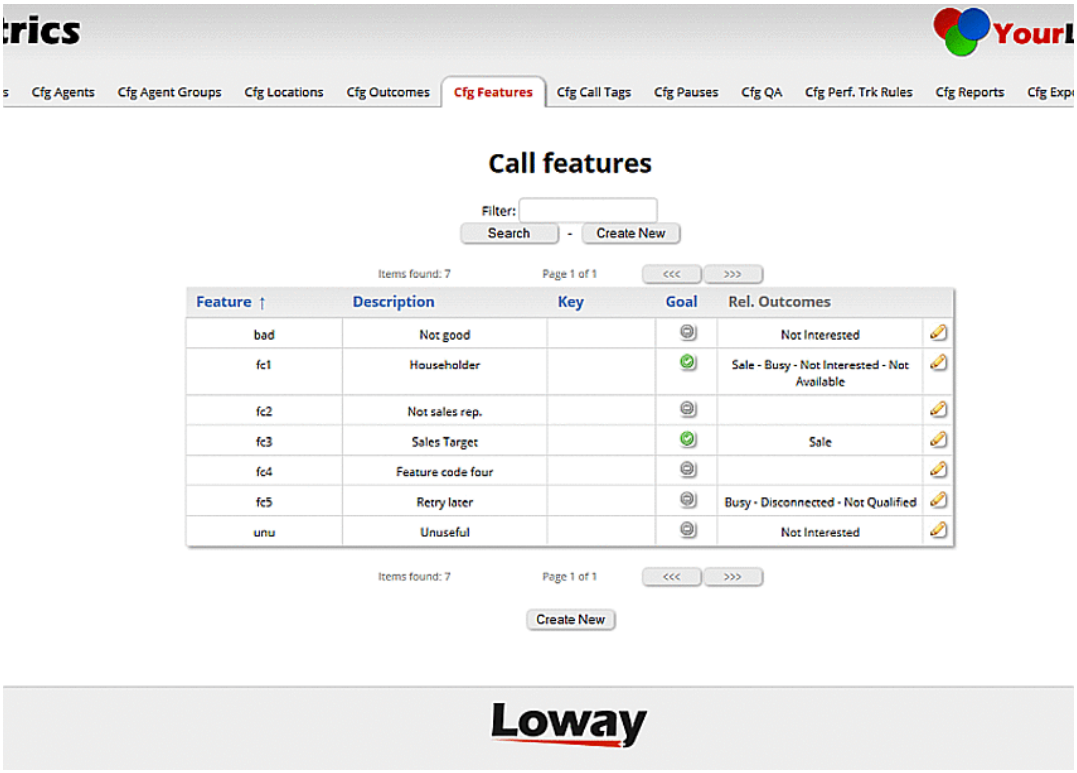


Outcome status codes MUST be defined only with numbers and lowercase letters. The following characters are also allowed: _-.@/()=?^ . QueueMetrics will automatically delete wrong characters and change uppercase characters to their lowercase equivalent.

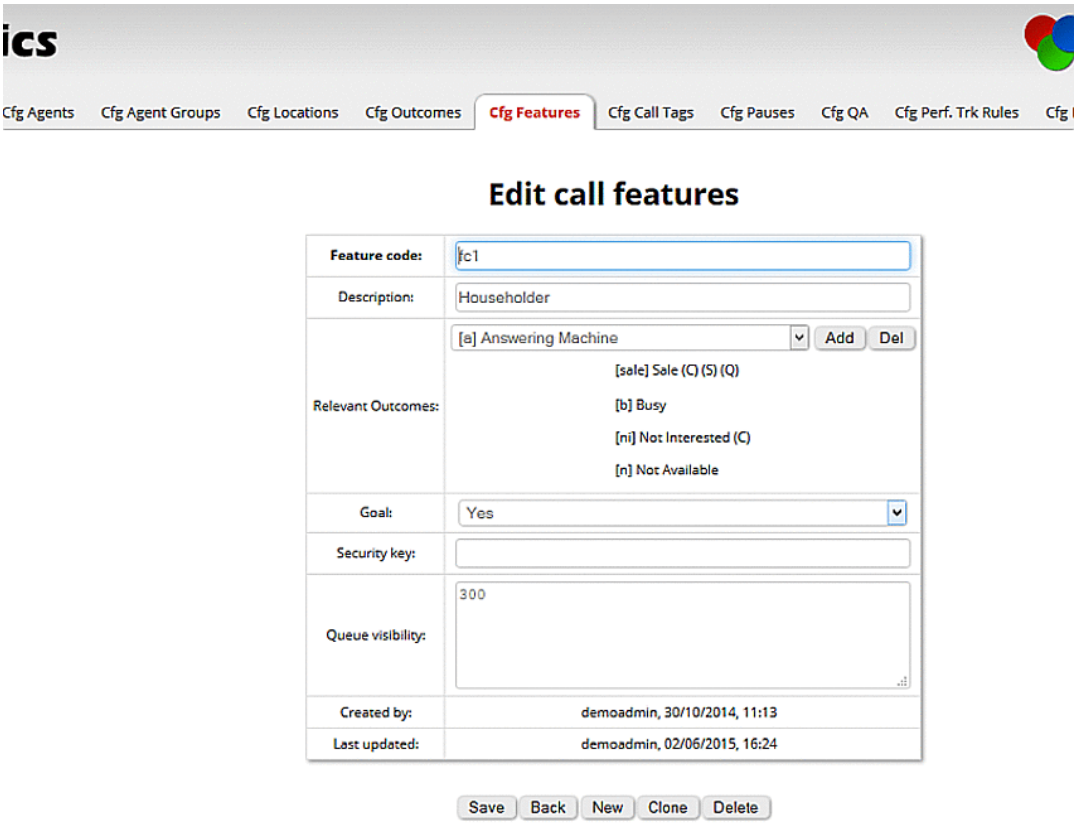
Configuring Feature Codes

For call centers that require to analyze agent performances at a level below call outcome, the concept of *feature codes* has been added since QueueMetrics version 15.09. A user can think about feature code like a sub-outcomes. They can, optionally, have hierarchical relationships with the primary outcome code. A simple example of the feature code concept is the pair of outcome/feature like "Not Interested"/"costs too much". A call may have an unlimited number of features associated with. Some features may be flagged as *goal*. Goal features are counted separately and generate separated statistical figures in reports.

Editing feature codes requires holding the key USR_OUTCOME.



By clicking on *Create New* button or on the pencil icon present on each feature code row in the list, a user can create or edit an already present feature code.



As told before, tag features can be linked with a specific outcome code set. To link a feature code with a specific outcome or set of outcomes, a user should select the outcome from the dropdown, then click on the *Add* button. The list of already associated outcomes are shown below the dropdown. To remove an outcome association, a user should select the proper outcome from the dropdown, then click on the *Del* button.

Clicking on *Save* updates the feature code on QueueMetrics database.

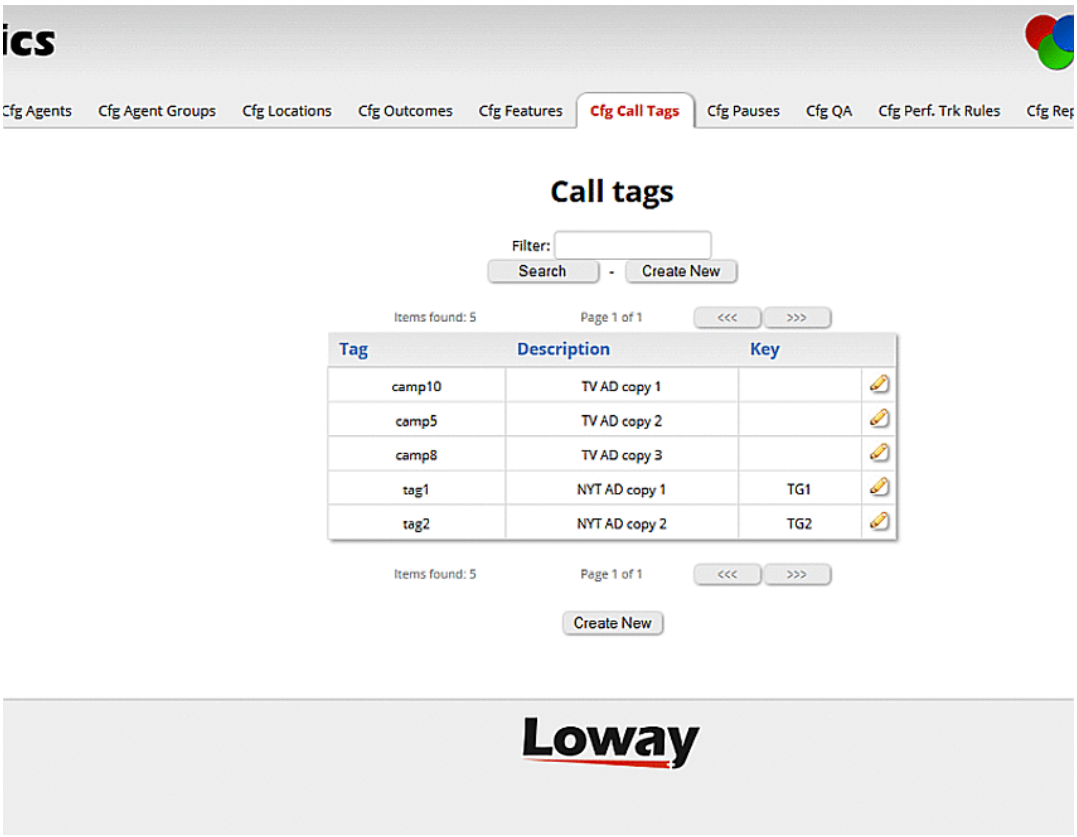


Feature status codes MUST be defined only with numbers and lowercase letters. The following characters are also allowed: _-.@/()=?^ . QueueMetrics will automatically delete wrong characters and change uppercase characters to their lowercase equivalent.

Configuring Tag Codes

Some call centers require to report call set at the list level below campaign. This is frequently used for outbound campaings. The idea is to add the concept of generic *tag* to calls, so that, if assigned to each calls, it could be used to create a new level of reporting, parallel to the queue. When each call is associated to a single tag, the queue would be the *physical* medium for handling calls, while the tag could bee freely set. Imagine, for example, to set up a special number for a Tv Ad, or a printed advertising, that makes it possible to discriminate where the caller saw the Ad. Tags are set by the system (i.e. there is no way for QueueMetrics to add a tag on a specific call but is up to the PBX/ dialplan to add a tag signature in the queue log); for more information on that, please refer to this

paragraph the section called “Adding TAG information to calls” [416]. Tags associated to a call will be shown by QueueMetrics and decoded following the tag list defined by the administration page, as reported below.



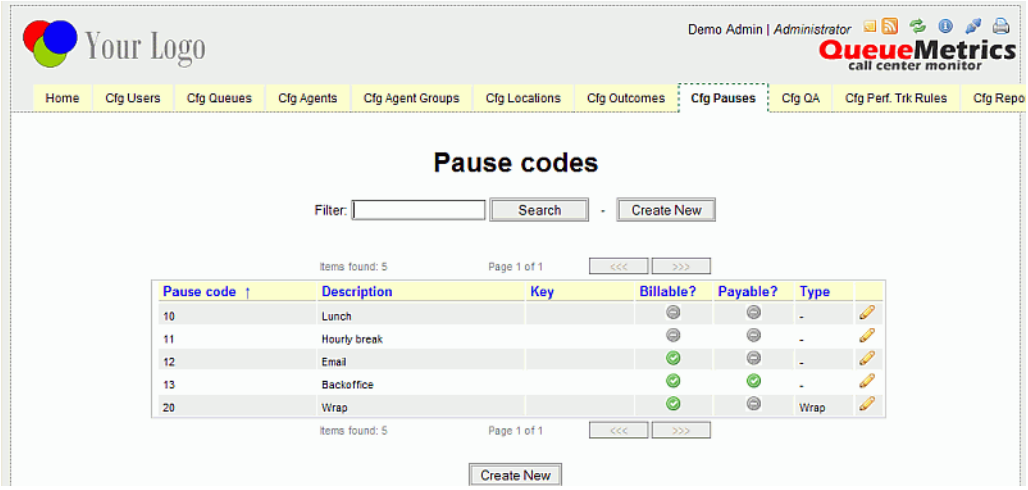
By clicking on *Create New* button or on the pencil icon present on each tag code row in the list, a user can create or edit an already present tag description.

Tags definition/listing is available only for users holding the USR_CALLTAG security key.

Configuring pause codes

The agent’s time is defined in QueueMetrics as made up of different activities. The main activity for an agent will be "Available time", i.e. the time when an agent is ready taking or placing calls. When an agent pauses out of "Available time", they may want to flag the reason for the pausing, e.g. doing backend activities, lunch, etc. This way you can track agent activities punctually. If they don’t flag a pause, it will be computed as simply "Pause" time.

Each pause code is written on the queue log while the pause in progress, i.e. after the agent goes on pause and before the agent stops that pause. The pause code will usually be defined by a numeric sequence that the agent will either key in on their telephone terminal or report through QueueMetrics itself through the Agent’s page. QueueMetrics will not consider how the sequence is entered, as long as it’s present in the *queue_log* data it runs on.

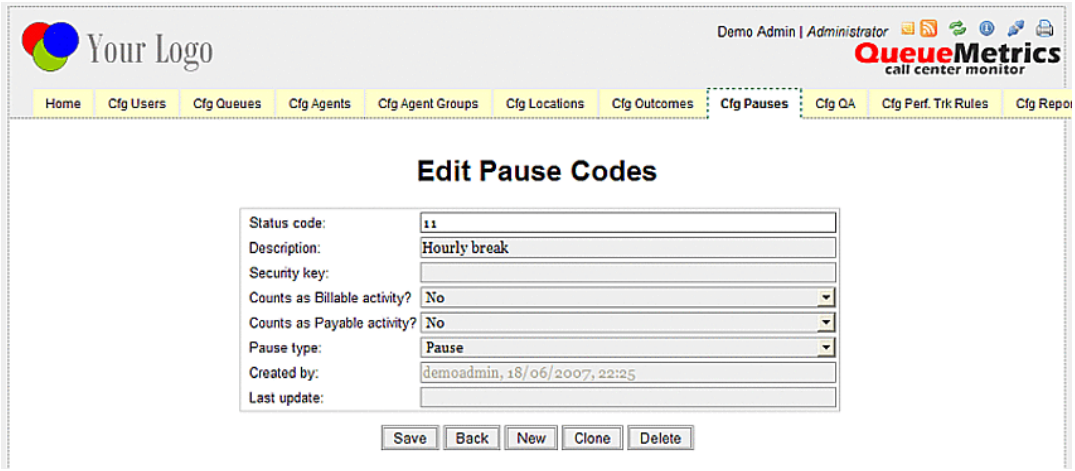


For each pause code, it is possible to tell QueueMetrics whether that time is:

- billable or non-billable - whether the pause will be counted for client billing
- payable or non-payable - whether the pause will be counted for payroll generation

All activities are optional and may be added or deleted at will. The following fields apply:

- A numeric code for that activity. The system will check that it will not be duplicated on the list (The code *should* be numeric so it may optionally be keyed-in using the rep's terminal. This is not a technical requirement anyway)
- A text label for the activity (e.g. "Lunch")
- A flag telling the system whether that activity is: Billable or Not Billable
- A flag telling the system whether that activity is: Payable or Not payable
- A flag showing the type of pause. A pause can be a standard pause, or a pause of the ACD made to produce outbound calls, or a call wrap-up pause (As of QueueMetrics 1.7.0, this is partially implemented only in the AGAW sub system) or an administation type pause.
- An optional security key for that activity. This will be used only when displaying activity choices in the Agent's page. The reporting engine will report on all activities present in its analysis.



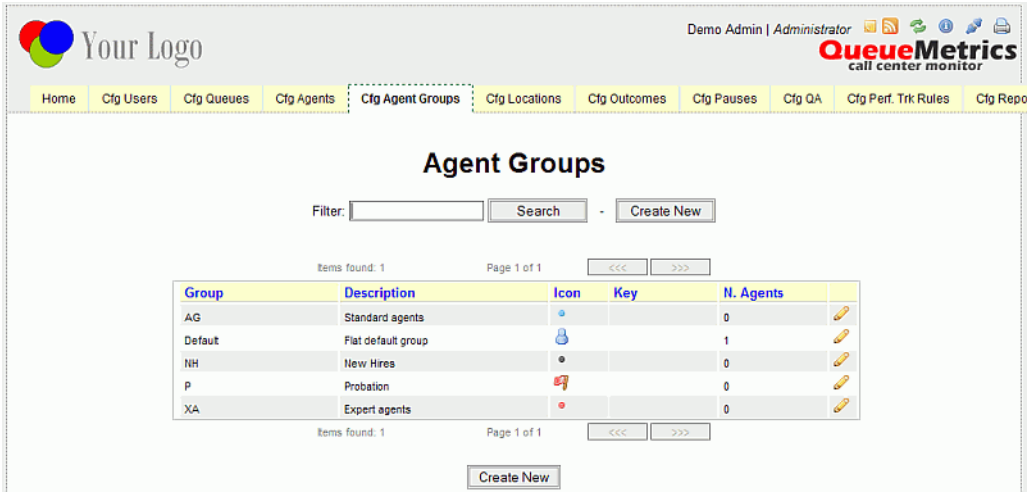


pause status codes MUST be defined with no whitespaces. Apart from numbers, only lowercase letters and the following characters are also allowed: _-.@/()=?^ . QueueMetrics will automatically delete wrong characters, change uppercase characters to their lowercase equivalent and trim the whitespaces.

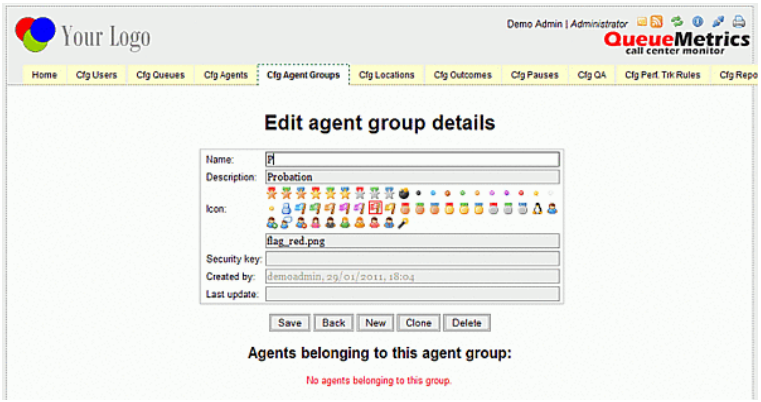
Configuring agent groups

An agent group is an attribute that is applied to an agent in order to keep track of their life-cycle. This is used as a filtering criterion in QM and is developed in the QA monitoring subsystem.

The idea here is that you can have e.g. "New hires", "Regular agents", "Expert agents"; each agent group has a different icon, that is displayed throughout QM whenever the agent name is displayed.



You can select different icons by clicking on them in the editor.



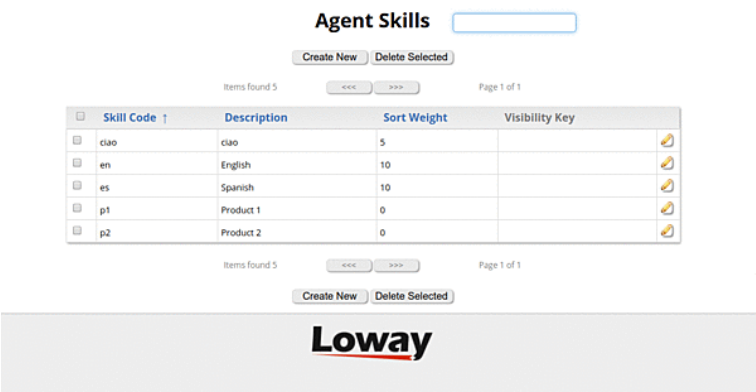


you can add more icons that better suit your liking by uploading them to the */img/agent_groups* folder in QueueMetrics.

Configuring skills

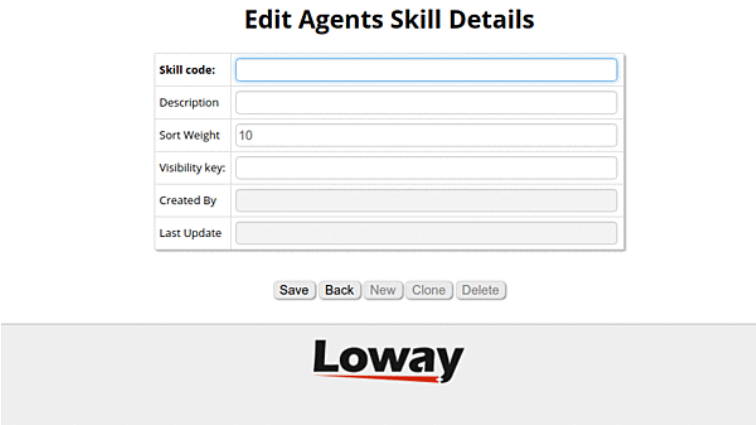
Skills are attributes that can be associated to a call and can be used to implement somethig useful like skill based routing on Asterisk queues. QueueMetrics reports can be filtered by a set of specific skills

through the custom report page. Skill codes can be associated to labels through the skill configuration page available to all users holding the *USR_SKILLS* security key.



The list of available skills can be reached from the main page.

Clicking on the *Create New* button or the pencil icon on each skill reported in the table, is possible to create or edit a skill entry.



Apart from the skill code and the description for the skill that can be defined, a field named **Sort Weight** can be found. The weight field is used to define the order in which skills will be shown in report columns. Skills with a lower weight will always be placed before skills with a higher weight. If two skills have the same weight, they will be ordered based on the alphabetical order of their description.

The **Visibility key** field indicates that a user must possess the chosen key to use this particular skill.

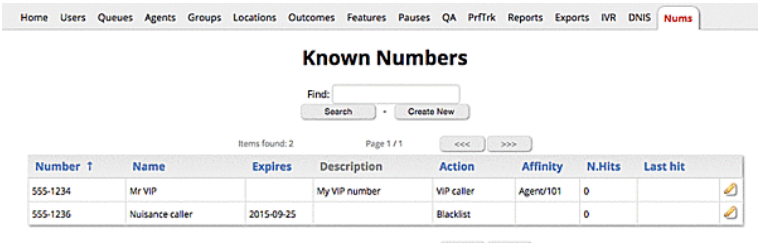
Configuring known numbers (VIP callers / blacklists)

Known numbers are phone numbers that are known to QueueMetrics and can have properties associated to them. They are meant to be used by the numberLookup API in order to implement strategies based on the calling number - see the section called “Using known numbers” [420]

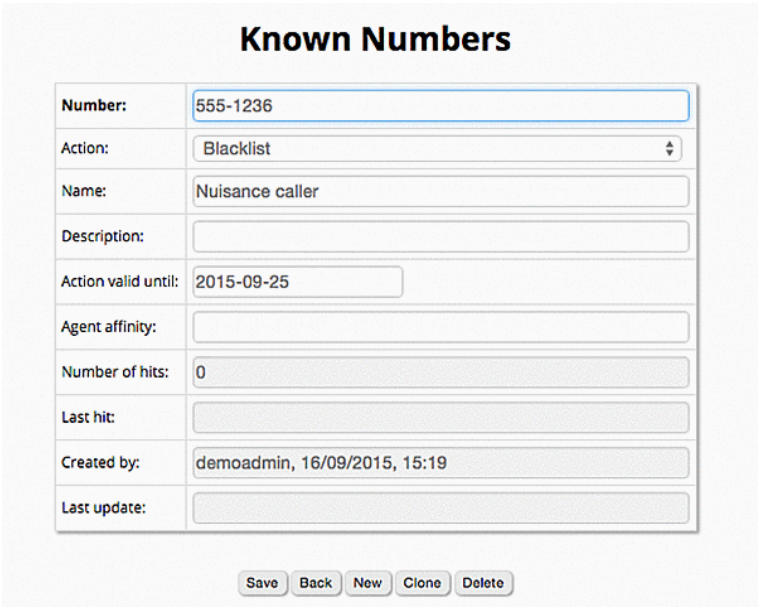
At the moment, QueueMetrics will use "known numbers" to:

- Earmark specific calls as BLACKLIST or VIP, where at the dialplan level a proper function is implemented to route thise numbers to specific high priority / low priority queues
- Store a known description for the number that can be used to set a caller-id for the number in a format that will make the number "stand out". It coud be the name of a client, or their CRM IDs
- Store a known agent affinity for the number, where at the dialplan level there is an attempt to route the call to a specific agent before queuing the number on a "general purpouse" queue

In order to access this page, users must hold the security key *USR_KNUMBERS*.



When editing a record, you see a form like the following one:



The editor will track:

- A number. This can be input freely, es "(555) 555-5555", and will be internally normalized to the sequence of DTMF digits it uses.
- A name. This will be used by the service "name"
- An action, currently belonging to the set:
  - BLACKLIST
  - VIP
  - None (used in the case you just want affinity or name decoding)

- A free text descripton
- An agent id, to set the agent affinity for this number
- A record expiry date. When the record is expired, all associated attributes are inactive (action, name and affinity)

The editor will also display, in read-only mode:

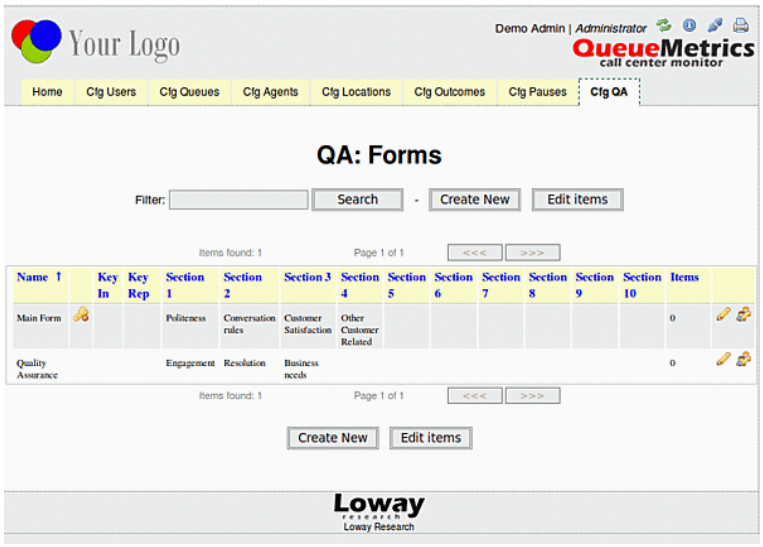
- The total number of hits that were received for this number. A hit is a successful lookup.
- The time this number was last hit



Each number can only appear once (as per its normalized form) in the editor; attempts to have it listed multiple times will be rejected.

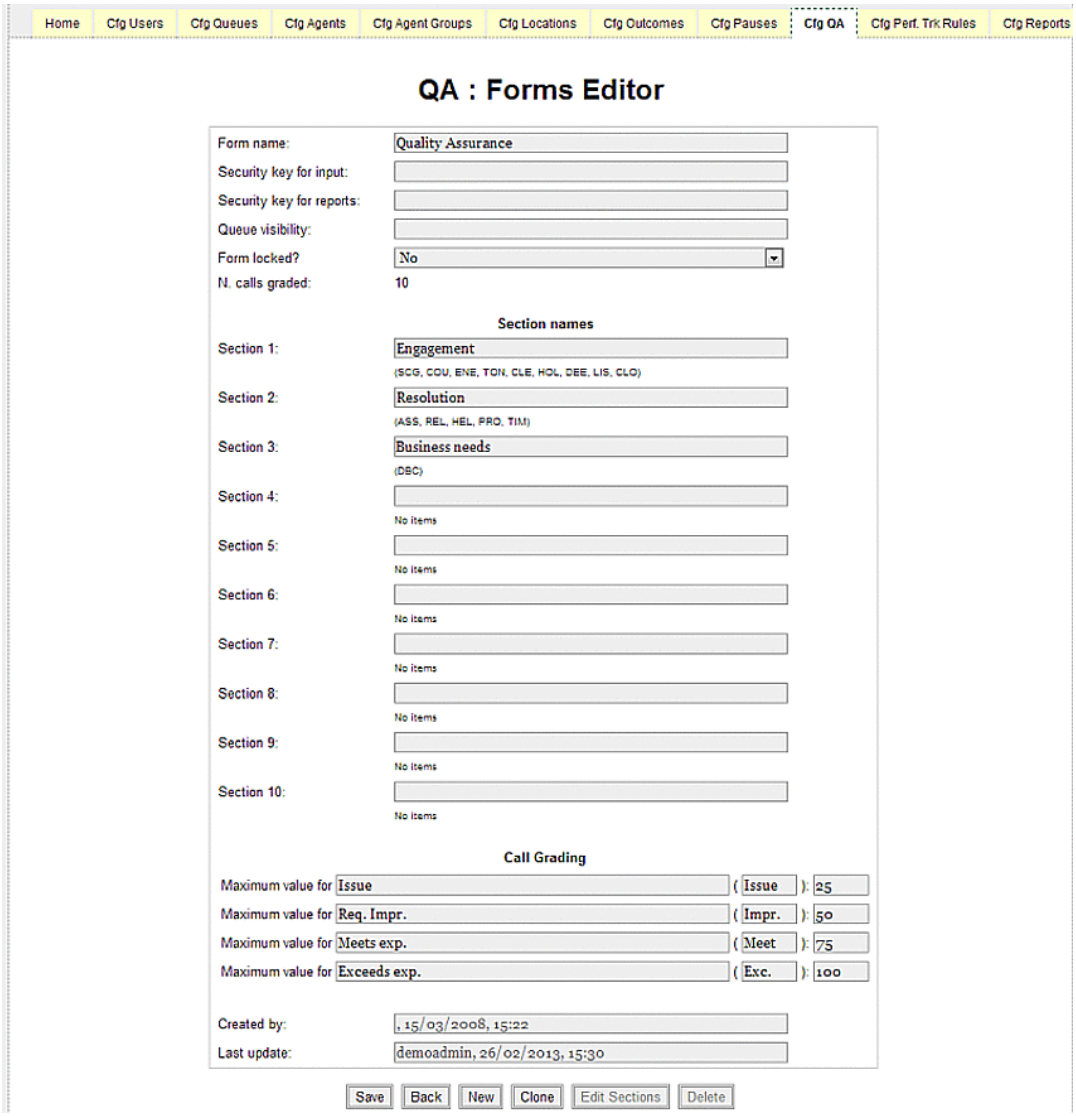
Configuring QA forms

The set of current QA forms can be configured through the QA form editor. It shows the current set of defined forms and lets you performs the usual operations (search, filter, sorting, paged listing…).



The names of each section and the number of items that have been input for that form are shown on the front page. If a form has any number of items input, it is considered "locked" and cannot be modified anymore, though you can create a different form with the same set of items.

The form editor looks like the following page:



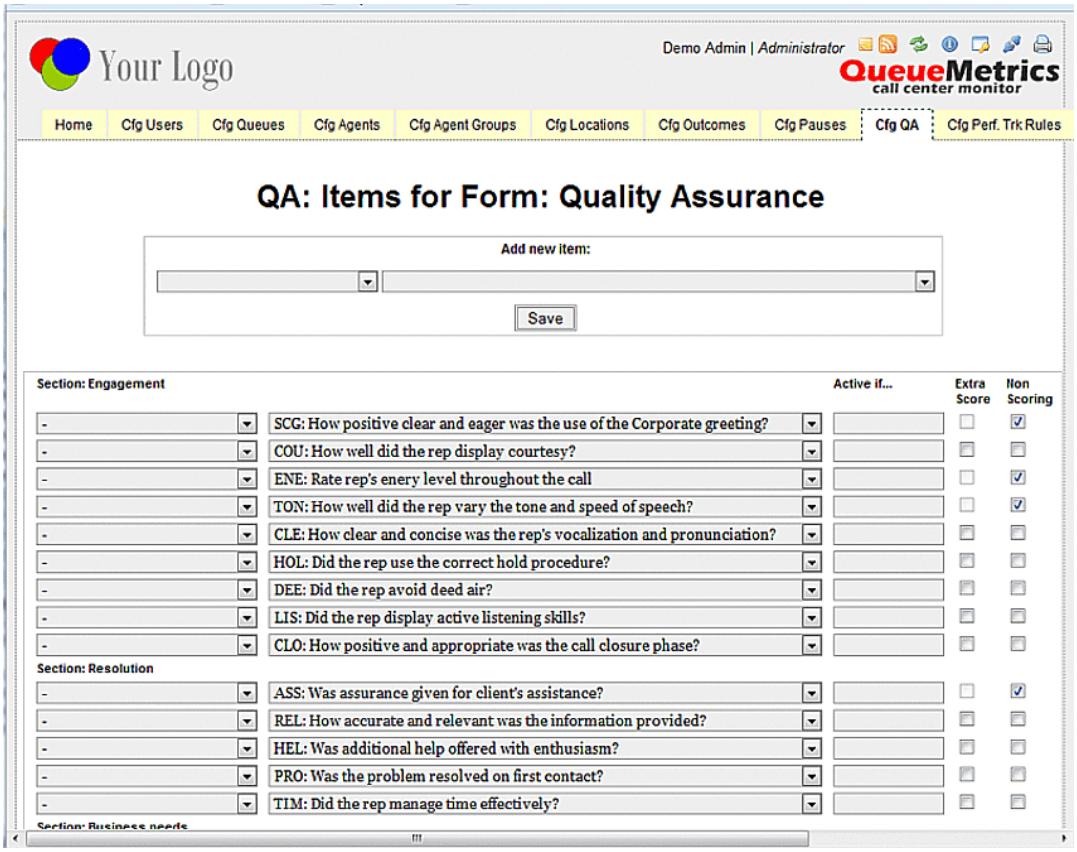
You can enter:

- The form name
- The security key required (in addition to the basic one) to grade calls using this form
- The security key required (in addition to the basic one) to run reports on this form
- Whether the form allows new input or not; the total number of calls graded using this form is shown
- The names of the section. There can be up to five sections. Any section MUST have a name, and there must be at least one section.
- The threshold values for Call grading (the maximum for "Exceeds expectations" is fixed at 100).
- The labels associated to each level in the Call grading (defaults are "Issue", "Req.Impr.", "Meets exp.", "Exceeds exp."). Please note that a short label, used on the report pages, could be also defined (defaults are "Issue", "Impr.", "Meet", "Exc.").

- A *Queue visibility* list - you can list a set of atomic queues for which this form will be displayed. Queues are separated by whitespaces. The field accepts wildcards to match multiple queues and/or subqueues. If the field is left blank, then the form is displayed for all queues.

To edit the set of items that belong to a form, you should have no data reported for that form. If you have no data, the item editor icon  will show from the main form page.

The editor looks like the following page:



To add a new element, just select an element on the top form and a section it should be added to.

On the main part of the page, you can edit the elements by changing them, moving them up or down and removing them.

The "Active if…" field allows to enter a dependent rule, as described within the following chapter: "Handling dependent questions".

The Extra Score checkbox allows to give extra scoring to a particular question, in order to highlight an agent's higher performance within a specific section, or to balance his/her averages. The question in the form will have two main characteristics: it can have a score above the 100 standard value (up to a maximum of 120) and the score assigned to the question will not be calculated within the denominator part, when totalling averages for the specific section and the overall QA form.

The "Non Scoring" checkbox, if checked, forces the engine to ignore the inserted question score when calculating the section and form average. Questions flagged as "Non Scoring" are not classified as "under or over performing items" in the QA form. Non scoring questions are aggregated on reports based on the number of times a particular score is found in the query period.



When only one extra score question is within a section, the average will show as zero, given that within the denominator there are no values, but it is null.

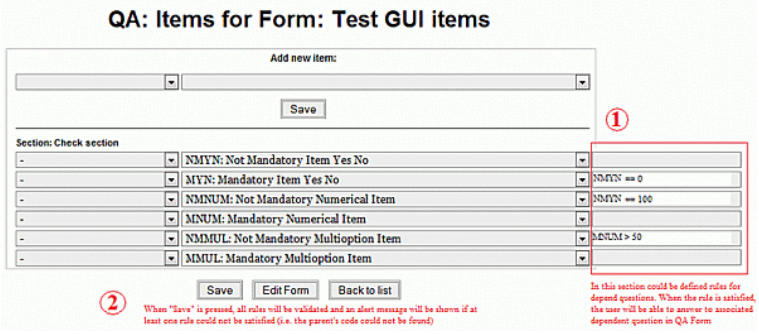
Handling dependent questions

Since QueueMetrics 1.7.0, it is possible to have **Dependent Questions**, i.e. questions that are enabled or disabled according to values input in a different question.

In order to enable this, a new input area is defined on the right side of each item. Here the administrator can insert a rule that associated the question to a particular parent question. There are several restrictions in the rule definitions:

- A rule should be defined with the sequence LABEL, OPERATOR and VALUE where:
  - LABEL is the short code associated to each item in the section
  - OPERATOR is a mathematical operator in the subset: <, >, ⇐, >=, ==, !=
  - VALUE is a numerical value in the interval 0 (included) to 100 (included)
- A rule cannot be composed by other rules

When the administrator saves the form, the server will parse each inserted rule and, if an invlalid rule is be found, an exception is raised specifying the first incorrect rule found. The administrator must then modify the wrong rule before submitting the form definition again.



For example, a few rules are defined in the picture above:

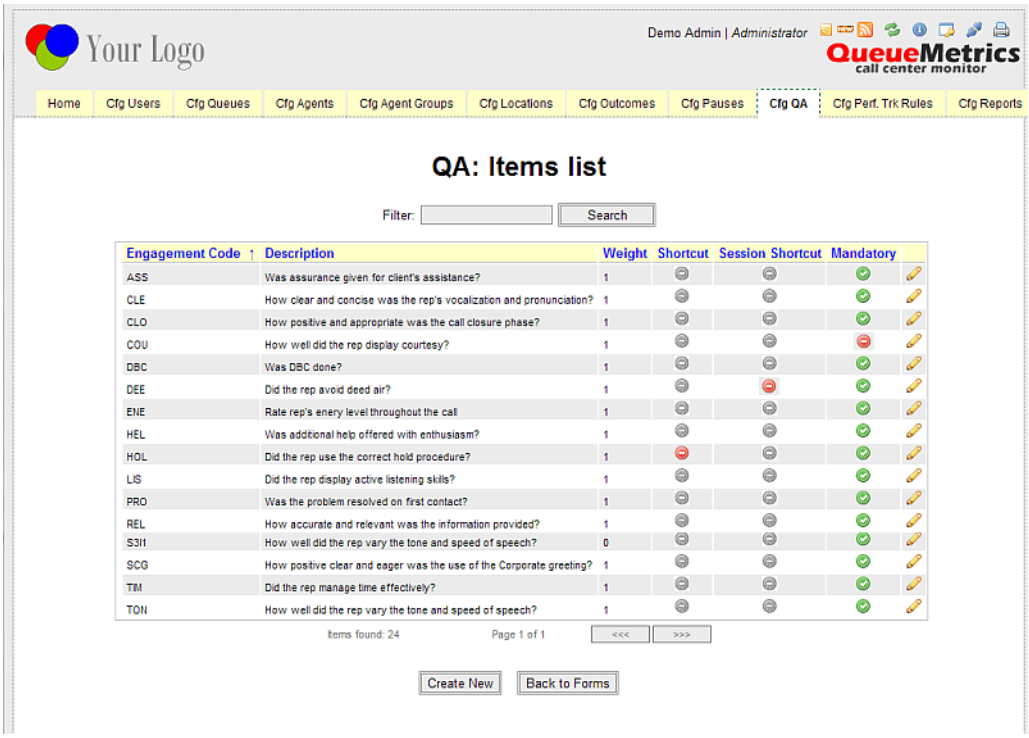
- The item NMYN is parent of two items: MYN and NMNUM. The MYN item is enabled only if the value inserted is equal to 0; the NMNUM item is enabled only if the value associated to the NMYN question is equal to 100.
- The item NMMUL is related to the itemMNUM. This question is enabled only if the score given to the MNUM item is greater then 50.
- The question MMUL is a normal question and is always enabled.

A couple of rules govern the way values for dependent question are handled when the question is disabled:

- Dependent questions, when saved, receive a "N/A" value, so they behave like non-madatory items when you check the "N/A" box. The value will be counted in the grading report statistics following the same rule.
- The "N/A" value works with the same rule even if the dependent question is a shortcut one: if it is disabled it is not considered a shortcut.

Configuring QA items

The set of items that are selectable as members of a form can be configured by the user by clicking on the "Edit items" button at the bottom of the QA forms editor.



New items can be added and the description can be edited if needed.

The **weight** of an item is the number of times that an item must be counted in comparison to other items. All form level scores consider the item's weight.



If you average an item with a score of 50 and one with a score of 100, each weighting one item, you have an average of (50+100)/2 = 75. If you average an item with score 50 and weight 2 and one with score 100 and weight one, you get ((50 + 50)+100)/3 = 66!

A **shortcut** item is an item that, if failed, will fail the entire form. They are marked with a red icon when present.

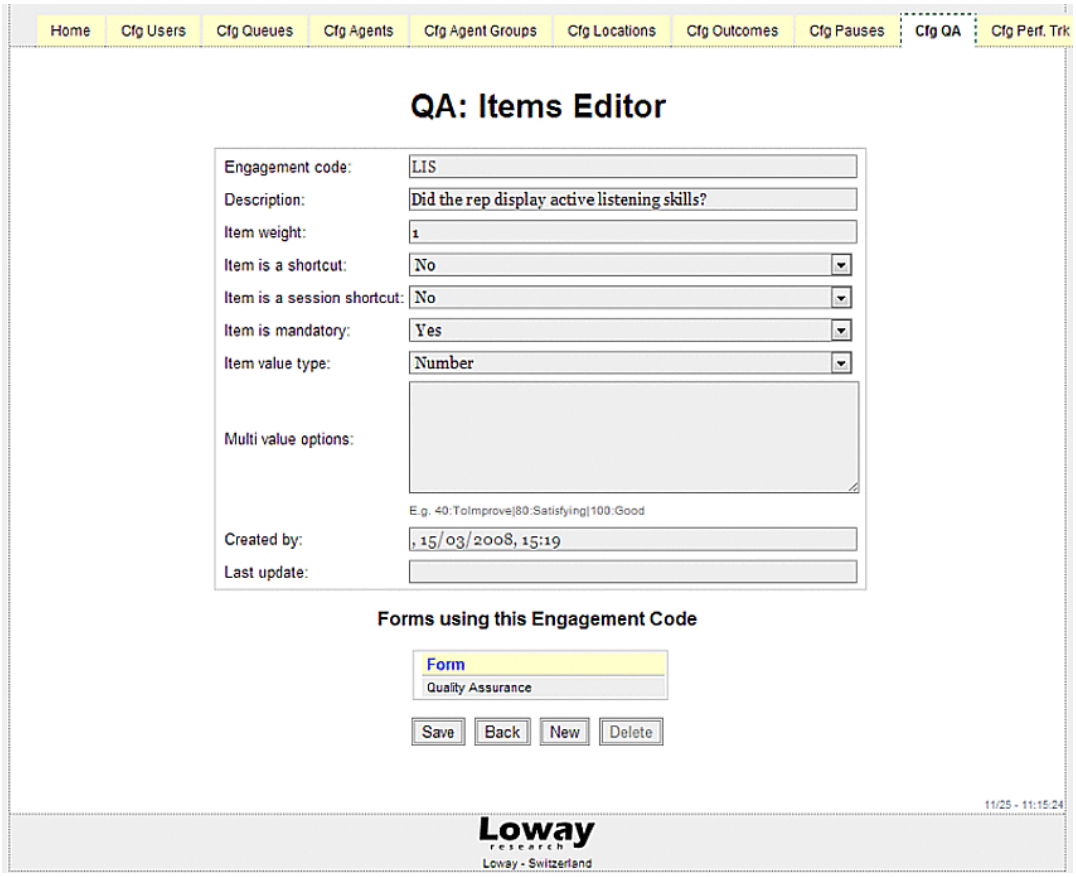
If a shortcut item fails, the whole form will have an overall score of zero, no matter what other scores are. While averages at the form level are affected by shortcuts, averages at the item level are not affected.

A **session shortcut** item is an item that, if failed, will fail the entire section. They are marked with a red icon when present.

If a session shortcut item fails, the whole section will have an overall score of zero, no matter what other scores are.

A **mandatory** field requires you to select a valid value; if it is not checked, the user can optionally leave those items blank. Mandatory fields are marked with a green icon.

Different kinds of input can be accepted by the item - see below.



The Engagement code cannot be modified once input, and there can be no two items with the same engagement code.

Items cannot be deleted if they are in use by at least one form. You can see the set of forms that are using the chosen it at the bottom of the editor's page.

Item value type: Numeric

A numeric value type must be an integer number between 0 and 100, extremes included.

Item value type: Yes/No

A Yes/No value stores 0 when set to No and 100 if set to Yes.

Item value type: Combo

This lets you create a drop-down selector, asscociating each entry with a given value.

You enter the list of values in "Multi value format" text box, with the format:

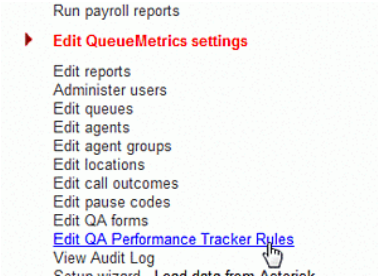
```
40:ToImprove|80:Satisfying|100:Good
```

Each option is made up of a numeric value plus the colon symbol ":" plus the text to be displayed. Multiple options are separated by the pipe "|" character.

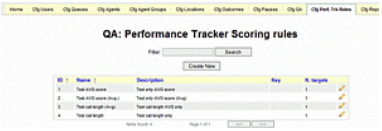
Defining agent performance rules

As explained above, in order to track performance you first have to express a set of **business targets** that express what is expected from your agents and how much deviations from each rule are comparatively worth, expressed in **review points**. This is called a **ruleset**.

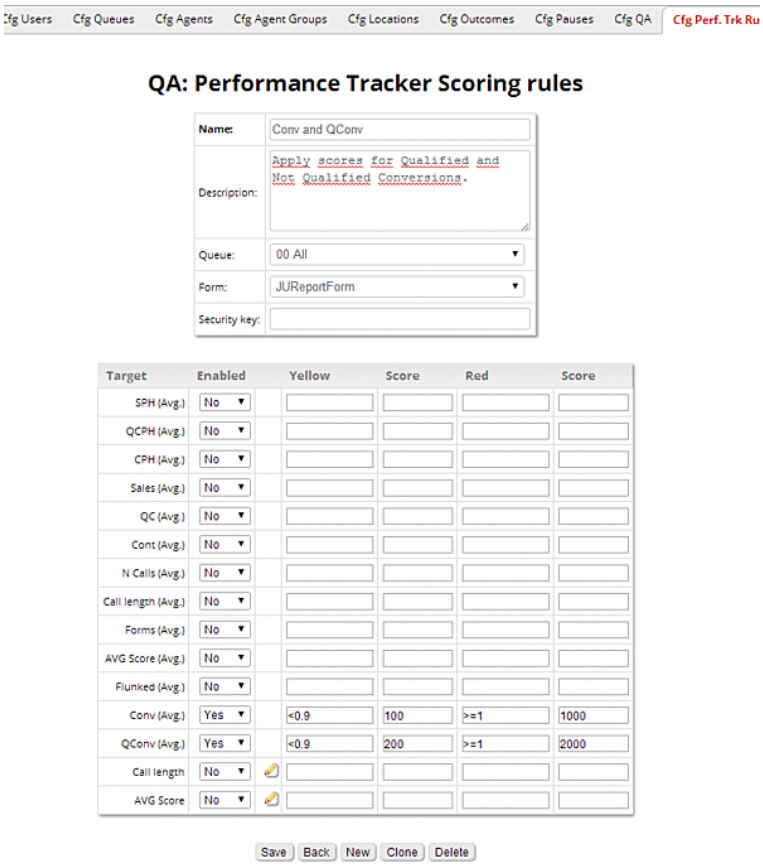
This can be done through the proper configuration page by users holding the key "QA_PERF_RULES"; they will see a new link from the home page:



Selecting the link, a new page is shown listing rulesets already defined. In order to define a new ruleset, you press the "Create New" button.



The "Create New" button opens a new page where an empty rule is shown, like in the picture below.





Targets will not be displayed until you first save the ruleset.

The creator should assign to the new ruleset a name, a short description, and optionally a security key.

A rule is usually linked to a specific queue (or set of queues) and form. This is because we expect to have homogeneous statistic distributions in the same queue and form items. This might not be true outside a specific form and/or queue. The user should select a specific queue and form before pressing "Save".

Available targets

When editing a ruleset, you see it is actually built out of a number of targets. It is important to understand that there are basically two different kinds of targets:

- "Aggregated" targets - identified by **AVG** - that are computed once per agent, and
- "Atomic" targets that are computed for each call handled by the agent

When computing the review score for an agent, first each call is checked against atomic targets and a first score is computed, then averages for the dataset are taken, and they are computed against aggregated targets and an aggregate score is computed; the final score is the sum of both scores.



You can use either type of target, or both as once, as you best see fit. Try and run some tests to make yourself familiar with the ruleset.



It is important to note that some targets are not available as atomic targets. Examples are the QCPH, Sales, Number of calls, (Qualified) Conversion etc. that are obviously associated to a set of calls and make no sense in relation to a single call.

Setting targets

For each possible target within the rule set, you can:

- Enable or Disable a specific target rule
- Insert an algebraic expression defining the rule for the "yellow" theshold
- Specify a score that the engine will assign to the target when matching the "yellow" expression
- Insert an algebraic expression defining the rule for the "red" level
- Specify a score that the engine will assign to the target when matching the "red" expression

The algebraic expressions that can be used to define a threshold are:

- simple mathematical expressions formed by an operator (in the set of "<", ">", "#", ">=") and a value.
- X << Y: defines the internal interval between the values X and Y (excluded)
- X $_{\Leftarrow\Leftarrow}$ Y: defines the internal interval between the values X and Y (included)
- X >> Y: defines the external interval outside the values X and Y (excluded)
- X $_{>\Rightarrow=}$ Y: defines the external interval outside the values X and Y (included)

Valid examples are:

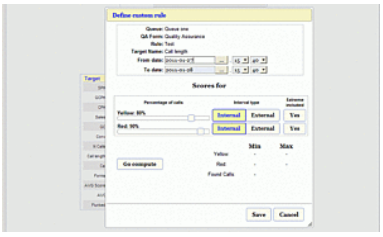
- "< 10" is triggered by a number lower than 10
- ">= 40" is triggered by a number greater or equalling 40
- "40 << 80" is triggered by a number between 40 and 80

For not-averaged rules the user can access a wizard that simplifies definition of interval-based rules.

Dataset-based agent performance wizard

A rule set can be inferred from the measured properties of a given data set; this basically lets you express differences in terms of a percentage of outliers expressed on the total number of calls.

In order to access the wizard, you click on the "pencil" icon:



In this modal dialog you define a start and end time period and the "yellow" and "red" percentage of calls the user wants to include in the resulting rule, the type of interval (internal or external) and whether the interval extreme values should be included or not in the resulting rule.



Imagine you want to consider "yellow" the 10% of calls that are too long or too short and red the 5% of calls that are way too long or way too short in relation to the average length. You would set the "yellow" slider to "90% external" (meaning you want the external tails) and the "red" slider to "98% external".

The "Go compute" button runs an internal analysis that reports, in the lower right table present in the dialog, the minimum and maximum values representing the interval fulfilling the inserted parameters and the number of calls analyzed. You can repeat the calculation until satisfied, then press "Save" to insert the rule in the rule-set or press "Cancel" to forget it.

Configuring reports

Since version 1.6, QueueMetrics allows for the configuration of reports. This makes it easy to tailor specific reports to specific users, instead of having all reports shown to all users. It also adds the fexibility to hide part of a report to users that do not have specific keys, and to edit the titles and subtitles for each reports.

In order to understand reports, it must be understood that a QueueMetrics **report** is made of a number of **screens** (the "pages" that the report is made of), each of which is in turn made of **items** (the actual tables containing data).

All elements (reports, screens and items) can be key-protected - so it is easy to make a full report, or just a part of it, visible to some users only.

As both screens and items have a display order you may want to control, they all have an numeric attribute called *Sort Order* that orders elements from the lower to the highest.

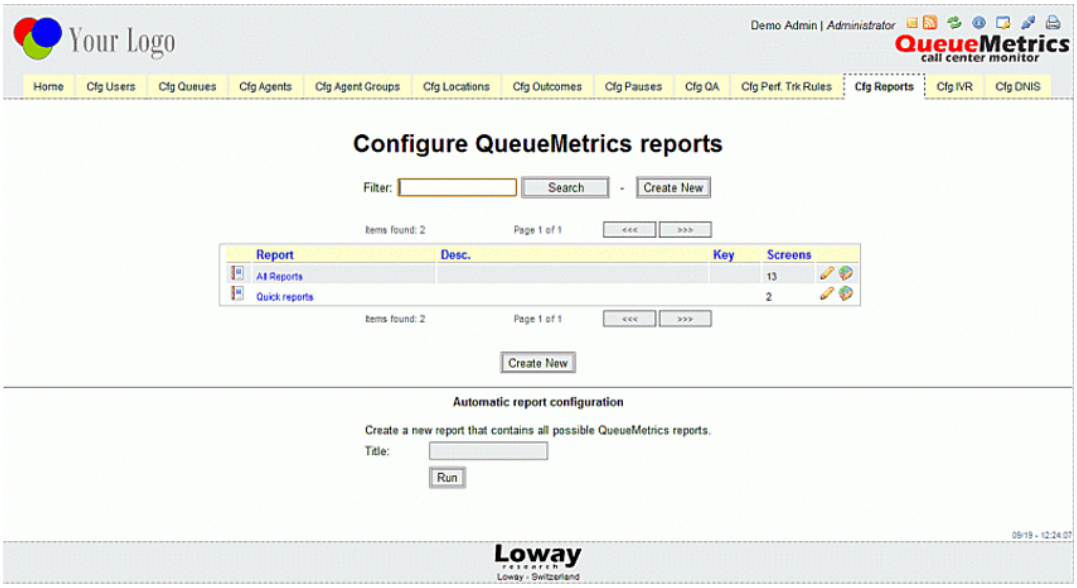
As QueueMetrics reports include an "All reports" page that in turn includes all elements in order, it is possible to control which elements are visible in it at the screen and item level; this is useful because you usually do not want extremely large items (like call lists, that may span over thousand lines) to appear in it.

One last word must be spent for *titles*; as QueueMetrics is an inherently multi-language application, titles may or may not be localized using QueueMetrics facilities.

- If a title starts and ends with the "#" symbol, it is looked up in QueueMetrics internal localization resources, so it changes according to the language the user has chosen. The string must be one of those defined in the localization files.
- In any other case, the string is displayed as-is.

Editing reports

In order to access the reports editor, from the homepage click on *QueueMetrics settings* $\rightarrow$ *Edit reports*.



There will usually be ony one report called "All reports" - this is an automatically-generated report that includes all available reports.

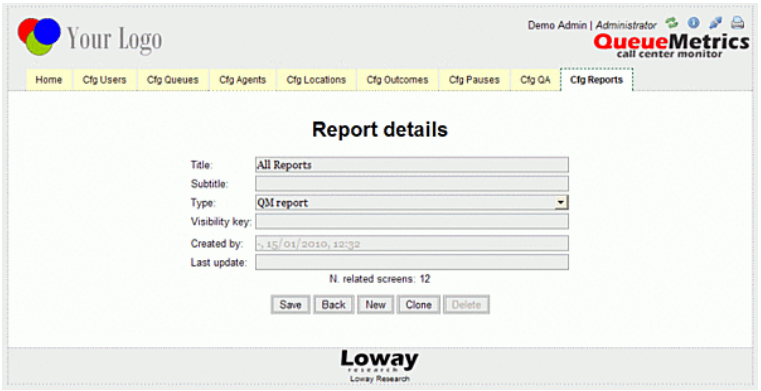
For each report, the number of associated screens is displayed.

Each report can be modified by clicking on the *edit icon* (the one that looks like a pencil) or the associated screens can be shown by clicking on the report title.



As creating a full report takes a while, it is possible to create multiple copies of the "All reports" items and then doing minor customizations by entering a new report name in the "Automatic report configuration" dialog. This is also handy when you upgrade QueueMetrics and want to test-drive new reports that were not previously available.

If you click on the edit icon, you will see the current report configuration:



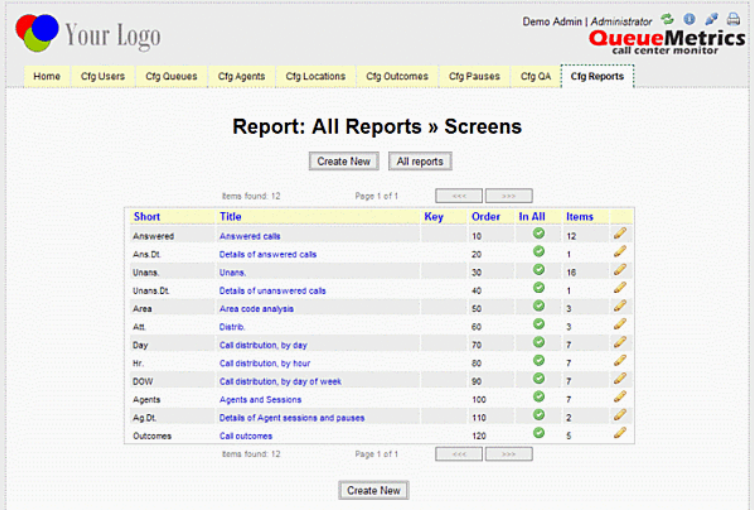
- The *title* and *subtitle* can be chosen freely and will be shown to the users
- The *type* must be set to *QM Report*
- You can enter a *visibility key* to make this report accessible to some users only

If you click on the *pie chart* icon, you will access a table where you can assign one or more reports to each agent. No specific key or property are required, but this feature is only available as of QueueMetrics version 12.10. An administrator can also assign the maximum amount of time that

an agent can have available, when viewing historical reports from the agent web page. The key *default.ssarMaxReportPeriod* is defined within the configuration.properties file. If this key is not present within this file, then the default time is 15 (days).

Editing screens

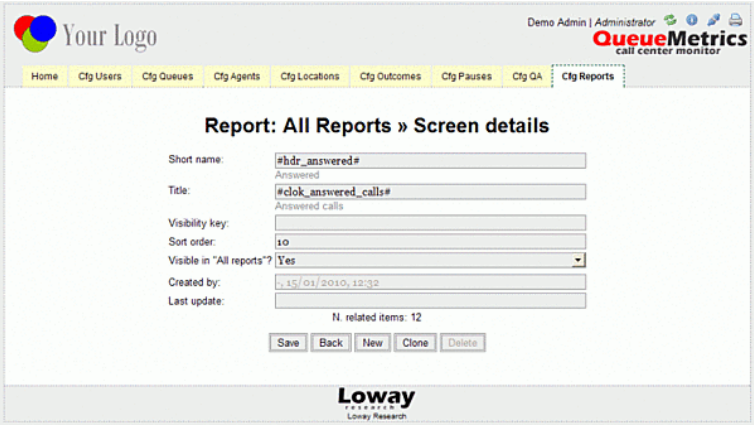
A report is made of a number of screens. They are the multiple selectable pages that are available when you run a report. As the space is limited, each screen has a Short title as well as a full title.



You can see that the items are sorted accoring to their Sort index, just as they will be displayed in the main reports. You can also see the number of asscoiated items for each screen and whether the screen will appear in the "All reports" page.

Each screen can be modified by clicking on the *edit icon* (the one that looks like a pencil) or the associated items can be shown by clicking on the screen title.

If you click on the edit icon, you see the details, as shown here:



- The *Short name* is the one displayed in the horizontal page menu, so it should be very short
- The *Title* is the one displayed at the top of the page
- The *Visibility key* lets you hide this screen and all its associated items from user sthat do not have the specified key

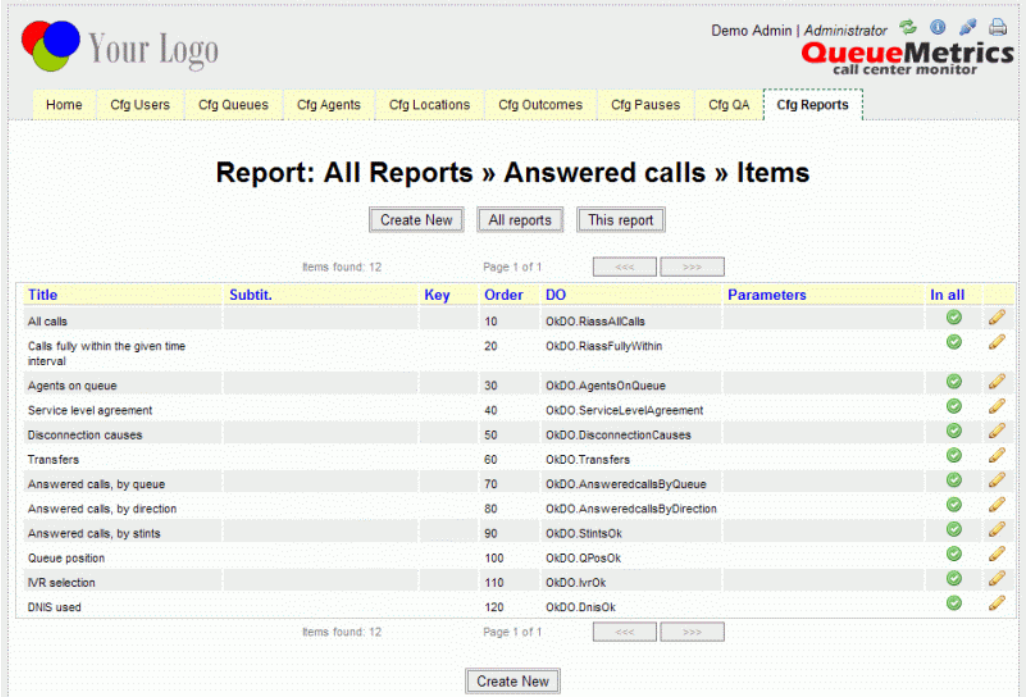
- The *Sort order* is an integer value that tells QueueMetrics how to position this element in respect to all other screens.
- The *Visible in All reports* toggle decides whether this screen and its associated elements are visible on the "All reports" page



Both the *Short name* and *Title* fields display a decoded, localized version of the string just below their input box. This is what the end-user will actually see.

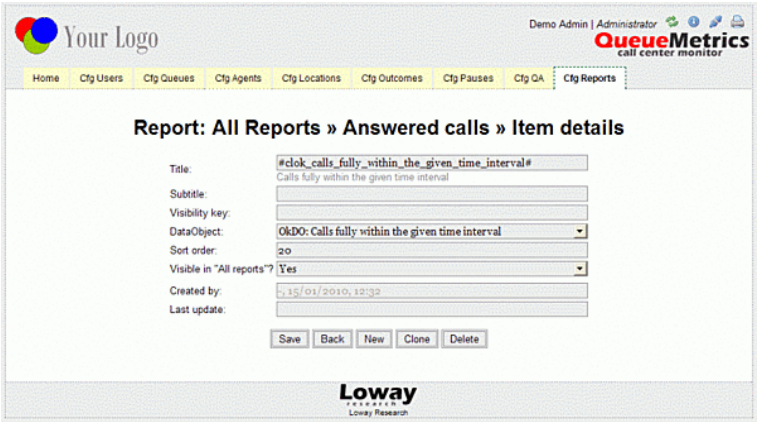
Editing items

When clicking on a screen title, you display the list of items that belong to that screen.



You can see the title for each item, the Data Object tht actually creates data and its parameters.

Each item can be modified by clicking on the *edit icon* (the one that looks like a pencil).



- The *Title* field is the one displayed in bold on top of the table
- The optional *Subtitle* can be added as an explanation of the meaning of the graph.
- The *Visibility key* lets you hide this item from users that do not hold the given key.
- The *Data Object* is the routine that creates the requested table and/or graph. A list of available Data Objects is available here Chapter 5, *Report Details* [94].
- The *Parameters* field (if present) will let you add additional parameters that control the behavior of the Data Object.
- The *Sort order* is an integer value that tells QueueMetrics how to position this element in respect to all other screens.
- The *Visible in All reports* toggle decides whether this item is visible on the "All reports" page



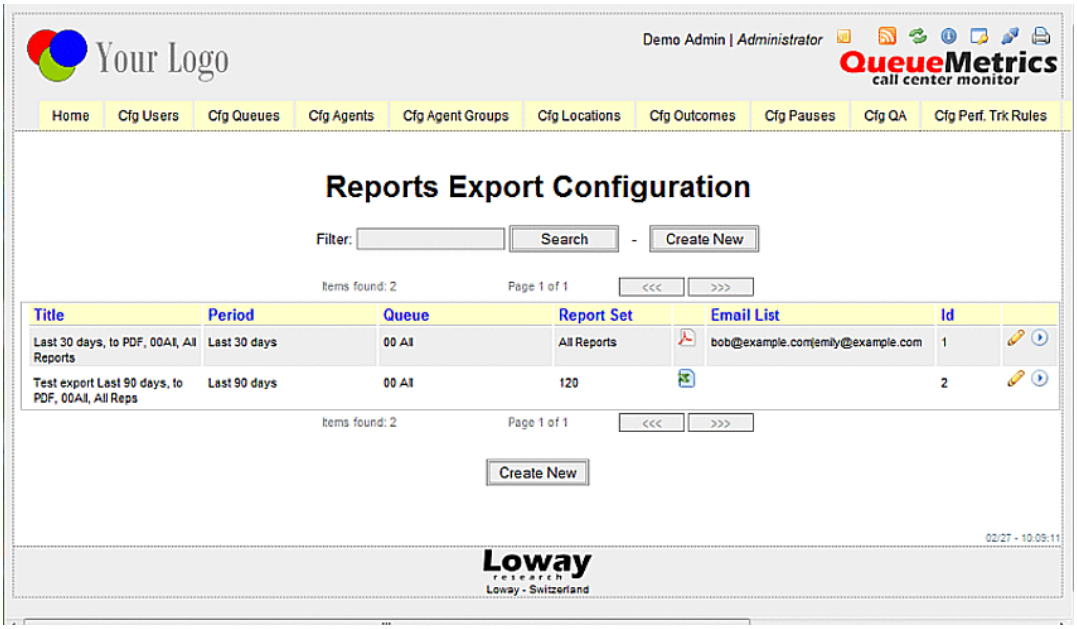
The *Title* field displays a decoded, localized version of the string just below their input box. This is what the end-user will actually see.



You cannot have multiple copies of the same DataObject on the same page.

Report ExportConfiguration pages

Users holding the key USR_REPORTS_EXPORT_EDIT can edit the list of PDF and XLS export jobs.



Each job is associated to a specific query period, queue and report set meaning that, each time the report is run, QueueMetrics calculates the results based on the input parameters and exports the whole report set to the required format. The generated document is sent to the recipients list specified for the job. Each job is identified by a numeric id generated by QueueMetrics and shown in the *Id* column.

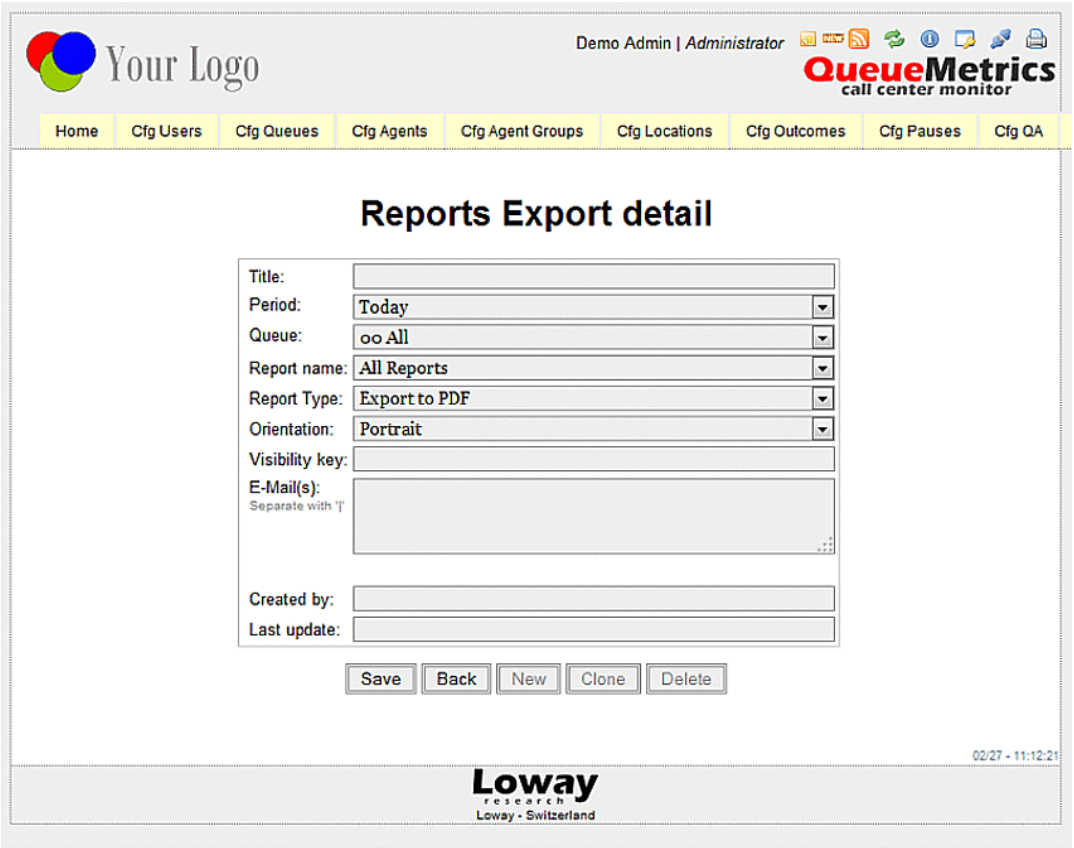
As defined in the chapter Generate PDF and XLS reports and send them by e-mail the section called “Generate PDF and XLS reports and send them by e-mail” [248] this id has to be used to run the report by an external ROBOT profile.

The user can edit a specific job, by clicking on the pencil icon, or can run it immediately, by clicking on the blue button shown on the list.



The user is allowed to run the report only if holding the USR_REPORTS_EXPORT key.

Each time a user creates or edits a job, the next screen will be shown:

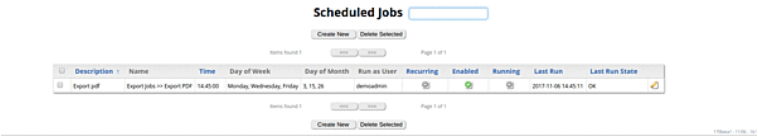


On this page the user is allowed to specify a title, needed to identify the job in the job list, and other relevant parameters like period, queue, report name (an already defined report set), report type (XLS or PDF) and the orientation (valid only for PDF documents). Each reports export job could be associated to optional visibility keys used to hide/show the job to a set of users. Finally, a list of e-mail recipients can be added - if present, on generation, the resulting report will be sent to them.

If an export job is included in a scheduled job, a clock icon will appear next to it in the export jobs list page. By clicking on the clock icon, the user will be taken to the scheduled jobs list where he can view the various scheduled jobs.

Scheduled Jobs Configuration page

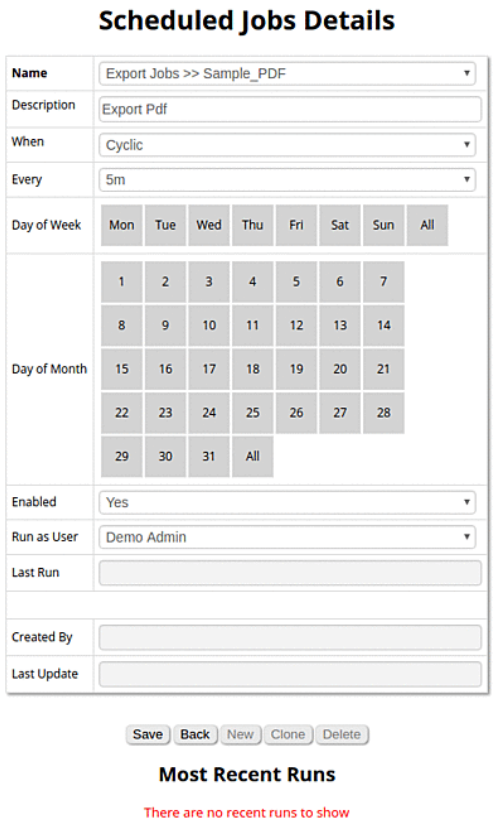
Users holding the key USR_CRONJOBS_EDIT can edit the list of available scheduled jobs.



Each Job represents a specific task, chosen between those available, that will be executed automatically at a specific point in time, or regularly at set intervals of time. The user can also specify particular days of the week or days of the month as a requirement for executing the job.

The user can edit a specific job, by clicking on the pencil icon shown on the list.

Each time a user creates or edits a Scheduled Job, the next screen will be shown:



On this page the user is allowed to choose a job type, and other relevant parameters like the time, the day requirements, and if the job is enabled or not.

One relevant parameter here is the "When" parameter. If this parameter is set to "Cyclical", the selected "Every" value will be intended as the interval between different executions of the Job. If "When" is set to "Once a day" instead, the "Time" value is intended as the actual time of intended execution.

So for example,

- If "When" is set to "Cyclical" and "Every" is set to "5m" the job will be executed every five minutes.
- If "When" is set to "Once a Day" and "Time" is set to "00:05", the job will be executed at five minutes past midnight.

Another relevant parameter is the "Day of Week" parameter. If we select only "Monday" for example, the Job will be executed only on mondays.

The same goes for the "Day of Month" parameter. If we choose 2,5,13 for example, our Job will only be executed on the 2nd 5th and 13th day of the month.

The "Day of Week" and "Day of Month" conditions are mutually exclusive, so if we set "Monday" and then "5", our "Monday" choice will be deleted and the scheduled job will only consider the Month Day option "5".

The "As User" parameter indicates which user will be impersonated when the Job is executed automatically. The user can only set itself as the user or, if the user is editing a Scheduled Job created by another user, the creator of the Job.

Configuring IVR and DID/DNIS names

Users holding the keys USR_IVR and USR_DNIS can edit the list of known IVR and DNIS names.



This list is used to decode the display of known IVR selections and DNIS numbers. Both configuartion pages behave the same way.



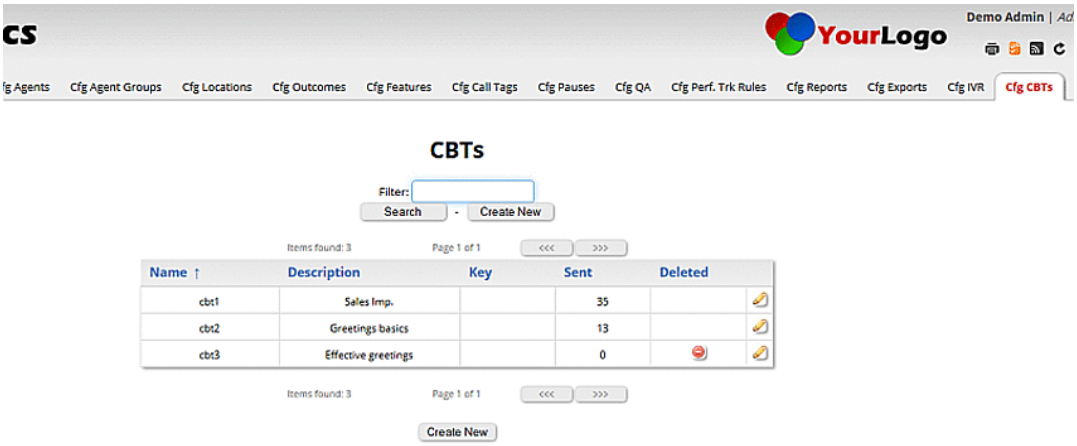
If you know that your *Support* IVR selection is 1-3-4, you could create an IVR entry of *134* that decodes to *Support (1-3-4)*. This surely makes the display easier to read.

Elements that are not listed in the editor are displayed with the string they are recorded with at the Asterisk level.

IVR entries are also used to decorate IVR menus in IVR path traversal analysis. You simply add the name of the IVR menu and the decoded value.

Configuring CBTs (Computer Based Training)

Users holding the key USR_CBTS can edit the list of known CBT URLs and names.



This list is used to populate the selection of available CBTs and to define the common URLs will be used in the task detail for each CBT sent. The URL can be used to point to any kind of material, as appropriate (e.g. PDFs, videos, interactive courses…). The URL may include a [U] token field that will be substituted with the login of the agent filling in the CBT, so that an external CBT system may keep track of why is filling it in or personalize the courseware.

If you modify the URL of an existing CBT on the list, all CBT URLs matching the same URL on the tasks tables, for all tasks not completed, are updated as well. This means that you can create a post-hoc descriptive CBTs out of URLs that are already used on the system.

Each CBT includes a read-only field that tracks the number of times the CBT was sent; this value is reported in the CBTs list. CBTs can be set active or not, so it’s possible to put CBTs off-line when they become obsolete.

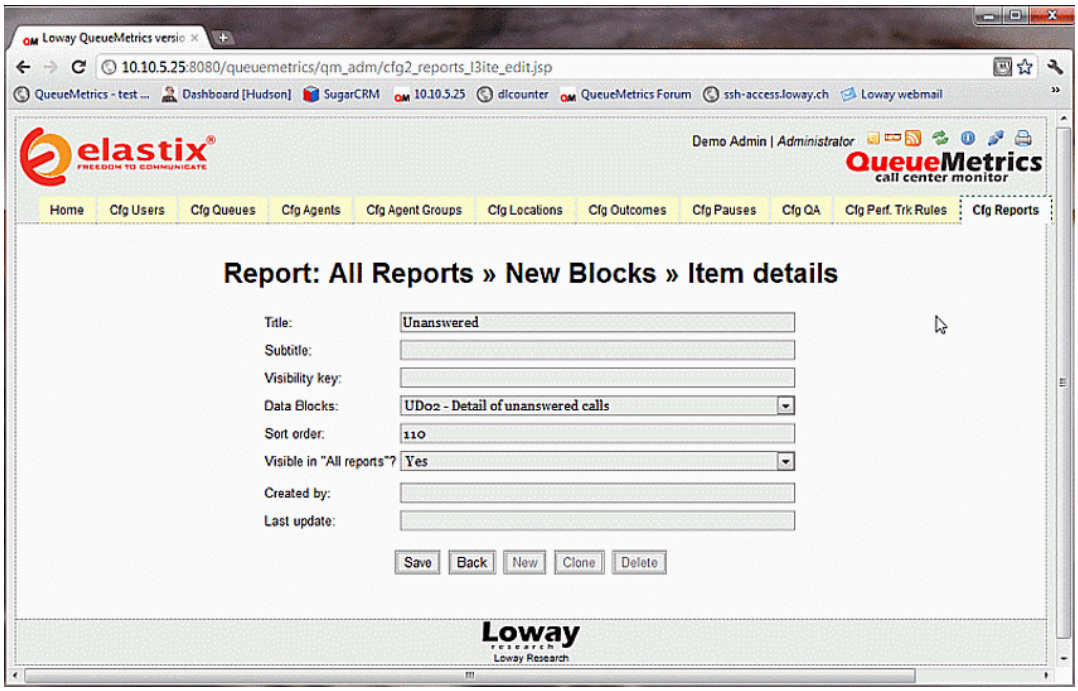
Configuring paged call lists

It is possible to view details of calls (answered, unanswered) in a paginated order, rather than as a long list of data on a single page, allowing better readability when running a large result set.

To set this up, from the Home page you select \93Edit Reports\94 which leads to the \93Configure QueueMetrics reports\94 page (Cfg Reports tab). Click on the \93All reports\94 link and you will be shown all current reports. At the bottom of the screen select \93Create New\94.

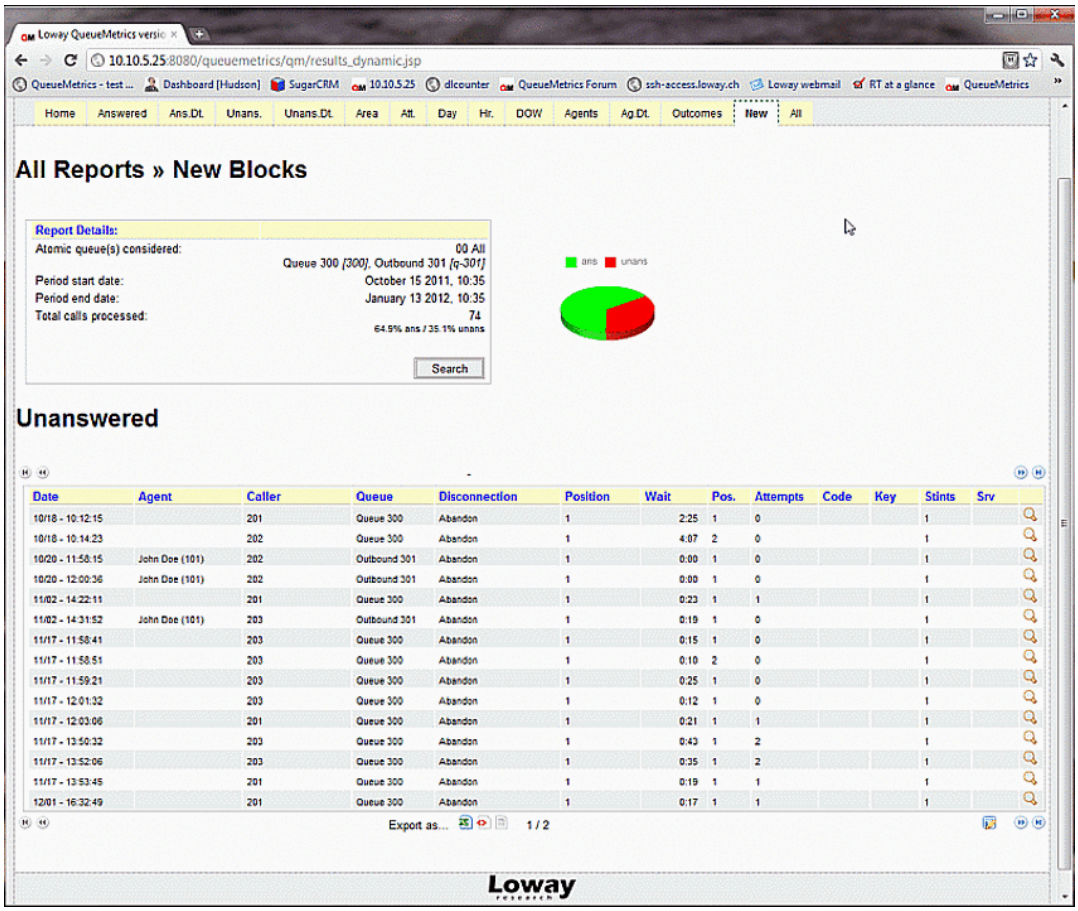
Enter a Short Name such as \93New\94 and a Title such as \93New Blocks\94 - you can choose different Name/Title if necessary. Also, the Visible in All Reports field should be set to \93Yes\94. Now Save it.

Go back and select \93New Blocks\94 which leads to the \93Report: All Reports >> New Blocks >> Items\94 screen. Select \93Create New\94.

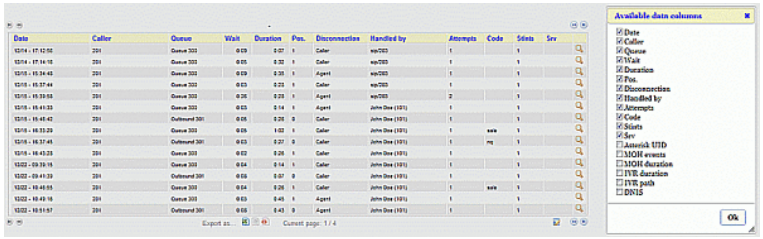


Save it and select \93Back\94 - you will now see the newly-created item.

If we run a Report we will see a new tab called \93New\94, as shown below, where the calls are showing in pages, rather than as a listing (note the buttons to go forward/back and that the page is 1 of 2 pages)



In the image above, on the bottom right of the paginated list we can see a small icon just before the "next page" buttons. this icon allows us to add or remove columns within the displayed paginated listing. It is now possible to add the Music on Hold (MOH) columns "MOH events" and "MOH duration" which display the number of events where a caller was put on Hold with music and the total duration of such events. You can also add the columns "IVR duration/IVR path" which displays the time the caller spent within the IVR selections and the choices the caller made while going through the process. Adding the "DNIS" column allows to display the number dialled to reach the queue.



Configuring the new Real-time Agents Page

Configuring the new realtime page involves to set some configuration keys that are inherited from the old agent realtime page and a new set of keys specifically designed to operate with the new realtime page. This chapter summarize the most relevant keys needed to properly configure the new realtime page and the integrated softphone. For more details on each key, please refer to the Appendix C, *System preferences* [441]

Enable/Disable the hotdesking:

```
default.hotdesking=86400
```

A value different than zero enables the hotdesking.

Defines a custom CRM page that will be open on each new taken call:

```
# Asterisk Unique ID visibility and related callback URL associated to the icon
default.crmapp=http://server/app?agent=[A]&unique=[U]&server=[S]&queue=[Q]&tst=[T]
default.crmlabel=CRM Page
default.showAstClid=true
realtime.agent_autoopenurl=true
```

Defines two other optional custom backgrounds:

```
# Custom web pages for the realtime agent page
realtime.agent_web1_url=http://www.queuemetrics.com/?agent=[A]
realtime.agent_web1_label=QueueMetrics
realtime.agent_web2_url=http://www.loway.ch/?agent=[a]
realtime.agent_web2_label=Loway
```

Optional backgrounds can be opened as popups by setting the property agent.openUrlInPopup to true in the Edit System Parameters page.

Custom background pages can also expand a set of placeholders that carry useful information.

Placeholder	**Meaning**
[A]	The agent's numeric code, e.g. *101* for *Agent/101*
[X]	The agent's extension, e.g. 300
[U]	Unique
[S]	Server
[Q]	Queue
[T]	tst
[C]	cid
[D]	dnis
[I]	IVR
[O]	Outcome
[P]	Position
[M]	Attempts

If CRM and/or custom backgrounds are not needed, it's possible to override the default background changing the key:

```
realtime.agent_background_url=http://serverurl/backgroundpage.htm
```

In order to use the integrated softphone, the steps required are: 1. Configure the SIP server and the WebRTC URL 2. Add, for each agent, a SIP username, password and SIP Realm authentication.

Depending on our setup (normal or clustered mode), the SIP server and the WebRTC urls are set by changing the below configuration keys. For a not clustered QueueMetrics install:

```
# Default keys for the sofphone definition
default.sipaddress=10.10.5.49
default.websocketurl=ws://10.10.5.49:8088/ws
default.rtcWebBreaker=true
```

For a clustered QueueMetrics install, be sure you're setting the following keys for each server in your setup:

```
cluster.serverX.sipaddress=10.10.5.49
cluster.serverX.websocketurl=ws://10.10.5.49:8088/ws
cluster.serverX.rtcWebBreaker=true

where serverX is the name of each server defined in the cluster configuration key.
```

Then, for each agent, set the SIP username, password and SIP Realm authentication through the Agent Configuration Pages, as explained in the section called "Configuring agents" [261]

The Logon Panel allows to pre-validate the agent code and the agent extension needed by the login/logout process. In order to validate these codes, a two set of keys have to be set:

```
# The regexp to validate agent codes
realtime.agentRegexp=1\\d\\d

#A regexp to validate extension codes
realtime.extensionRegexp=\\d\\d\\d
```

The Logon Panel allows to mark as read only the agent code field. This could be accomplished by setting the following key:

```
default.lockedAgentPopupCode=true
```

The list of available queues for each agent is defined by the following key:

```
realtime.dynamicLoginQueues=all
```

Relevant values for this key are:

- *assigned* or *registered*: the list of available queues shows only the queues where the agent plays a defined role (i.e. is a main/spill/wrap for these queues)
- *all*: the list of available queues shows all the defined queues, without taking care of the agent role (but filtered by visibility key)

Agents can insert pauses through the Pauses panel. Pauses without a specified pause codes can be rejected by setting the following key:

```
default.pausecoderequired=true
```

Agents can grade taken calls only if they hold the QA_TRACK key.

QueueMetrics configuration wizard

In order to save time and make sure that QM is always up-to-date with the underlying Asterisk configuration, it is possible to run a wizard that will load the following data straight from Asterisk configuration files:

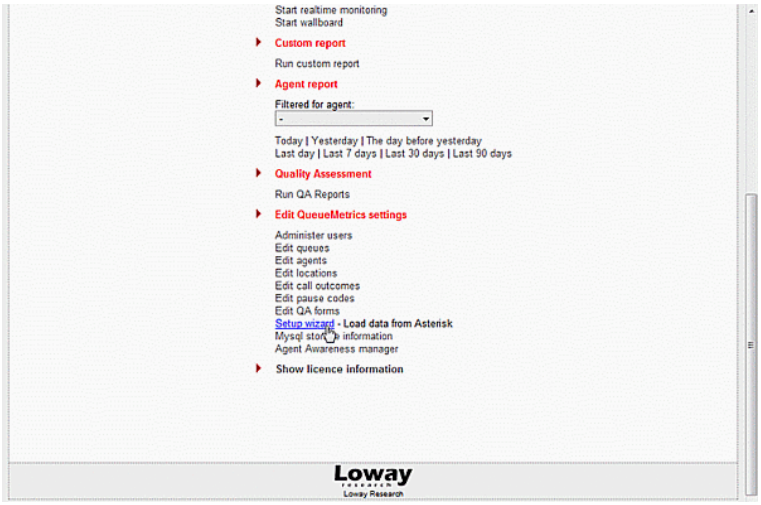
- Which queues are in use, and their configuration

- Which agents are being referenced, their name and how they belong to the various queues

It is also possible to automatically create users out of the defined agents, so that they can log-on to QueueMetrics with the very same password they use to log-on to Asterisk.

In order for the wizard to be run, the user must hold the grants to administer users, edit queues, edit agents, and must hold the CONFIG key too.

If the user holds the required keys, the label "Setup wizard" will be shown on the front page:



By clicking on it, the administrator will be lead to the first step of the wizard.

At the top of this page is a dropdown menu that defines where asterisk configuration could be found. Actually the wizard is able to read information from:

- File
- Single machine Asterisk Manager Interface
- Clustered machines through Asterisk Manager Interface
- Asterisk realtime database
- Asterisk queue log file

By selecting the "File" source, the three edit boxes will let the administrator able to specify the local paths for the agents.conf, queues.conf and the users.conf file.

By selecting "Queue Log File" as source, the associated edit box will let the administrator able to specify the local path for the queue_log file.

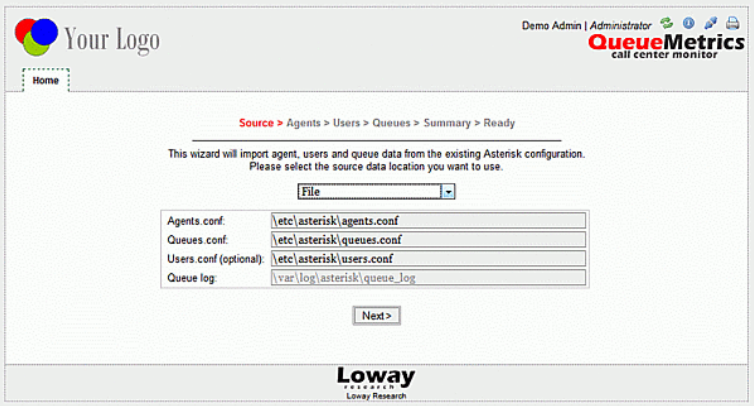


The users.conf file is optional and could integrate the information stored in the agents.conf file. The agents.conf file, instead, is not required only if the users.conf is present.

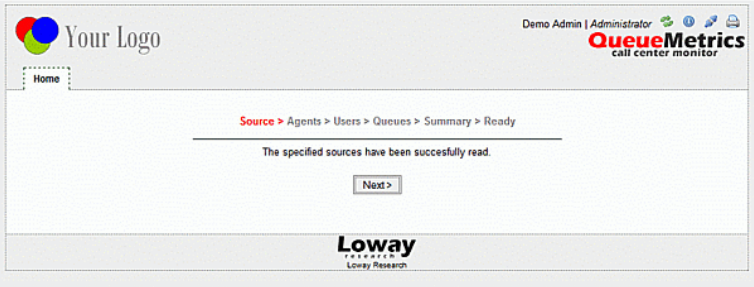


If you don’t have the users.conf or the agents.conf file, you can leave in the edit boxes their default values and the system will be able to skip it if not found.

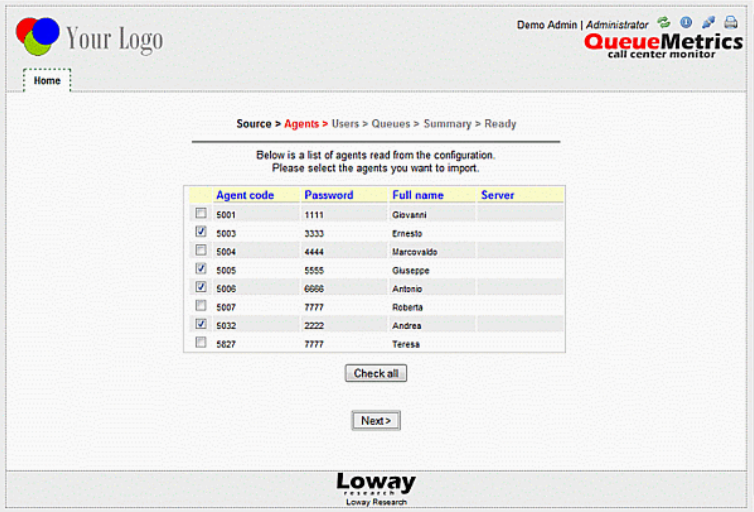
For sources different than "File", or "Queue Log File", the wizard will use some configuration options to know how to reach the required information. More details can be found in the section called “Configuring system preferences” [301] and in Appendix C, *System preferences* [441].



When you have selected the source you want to be read, click on *Next* button. You will be redirected on the validation page. This page will inform you if the provided sources were succesfully read or, in the worst case, it will show you a message reporting an explanation of the error found.

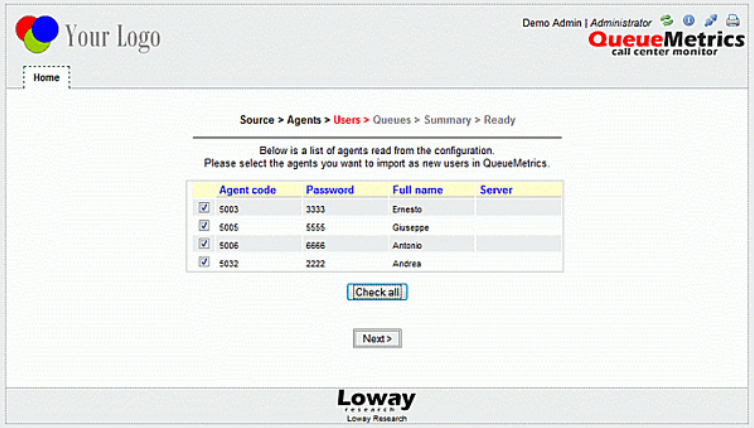


If the validation fails, clicking on *Next* button you’ll be forwarded back to the first step, otherwise, you’ll be redirected to the next step.



The wizard will scan the available agents and presents you a list of agents to be created or updated. By default, this wizard will try not to modify an agent or a queue that is already present in QM, that is the found data will be shown but unchecked. Check on the items to include/exclude them as needed.

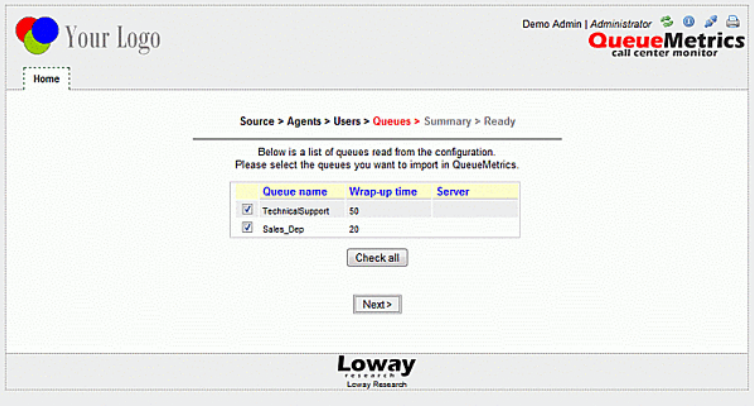
If no agents will be selected, by clicking on *Next* button the wizard will skip the next step and will forward you directly to the queue selection step. If at least one agent was selected, instead, when you click on *Next* button you'll be redirected to the window shown below.



If the corresponding QM users, for selected agents only, are not present, they are created automatically by this mask.

Please note that if the wizard is not able to read the password associated to a specific user (because the password is not specified in the configuration files or because the wizard is reading information from AMI or realtime, or the queue log file, where password for agents are not shown) it will use the following rules:

- For each new user added, a default password will be forced to be equal to their agent code
- For each user to be updated (i.e. already present in the QueueMetrics database) a default password will be shown in the mask but it will never used to overwrite the already present one.



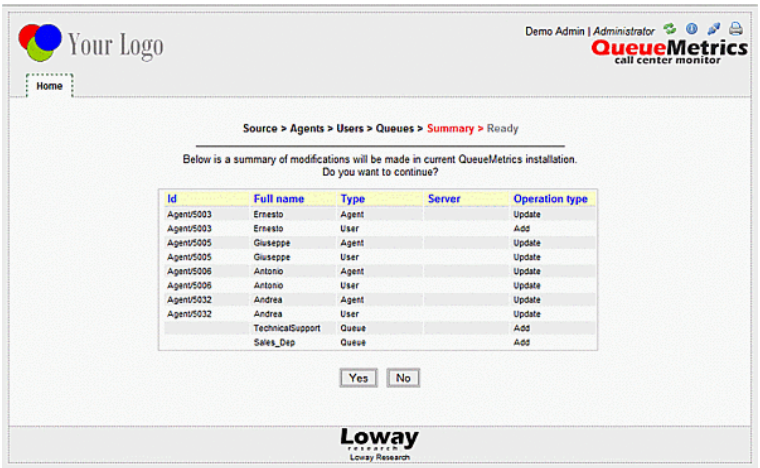
The queues will be created or updated as needed; existing queues will not usually be overwritten without explicit user permission.



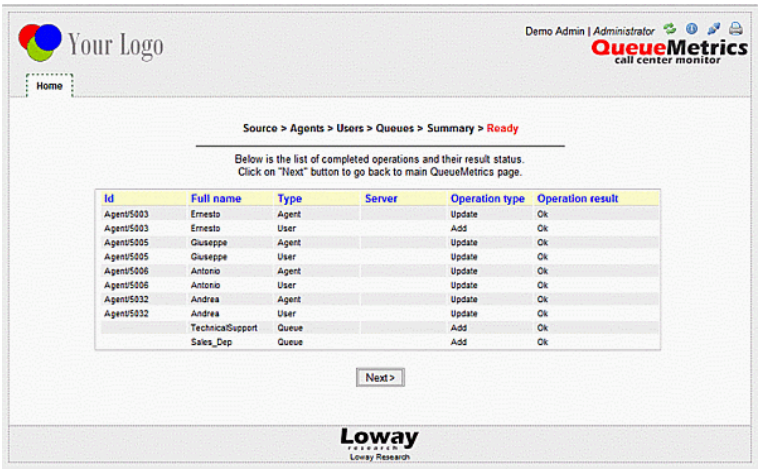
A queue will be automatically checked to be updated if at least one of its agent member was selected to be updated and/or added.



When updating a queue, the spilloff and queue members lists will be generated looking at the penalties associated to the agents read from the sources. If an agent is already present in a member or spilloff list, but it was not selected to be updated, he will not removed and/or moved from any list.



If you click to the *Next* button you'll be redirected to the page above reported. This page will display a summary of the QueueMetrics database updates that have been scheduled to be performed. Clicking on the *Yes* button, the scheduled actions will be run and you will be redirected to the last page where a table listing the related operations results will be presented. Clicking on *No* button, instead, you'll be forwarded back to the first wizard step.



The QueueMetrics database is now updated with the information found in the selected sources. You can go back to the home page clicking on *Next* button.

Unattended QueueMetrics configuration and update

QueueMetrics could be updated and configured by means of external http queries made in a known format. This is really interesting for setting up a cron job to be completed sometimes during the day. When QueueMetrics receives external http queries, it will perform all the configuration wizard steps

together (see the section called “QueueMetrics configuration wizard” [295]) assuming default answers. This will result in a background synchronization between your asterisk boxes and the QueueMetrics database. To be able to run periodic QueueMetrics update, you need:

- A QueueMetrics user holding the CONFIG key
- A command line script able to perform http queries

The URL to be used to start the unattended configuration system has to be formatted as follow:

```
http://qmaddress/queuemetrics/autoconf_Robot.do?user=demoadmin&pass=demo \
 &stype=0&agents=/etc/agenti.conf&queues=/etc/code.conf&users=/etc/users.conf
```

The meaning of specified parameters is below reported:

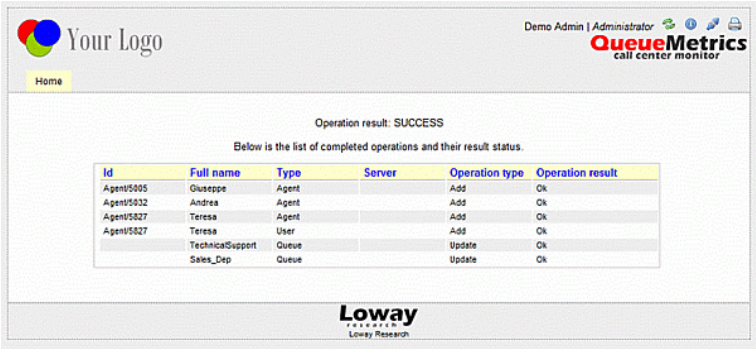
- *user*: the username to be responsible for the update process
- *pass*: the password associated to specified username
- *stype*: defines what type of source you want to use and it could assume the following values:
- **0**: File. If no other parameters were specified, the wizard will read the files defined in the default configuration.
- **1**: Single Machine Asterisk Manager Interface. The wizard will read information from the machine specified in callfile.dir key.
- **2**: Clustered Machines Asterisk Manager Interface. The wizard will read information from the machines specified in the standard cluster definition.
- **3**: Asterisk realtime. The wizard will read information from the database specified in the configuration.
- **4**: Asterisk queue log file. The wizard will read information from the provided queue log file.

The *user*, *pass* and *stype* are mandatory; the other parameters are optional and have no meaning when the requested source is different from "file".

The other parameters are:

- *agents*: specifies the asterisk agents configuration file (and it’s read only when the "File" source is specified)
- *queues*: specifies the asterisk queues configuration file (and it’s read only when the "File" source is specified)
- *users*: specifies the asterisk users configuration file (and it’s read only when the "File" source is specified)
- *qlog*: specifies the asterisk queue log file (and it’s read only when the "Asterisk Queue Log" source is specified)

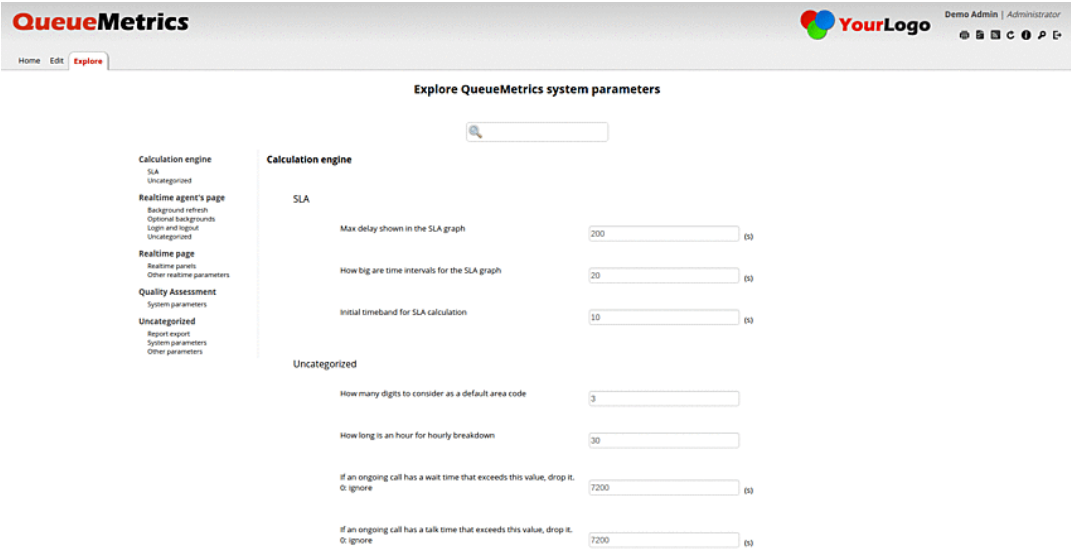
When QueueMetrics terminates the procedure, it will answer with a result page where the term "SUCCESS", or "FAIL", will be present reflecting the operation success status. In this page will be also present a list of the performed operation (and their result status). An example page is reported below:



Configuring system preferences

System preferences can be edited by editing a text file called *configuration.properties* located in the WEB-INF directory of the QM webapp. The absolute path on your system can be found by looking at the **System path** property on the Licence page.

Since QueueMetrics 15.10 system preferences can be edited through the "Explore system parameters" page under the Administrative tools by users holding the EDIT_CFG security key.



This page lists the most usefull configuration options and allows an administrator to change their values through a set of gui elements. Allowed values are already listed and default values are marked with an asterisk. Through the search box located on the top center side is possible to limit the number of shown options to easily focus on the wanted options.

The system Parameters can be filtered by value, by the parameter description or by the actual parameter name. When searching for a parameter, QueueMetrics will filter out all the non-matching parametrs, displaying only the ones relevant to the research.

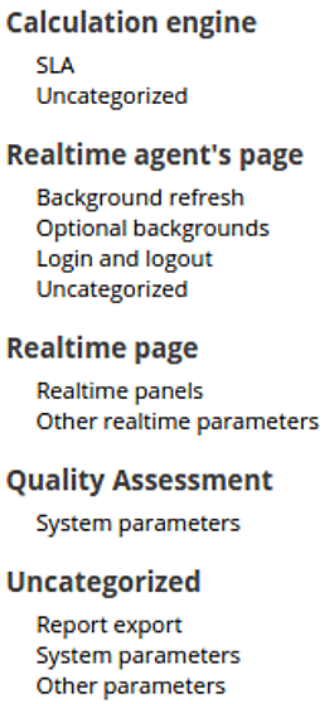
The various settings are organized in a hierarchical fashion, with all the keys divided in categories and features. Categories are the most comprehensive groupings, they are written in bold and represent the different aspects of your QueueMetrics system. Each category is then divided in Features resembling the different functionalities that belong to a particular category

at the bottom of this hierarchy, we find the actual parameter keys and their linked current values.

There are three different types of Parameters:

- Multiple Choice Values: this type of parameter key can only accept a specific list of values, these will be listed in a drop-down menu.
- Numeric Values: this type of parameter key can only accept numerical values, sometimes even within a certain specific range.
- Free-Text Values: this type of parameter key can accept any value.

On the left side of the screen there is the System Parameters Sidebar. This sidebar is an overview of all the Categories and Features in the page. To jump to a specific category one can simply click on one of the different category names.



A complete list of preferences can be found in the chapter Appendix C, *System preferences* [441]. Once a preferences value is changed, it is enough for the user to log off and log on again; restarting the servlet container is not needed.



You can check the current set of system preferences from the the section called “Using the DbTest Diagnostic Tools” [306] page.

Installing the AGAW runner

Once your copy of QueueMetrics is correctly installed, the Queue Runner can be run using a script that is available as *WEB-INF/mysql-utils/agaw-runner/agaw-runner.sh* under the QM directory.

This file must be edited to set its running parameters, that are:

```
JAVA=/usr/local/queuemetrics/java/bin/java
```

Path to the java virtual machine. Please point to a Java JDK version 8 or newer (OpenJDK is fine). The default path points to the default JDK that comes with the automatic QueueMetrics installation.

```
VMOPTS=-server -Xmx256M -Xms256M
```

The options for the Virtual Machine. Should be okay for most servers.

```
USER=demoadmin
PASS=demo
```

The username and password of a user the transactions will be run under. This should be a regular user or an administrator with visibility to all queues to be selected.

```
JDBC="jdbc:mariadb://127.0.0.1/qmqueuemetrics?zeroDateTimeBehavior=convertToNull&am
  jdbcCompliantTruncation=false&amp;user=queuemetrics&amp;password=javadude"
```

The JDBC URL to connect to the same database as the main QueueMetrics instance (see your *web.xml* file).

```
QMPATH= /usr/local/queuemetrics/webapps/queuemetrics-1.5.0
```

The system path to the local QueueMetrics installation. You can find it on the local Licence page.

```
ITER=3
```

The number of iterations that will be run by the Java process before terminating and spawning a new Java process. This is done so that there is no problem with potential memory leaks, as the JVM is periodically rebuilt. A higher ITER count means more iterations using the same JVM and avoids the burden of reloading classes and libraries.

```
IDLE=2000
```

The idle time in milliseconds between one interaction and the other.

```
RUNLOG=false
RUNLOGDIR=/root/runlog
```

If RUNLOG is set to TRUE, a detailed run log will be created under the RUNLOGDIR. This directory must be writeable by the Java process and MUST be cleaned periodically - enabling this feature causes a lot of information to be written. See the section called “Debugging with Runlogs” [305].

```
QMARCH=$JARLIB/loway-tpf-155p.jar
QMJAR=$JARLIB/QueueMetrics-1.5.0.jar
REDRPC=$JARLIB/redstone-xmlrpc-1.0.jar
```

These are the names of the Java classes bundles that contain the local version of QM and of its TPF architecture. These must match the ones under WEB-INF/lib or you will get "Class not found" errors on startup. In a standard QueueMetrics release, QMARCH and QMJAR items are correctly set by the build system to match the current JARs.

```
SERVLET=/usr/local/queuemetrics/tomcat/common/lib/servlet-api.jar
```

This points to the servlet API used by your Tomcat installation. The default path is okay for a standard QM installation.

Once you set everything up, you can simply set the script executable and start it to see its output.

```
chmod a+x agaw-runner.sh
./agaw.runner.sh
```

Please note that **the script will loop indefinitely**, so it must be stopped through a **kill -9** command.

Installing the database clean-up jobs

The AGAW subsystem produces a great number of old / obsolete / informative log data that is meant to help diagnosing problems, but that can end up filling your disks pointlessly.

There are currently two ways to run database purging jobs:

- There is a button from the main AGAW screen, and
- Through a modular HTTP call, meant to be run through scheduled cron jobs

In order to specify parameters for this activity, you should add the following lines to your *configuration.properties* file:

```
# Oldest obsolete run to keep when running an optimization, in minutes
dbmaint.agaw_oldestRun=30

# Oldest obsolete log to keep when running an optimization, in minutes
dbmaint.agaw_oldestLog=30

# Oldest obsolete broadcast entries to keep when running an optimization, in minut
dbmaint.agaw_oldestBroadcast=180
```

Once you set up the parameters above as preferred (maybe starting with a couple of hours and then see if it is too much / too few) you add the following call to an hourly cron job:

```
wget http://server/qm/qm_sys_optimize.do?O_L=user&amp;O_P=pass&amp;O_C=AGC
```

Where *user* and *pass* belong to one administrative user.

The O_C parameters takes one or more of the following parameters:

Parameter	Meaning	Warnings
AGC	Purge AGAW tables	Might block for a few seconds
AQL	Optimize queue_log table by reordering data	Will block; run daily or weekly when system not in use
OQL	Optimize queue_log table	Might block for a few seconds
OAG	Optimize AGAW tables	Might block for a few seconds
OTB	Optimize other QM tables	

The calls to the **qm_sys_optimize** transaction are made to be human- and machine-readable, so you might want to run the first time in a browser.

You might want to run an hourly cleanup job plus a nightly/weekly general cleanup and optimization job. They all will likely block the tables they are optimizing for a perceivable time, so do not run them at peak time when users are actually running QM.

Installing the AGAW client facades

The client facades are installed with the main QueueMetrics app, so they will work if the main QM app is working. The only customization must be made in a file named *agaw.properties* that resides under WEB-INF/

```
client.refresh=7000
```

The timeout (in milliseconds) that will lead the client to refresh information on the page. 0 means no refreshing, or user-driven refreshes. The lower this value, the higher the load will be on the AGAW fa \E7ade server.

```
client.sparkurl=http://chat.myserver:9090/webchat/jivelive.jsp
```

This is an absolute link to the jivelive.jsp page (a part of Spark Fatspath) that should live on the same server for security reasons. If no URL is passed, there is no "Chat now" section in the clients. To avoid cross-site scripting problems, this works best when both QM and FastPath are installed on the same server.

```
client.sparkuser=supervisors@workgroup.chat
```

The virtual user that will be used for Spark Fastpath "Chat Now" button.

As of version 1.5, there is only one available fa\E7ade that "mimics" the behavior of the XUL fa\E7ade and it is called Plain HTML. You can access it at the address http://server:8080/queuemetrics/agaw/facades/plain_frame.jsp

Please note that accessing the fa\E7ade when logged in QueueMetrics is likely to cause unexpected session termination of the QM session - if you must access it with QM open, use a separate browser.

Setting up the AGAW activation key

The default version of the AGAW system comes with a default activation key that will let you test the system with two agents only. You can ask Loway for a time-limited, unlimited-agents demo activation key for the whole AGAW subsystem.

If you try to run the AGAW loader for more agents than the licensed ones, you get an error message on the system log.

The AGAW activation key can be installed in the agaw.properties file.

```
# License key for the Agaw Runner
runner.activation=.........................
```

The AGAW activation key will be picked up immediately when the Runner restarts, and licensing information will be printed on the standard output.

Debugging with Runlogs

Runlogs are text files that contain the very details calculations for each run are based upon, so they make it possible to spot from where the figures displayed in the AGAW browser come from.

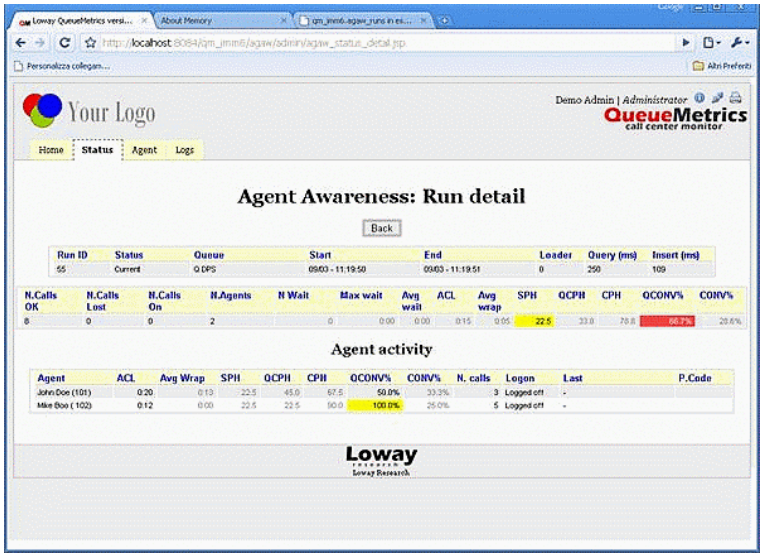
In order to run this, it is necessary to:

- Enable this feature in the *agaw-runner.sh* script
- Create a cron job to delete the generated files, e.g. nightly or weekly, as the result is extremely verbose
- Make it possible for the administrative users to fetch the files remotely, e.g via a WinSCP client

When this feature is turned on, when administrative uses happen to find some incorrect data, they should:

- Take a screenshot of the incorrect data
- Write down the run-id
- Fetch the text file called *agawrun_XXXXX.txt* that is under the RUNLOGDIR directory, where *XXXXX* is the run-id

The run-id can be found as shown here:



Using the DbTest Diagnostic Tools

The DbTest page, available at the address http://127.0.0.1:8080/queuemetrics/dbtest , will not only let you update the database, but also check a number of QueueMetrics subsystems. It is invaluable for debugging QueueMetrics installations where you suspect some problem may be.



It is also possible to access this page directly from the QueueMetrics home page by selecting the *System diagnostic tools* link, which can be found within the available Administrative tools.



It is possible to completely turn off the DbTester page when not needed by toggling the *default.viewTechInfo* system property. You should do so if not needed by your users.

Checking the current system configuration



From this page, you can see:

- The current settings for all system configuration properties, as written in the configuration.properties file
- The current Java environment variables, usually defined at the JVM level
- The current memory and CPU settings for QueueMetrics, and the current memory usage. Note that Java will usually try to use all memory availble before doing a cleanup, so seeing most memory in use does not necessarily mean that QM needs more.
- The current HTTP/HTTPS environment and the HTTP headers passed to QueueMetrics. This is very useful to debug a QueueMetrics system that is behind one or more web proxies.

Checking an Asterisk Manager connection

It is possible to check an AMI connection to an Asterisk server.



As you can see, the AMI connections in your configuration.properties file are automatically read and can be configured at the touch of a button. As an alternative, you can manually enter the configuration parameters and see what happens.



In case the connection (like in the example above) displays an error, the complete stack trace is easily available for inspection. In case everything goes OK, QM will try to originate a call in order to check that the privileges are correct.

If the connection is possible, QueueMetrics will try to:

- Download and display the queuemetrics diaplan, as displayed under "Configured Dialplan"
- Download and display the current queue configuration, as displayed under "Configured Queues". This shows the configuration as defined in queues. conf plus the current agent membership (static and dynamic).
- Download and display the current agent configuration (this only applis to agents as defined in agents.conf)

For further information on the AMI connection, see Configuring the AMI connection the section called “Configuring the AMI connection” [422] .

Checking the AMI Queue

If you send commands to your PBX by proxying them through Uniloader, e.g. in platform `CLASSIC_LIVE` or `DIRECTAMI_LIVE`, you can see the status of the command queue and the current platform being used.

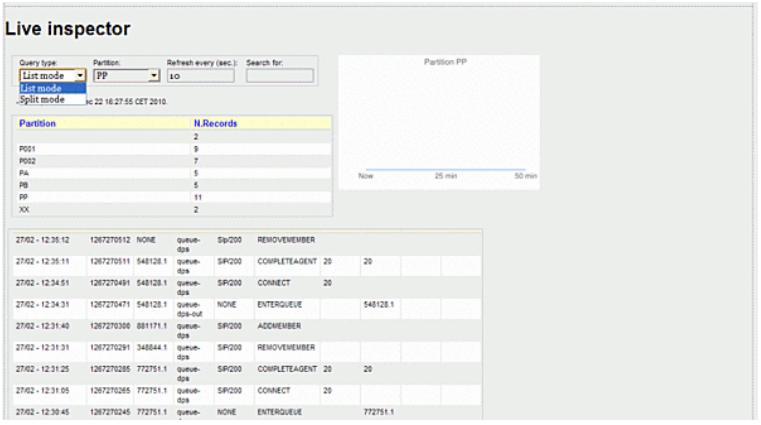
- *On*: is the moment when the command was queued for execution
- *Cmd* is the command
- *Ext*, *Agent*, *Queue* are the parameters recorded
- *State*: can be *waiting* (command is queued but not yet processed), *sent* (command was received by Uniloader and is being applied), *ok* if it was successfully applied or *ko* if it went bad
- *Sent*: is the time it took before the comamnd was received by Uniloader.
- *Proc*: is the time it took for Uniloader to apply the command and send back a status.
- *Srv*: is the server being used

The command queue is kept for a limited time (usually one day or so) and then deleted.

It is normal to have a Sent time of a few seconds when running Uniloader over the web.

Live inspector of the QueueMetrics database

It is possible to display the live status of the queue_log table, to make it easy to see data as it is appended by Asterisk.





If you see "Partition null" in the graph, this means the queue_log table is empty.

The last 20 lines of the queue_log table for the given partition are displayed. In "Split mode" the last 10 lines of the queue_log table about calls and the last 10 lines about agent status are displayed separately.

The display will reload automatically every 10 seconds.

It is possible also to search for a substring within a given partition, e.g. a uniqueid code, this may be very slow, and it usually requires a complete table scan. Do not do this repeatedly on a busy production box!

The Partition graph displays the number of events per minute in the last hour or so.

RAM cache inspector

This page displays the current status of the different caching layers used within QueueMetrics.



The **log cache** is an object cache that stores, for each partition, event objects already processsed. It must be turned on by setting *realtime.useRowCache=true*. For each partition the number of cached objects it is displayed as "Rows". If you use hotdesking you should see a number of objects in the "Hotd" section as well. All of your partitions should appear here.



the **log cache** will be used only if the storage type is SQL-based.

The **SQL cache** caches SQL results to some common queries. Yo can see the current cache size (it is usually quite small), the total number of requests, how many of them were answered ("Cached fresh"), how many of them had the query repeated ("Cached stale") and the overall cache efficiency. In a busy call center this should be around 70-90%.

The **String cache** counts the number of string instances that are currently cached. Values in the 100,000 - 1 million element range are not uncommon.

All caches are designed to be emptied when working in order to reclaim memory, so you can safely click on "Clear caches" even while QM is running.

Testing email delivery

The DbTest contains a page where you can check the SMTP configuration by entering all parameters and trying sending an email. As this often requires some tweaking in the context of setting up a Scheduled job the section called “Scheduled Jobs Configuration page” [288], it is better to start from a known working configuration.

The page prints the current configuration being used, and the dialog that happens with the SMTP server.

You have to enter an e-mail address to deliver to, and the page will initially load with the parameters as defined in `configuration.properties`.

The page will leave the password field empty and won't display passwords; if you leave the password field empty, it will use the default password or the one you last used.

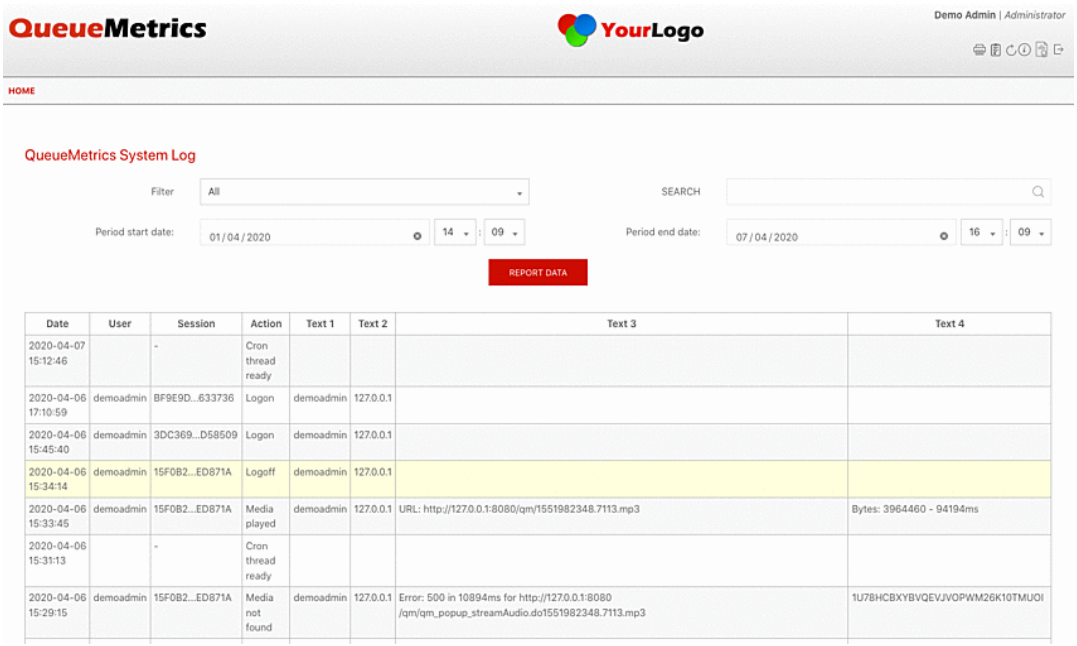


The page is only meant to test parameters, and won't change them.

System audit log inspector

QueueMetrics keeps track of a number of activities that happen on the system; for example, every time a user logs on or off, this fact and the related IP address is added to the audit log.

Administrators who hold the key USR_SYSLOG can access the audit log from *Home Page* → *View Audit Log*.



The page displayed is very simple; it allows searching in a given date range, by a substring of the values that appear on screen, and by "family" of events.

A number of different records are tracked throughout the system - see the Appendix Appendix D, *Audit log records* [466] for complete details.



On a busy system with 50+ agents, this log may get large fast; as it does not get deleted automatically, you should set up a scheduled job to trim it periodically. See Scheduled jobs for more details.

QueueMetrics Configuration Synchronizer

The Configuration Synchronizer module can be used to quickly configure QueueMetrics' queues and agents.

What the module does is the following:

- Shows the current QueueMetrics configuration, in terms of agents and queues.

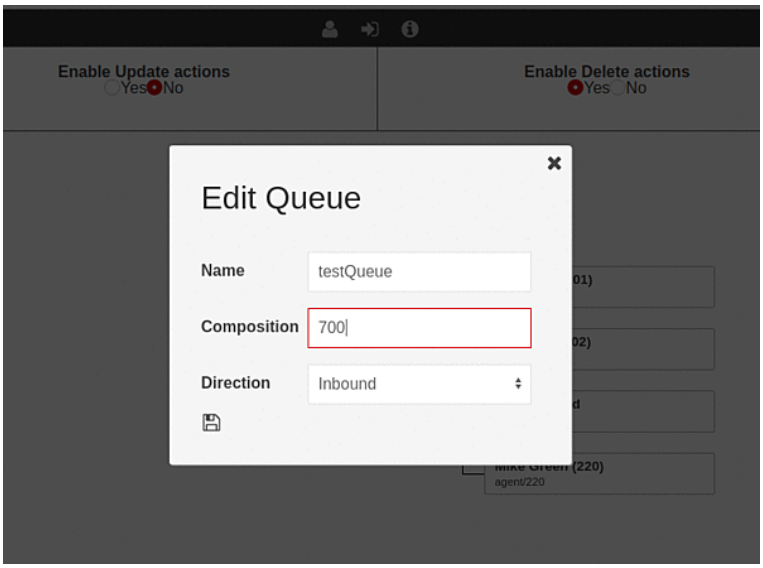


- Allows the user to edit agents, queues, and the association between agents and queues, by dragging the agents on the releavant queue.

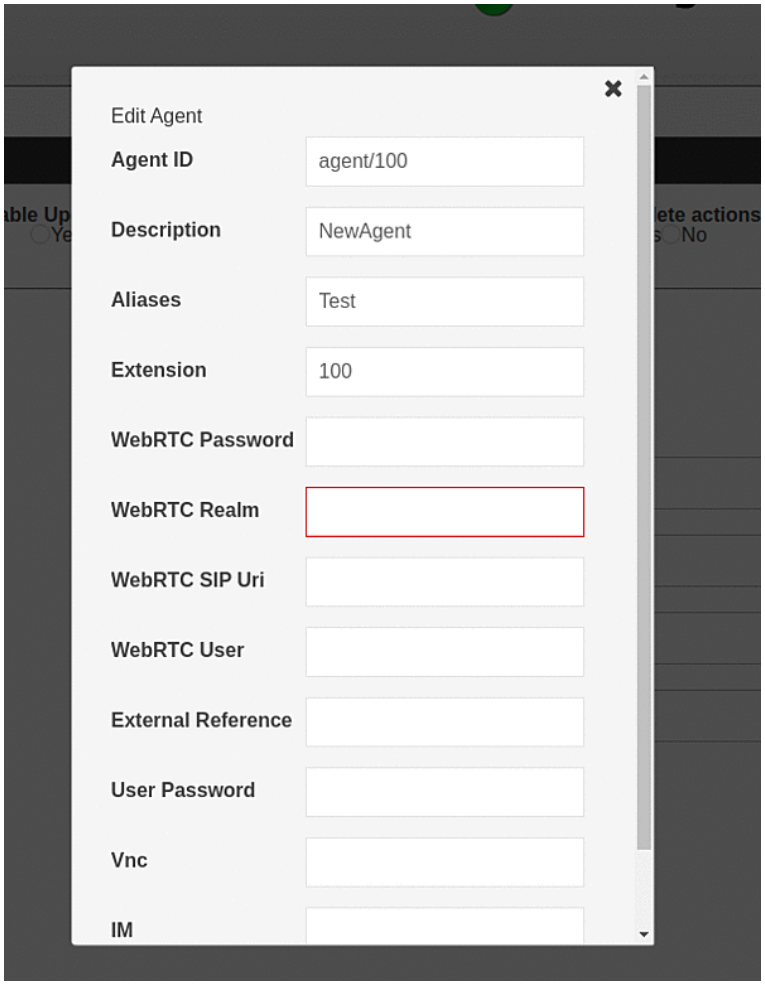
Note: if you cannot edit an object, and see a "lock" icon on the agent or queue, it means that the object is protected from update. To change this, you need to open the object in the queue or agent editor (in QueueMetrics HomePage), and disable update protection in the queue or agent settings.

Note: if you cannot drag an object, and are thus unable to delete it, make sure you have delete actions enabled, and that the object in question is not protected from deletion.



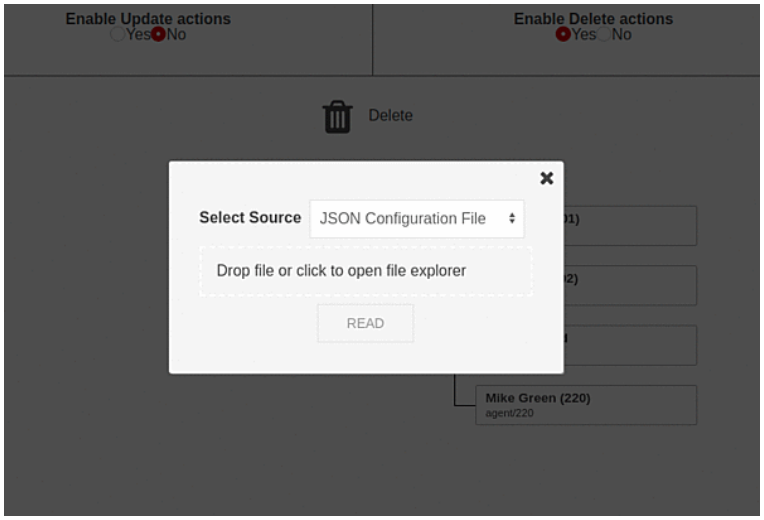
- Allows the user to create a queue. 

- Allows the

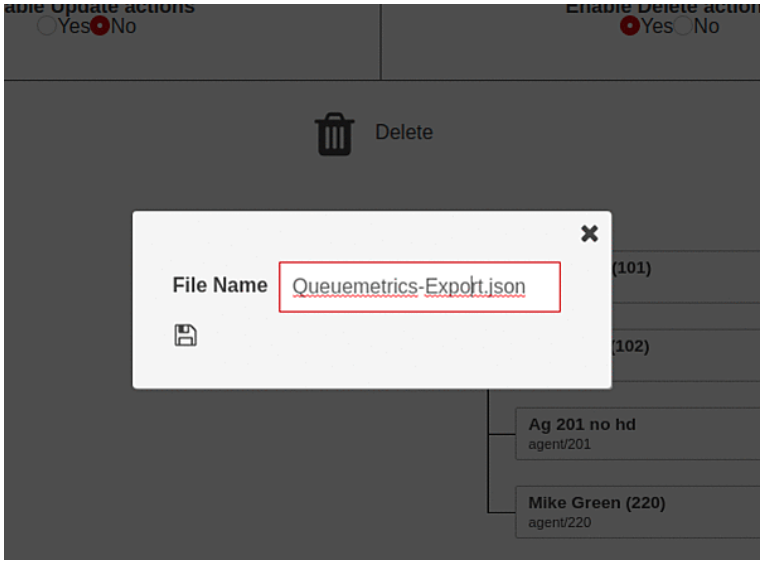


user to create an agent.

- Allows the user to import a configuration from an external source.



- Allows the user to export a configuration for backup purposes, or to copy on another machine.



- Allows the user to save the new configuration, applying it to the system.

Sources

The Synchronizer module can read configurations from the following sources:

- Queue log file.
- QueueMetrics Database Queue Log table (the data imported from the PBX queue_log file).
- JSON file
- URL (that hosts a JSON configuration file)



Actions

You can enable and disable different type of actions on the synchronizer page, to make sure that you don’t accidentally create, delete or update objects without meaning to.

You can also enable or disable user creation for new agents, which will create a user for a newly created agent, if missing.



Read Configuration

When a configuration is imported, it will be shown in the Synchronizer page, instead of the current system configuration. You are free to edit it further, before applying it to the system by using the save button on the top left.

Result

Finally, after clicking the save button, the Synchronizer should show the same configuration you have been working on, that is now the current configuration of the system.



General Actions

From QueueMetrics 19.10.4, you can use the **General Actions** panel to execute various actions on a group of objects at the same time.

- Add an alias to all the agents.



- Link all agents to one queue
- Unlink all agents from a queue
- Link one agent to all queues
- Unlink one agent from all queues
- Link all agents to all queues
- Unlink all agents from all queues

QueueMetrics Themes

Since QueueMetrics 20, the User Information page will allow each user to select his own theme, based on a selection of available themes.

System administrators are able to set a default theme for all users, by setting the following system property:

default.selectedTheme

This property decides the **default theme for ALL users**.

Example values for the property are:

default.selectedTheme=default

or

default.selectedTheme=dark

where default, dark are Theme IDs.

If the propery is empty for whatever reason, **it will always revert back to the value "default"**.

If the theme name is not available to the user (For example the name is spelled wrong, the "default" theme does not exist, or the selected theme was removed), **then a fallback theme will be provided** (See Below).

Currently selected theme

The currently selected theme is stored in the cookie "theme", **that is persisted indefinitely (99999 days)**. If the cookie is not present, **the default theme specified in the system property default.selectedTheme will be returned**.

If the theme specified in the default.selectedTheme property, **is not present in the list of themes available to the user**, a fallback theme will be determined, by taking **the first theme in alphabetical order** (of the description, not of the code) from the available themes list. This list is made up of all the themes that have a theme.properties file in the themes folder.

If for some reason, no theme is available, the fallback theme will be "default".

The fallback order is thus the following:

cookie ("theme") $\Rightarrow$ **default.selectedTheme (if available)** $\Rightarrow$ **first available theme** $\Rightarrow$ **"default"**

User Information Page

The list of available themes to choose from **will be located in the User Information Page**:

qm_adm/users_page.jsp

Chapter 11. The QueueMetrics Platform model

Platforms are the way QueueMetrics is able to connect to different models of PBXs; each platform encapsulates the logic required to exchange data with the underlying PBX.

Generic concepts

A Platform is composed of a number of swappable components that encapsulate all interaction with the underlying PBX.

Those components let you define the way QueueMetrics:

- pulls data from the PBX ("Ingestor")
- analyzes and stores data sent from the PBX ("Storage")
- interacts with the PBX ("PBX Actions")
- drives an outbound dialer ("Dialer")
- listens to stored recordings ("PM Recordings")
- listens to live calls ("PM Listen")

Each platform is defined through the *configuration.properties* file by setting the appropriate properties.

Platform feature	**Main controlling property**	**Notes**
Ingestor	-	Not yet implemented.
Storage	default.queue_log_file	
PBX Actions	platform.pbx	
Dialer	platform.dialer	
PM Recordings	audio.server	
PM Listen	audio.liveserver	

These components are meant to be "mix-and-match", so that you can e.g. use the same audio recordings mechanism with totally different storage engines.

Defining system properties for members of a cluster

Unless otherwise specified, in the case you are running a clustered system, you can have "default" settings and then separate settings for each machine in the cluster.

For example, if you are trying to read a configuration property called "my.prop" and you are on a cluster server called "alpha":

- first, a property called *cluster.alpha.my.prop* is read
- if not found, the property *my.prop* is read

- if not found, the default value is used.

Supported platforms

The following is a list of supported platforms.

Classic

This is the "classic" locally-hosted QueueMetrics platform. Data can be stored on a flat-file, uploaded to the QueueMetrics database or read out Asterisk's own tables. In order to perform actions on the PBX, the custom QueueMetrics dial-plan is required for all actions (Actions: Classic) or only for outbound dialing (Actions: DirectAMI).

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via Uniloader)	
Storage	SQL, flat-file, Cluster	
PBX Actions	CLASSIC / DIRECT_AMI	Default
PM for recorded calls	LocalFilesByDay, Oreka, MultiListener	
PM for live calls	ClassicQMListenerRT, Oreka	

QueueMetrics-Live

This is the QueueMetrics-Live platform. Data is stored on the SQL database and is uploaded through Uniloader. Actions to be performed are sent back to Asterisk through the Uniloader and require custom dialplan added to the local PBX.

As there is no local audio storage, we suggest using a custom JSON audio recording platform for audio storage.

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via uniloader)	
Storage	SQL/Cluster	
PBX Actions	CLASSIC_LIVE / DIRECTAMI_LIVE	Also enabled if CLASSIC and default.webloaderpbx=true
PM for recorded calls	JsonListener	
PM for live calls	ClassicQMListenerRT	

Enswitch

The Enswitch platform is able to receive data from an Integrics Enswitch 3.14+ system, perform actions on the system and listen to audio recordings.

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via native loader)	
Storage	SQL	
PBX Actions	ENSWITCH	
PM for recorded calls	EnswitchPlatformListener	
PM for live calls	ClassicQMListenerRT	Will work.

Freeswitch

The Freeswitch platform is able to receive rewritten data from a Freeswitch / FusionPBX system. Each QueueMetrics system analyzes one single tenant.

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via `uniloader fsw`)	See Uniloader manual.
Storage	SQL	
PBX Actions	FREESWITCH / FREESWITCH_LIVE	
PM for recorded calls	None	
PM for live calls	None	

Enswitch

The Enswitch platform is able to receive data from an Integrics Enswitch 3.14+ system, perform actions on the system and listen to audio recordings.

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via native loader)	
Storage	SQL	
PBX Actions	ENSWITCH	
PM for recorded calls	EnswitchPlatformListener	
PM for live calls	ClassicQMListenerRT	Will work.

MirtaPBX

The MirtaPBX platform is able to receive data from a MirtaPBX system, perform actions on the system and listen to audio recordings.

Platform feature	Suggested modules	Notes
Ingestor	Not needed (upload via native loader)	

Platform feature	Suggested modules	Notes
Storage	SQL	
PBX Actions	MIRTAPBX	
PM for recorded calls	MirtaPbxListener	

JSON API

The JSON API platform is able to control an external platform through a unified API.

Platform feature	Suggested modules	Notes
Ingestor	Web	Usually Uniloader or custom integration
Storage	SQL	
PBX Actions	JSONAPI	
PM for recorded calls	ClassicXmlRpcRecordings	
PM for live calls	ClassicXmlRpcListenerRT	

Ingestors

No ingestors are currently used.

Storage models

At the moment, QueueMetrics only supports its classic storage model, either reading from the database or through a flat-file.

PBX Actions

Classic PBX Actions

This is the default platform for QueueMetrics and it is able to perform all QueueMetrics interactions to the PBX. Actions are executing by calling the *extensions_queuemetrics.conf* dial-plan, that must be available on the target machine.

Depending on the target PBX, you may need to edit the supplied dialplan to

Configuration

To turn it on you need to set:

- *platform.pbx* to CLASSIC (or just leave blank).

Available actions are controlled in configuration.properties by setting:

- *default.hotdesking* to a number > 0 to enable hotdesking

Each action is controlled by a stanza in configuration.properties, for example to set call outcomes:

```
callfile.calloutcome.enabled=true
callfile.calloutcome.channel=Local/12@queuemetrics/n
callfile.calloutcome.extension=10
callfile.calloutcome.context=queuemetrics
```

More details are availble in the section called “Enabling Agent’s page actions” [409].

QMLive PBX Actions

In this mode, actions are performed by queueing them and waiting for *uniloader* to fetch and perform them. Actions are expressed as calls to the *queuemetrics* dialplan, that needs to be available on the target PBX.

This platform is used in QueueMetrics Live to allow remote actions.



To inspect the status of commands being sent to the remote system, see Checking the AMI queue [308].

Configuration

To turn it on you need to set:

- *platform.pbx* to CLASSIC_LIVE
- or set *default.webloaderpbx* to *true* in Classic mode

DirectAMI actions

In DirectAMI mode, actions performed on the PBX do not require a piece of dial-plan to be included; QueueMetrics will connect directly to the AMI port of your Asterisk system (as determined by *callfile.dir* and its *cluster.*.manager* equivalents in cluster mode) and will perform the actions you require.

This mode is slightly less flexible than the dialplan-based Classic mode, but:

- It is way easier to set up, as you just need to specify once the channel formats for your PBX
- It is more efficient when you need to join or leave multiple queues, as actions are batched into a single transaction

Tracking outbound

As it is not currently possible to originate outbound calls tracked by QueueMetrics without using the dialplan, if you need to do manual outbound you still need to include the custom *'extensions_queuemetrics.conf'* dialplan; QueueMetrics will then dial extension *28@queuemetrics* for manual outbound dialing.

Since Uniloader 0.4, it is possible to track outbound calls made by QueueMetrics without using the dialplan if you have outbound tracking enabled. This feature is not turned on by default and has to be set manually. This feature is at the moment experimental.



Outbound dialing is turned off by default and must be turned on manually if needed.

Configuration

To turn it on you need to set:

- *platform.pbx* to DIRECTAMI

The following configuration options are available:

- *platform.directami.verbose* whether to dump all AMI interactions to the system log (default: false)
- *platform.directami.agent* the way an agent channel is supposed to be (default: "Agent/${num}")
- *platform.directami.extension* the way an agent extension channel is supposed to be (default: "SIP/${num}")
- *platform.directami.localext* the channel used for chanspy (default: "Local/${num}@from-internal")
- *platform.directami.transfer* the transfer destination, in the form *ext@context* (default: "${num}@from-internal")
- *platform.directami.outbound.enabled* whether outbound dialing, though dialplan or Uniloader, is enabled (Default: false)
- *platform.directami.outbound.stanza* the point in the dialplan that should be called when doing outbound (Default: "28@queuemetrics")
- *platform.directami.outbound.usetracker* will use the Uniloader to track outbound call. (Deafult: false)
- *platform.directami.outbound.trackerdialout* the point in the dial-plan that will be used to generate outbound calls with the Uniloader (Default: "${num}@from-internal")
- *platform.directami.spyoptions* the additional options you want to use for the Asterisk application ChanSpy when listening to calls (Default: ""). By changing these options, you can have extra parameters added. The main "kind" of option (*b* for spy, *w* for whisper or *B* for barge) is added automatically depending on the kind of spying required.
- *platform.directami.cmdseparator* the separator used for parameters in your Asterisk version. Defaults to comma (",") and should be changed to pipe ("|") only for very old Asterisk systems (pre-1.8)
- *platform.directami.optimizedagentchannel* is the format of the agent channel when it is live and you want to spy on it. If blank, uses the same physical agent channel, based on the agent code or the extension code depending on whether you are in hotdesking mode or not. Defaults to blank. Please note that the `${num}` variable may contain the full agent name including its technology (e.g. "SIP/1234"), so you may want to use `${num:s}` to include only the numeric part.
- *platform.directami.stateinterface* is the interface to get the agent state from. This is useful when adding Local channels, where Asterisk is not aware whether they are in conversation or not. By specifying a SIP device, Asterisk can always know its correct state and act accordingly. If not specified, it is simply not sent to the queue.



In all channel configuration, the string `${num}` is replaced with the local agent code or extension, as appropriate. When adding or removing members from a queue, the string

`${queue}` is expanded to the identifier of the current queue. Both placeholders accept a suffix syntax like `${num:3}` to include the string without the first three characters, `${num:s}` to capture what comes after the slash (if present) and `${num:p}` to capture what comes before the slash.

When running in cluster mode, you can have configuration that is specific for one single cluster member and it will override the general one - see System Properties for Clustered Systems [317].

Examples

Example for a FreePBX system running without hotdesking enabled. The agent is logged on to the queue as "Local/XXX@from-internal", that is rewritten by QueueMetrics as "Agent/XXX", and matches a SIP extension with the same code. We specify a StateInterface so the queue is always aware of the state of the agent's phone.

```
default.hotdesking=0

platform.pbx=DIRECTAMI
platform.directami.agent=Local/${num}@from-internal
platform.directami.transfer=${num}@from-internal
platform.directami.outbound.enabled=true
platform.directami.localext=Local/${num}@from-internal
platform.directami.optimizedagentchannel=SIP/${num:s}
platform.directami.stateinterface=SIP/${num}
platform.directami.verbose=false
```

This is an example for a FreePBX system running with hotdesking enabled. The agent is logged on to the queue as "SIP/YYY" but appears in QM as "Agent/XXX" and a proper hotdesking record is written to match the two entities.

```
default.hotdesking=86400

platform.pbx=DIRECTAMI
platform.directami.agent=Agent/${num}
platform.directami.extension=SIP/${num}
platform.directami.transfer=${num}@from-internal
platform.directami.outbound.enabled=true
platform.directami.localext=SIP/${num:s}
platform.directami.verbose=false
```

This is an example for a FreePBX system running with hotdesking enabled but without dialplan. Uniloader must be running in "tracker" mode with "outbound" enabled.

```
default.hotdesking=86400

platform.pbx=DIRECTAMI
platform.directami.agent=Agent/${num}
platform.directami.extension=SIP/${num}
platform.directami.transfer=${num}@from-internal
platform.directami.outbound.enabled=true
platform.directami.outbound.usetracker=true
platform.directami.outbound.trackerdialout=${num}@from-internal
platform.directami.localext=SIP/${num}
platform.directami.verbose=false
```

Some Notes on Spying

When spying, QueueMetrics always tries to connect the supervisor to the agent's channel. If the live agent channel appears under a different name from the one used to create it (e.g. if the agent channel was a `Local/XXX@ctxt` that has been optimized to `SIP/XXX`), then you need to supply the parameter *platform.directami.optimizedagentchannel* in order to let QueueMetrics find the correct agent channel to spy on.

When spying, you can try different settings of *platform.directami.spyoptions* to configure additional behavior. The following options are added automatically:

- *b* (spy): Supervisor is able to listen to the on-going call, but cannot talk. This is the default.
- *w* (whisper): Supervisor is able to listen to the on-going call and can talk to the agent; caller does not hear supervisor.
- *B* (barge): Supervisor is able to listen and speak to all parties on the on-going call

DirectAMI Live actions

In DirectAMI Live, DirectAMI calls are not performed immediately but stored on the AMI queue and then performed by Uniloader on the receiving server. This means you can have the advantages of DirectAMI (no dialplan included for most use cases) on remote systems where actions are proxied by Uniloader.



To inspect the status of commands being sent to the remote system, see Checking the AMI queue [308].

Configuration

To turn it on you need to set:

- *platform.pbx* to DIRECTAMI_LIVE

All other configuration options are the same as DIRECTAMI.

Freeswitch actions

With the Freeswitch actions module, commands are sent to Freeswitch's *mod_callcenter* though the ESL API.

As in FusionPBX the id of *mod_callcenter* agents is a UUID, it is important to configure all agents so that their UUID is set in the *External reference* field. A list of agents with their UUIDs can be obtained by running `uniloader pbxinfo fusionpbx`.



At the moment, only actions for agent login, logoff and pause are supported. Also, as agent presence is unique and not related to specific queues, on the agent page only a "ALL" queue will be shown.

Configuration

To turn it on you need to set:

- *platform.pbx* to `FREESWITCH`
- and make sure that your *callfile.dir* is set to `fsw:ClueCon@127.0.0.1:8021`, or whatever credentials you need for the Freeswitch ESL.

The following configuration options are available:

- *platform.freeswitch.use_external_ref* whether to use the agent's own id or the "external reference" configured on the agent (default: true - use external reference)
- *platform.freeswitch.verbose* whether to dump all interactions to the system log (default: false)



The Freeswitch module will not enable any interactions if hotdesking is enabled.

Examples

Example for a FusionPBX system running at address 192.168.7.5:

```
default.hotdesking=0
callfile.dir=fsw:ClueCon@192.168.7.5:8021

platform.pbx=FREESWITCH
platform.freeswitch.use_external_ref=true
platform.freeswitch.verbose=true
```

Freeswitch Live actions

In Freeswitch Live, Freeswitch API calls are not performed immediately but stored on the AMI queue and then performed by Uniloader on the receiving server.



To inspect the status of commands being sent to the remote system, see Checking the AMI queue [308].

Configuration

To turn it on you need to set:

- *platform.pbx* to FREESWITCH_LIVE

All other configuration options are the same as FREESWITCH.

Examples

This example is for a system where Uniloader and Freeswitch are running on the same machine. Please note that the ESL address is relative to Uniloader.

```
default.hotdesking=0
callfile.dir=fsw:ClueCon@127.0.0.1:8021

platform.pbx=FREESWITCH
```

```
platform.freeswitch.use_external_ref=true
platform.freeswitch.verbose=true
```

JSON API Actions

This platform lets you control an arbitrary external system that implements a very simple JSON API. This way, QM can control any PBX system, and it is often used to interact with cloud providers that "abstract away" the specific PBX API.

For each interaction request, a simple JSON stanza like the one below is sent to an HTTP/s end-point you define as a parameter called `cmd`, using either HTTP POST or GET.

```
{
        "requestor": "Loway QueueMetrics 19.04.3",
        "token": "1234",
        "action": "ADDMEMBER",
        "login": "demoadmin",
        "serverId": "aleph",
        "agent": {
                "agentId": "101",
                "externalReference": null
        },
        "extension": "999",
        "targetExtension": null,
        "queues": [{
                "queueId": "111",
                "penalty": "UNKNOWN",
                "externalReference": null
        }, {
                "queueId": "112",
                "penalty": "UNKNOWN",
                "externalReference": null
        }],
        "callId": null,
        "message": null
}
```

QueueMetrics expects no specific answer to the call, as long as it succeeds with an HTTP status 200, as any requested action will be reflected in the `queue_log` data being uploaded.



For example, imagine an agent that wants to join a queue. They send a call for action ADDMEMBER with the correct details. As soon as the PBX processes the call, an ADDMEMBER event for the agent appears on the `queue_log`; at this point QueueMetrics updates the agent status to show that they joined the queue.

Configuration

An example configuration might be like the one below:

```
platform.pbx=JSONAPI
platform.jsonapi.url=https://api.your.pbx.com/yourendpoint/
platform.jsonapi.method=POST
platform.jsonapi.token=1234
platform.jsonapi.enabled=ADDMEMBER,REMOVEMEMBER,PAUSE,UNPAUSE
```

```
platform.jsonapi.verbose=true
```

The meaning is:

- `platform.jsonapi.url`: is the URL end-point that will be called. Must be specified.
- `platform.jsonapi.method`: either `GET` or `POST` (default: POST)
- `platform.jsonapi.token`: a token used to identify the specific QueueMetrics instance. Default: empty.
- `platform.jsonapi.enabled`: a comma-separated list of which actions are possible through the API. You do not need to implement them all, just the ones you specify. Default: none.
- `platform.jsonapi.verbose`: whether the request an payload will be written on QM's system logs. Default: false.

Actions

- AGENTLOGIN - Agents starts working. Queues are controlled externally.
- AGENTLOGOUT - Agents stops working.
- ADDMEMBER - Agents joins one or more queues.
- REMOVEMEMBER - Agent leaves one or more queues.
- PAUSE - Agents starts a pause. The pause code is passed as `message`.
- UNPAUSE - Agent stops the pause.
- CALLOUTCOME - Agents sets a call outcome for a specific call. The outtcome code is passed as `message`.
- ADDFEATURECODE - Agent adds a feature code to a call. The feature code is passed as `message`.
- REMOVEFEATURECODE - Agent removes a feature code.
- CUSTOMDIAL - Agent dials out a specific number on a given queue.
- SENDTEXT - Send SIP SMS to an extension.
- SOFTHANGUP - Supervisor wants to close a call.
- TRANSFER - Supervisor transfers a call to a new extension/queue
- SPY_INBOUND - Supervisor wants to start a spy session on an incoming call.
- SPY_OUTBOUND - Supervisor wants to start a spy session on an outbound call.

You will usually implement either AGENTLOGIN/AGENTLOGOUT or ADDMEMBER/REMOVEMEMBER-style presence for your agents.

JSON request details

In the JSON request, fields have the following meaning:

- `requestor`: the specific version of QueueMetrics sending this request
- `token`: an auth/identification token you use to distinguish from which QM system the request is coming
- `action`: one of the actions above
- `login`: the login of the user starting this action
- `serverId`: on clustered QM system, to which machine in the cluster this request belongs to. You can set up the `cluster.XXX.platform.jsonapi.token` property to override the default token for server XXX.
- `agent`: the agent to which this action belongs. Contains fields `agentId` and `externalReference`
- `extension`: the extension we are referring to
- `targetExtension`: an extension that is the target of this action (e.g. spying)
- `queues`: an array of queues this action refers to. Each queue defines a `queueId`, a `penalty` (if known to QM), and an `externalReference`
- `callId`: the Unique-ID of the call this action refers to
- `message`: a free text message, e.g. the feature code or the pause code this action needs. For features codes, if the feature code contains a text entry as well, our message field appears in the format `ftrcode|message`, otherwise if the text entry is blank or missing, just the feature code.

When parsing the JSON request, you can expect all the fields above to be present, and must accept any other fields that may be added to the request in the future. The JSON block has always the same shape, and unused parameters for the current action are set to `null`.



External reference ids are not currently returned.



When testing specific action, it is often useful to point QueueMetrics to a service like Requestbin, so you can easily track outgoing requests and see which fields are set and how.

Enswitch actions

The Enswitch actions module will connect over HTTP/HTTPS to an existing Enswitch 3.14+ system and perform actions.

The following actions are supported:

- Setting outcomes and call features
- Hanging up and transfering calls from the RT page

- Spying inbound calls from the RT page
- Logging-on and logging-off agents to queues

Configuration

To turn it on you need to set:

- *platform.pbx* to `ENSWITCH`
- *default.hotdesking* to 0 (very important - if not so all actions will be disabled and an error will be logged)

The following configuration options are available:

- *platform.enswitch.http.baseurl* is the main URL for the Enswitch system
- *platform.enswitch.http.login* an API user log-in
- *platform.enswitch.http.password* an API user password
- *platform.enswitch.guiaddmember* whether ADDMEMBER/REMOVEMEMBER actions are available (default: false - only chanspy is enabled and actions muust be done through the agent's phones)
- *platform.enswitch.verbose* whether all Enswitch interactions should be logged in full to the standard log (default: false)
- *platform.enswitch.lookbackClosedCalls* for how long a recently-closed call should be searched on CDRs (default: 7200 seconds)
- *platform.enswitch.spyPrefix* the default prefix to use to initiate a chanspy (Default: *91)
- *platform.enswitch.bargePrefix* the default prefix to use to initiate a barge-in (Default: *92)
- *platform.enswitch.qpriority.main* the queue priority for an agent being logged in with priority MAIN (default: 8)
- *platform.enswitch.qpriority.wrap* the queue priority for an agent being logged in with priority WRAP (default: 6)
- *platform.enswitch.qpriority.spill* the queue priority for an agent being logged in with priority SPILL (default: 4)

To listen to audio recordings, you also need to configure the EnswitchPlatformListener (see PM Enswitch platform [341]).

Selecting chanspy vs barge-in

As QueueMetrics has only one "spy" action available, the choice of whether it is a "normal" spy or a barge-in depends on the number you enter as your local extension.

If the extension is prefixed with a "!", then a barge is attempted using the default prefix defined in *platform.enswitch.bargePrefix*; otherwise the prefix specified in *platform.enswitch.spyPrefix* is used.

Prefixes are set as in the `Features -> Feature prefixes` menu of your Enswitch system.

MirtaPBX actions

The MirtaPBX actions module will connect over HTTP/HTTPS to an existing MirtaPBX system and perform actions.

The following actions are supported:

- Setting outcomes and call features
- Hanging up and transfering calls from the RT page
- Logging-on and logging-off agents to queues
- Pausing and Unpausing agents on queues

Configuration

To turn it on you need to set:

- *platform.pbx* to MIRTAPBX
- *default.hotdesking* to 0
- *platform.mirtapbx.baseurl* to your MirtaPBX url (e.g. https://my-mirta-pbx.com/)
- *platform.mirtapbx.key* to your MirtaPBX tenant key (e.g. a234Dadf4dfsdg4)
- *platform.mirtapbx.tenant* to your MirtaPBX tenant (e.g. TEST)

Outbound dialer

The outbound dialer is controlled through the `platform.dialer` configuration property.

Allowed values are:

- NONE - no dialer available
- WOMBATDIALER - Connects to an instance of WombatDialer. This parameter is inferred if the property `default.wombat.agent_recall_enabled is set to true.

None

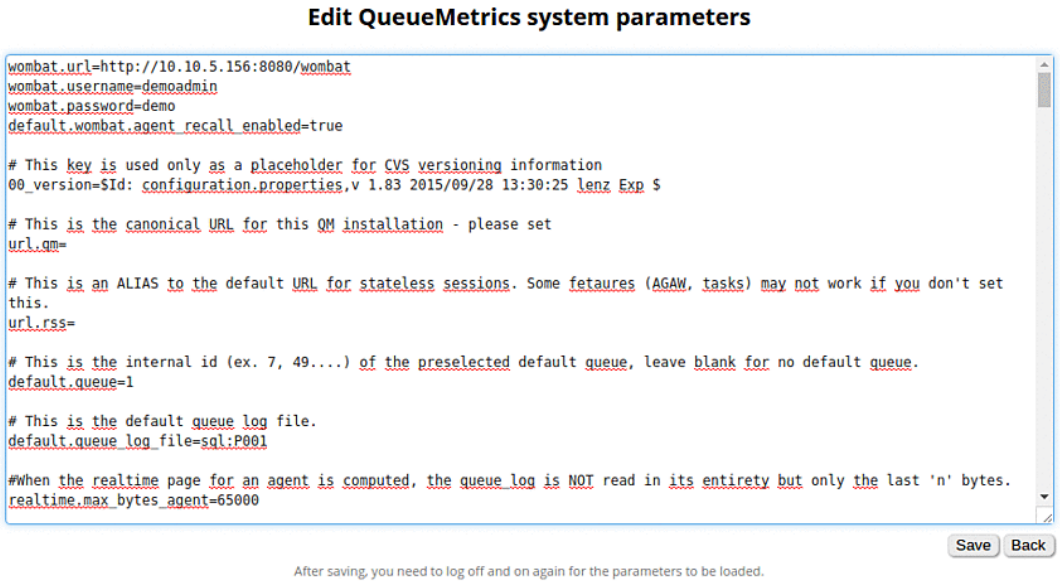
No dialer is available, all dialer actions are turned off.

WombatDialer

QueueMetrics is able to connect to a WombatDialer instance to schedule calls.

This must be provided in the form of four system parameters (that can be set in the Edit System Parameters page).

- `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.





For more information of how to integrate WombatDialer within QueueMetrics, please see The Recall Scheduler the section called “Recall Scheduler” [234].

Listening to calls using Pluggable Modules (PM)

Pluggable modules are used in two areas:

- Listening to recorded (closed) calls, i.e retrieving recordings
- Listening to live calls, i.e. setting up a channel "spy" feature.

In order to control which module is called, two configuration properties are set:

- *audio.server* controls the module to do find recorded calls
- *audio.liveserver* controls the module to set up live call listening

Each configuration property is set to the complete name of a Java class that implements the required server. *Such names must be set exactly as described, or an exception will be raised.* Each module can then have its own configuration properties to control its own behaviour.

PMs to match Recorded Calls

These PMs are used to find audio recordings.

Plain old recordings: LocalFiles

Module name:	**LocalFiles**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.LocalFiles

Module name:	**LocalFiles**
Properties used:	*default.monitored_calls* in a single-server environment, or *cluster.SERVER.monitored_calls* in a cluster
Available since:	1.4.7

This is the standard search method that comes with QueueMetrics. Basically, all directories under *default.monitored_calls* are explored recursively, and all audio files matching the Asterisk ID of the main call that was queued are retrieved. Therefore the call files found can be zero or more.

This PM is sub-optimal for very large call centres, where the cost of scanning through all recordings (maybe on remotely mounted disks) could take a significant time. If you are in such an environment, see the *LocalFilesByDay* entry.

This PM is used by default if no other server is specified in the *configuration.properties* file.

Large storage with recordings: LocalFilesByDay

Module name:	**LocalFilesByDay**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.LocalFilesByDay
Properties used:	*default.monitored_calls* in a single-server environment, or *cluster.SERVER.monitored_calls* in a cluster *audio.lookBack* for how many hours before or after midnight is a call considered a "borderline" case (default 4).
Available since:	1.4.7

This PM works exactly like the *LocalFiles* one, but allows using placeholders in the file path; this way, you can set the default recordings directory to handle only a subset of all recordings.

For example, if you set *default.monitored_calls* to */var/myrecordings/%YY-%MM/* when trying to listen to a call that was made on Jan 9, 2007 will expand to */var/myrecordings/2007-01/* therefore making the directory scanning much more manageable.

Valid placeholders include:

- %YY → the 4-digit year when the call was made
- %MM → the 2-digit month when the call was made
- %DD → the 2-digit day of month when the call was made
- %SE → in a clustered environment, the server name (all lower case)
- %QU → the queue name (all lower case)

Though this is unlikely, it is possible that a call gets recorded on a given day and then gets queued on a different day, e.g. for calls that happen around midnight. QM handles this case by double-checking all

calls within a boundary of *n* hours from the midnight in both the days that are divided by that midnight. This behaviour can be set using the *audio.lookBack* property.

Asterisk can easily adapt to recording files in a way that is compatible with this storage model, like e.g.:

```
. . . .
exten => 999,n,Set(MONITOR_FILENAME=/audio-nas/${STRFTIME(${EPOCH},,%Y-%m/%d)}/cal
exten => 999,n,Queue(778,t,,)
. . . .
```

Will store audio files as:

```
/audio-nas/2011-03/10/call-123456.7890.wav
```

The nice part is that Asterisk will automatically create missing directories, as needed.

Using an external server: ClassicXmlRpcRecordings

Module name:	**ClassicXmlRpcRecordings**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.ClassicXmlRpcRecordings
Properties used:	*default.audioRpcServer* (non-clustered) or *cluster.SERVER.audioRpcServer*: The address of the XML-RPC server implementing the QMAudio.findStoredFile interface.
Available since:	1.4.7

This is the standard XML-RPC implementation and makes it easy to create a completely custom scheme to handle recordings. The output of this function must be a single URL that can either stream the audio file or launch a player to stream that call. This is completely user-configurable.

The details of how to write an XML-RPC server for the *QMAudio.findStoredFile* interface can be found on the XML-RPC guide for QueueMetrics. We ship a sample implementation of such a server in the *xmlrpc_audio_server.php* server that comes with QueueMetrics.

See also section the section called “Enabling XML-RPC call listening and streaming” [410].

External audio recorder: OrekaWeb

Module name:	**OrekaWeb**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.OrekaWeb
Properties used:	* *oreka.jdbcUrl* points to the server where the OrekaWeb database is stored. Firewalls and MySQL user setup must allow a JDBC connection coming from the QueueMetrics server. * *oreka.sipHeader* is the name of the tag to be tracked in the Oreka system. If missing, it’s *X-Unique-ID*. * *oreka.web* is the URL of an OrekaWeb application - QM uses Oreka’s applets for video playback.

Module name:	**OrekaWeb**
	* *oreka.playersize* lets you set the size of the player, e.g. "1024x780" * *oreka.mode*: set to "1" if running Oreka up to minor build number 2494, to "2" if newer.
Available since:	1.5.1

This PM lets you offline all the audio recording to an Oreka system - see http://oreka.sourceforge.net/

This PM lets you playback audio (and optionally video) of recorder calls stored in Oreka. In order to listen to live calls, it is possible tp use either some Asterisk-based method, e.g. *ClassicQMListenerRT* below, or an Oreka-based methos like *OrekaWebRT* below.

It needs the JDBC URI to point to the Oreka database; the database must contain the following tables: *orktag*, *orksegment*, *orktape*, *orkservice*, *orktagtype*.



In order to have QueueMetrics associate the Asterisk call-ids correctly, you must configure Asterisk and Oreka to store the call-id of the main leg of the call, the one upon which the Queue() command is called.

Propagating the SIP header

As Oreka is a passive recording solution based on SIP, and the call's UniqueId is used to match a call in QueueMetrics, it is necessary for you to add the UniqueId information to the SIP headers.

If/how this can be done depends on the kind of channels you have as members of the queue.

If you have static or dynamic SIP phones as members of the queue, e.g.

```
[myQueue]
....
member => SIP/1234
member => SIP/1235
```

you can simply use the following piece of dialplan:

```
....
exten => s,n,SIPAddHeader(X-Unique-ID: ${UNIQUEID})
exten => s,n,Queue(myQueue|t|30)
....
```

If instead you have other types of channels as members of the queue, e.g.

```
[myQueue]
....
member => Agent/101
member => Local/102@agents
```

then you need to store the UniqueID in an inherited variable, e.g.

```
...
exten => 411,2,Set(__MASTERID=${UNIQUEID})
exten => 411,3,Queue(myQueue|t|30)
```

```
[agents]
exten => _XXX,1,SipAddHeader(X-Unique-ID: ${MASTERID})
exten => _XXX,2,Dial(SIP/${EXTEN}|300)
```

This makes it possible to use Oreka in all common usage scenarios.

Configuring event capture in Oreka

You need to modify OrkAudio's *config.xml*, under the <*VoIpPlugin*> section:

```
<SipExtractFields>X-Unique-ID</SipExtractFields>
```

And restart OrkAudio.

Which version of Oreka do I need?

The minimal software you can use seems to be the commercial version (Orecx TR). This includes G729 Codec and Live Monitoring.

Video playback

Orecx is able to capture and store along with the audio recording of the call a screen capture of the agent's workstation while the call was made. The importance of such a feature is obvious.

If a video recording is present for a given call, then the audio file will be followed by the string "[vid]" to show that it's a joint audio and video recording.

In order to play it back, QM will not stream it through a browser but will open up the VNC player that ships with OrkWeb; therefore you must configure the *oreka.web* property. The applet is not used in case of audio-only recordings.

Advanced Oreka support: OrekaEncrypted

Module name:	**OrekaEncrypted**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.OrekaEncrypted
Properties used:	* *oreka.jdbcUrl* points to the server where the OrekaWeb database is stored. Firewalls and MySQL user setup must allow a JDBC connection coming from the QueueMetrics server. * *oreka.sipHeader* is the name of the tag to be tracked in the Oreka system. If missing, it's *X-Unique-ID*. * *oreka.web* is the URL of an OrekaWeb application - QM uses Oreka's applets for video playback. * *oreka.playersize* lets you set the size of the player, e.g. "1024x780" * *oreka.username* and *oreka.password*: the account used to access OrekaWeb

Module name:	**OrekaEncrypted**
	* *oreka.mode*: set to "1" if running Oreka up to minor build number 2494, to "2" if newer.
Available since:	12.04
Requires:	OrkWeb 1.4-2178 or newer

This PM is an advanced version of the *OrekaWeb* module, and it offers the same functionalities plus a few additional ones:

- Support for encrypted Oreka calls: calls can be stored in an encrypted format and will be decrypyed dinamically by Oreka. The PM may handle encrypted and unencrypted contents at the same time.
- Support for audio-only playback through the Oreka player (a new link will let you open the player as well as download the file as was possible in earlier versions)
- Support for tags: call tags are passed to the Oreka player, and you can use the player to move back and forth between them
- QM acts as a proxy for all OrekaWeb contents

The same set-up instruction apply as per the OrekaWeb PM.

Secure access

The OrekaEncrypted PM has QM act as a secure proxy for all Oreka contents:

- The OrekaWeb server can be invisible to the user (e.g on a private network);
- There are no more limitation for cross-domain downloading
- There is a double security check; first, when a file is requested, the proxy checks that this file belongs to the list of audio files that the current user just searched; then, QM will authenticate to OrkWeb and, if successful, will try and stream the file back to the client.
- For additional security, any audio/video file is streamed through a small content buffer that is constantly overwritten and that is immediately cleaned after usage; it is never written to disk on the QM server.

If you turn on encryption and authenticated downloads on the Oreka system, and use HTTPS to connect to QM, the result is a very secure audio server for your Asterisk system.

Using multiple PMs at once: MultiListener

Module name:	**MultiListener**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.MultiListener
Properties used:	*audio.multi* lets you define a set of PMs to be queried for files (enter their names, separated by pipe) *audio.multi.** specifies the properties of each listener.
Available since:	1.7.0

This PM lets you query multiple PMs in the order you specify to look for the call you are looking for. A common scenario may be the following one:

- All calls are recorded to a local volume, e.g. */queues/audio*. This is where files just recorded are held.
- A nightly process compresses the files to MP3 and moves them to a large NAS device mounted under */mnt/nas*, where they are stored separated by day.

In order to retrieve calls, we want QM to first check in */queues/audio*; if nothing is found, then we will look under */mnt/nas/2010-11-23*. This can be implemented with the following configuration:

```
# define the PM and the search order
audio.server=it.loway.app.queuemetrics.callListen.listeners.MultiListener
audio.multi=loc|nas

# first PM: local calls
audio.multi.loc=it.loway.app.queuemetrics.callListen.listeners.LocalFiles
audio.multi.loc.default.monitored_calls=/queues/audio

# second PM: NAS storage
audio.multi.nas=it.loway.app.queuemetrics.callListen.listeners.LocalFilesByDay
audio.multi.nas.default.monitored_calls=/mnt/nas/%YY-%MM-%DD
```

What we do here is the following:

- We first define a MultiListener and tell it via the *audio.multi* property to actually query a PM called "loc" first and one called "nas" if nothing is found. You can have as many PMs as you need and you canset their names as you best see fit.
- We specify the PM to be used for "loc" in the *audio.multi.loc* property. Properties to be set for it are appended to the *audio.multi.PMNAME.* hierarchy, as we do in this example to set the *default.monitored_calls* property.
- As you can see, you can have multiple PMs of the same type as well as different, and ecah can have their own configuration properties.

If you use MultiListener within a cluster, and you the cluster has members `s1` and `s2`, you should use a configuration like the following one:

```
# define the PM and the search order
audio.server=it.loway.app.queuemetrics.callListen.listeners.MultiListener
audio.multi=loc|nas

# first PM: local calls for either server
audio.multi.loc=it.loway.app.queuemetrics.callListen.listeners.LocalFiles
audio.multi.loc.cluster.s1.monitored_calls=/mnt/server_1/current_calls
audio.multi.loc.cluster.s2.monitored_calls=/mnt/server_2/current_calls

# second PM: NAS storage for either server
audio.multi.nas=it.loway.app.queuemetrics.callListen.listeners.LocalFilesByDay
audio.multi.nas.cluster.s1.monitored_calls=/mnt/nas/s1/%YY-%MM-%DD
audio.multi.nas.cluster.s2.monitored_calls=/mnt/nas/s2/%YY-%MM-%DD
```

If you want, you could use the same folder for recordings of both servers (though it is better to keep them separate to speed-up access); still, they have to be specified for all servers in the cluster.

(Obsolete) Pluggable Listener for Enswitch Platform Integration



This module is obsolete. Please use PM Enswitch platform [341] instead.

Module name:	**Enswitch**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.thirdparty.Enswitch
Properties used:	*enswitch.serverclass* is the full qualified name of an external class code implementing the interface specified on next paragraph. We expect to have an external implementation resulting in a .class files (IntegrationExample.java in this example) stored in a suitable jar and/or classpath available to QueueMetrics. *enswitch.server* used to provide authentication on the remote server. *enswitch.user* used to provide authentication on the remote server. *enswitch.password* used to provide authentication on the remote server.
Available since:	12.5.4-418

Exposed Interface

QueueMetrics expects to have in his classpath an implementation of the following interface:

```
public interface EnswitchRecording {
        public String[][] getUrls(String host, String username, String password, S
}
```

The getUrls should return a matrix containing the list of URLs associated to the specified callID. Each row in the matrix specifies:

- The URL at column 0
- The name (usually shown as clickable link by QueueMetrics) at column 1

Pluggable Listener for CallCabinet Platform Integration



This listener was removed from QM 20 onwards.

Module name:	**CallCabinetForQm**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.CallCabinetForQmListener
Properties used:	* `default.callcabinet.customer_id` used to provide authentication on the remote server.

Module name:	**CallCabinetForQm**
	* `default.callcabinet.site_id` used to provide authentication on the remote server. * `default.callcabinet.api_key` used to provide authentication on the remote server.
Available since:	18.04.1 up to 20.xx

To make sure QueueMetrics looks for your recordings on your CallCabinet online repository, five parameters must be set.

- Your CallCabinetForQmForQM Customer ID.
- Your CallCabinetForQm Site ID.
- The Valid CallCabinetForQm API Key.
- The CallCabinetForQm Listener
- The HTML5 Audio Player has to be enabled (optional)

And you must make sure that the recordings are saved on CallCabinet with the CustomerInternalRef field set to the Asterisk Unique ID of the call used by QueueMetrics.



Please note that CallCabinet for QueueMetrics requires a special key, and won't work with normal API keys.

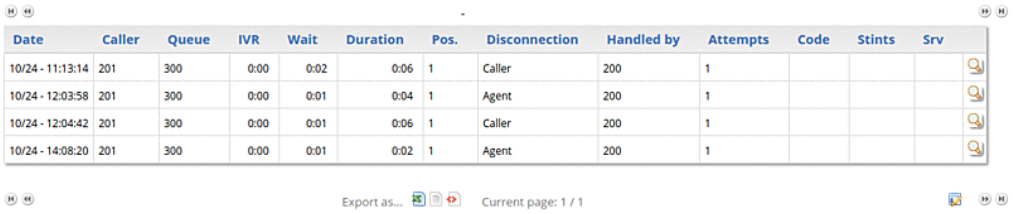
Go to Edit System Parameters and edit the following parameters:

```
audio.server=it.loway.app.queuemetrics.callListen.listeners.CallCabinetForQmListen
default.callcabinet.customer_id=xxxx
default.callcabinet.site_id=xxxx
default.callcabinet.api_key=xxxx
audio.html5player=true
```

Make sure you replace the "xxxx" characters with your Customer ID, Site ID and API Key. The `audio.html5player=true` parameter lets us to listen to the recordings directly on our browser.

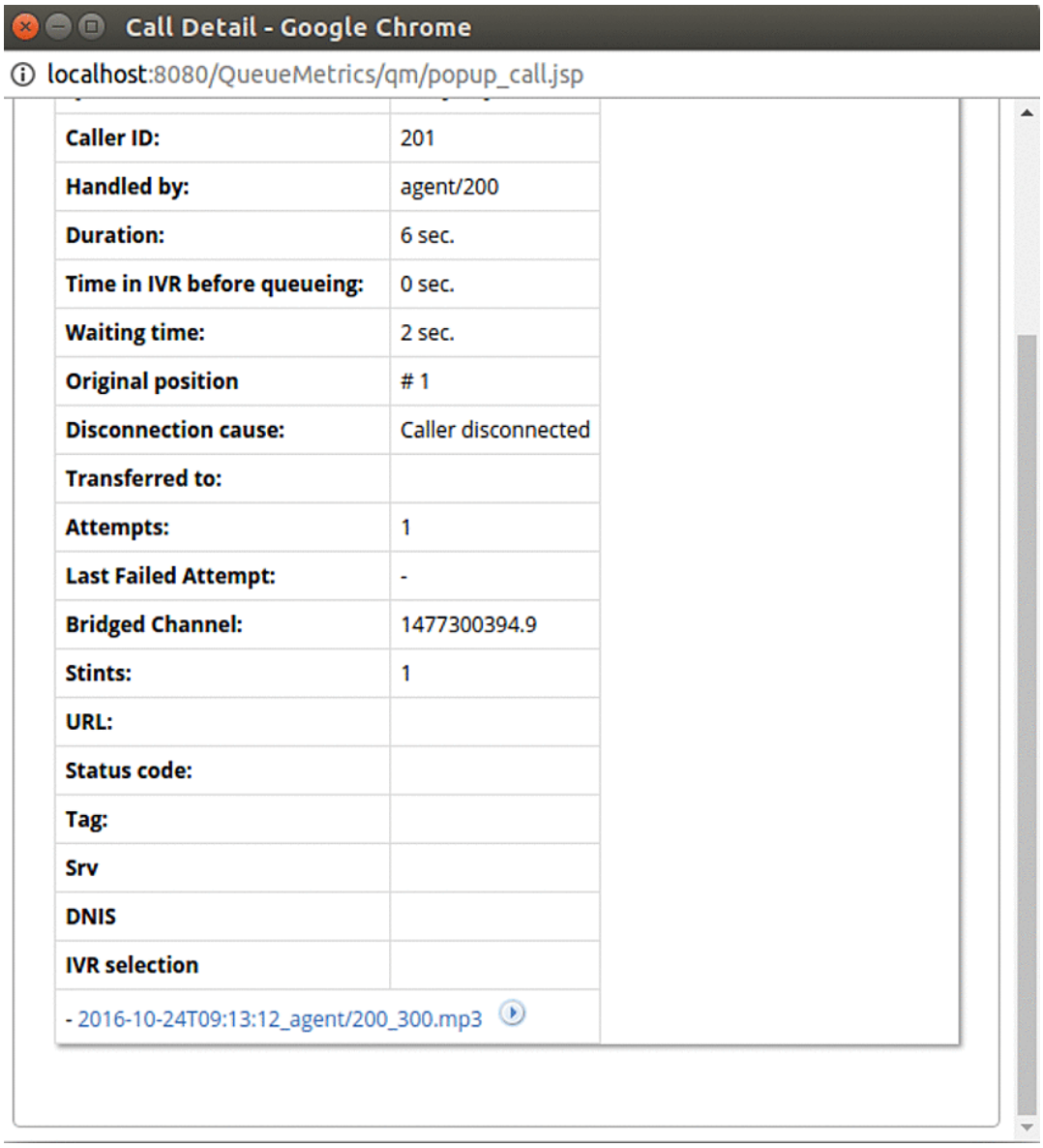
Go back to the HomePage and take a look at any report containing some of the calls that are recorded.

Queue details



Date	Caller	Queue	IVR	Wait	Duration	Pos.	Disconnection	Handled by	Attempts	Code	Stints	Srv	
10/24 - 11:13:14	201	300	0:00	0:02	0:06	1	Caller	200	1				
10/24 - 12:03:58	201	300	0:00	0:01	0:04	1	Agent	200	1				
10/24 - 12:04:42	201	300	0:00	0:01	0:06	1	Caller	200	1				
10/24 - 14:08:20	201	300	0:00	0:01	0:02	1	Agent	200	1				

Clicking on the Call Detail Icon (the magnifying glass icon on the right), will show at the bottom that QueueMetrics retrieves the recordings related to that call's Call ID (Asterisk Unique Call ID).



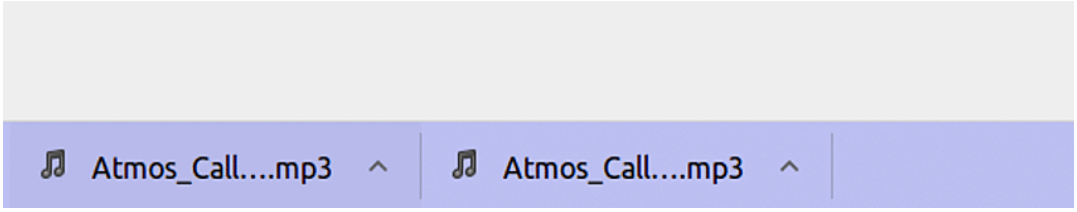
The name format QueueMetrics uses to represent a recording is the following:

```
DateTime_agent_queue.mp3
```

Clicking on the Play icon just right of the recording name will stream the recording directly without downloading it.



To download it instead, one must click on the recording name.



Cluster Mode

If QueueMetrics is working in Cluster Mode, it can manage recordings stored on different CallCabinet Sites.

This is because Cluster Mode allows the user to define different System Parameters for different PBXs.

we can define properties specific to each PBX Server, by using the following syntax:

- cluster.servername.callcabinet.customer_id=xxxx
- cluster.servername.callcabinet.site_id=xxxx
- cluster.servername.callcabinet.api_key=xxxx

So, by using the prefix “cluster.ServerName.SystemParameter”, where ServerName is the name of the PBX (as defined in the cluster.servers system parameter) and SystemParameter is the name of the System Property to be set (e.g. “default.callcabinet.site_id”), without the “default.” prefix, we can allow the same properties to have different values depending on the server we are currently monitoring.

Pluggable Listener for the Enswitch platform

Module name:	**EnswitchPlatformListener**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.EnswitchPlatformListener
Properties used:	* `platform.enswitch.audioSearchMargin` The search margin, in seconds (default: 3600). * Plus, the same properties used for the Enswitch PBX platform to connect - see Enswitch PBX Actions [328]
Available since:	16.10.9

This listener is able to retrieve and download calls through the Enswich 3.13+ API. Shares its configuration with the Enswitch Actions module.

To find a call, it goes looking for all the calls recorded that are "around" the time of beginning of the call to be retrieved, so e.g. with a margin of one hour, it starts searching one hour before the beginning of such call and ends two hours (two times the margin) after the beginning.

The width of this "margin" is controlled by `platform.enswitch.audioSearchMargin` - on busy systems, it might be advisable to set it to a lower value (e.g. 1000 seconds) as to avoid retrieving hundreds or thousands of calls.

Pluggable Listener for the MirtaPBX platform

Module name:	**MirtaPbxListener**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.MirtaPbxListener
Properties used:	The same properties used for the MirtaPBx PBX platform - see MirtaPBX PBX Actions [330]
Available since:	20.xx

This listener is able to retrieve and download calls through the MirtaPBX API. Shares its configuration with the MirtaPBX Actions module.

Query an external system: JsonListener

Module name:	**JsonListener**
Full Java Path:	it.loway.app.queuemetrics.callListen.listeners.JsonListener
Properties used:	- *audio.jsonlistener.url*: the URL that will be queried - *audio.jsonlistener.method*: the HTTP method to use (GET or POST; default: POST) - *audio.jsonlistener.searchtoken*: a token that authorizes/identifies the system. - *audio.jsonlistener.verbose*: whether HTTP connections must be logged. Default: false.
Available since:	20.xx

This listener will query an external server, sending in a JSON payload thet identifies the call and expecting a result for each media file that is attached to it. If there are no recordings, the server is expected to return an empty list of results.

What this module does is:

- Connects to the *url* you specified, using the *method* you specified.
- Sends a JSON payload (see below) that specifies a call to be checked for recordings.
- Expects zero or more results of recordings (audio, video or other) found for that call

The payload that is sent us similar to the one below - it is sent as parameter `query` of a web form - this way the same semantics is used for both GET and POST forms (though POST has a content-type of `application/x-www-form-urlencoded`):

```
{"searchToken": "TOK1234",
 "callStartTst": 1546765179,
 "direction": "inbound",
 "agent": "agent/6039",
```

```
 "callId": "1544818293.8579",
 "callServer": "",
 "queue": "2004",
 "requestor": "demoadmin",
 "clientIp": "10.10.3.123"}
```

That is interpreted as:

- `searchToken`: is the token you specified in the configuration. This can be used to grant access to your server, and/or to identify separate QM servers
- `callStartTst`: the time-stamp when a call started in QM. This will be close but not necessarily exactly the same time when recordings started
- `direction`: inbound or outbound. Might not be accurate on all calls.
- `agent`: the agent code
- `callId`: the unique identifier of the queue leg of the call
- `callServer`: if QM is monitoring a cluster, the PBX on which the call was processed
- `queue`: the queue identifier
- `requestor`: the log-in of the user requesting this operation
- `clientIp`: the remote IP address of the requestor

And the results must be a list of zero or more JSON objects, like the below:

```
[
 {"name": "My call 1544818293.8579.mp3",
  "url": "https://audiostore:9999/audio/a_mp3.mp3?unqid=1544818293.8579",
  "type": "MP3",
  "size": "1234"},
 {"name": "Suopevisor Chat for 1544818293.8579",
  "url": "https://audiostore:9999/chat/?unqid=1544818293.8579",
  "type": "OTHER",
  "size": ""}
]
```

For each object:

- `name`: is a human-readable name that will be shown to the user
- `url`: is a URL where the audio/media can be retrieved from. You may want to include security features in it, e.g. time or ip-based limits
- `type`: a tag specifying the contents of this recording (see below)
- `size`: a string describing the file (currently not used).

Allowed `type` tags are:

- `MP3`: MP3 - will use the Audio player if enabled
- `WAV`: Wav file - will use the Audio player if enabled

- `GSMWAV`: A GSM file in a WAV container
- `OGG`: Ogg Vorbis - will use the Audio player if enabled
- `M4A`: AAC audio - will use the Audio player if enabled
- `AUDIO`: Other audio
- `VIDEO`: Any video
- `OTHER`: Any other attachment to be opened in the browser



Whe developing a new service, note that if if the service fails to run, it will report no error to the user, as if there were no audio files. Still, detail on the errors will appear on QM's log.

PMs to match Live Calls

These PMs are used to listen to live calls.

Live calls through QueueMetrics: ClassicQMListenerRT

Module name:	**ClassicQMListenerRT**
Full Java Path:	it.loway.app.queuemetrics.callListen.RTlisteners.ClassicQMListenerRT
Properties used:	**For listening to inbound calls:** callfile.monitoring.channel, callfile.monitoring.extension, callfile.monitoring.context; **For listening to outbound calls:** callfile.outmonitoring.channel, callfile.outmonitoring.extension, callfile.outmonitoring.context; **In a single-server environment:** callfile.dir (points to a local call-file directory or a manager interface port); **In a clustered environment:** cluster.SERVER.manager (points to each Asterisk server's manager interface port)
Available since:	1.4.7

This is the standard QM behaviour: when listening to inbound or outbound calls, a popup appears and asks for a local extension. That local extension is connected to the live channel so that the local user can listen to the ongoing call.

In order for this to work, the dial-plan on each Asterisk server must implement the correct logic - an example is given in the *[queuemetrics]* context that comes with QueueMetrics.

This PM is used by default if no other server is specified in the *configuration.properties* file.

Live calls through an external module: ClassicXmlRpcListenerRT

Module name:	**ClassicXmlRpcListenerRT**
Full Java Path:	it.loway.app.queuemetrics.callListen.RTlisteners.ClassicXmlRpcListenerRT
Properties used:	*default.audioRpcServer* (non-clustered) or *cluster.SERVER.audioRpcServer*: The address of the XML-RPC server implementing the QMAudio.listenOngoingCalls interface.
Available since:	1.4.7

This is the standard XML-RPC implementation and makes it easy to create a completely custom scheme to handle live monitoring. The output of this function must be a single URL that will launch a player to stream that call. This is completely user-configurable.

The details of how to write an XML-RPC server for the *QMAudio. listenOngoingCalls* interface can be found on the XML-RPC guide for QueueMetrics. We ship a sample implementation of such a server in the *xmlrpc_audio_server.php* server that comes with QueueMetrics.

See also section the section called “Enabling XML-RPC call listening and streaming” [410]

Live calls through Oreka: OrekaWebRT

Module name:	**OrekaWebRT**
Full Java Path:	it.loway.app.queuemetrics.callListen.RTlisteners.OrekaWebRT
Properties used:	*oreka.rtserver* is the master property that tells QM if Oreka is clustered or not *oreka.web* is the URL of an OrekaWeb application - QM uses Oreka’s applets for playback. *oreka.rtserver.xxx* is used for clustered configurations.
Available since:	1.5.2

This PM lets your supervisors monitor agents using a web-based interface provided by Oreka. The supervisors will simply click on a live call and it will be streamed to them through their browser (note: a window will open and will close immediately before the popup opens. This is expected behaviour).

In order for this PM to work, your system configuration must matche these criteria:

- You should be using Callback agents, where the agent extension is correctly filled in at logon time
- Pop-up windows should be openable by QM - this feature is disabled by default in most modern browsers.
- You should also select a way for this PM to choose on which Oreka server the call must be listened on.

Do not forget to set the *oreka.web* property in any case in order to download the playback applet.

Using only one Oreka server

If you are deploying only one Oreka server, you should set the address of the live listening port by setting *oreka.rtserver* to *fixed* and then entering the live streaming port as follows:

```
oreka.rtserver=fixed
oreka.rtserver.address=http://hostname:59120/?type=stream&localparty=#AGENTEXT#
```

This will work even on a clustered system, as long as there is only one Oreka server. Note how the agent extension is expanded in the string (see below for the full list of expansion tokens).

Using a cluster of Oreka servers

If you have a set of Oreka servers (likely because you have a cluster of Asterisk servers), you can associate a separate Oreka server to each box in the cluster. You do so by setting *oreka.rtserver* to *cluster* and then entering the live streaming port for each member of the cluster, as follows:

```
oreka.rtserver=cluster
oreka.rtserver.aleph=http://ork_aleph:59120/?type=stream&localparty=#AGENTEXT#
oreka.rtserver.beth=http://ork_beth:59120/?type=stream&localparty=#AGENTEXT#
```

In this example, all calls processed on server "aleph" will be searched on server "ork_aleph", while all calls processed on server "beth" will be processed on server "ork_beth".

Using multiple Oreka servers with UniqueID

If you have a set of Oreka servers that are not linked one-by-one to a set of Asterisk boxes, you can associate a separate Oreka server to each call in the cluster, by prepending a digit to the call's UniqueID that will be used to know on which server each call is being handled. You do so by setting *oreka.rtserver* to *chandigit* and then entering the live streaming port for each member of the cluster, as follows:

```
oreka.rtserver=chandigit
oreka.rtserver.1=http://ork_aleph:59120/?type=stream&localparty=#AGENTEXT#
oreka.rtserver.2=http://ork_beth:59120/?type=stream&localparty=#AGENTEXT#
```

In this example, all calls which UniqueID starts wilth "1" will be handled by the "ork_aleph" server, and all calls which UniqueID start with "2" will be queries on the "ork_beth" server.

Expanded properties

The following properties are expanded in the Oreka live listening URL:

- AGENTEXT is the numeric extension an agent is logged on from
- AGENTCODE is the code of the agent

Chapter 12. Quality Assessment in QueueMetrics

QueueMetrics includes a Quality Assessment (QA) module that lets you:

- Define a set of metrics to be used for call grading
- Have the QA team grade calls while they're being processed or from historical recordings
- Run complete reports by queue and by agent

Enabling QA monitoring

In order to use QA monitoring, you should have the following security keys assigned:

- QA_TRACK: this key means that the person can input QA data. If this person has the keys to access historical calls or real-time calls, he will be able to fill-in QA forms. Individual forms can be further restricted by key-protecting them
- QA_REPORT: this keys means that the holder can access QA reports. Individual forms can be further restricted by protecting them with a reporting key as well.
- USR_QAEDIT: this key means that the holder can modify and create QA reporting forms.

Understanding Quality Assessment

The QA module in QueueMetrics was built in order for a specific QA supervisor to track the performance of agents on a given set of **metrics**. Each metric is expressed as a long description and has an unique **engagement code** (a short acronym up to 5 letters).

Metrics are user-definable and are clustered together in **forms**; a form can hold up to 130 metrics divided in up to 10 **metric groups**.

A single reporter can grade a call only once for each defined form; any attempt to grade a the same form for the same call multiple times will not be accepted.

For security reasons, **call grading data cannot be modified once input**, and forms with live data associated to them cannot be deleted from the system. In order to have a reduced set of metrics available if you use successive versions of a form over the period, it is possible to **close a form**, i.e. to avoid further input. Deletions, if any, will be performed at the database level by the system administrator.

Grading data is expressed as integer numbers between 0 and 100; grading all fields is mandatory, except for fields marked as "optional" in the form definition. The QA team can also input free text comments linked to a specific call.

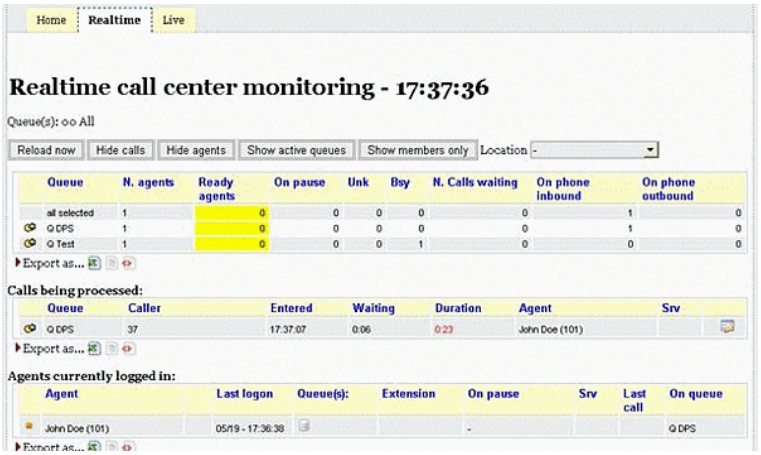
It is possible to edit **thresholds** for different **levels** of QA grades, e.g. 0-25: *Issue*, 26-50: *Improvement required*, 51-75: *Meets expectations*, 76-100 *Exceeds expectations*. These values can be defined on a form-by-form basis, and make it possible to count the number of items that belong to each category and to use a colour code for immediate graphic representation.

Grading calls

Grading data can be input while listening to the live call (Unattended monitoring) or while looking at the historical call details or through a particular formatted URL string.

Grading calls on the real-time page

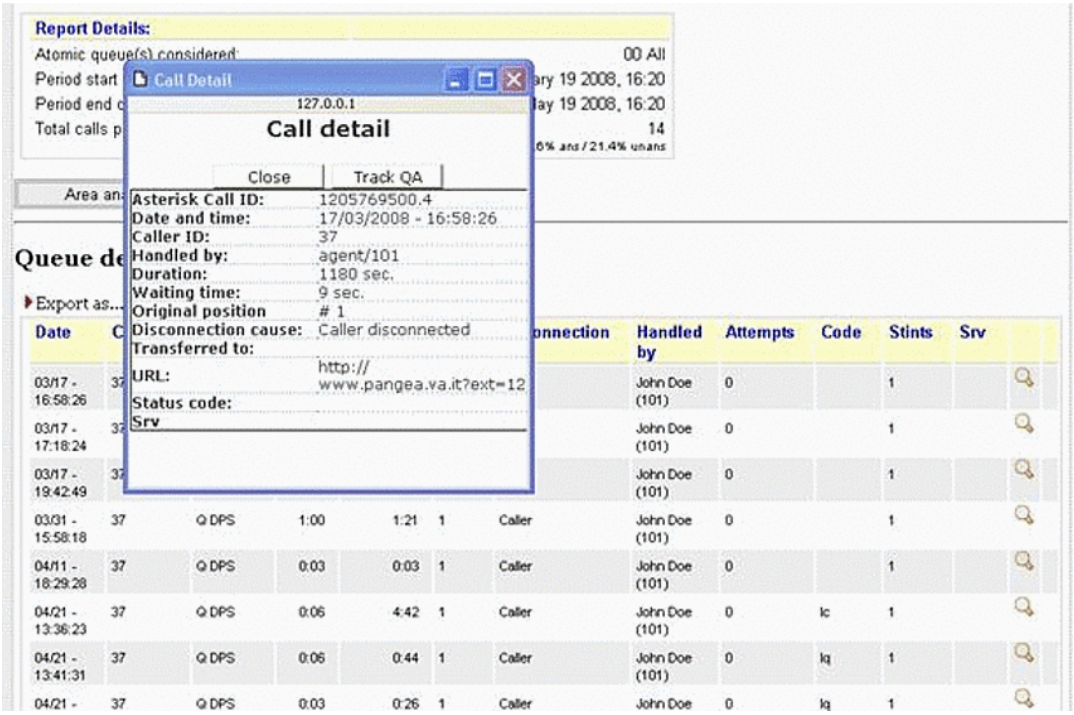
If an agent has the required grants, he will get the grading icon on the right of the "Calls being processed" table:



The icon appears only when a call being processed is connected to an agent (as the point is rating the agent). By clicking on that icon, a popup will appear that lets you enter QA data. You should be listening to the call using the Unattended Monitoring icon in QueueMetrics or a different passive listening schedule as set up in your call center.

Grading historical calls

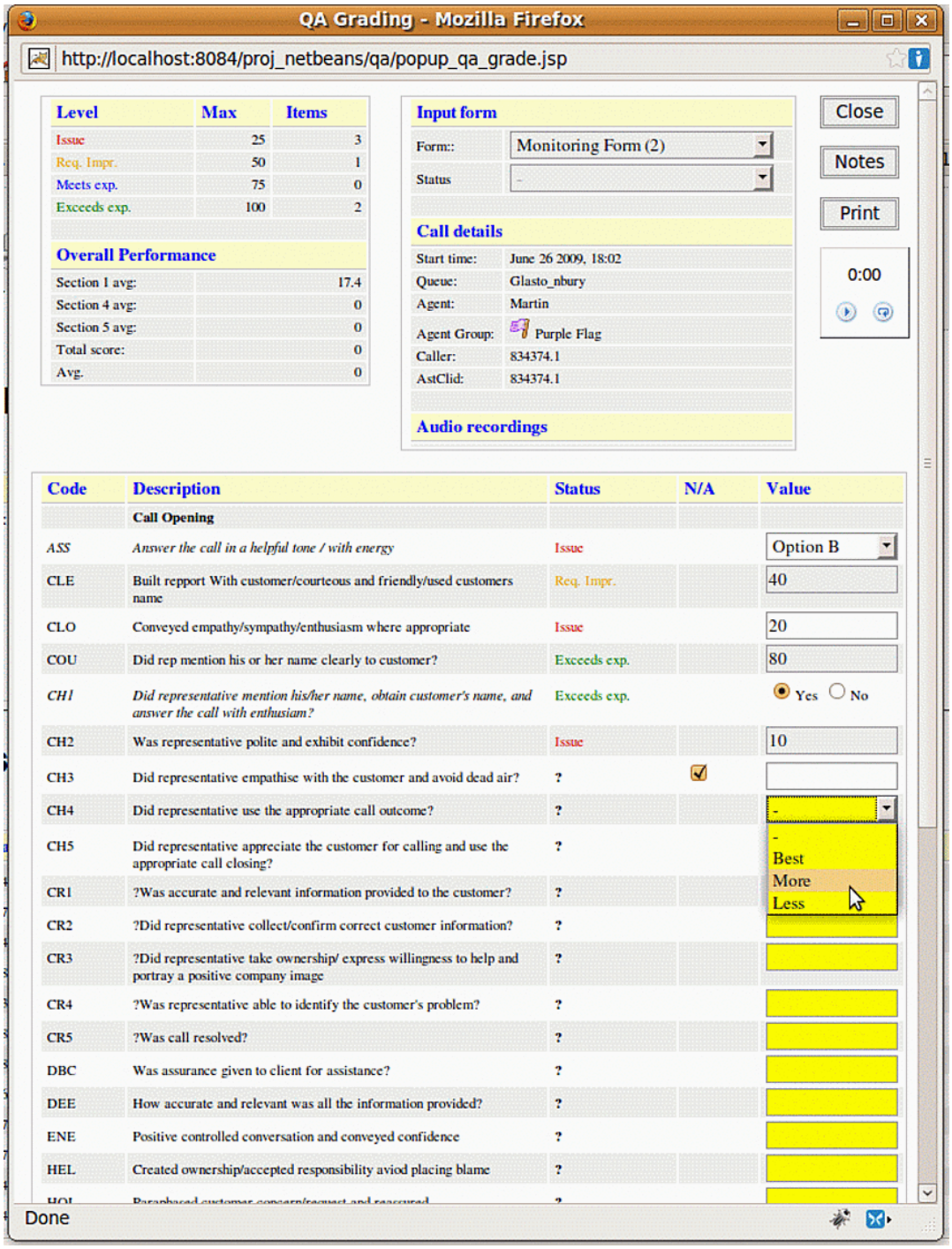
In order to do the grading of historical calls, you proceed as is the case for audio recordings. If QA grading is enabled, the button "Track QA" will appear on the call detail popup, as in the picture below.



By clicking on the button, the call detail popup will close and a QA form will load.

The input form

If multiple QA forms are available for this QA person, they will be able to select the correct form by selecting the "Input form" field on the top right.



The top-left box shows the current threshold values for each levels (please note that the label associated to each level is form customizable from the form configuration page. See the section called “Configuring QA forms” [274] for further information). While you input data into the form, you can see that the number of items that fall into each category and the average and total scores are updated in real-time.



For each section is reported the overall section score and average. Zero values are marked in red. This simplifies the discovering of session shortcuts (See the section called “Configuring QA items” [278] for further details) for already scored forms.

As soon as the form has been graded and saved, a set of checkboxes are shown on the right column of each level. These checkboxes could be used to show/hide questions falling in each specific range.



Level	Range	Items	
Issue	0 - 25	0	☑
Req. Impr.	26 - 50	0	☑
Meets exp.	51 - 75	2	☑
Exceeds exp.	76 - 100	3	☑
Overall Performance			

On the top-right box, after the Input form field, a form *Status* dropdown reports the current form status. Actually this dropdown is read only and their status could be changed modifying the dataset stored in the database with an external application. Following the form status you can see the call details: when it started, on which queue it was processed, the agent processing it, the caller-id and the Asterisk internal call-id.

On the top right there are three buttons:

- **Close** is used to exit the form without saving changes
- **Notes** is used to toggle between scores and notes associated to the call
- **Print** is used to start the print process. The print procedure will show scores and notes on the same page.

Then a general purpose "timer" widget is shown. You can use it, for example, to track the hold time when listening to a call conversation.

At the bottom of the form is the button **Save**, that is used to exit the form saving changes. This button will appear only when data are in a consistent state that allows saving.

If you load a saved form, it will be shown in read-only mode.

On the bottom part of the form there are the different items to be graded, grouped into a set of categories. If a box contains invalid data (i.e. something that is not a number between 0 and 100 included) it will be displayed in yellow and the form shall not be saved.

Following the form definition, items can be graded by:

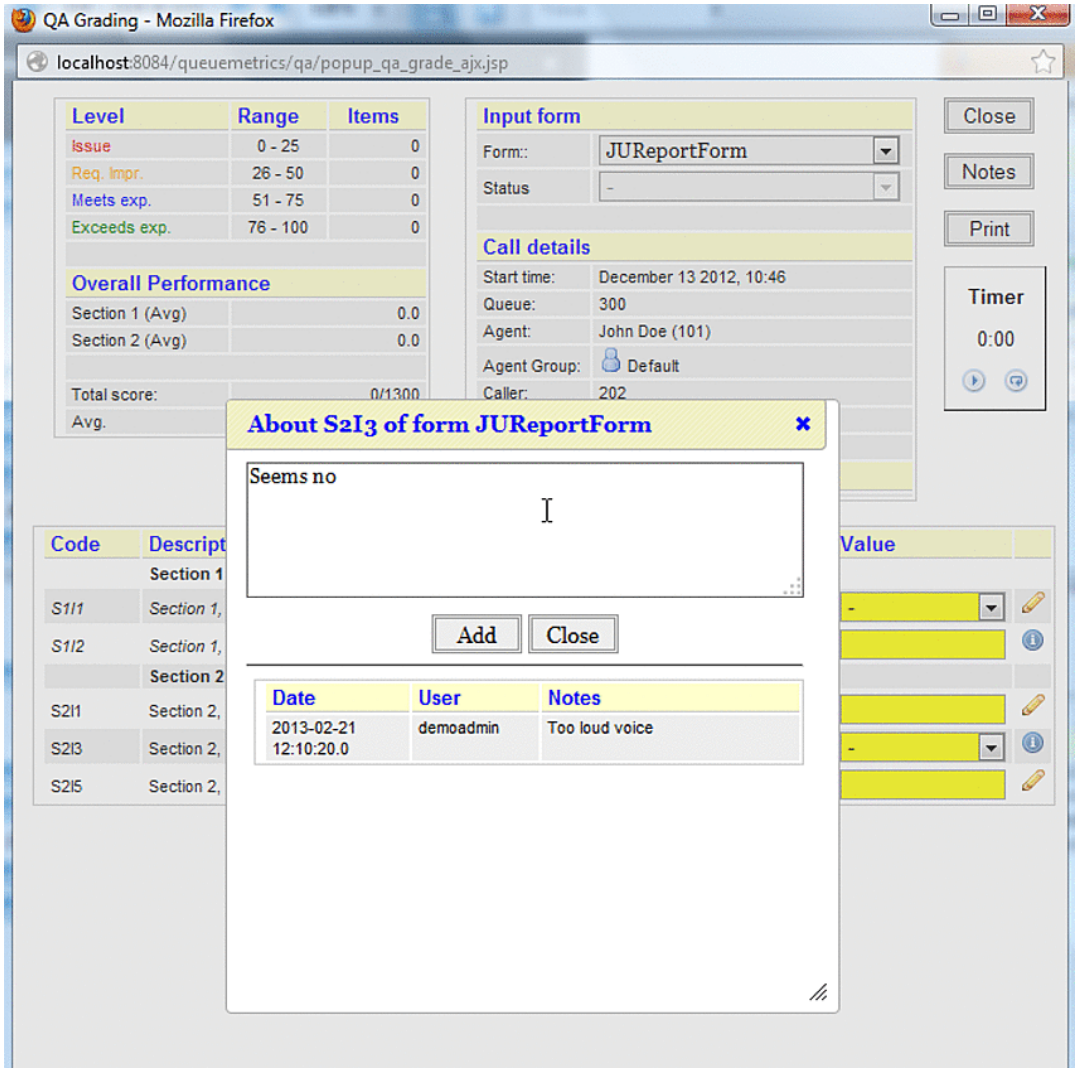
- inserting a score value
- selecting the appropriate value from the dropdown menu
- checking the proper Yes/No options.

Items that are not mandatory have an associated **N/A** checkbox; when checked, it disables the related score value and lets the user save a form without specifying any score for that item. If all fields within a given section are defined as **N/As**, then the Overall Performance will display the entire section with an N/A Average total value.

Items reported in *italic* are **shortcut** items; that is, if a shortcut item totalizes a score that falls into the "Issue" category, the overall form score will be set to 0.

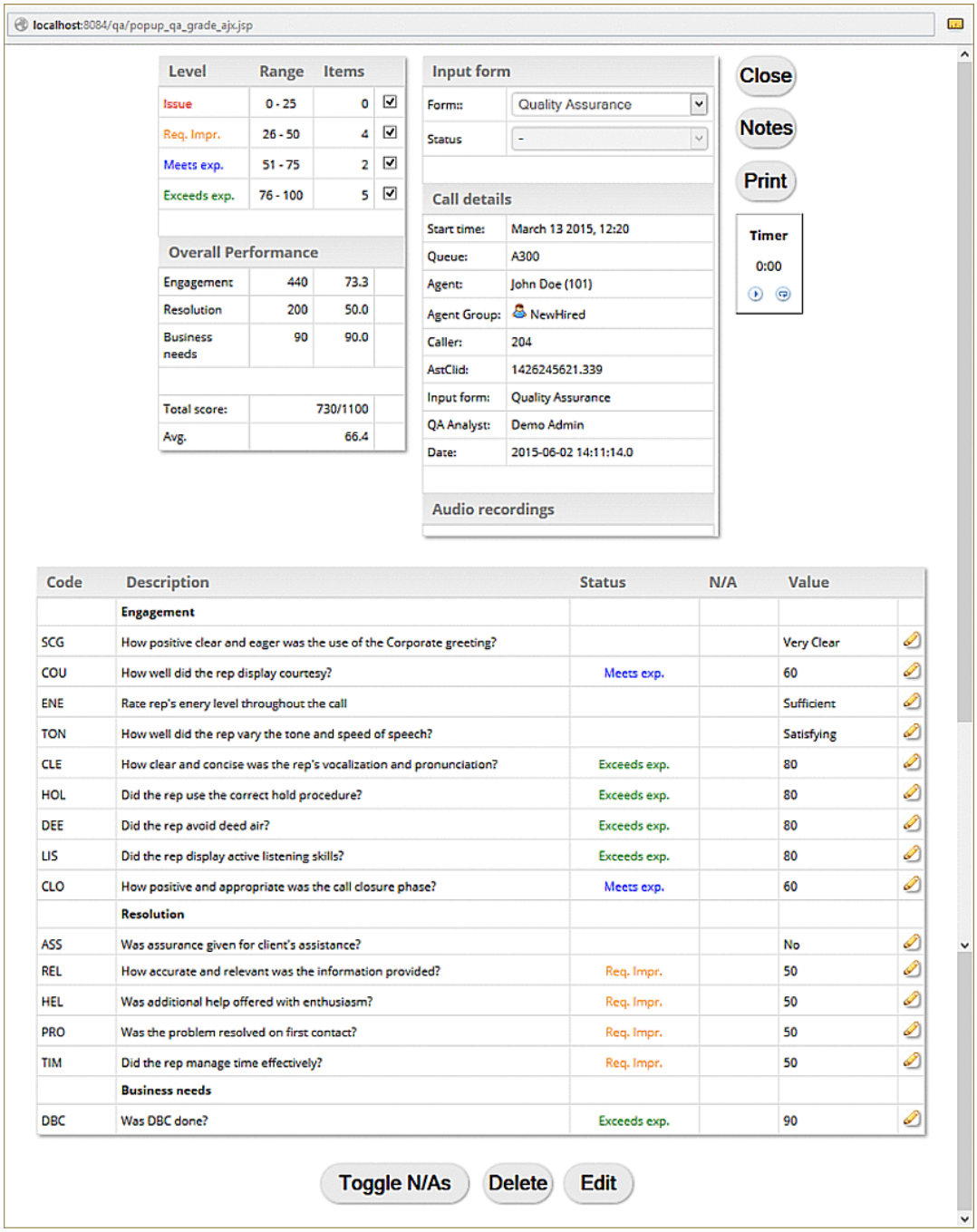
The value set in some items may control the set of items that are enabled for the current form; that's why the form is evaluated again after each user input.

Is possible to assign a free text note or a set of notes to each question in the form. We call this type of notes as "per-question" notes. Per-question notes could be added clicking on the icon on the right side of each question and typing the text in the shown popup. Questions with already associated per-question notes are marked with a different icon as per the following figure:



For a thorough description of how Forms and Items can be set up, please see the chapter Configuring QA forms the section called "Configuring QA forms" [274] .

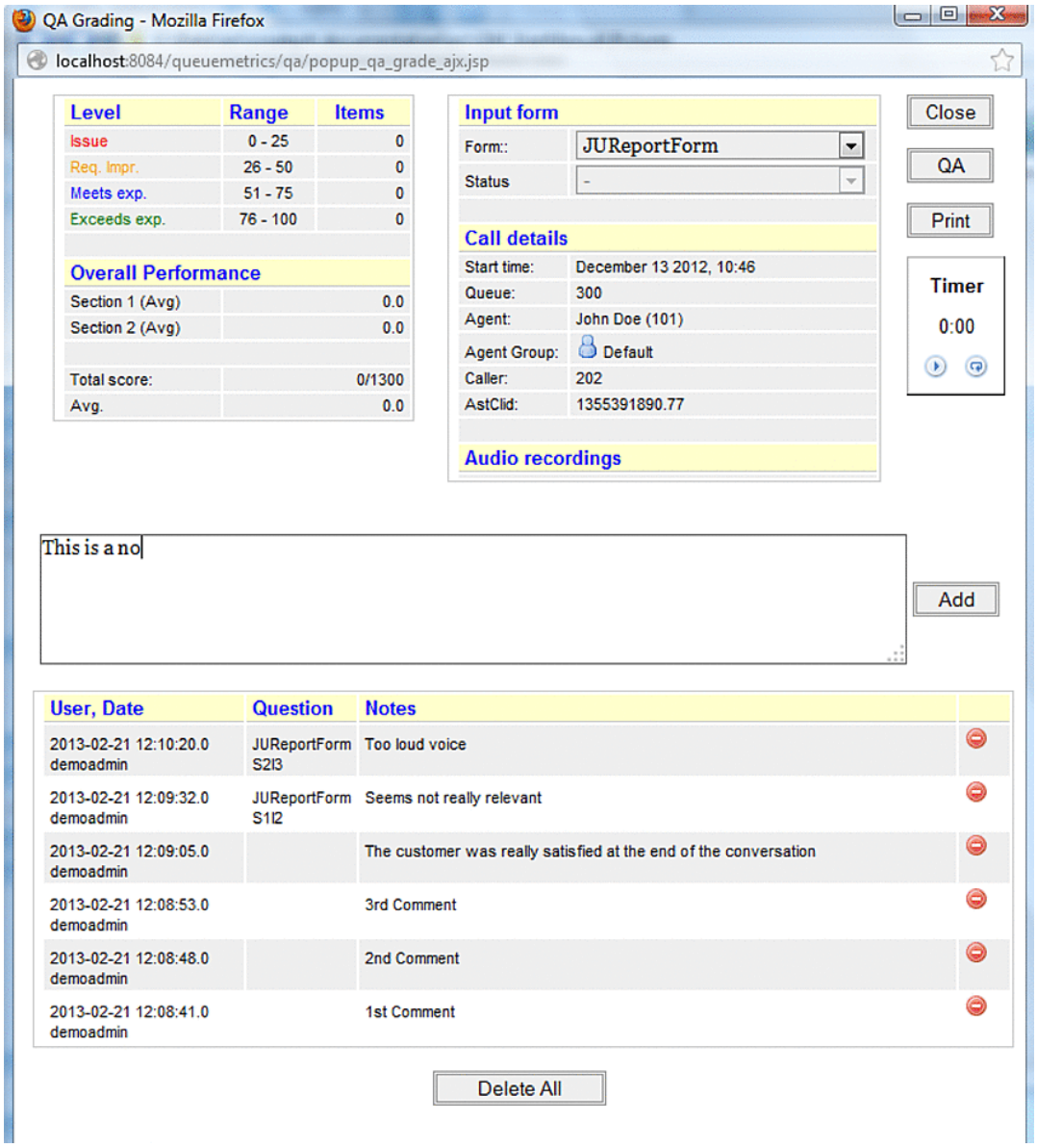
When a form is saved, it appears as per the following figure:



It basically shows the same data that was input, but it cannot be changed anymore (except for users holding specific keys as defined by Removing or Editing QA forms the section called “Removing or Editing QA forms” [355]) and the supervisor information is shown. If there are known audio recordings for this call, they are shown under the "Audio recordings" box.

The form now displays a **Toggle N/As** button which allows to show/hide the Non Applicable specified fields.

Pressing the **Notes** button, the form will change as per the following figure:



The user can insert one or more notes that will be saved by pressing the "Add" button; all comments already added are listed in chronological order together with the per-question notes inserted for a set of specific form. Per-question notes associated to the selected form are shown at the beginning of the comments list.

For each call it is possible to add markers which can be created and deleted as required, in order to keep further details regarding that specific call. This works best in conjuction with the HTML5 audio player as described on the HTML5 Player the section called “The HTML5 Audio Player and Markers” [89].



Is not possible to submit partial forms. If you compile a partial form, switch to the note view and submit a note, the scores already compiled will be lost.

Grading over HTTP access

Is possible to grade a particular call through an HTTP request to the QueueMetrics server with an URL specifically formatted for this purpose.

When an URL is typed in the browser, QueueMetrics redirects its output to the login page (if required) where the user could log in to continue.

QueueMetrics shows the grading input form in the browser window and the user can grade the call and/or add notes to it.

The URL to be used to trigger the grading procedure should follow the syntax below:

```
http://qmserver.corp:8080/queuemetrics/qm_qa_jumptogradepage.do?
   QAE_astclid=1286184814.122
   &QAE_queue=queuename
   &QAE_formName=FormToBeGraded
   &QAE_CallStartDate=2010-10-04.11:00:00
```

(of course the URL should appear all on one line).

In the example, we trigger a grading procedure on the host *qmserver.corp* on port 8080 The context is queuemetrics (but could change based on local install). Then there are some parameters following:

- **QAE_astclid** : specifies the Asterisk unique id for the call to be graded
- **QAE_queue** : specifies the queue name where the call has been taken
- **QAE_formName**: specifies the name of the form to be graded
- **QAE_CallStartDate**: specifies the day where the call has been taken. The value should be formatted as YYYY-MM-DD.hh:mm:ss and should represent the time before the call (it's not important to specify the exact time where the call has been taken but it's important to specify a time near the period before the call).

Removing or Editing QA forms

Users holding the key *QA_REMOVE* can delete a form.

When a form is deleted, their content is dumped on the Audit Log.

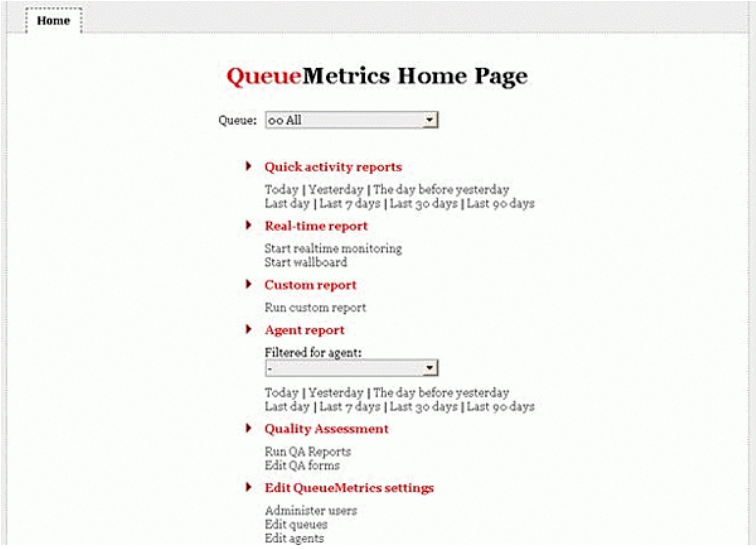
All accesses on deleted forms are highlighted by a special message shown in the form.

After deleting a form, it is again possible to grade a call as if it was never graded before.

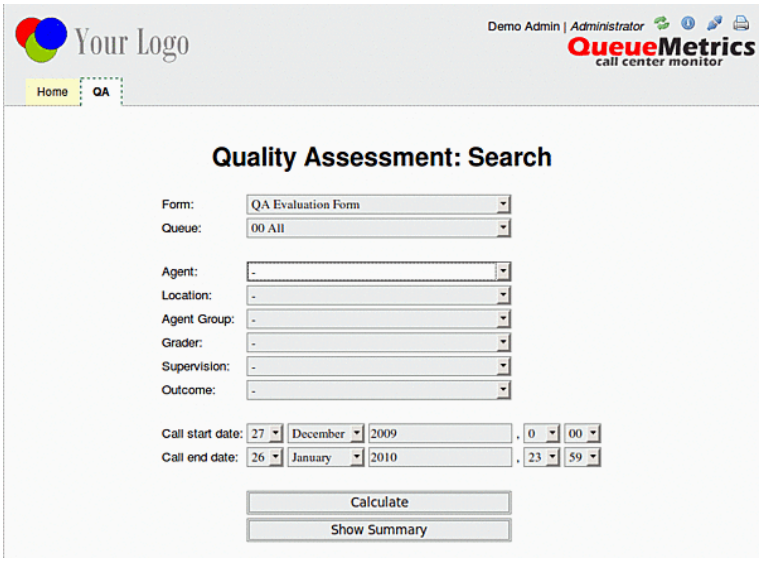
Users holding the keys *QA_REMOVE* and *QA_REPLACE* can edit an already submitted form. By editing an already submitted form, QueueMetrics performs a normal delete action, then shows to the user a new editable form with pre-filled values in each row. Data are processed by following the usual procedure.

Running QA reports

In order to run QA reports, you must go to the main page of QM and click on the "Run QA forms" label.



The system will show the following form:



The parameters have the following meanings:

- **Form** is the name of the form you want to run a report for
- **Queue** can be one or more queues. You can the run different reports for different queues, or use a catch-all queue
- **Agent** is an optional Agent filter
- **Location** is an optional Location filter
- **Agent Group** is an optional Agent Group filter
- **Grader** is an optional parameter that filters by the person who compiled the form
- **Supervision** is an optional Supervisor filter

- **Outcome** is an optional call outcome code filter
- **Asterisk call-id** is the unique-id of the call
- **Caller** is the caller's number (exactly as it appears on the caller-id, with no rewriting)
- **Start Date** and **End Date** are about the start time of the calls which QA forms that will be included in the report.

By clicking on "Calculate" or "Show Summary" the actual results are shown. If multiple search parameters are set, they must be all valid on the result set.

If you have used Extra Scores (see Chapter 20.9 - *Configuring QA forms*) within the QA form, the "Calculate" or "Show Summary" might return averages that are higher than 100.

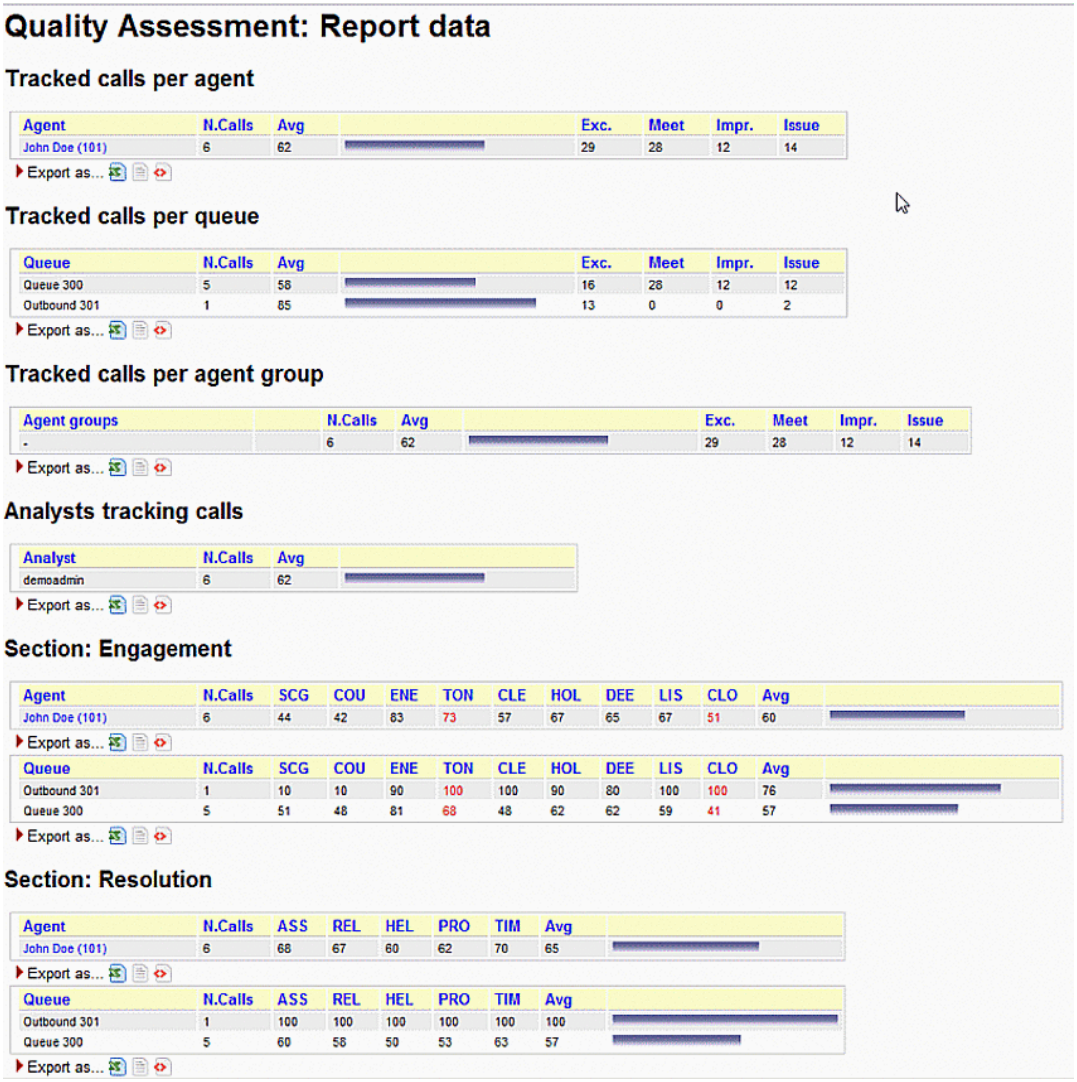
It is also possible to run a report that compares graders to each other - see the section called "Grader calibration reports" [371].



The fields **Asterisk call-id** and **Caller** always consider your query as a case-insensitive substring to be matched, so e.g. if you have a call with a unique-id of *567890.1234*, entering *.1234* will be enough to match it. You can also use _ (underscore) to match any single unknown character or *%* (percentage) to match zero or more occurrences of any character.

The main QA report

The button "Calculate" shows a report like:



The **Tracked calls per agent** report shows:

- The total number of calls that were tracked for each agent
- The average score for each agent
- The total number of items that fall into "Exceeds expectations", "Meets expectations", "Improvement required" and "Issue" for each agent.

As you can see, the names of each agent are clickable in order to obtain a detail of calls by agent.

All statistics that are computed per-agent are then recomputed per-queue and per-agent-group.

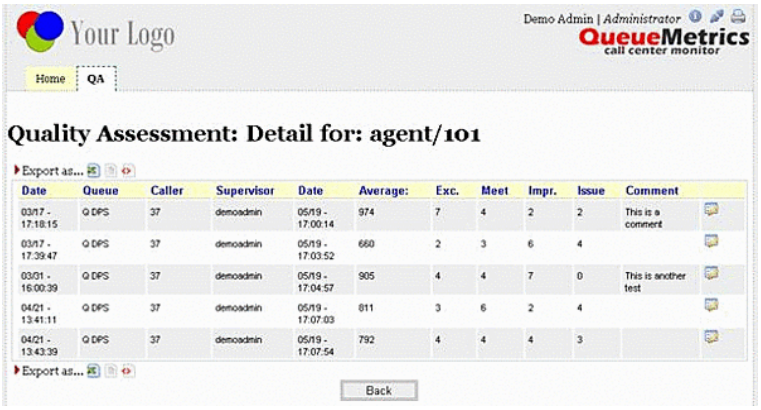
The **Analysts tracking calls** reports shows how many calls each supervisor graded and what was the average score that this supervisor gave.

Then, for each Section defined in the QA form, you will get the average scores for each item, plus an average of all average scores in order to point out problems.

If an item is shown in red, it means that such item has been assigned a zero-weight value. If an item is shown in gray, it means that such item has been set as non scoreable item. For further information on configuring items within the form, refer to the paragraph xref:Configuring QA items[].

All columns can be sorted by clicking on the item name and all data can be downloaded in Excel, CSV or XML format.

In order to have a better understanding of what is going on, you can click on an agent's name and get the details, as below:

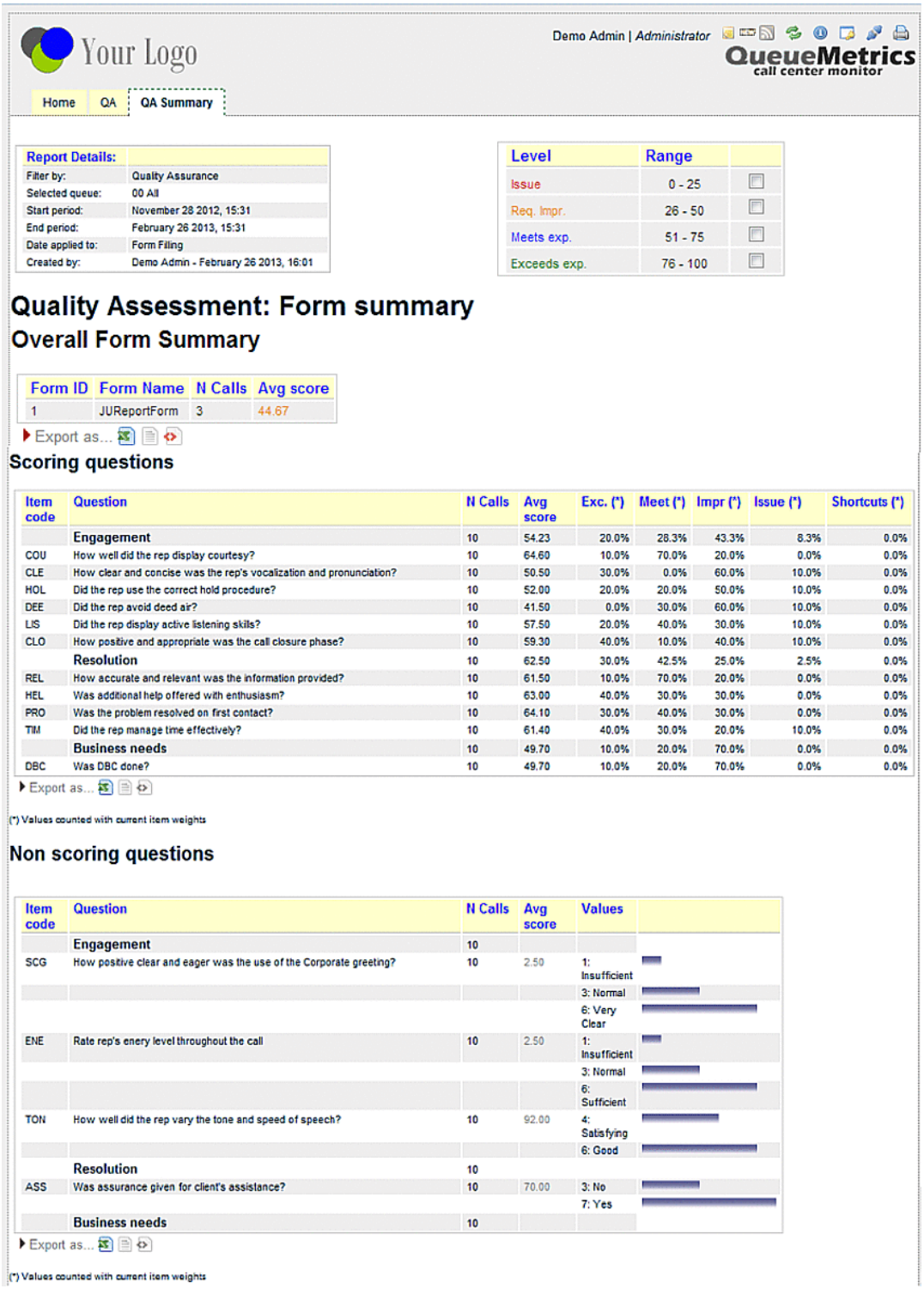


This shows the details of all calls stored, the number of items for each call that fall into each grading category, the average rating for each call and the comment.

By clicking on the form icon  on the right, you can access the QA form that was graded for this calls, so you can access individual scores and listen to audio recordings that are related to this form.

The QA Summary report

The "Show Summary" button shows a report like:



Your Logo

Demo Admin | *Administrator*

QueueMetrics call center monitor

Home | QA | QA Summary

Report Details:	
Filter by:	Quality Assurance
Selected queue:	00 All
Start period:	November 28 2012, 15:31
End period:	February 26 2013, 15:31
Date applied to:	Form Filing
Created by:	Demo Admin - February 26 2013, 16:01

Level	Range	
Issue	0 - 25	☐
Req. Impr.	26 - 50	☐
Meets exp.	51 - 75	☐
Exceeds exp.	76 - 100	☐

Quality Assessment: Form summary

Overall Form Summary

Form ID	Form Name	N Calls	Avg score
1	JUReportForm	3	44.67

Export as...

Scoring questions

Item code	Question	N Calls	Avg score	Exc. (*)	Meet (*)	Impr (*)	Issue (*)	Shortcuts (*)
	Engagement	10	54.23	20.0%	28.3%	43.3%	8.3%	0.0%
COU	How well did the rep display courtesy?	10	64.60	10.0%	70.0%	20.0%	0.0%	0.0%
CLE	How clear and concise was the rep's vocalization and pronunciation?	10	50.50	30.0%	0.0%	60.0%	10.0%	0.0%
HOL	Did the rep use the correct hold procedure?	10	52.00	20.0%	20.0%	50.0%	10.0%	0.0%
DEE	Did the rep avoid deed air?	10	41.50	0.0%	30.0%	60.0%	10.0%	0.0%
LIS	Did the rep display active listening skills?	10	57.50	20.0%	40.0%	30.0%	10.0%	0.0%
CLO	How positive and appropriate was the call closure phase?	10	59.30	40.0%	10.0%	40.0%	10.0%	0.0%
	Resolution	10	62.50	30.0%	42.5%	25.0%	2.5%	0.0%
REL	How accurate and relevant was the information provided?	10	61.50	10.0%	70.0%	20.0%	0.0%	0.0%
HEL	Was additional help offered with enthusiasm?	10	63.00	40.0%	30.0%	30.0%	0.0%	0.0%
PRO	Was the problem resolved on first contact?	10	64.10	30.0%	40.0%	30.0%	0.0%	0.0%
TIM	Did the rep manage time effectively?	10	61.40	40.0%	30.0%	20.0%	10.0%	0.0%
	Business needs	10	49.70	10.0%	20.0%	70.0%	0.0%	0.0%
DBC	Was DBC done?	10	49.70	10.0%	20.0%	70.0%	0.0%	0.0%

Export as...

(*) Values counted with current item weights

Non scoring questions

Item code	Question	N Calls	Avg score	Values
	Engagement	10		
SCG	How positive clear and eager was the use of the Corporate greeting?	10	2.50	1: Insufficient
				3: Normal
				6: Very Clear
ENE	Rate rep's enery level throughout the call	10	2.50	1: Insufficient
				3: Normal
				6: Sufficient
TON	How well did the rep vary the tone and speed of speech?	10	92.00	4: Satisfying
				6: Good
	Resolution	10		
ASS	Was assurance given for client's assistance?	10	70.00	3: No
				7: Yes
	Business needs	10		

Export as...

(*) Values counted with current item weights

This report calculates, for each item and for each section in the form:

- average for the whole form
- number of calls graded

- average score and cumulated percentage for each item and section that "Exceeds expectations" (the column marked "Best") or "Meet expectations" (Good) or "Improvement required" (Ok) or "Issue" (Req.Imp.) (only for scoreable item)
- average score and number of time each value is found in the reports (only for non scoring questions)
- cumulated percentage for each item marked as "shortcut"

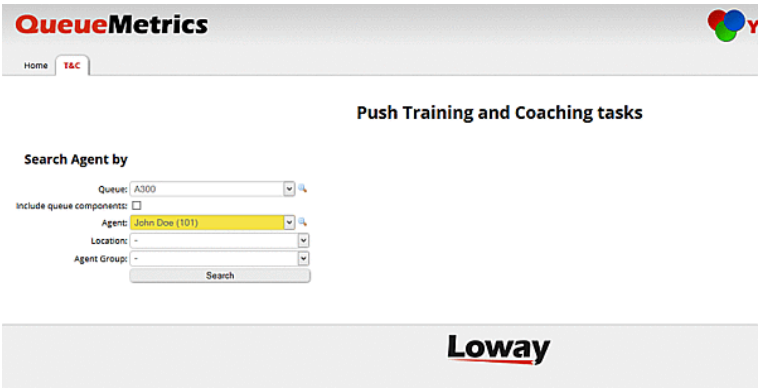
All values are computed accorded to the currem item weights (only for secoreable items), in case you use weighted items.

The data can be exported to Excel, CSV and XML formats.

On the top right of the report is a box containing the list of levels with related checkboxes. Values shown in the result table are coloured following the checboxes status. This is usefull to hilite questions where average values fall in a specific set of levels. The status of checkboxes are persisted through sessions.

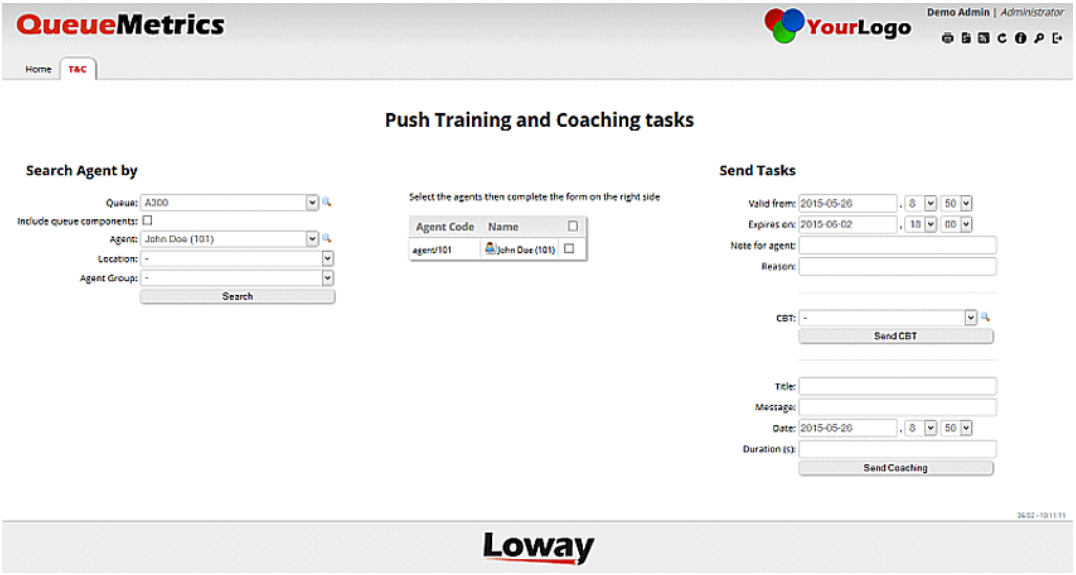
The Training And Coaching Page

Users holdint the security key TASK_PUSH_TC will be able to access to the Training and Coaching Page. This page is the main access point for sending CBTs and Meeting (also named Coaching) tasks to an agent or a set of agents. It’s based on a three steps wizard where the list of users are defined in the first two steps and the proper CBT or Meeting tasks are sent in the third step. Agents selection starts by several finding criterias, as depicted below:



- The queue dropdown
- If the finder should take care about queues components (this is useful when a composed queue is selected in the previous dropdown)
- An agent dropdown
- A location dropdown
- An agent group dropdown

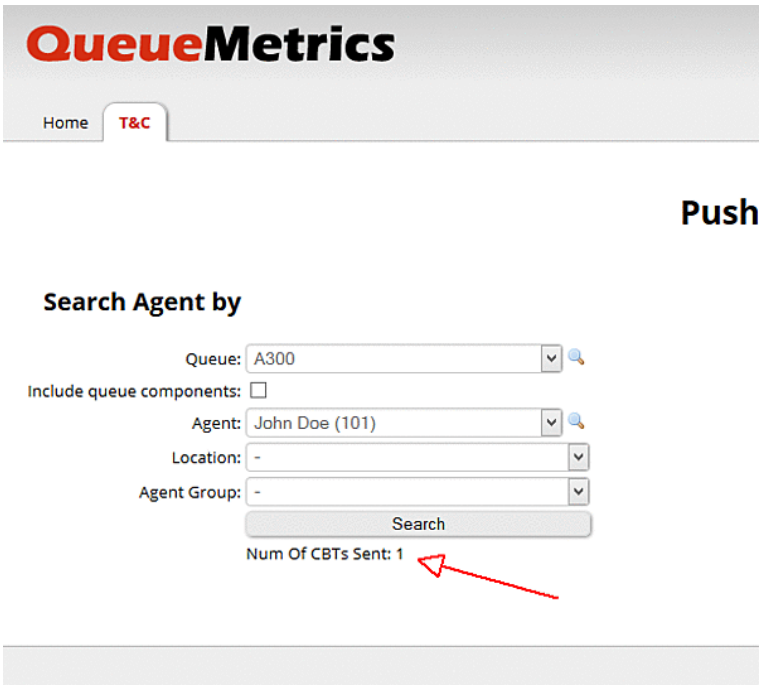
Each agents mathing the criterias are shown as soon as the user presses the "Search" button, as reported in the picture below.



Looking at the list of agents found in the center of the page, a single agent can be selected by clicking on their related checkbox whether all agents in the list can be selected by clicking on the checkbox placed on the header of the list.

As soon as agents are selected, the user can send a CBT or a Coaching task by properly filling the fields related to time and date validity and, optionally, a note that will be shown to the agents and a reason (hidden to the agents). Specific fields for CBTs and for Coaching tasks can be found on the most right-bottom side of the page. Tasks can be sent by pressing "Send CBT" or "Send Coaching" buttons.

At the end of process, QueueMetrics shows the number of CBT/Coaching tasks sent as reported by the following picture.



Chapter 13. Advanced tracking of agent and grader performance

Advanced tracking of agent performance lets you pinpoint those agents whose behavior can and should be improved. In order to do this, a **score** is created out of multiple items related to:

- their way each call is handled (e.g call duration)
- their call performance (e.g. number of sales)
- QA scores that were given to their calls

As the scoring is in itself quite complex and made up of multiple factors, scoring is based on a **rule set** that represent a business-specific set of targets that should be met. For each rule, you have two possible levels of non-compliance, that is a yellow and a red threshold. Each threshold can, in turn, have a peculiar score associated.



For example, you could say that the expected call duration is 100 seconds; calls that are between 100 and 150 seconds are "yellow" and worth 1 review point, calls that are over 150 seconds are "red" and worth 4 review points. The higher your review score, the more prominently the agent will be displayed.

When applying a rule set to a set of calls, you get a **score** expressed in **review points** for each agent selected that represents the sum of all anomalies as detected by the chosen ruleset.

The system then displays the agents involved in reverse score order, prompting the grader to investigate further by accessing the set of calls and the set of QA records and the relevant audio recordings.

The result of this activity is:

- In-depth knowlegde of agent performance
- **Agent life cycle management**: the grader can move agents between agent groups, so that you can manage a process where an agent belongs to multiple skill groups during their lifetime
- Continuous improvement of agent performance through **agent tasks**, e.g. coaching sessions, or completing Commputer Based Training to improve the agent’s skills.

For example, an agent could start her life as member of the group *New Hires*. When reviewed after a while, she could be moved to *New Hires Probation* when she is found lacking in some subject. After a while she could be checked again and moved back to *New Hires*.

As collateral features, the system also offers facilities to:

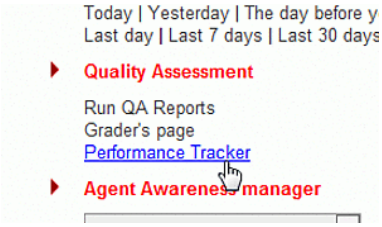
- Create rule sets based on the average properties of a set of calls. This makes it easy to have reference points that can then be manually edited.
- Track the lifecycle of agents. This is done by tracking the different agents groups each agent has been a member of and the time period they have been there.

Just like for agents, there is also the problem of comparing graders to each other, in order to have a "fair" view of what is going on and to make sure that grading happens under the company’s guidelines

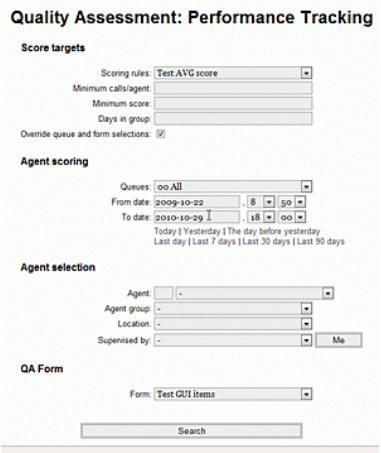
and not each grader's own preferences. **Grader calibration reports** fulfill this purpose by comparing graders to each other.

Tracking agent performance

For users holding the key "QA_PERF_TRACK" a new link appears in the QueueMetrics home page, as shown below:



When clicking on it, you are lead to the main search page:



This page lets the grader search for a set of agents to be reviewed. This requires setting three search dimensions:

- A queue (or set of queues) and a time period
- A way to search for a set of agents (a specific one, or a group, or a location, or all agents that have the same supervisor).
- A QA form to be graded
- A **rule set** that applies to the above search and defines scoring. You should define your own before you start this activity (see the section called "Defining agent performance rules" [280]).

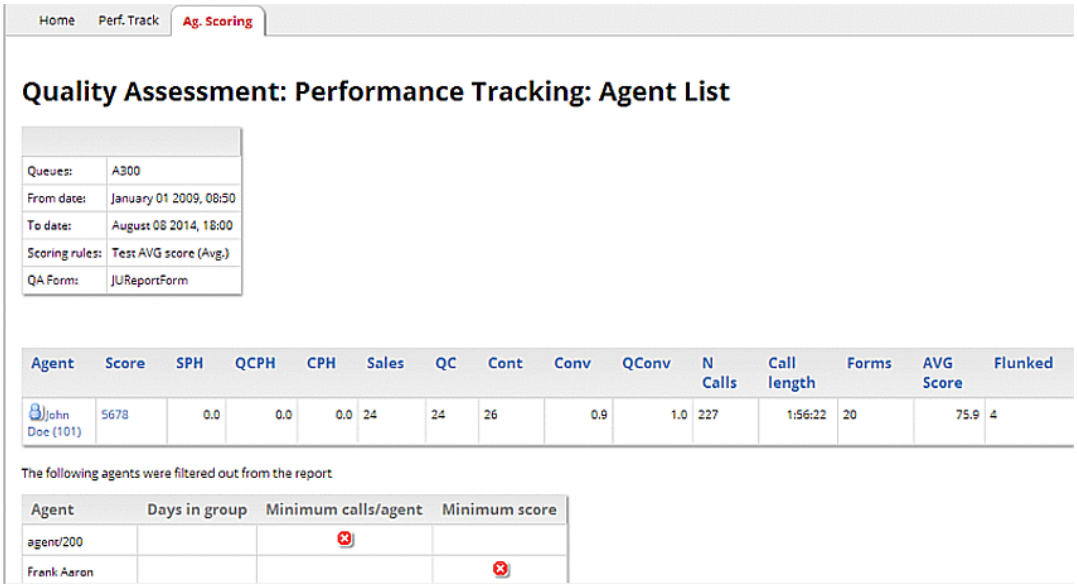
The scoring rule is usually associated to a particular queue and form but the user can override this selection by checking the option "Override queue and form selections" and by specifying other parameters that affect the calculation, like:

- the minimum expected score,
- the minimum number of calls that should be analyzed,

- the minimum days the agent had to be in the group at the run period specified for the analysis.

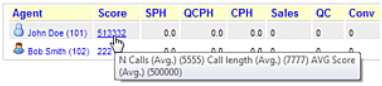
These minimums are to avoid considering agents that are undersampled (e.g. if an agent has been scored only once, we can expect this score to be less meaningful compared to an agent whose score is based on 10 elements).

The button "Search" starts the calculation process and a new page will be displayed:



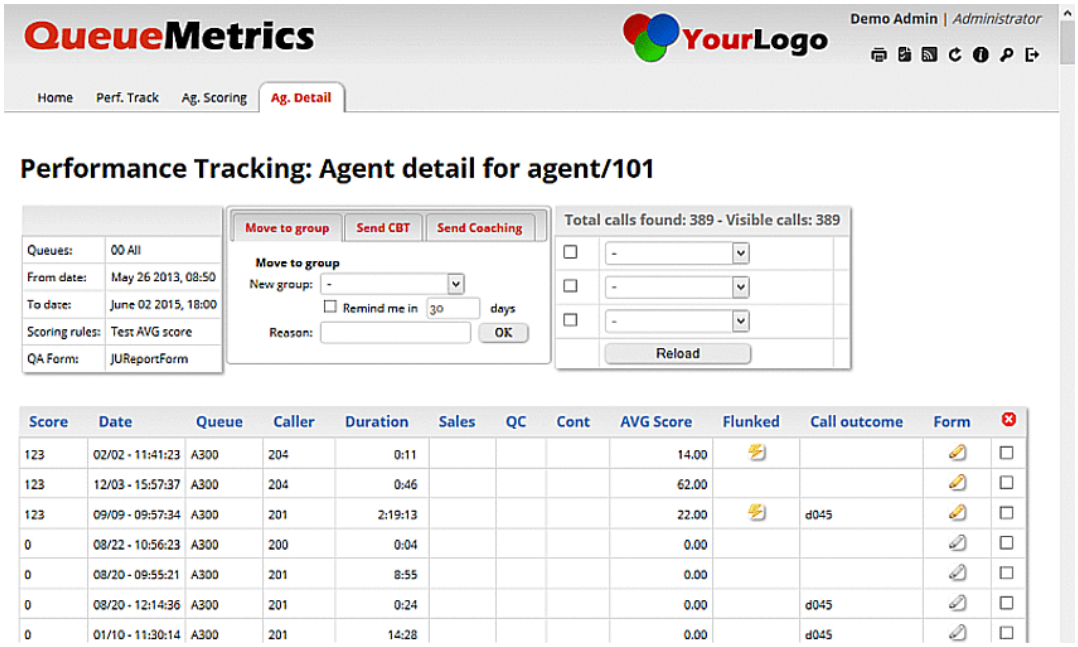
The items shown here are **averages** on all the calls that were found in the current set. The selected score rule is used to compute the overall Score value, and agents are shown sorted by their score in descending order.

Flying with the mouse over the score value a detail rules contributing to the overall score are shown, as reported on the picture below:

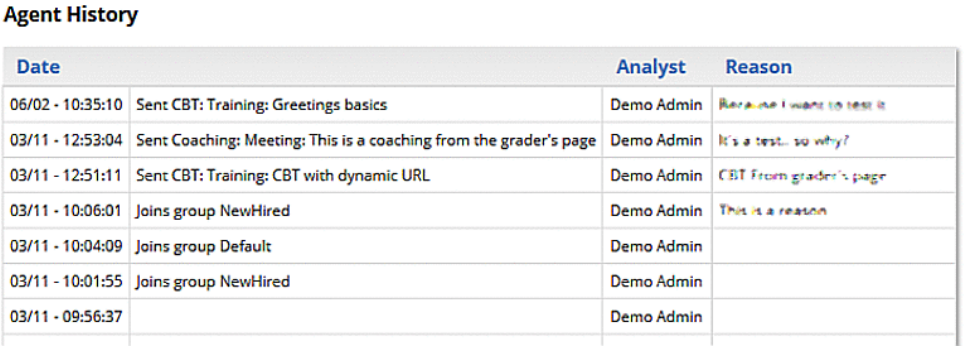


At the bottom of the main table result, a second table shows the agents (if any) that were not included in the report and the threshold that was not met.

Clicking on the agent name or the associated score value the user gives access to details. They are reported in a different page, like the one shown below.



The details page is split in two parts. The top part reports the score details for each call the agent answered. The bottom one shows the detailed history associated to that particular agent.



Each line in the top table reports the score calculated by the rule selected in the search page **without being averaged**, and other relevant information for each call.

An icon representing a pencil is shown if the call has a QA form associated with it; by clicking it, the associated QA form will be shown in a separate pop-up dialog. Users allowed to grade calls could find a set of grayed out pencil icons to be used to score new calls from this page. After scoring each call they should press "Refresh" to have the page updated.

A special icon is assigned to *Flunked* calls. A call is defined as *Flunked* if the related QA Form has been graded but reached an average value below the Issue level.

Dynamic drill down

To make the grader's life easier in case the set of calls to be analyzed is large, it is possible to use a set of dynamic criteria to reduce the data that is currently displayed.

The table on the top-right lets you add up to three drill-down rules being active at the same time. Rules can be quickly disabled by clicking on the "Turn off" checkbox on the left of each rule.



The title of the section shows the total number of calls found for the agent and the number that is actually displayed. The ones that are not are the ones that are filtered out. In order to see them all again, just clear or turn off all the filters.

The following rules are defined:

- Call length
- A form's average score
- The performance tracker score
- The call outcome
- Whether the call is a Flunked one, or a Sale, or a Qualified Contact, or a Contact

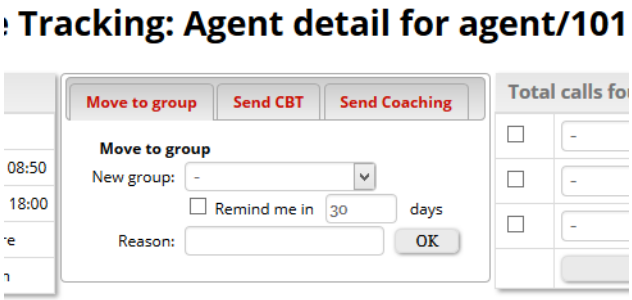
Special notes about rules:

- If you enter multiple rules at once, they are all active
- Rules expecting a time duration (e.g. call length) will accept input as H:MM:SS (e.g. 0:23) or an integer number of seconds.
- Rules working on a float value have the float value converted to the nearest integer and then the rule is applied.

It is always possible to sort data in the call list table by clicking on the title.

Taking remedial actions

By the top of the page, the grader can take remedial actions using the form displayed below.



Move the agent to a different group

In order to move the agent to a different group, the grader has to select the new group through the dropdown; he can specify a reason in the lower text box then press the OK button on the right side of the dropdown group.

If the user checks the "Remind me" checkbox before pressing the OK button, QueueMetrics will send a reminder task to the grader himself that will be displayed after a specified number of days. (This can be used as a reminder and is optional).

A new row with the operation details will be inserted in the agent's history table after completion.

Send a CBT to the selected agent

In order to send a CBT (Computer Based Training) to the specific agent the report is referring to, the grader should select an already known CBT from the dropdown list or manually specify a URL. An optional note (visible to the recipient agent) and an optional reason (hidden to the agent) can be added. Grader can optionally link a specific call with the CBT to be sent, so, the agent will be able to refer to that particular call in the task details. To link a specific call to the CBT, the grader should click on the checkbox he can find each row in the call list. Unlinking the call is done by clicking on the red icon in the list header.

A new *Teaching* task will be sent to the agent with the title and the inserted URL.

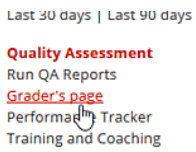
A new row with the operation details will be placed in the history table after completion.

Send a Coaching (Meeting) task to the selected agent

A grader may want to send a Coaching/Meeting task to the specific agent the report is referring to. This can be done through the *Send Coaching* tab. A Coaching task is defined by a *Title*, a *Message* and a task date. The grader can optionally specify a coaching duration (in seconds), a note (visible to the agent) and a reason text (hidden to the agent). Pressing OK generates a new coaching task with the information provided. The task will be placed in the history table after completion.

Finding calls to be graded

This is a separate page accessed by users holding the QA_GRADER security key.



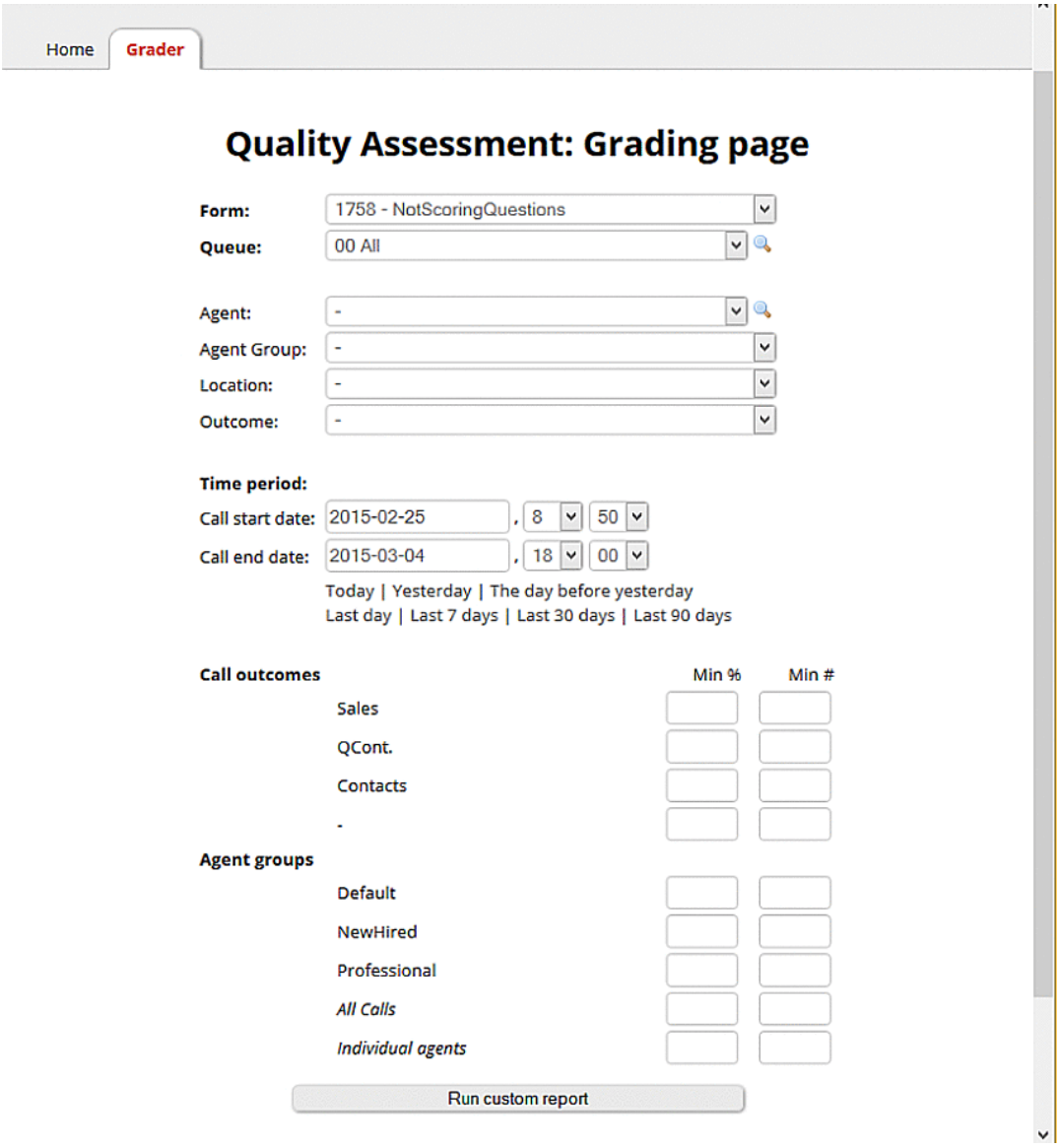
QA graders page is to provide graders with a tool that will help them in finding which calls are to be graded. Calls can be searched by specifying several targets: per client, per queue, per agent and per agent group. Each target can be expressed as an absolute minimum, a percentage or both.

Default targets are expressed:

- Per queue or set of queues
- Per location
- Per individual agents (that is, the minimum required for each agent)
- Per call outcome (see the section called “Configuring call outcomes” [265])
- Per agent or agent groups (see the section called “Configuring agent groups” [271])

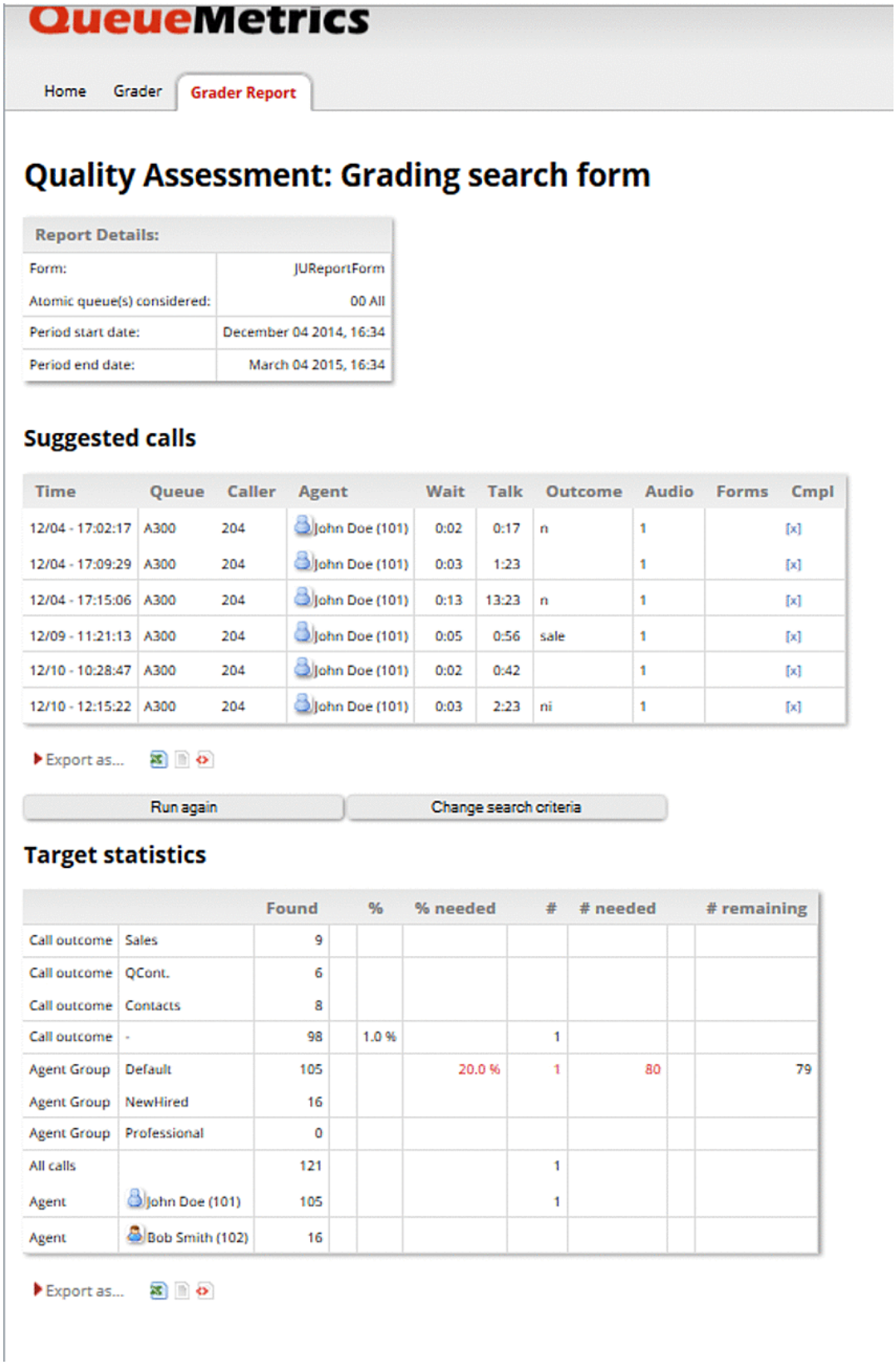
Targets can be disabled as well, by leaving them empty.

All grading activity is done per form, that is, related to one specific form.



The QA personnel is supposed to input the right targets given the goal at hand (eg. daily or weekly, per client or per queue, etc).

When they do, QueueMetrics will run a report that displays the absolute numbers involved and the number of targets that are currently being hit. At the top of the page, QueueMetrics will then display a random selection of calls to be graded, weighted on the number of targets each call hits (i.e. the mode targets a call hits, the more likely it is to appear in the list).


QueueMetrics
Home
Grader
Grader Report
Quality Assessment: Grading search form
Report Details:
Form: JUReportForm
Atomic queue(s) considered: 00 All
Period start date: December 04 2014, 16:34
Period end date: March 04 2015, 16:34
Suggested calls
Time Queue Caller Agent Wait Talk Outcome Audio Forms Cmpl
12/04 - 17:02:17 A300 204 John Doe (101) 0:02 0:17 n 1 [x]
12/04 - 17:09:29 A300 204 John Doe (101) 0:03 1:23 1 [x]
12/04 - 17:15:06 A300 204 John Doe (101) 0:13 13:23 n 1 [x]
12/09 - 11:21:13 A300 204 John Doe (101) 0:05 0:56 sale 1 [x]
12/10 - 10:28:47 A300 204 John Doe (101) 0:02 0:42 1 [x]
12/10 - 12:15:22 A300 204 John Doe (101) 0:03 2:23 ni 1 [x]
Export as...
Run again
Change search criteria
Target statistics
Found % % needed # # needed # remaining
Call outcome Sales 9
Call outcome QCont. 6
Call outcome Contacts 8
Call outcome - 98 1.0 % 1
Agent Group Default 105 20.0 % 1 80 79
Agent Group NewHired 16
Agent Group Professional 0
All calls 121 1
Agent John Doe (101) 105 1
Agent Bob Smith (102) 16
Export as...

The grader may do grading on some or all of the suggested calls, or may decide to do differently. When done, he clicks on "Run again"; all the form is computed again, targets are recomputed and so is the set of possible calls.

Selecting which calls to grade

Each call included in the search criteria per time period or queue is first listed. The set of distinct agents involved in the queue is obtained.

Calls are then filtered off if they match the following rules:

- They have already been graded for this form
- They have no audio recording
- They will help no target

For each of the remaining calls, a score is computed by assigning one point to each of the criteria that are currently unmet absolute number and percentage are treated as distinct criteria). Calls are then weighted based on the square of their score (that is: if a call will help 10 targets, its relative score will be 100, while if it helps in 5 targets, the relative score will be 25), and extracted randomly, so that it's more likely for QueueMetrics to draw calls that match multiple criteria, but even a call matching one single criteria may appear. As the computations involved are quite heavy (mostly when deciding if a call has associated audio and QA scoring, as this might be repeated tens of thousands of times) each grader will have a small set to use before reloading.

Grader calibration reports

This is a separate, one-page report that is only accessed by supervisors earmarked by the key "QA_CALREP" only (in addition to "QA_REPORT").

To access the page, you go to *Quality Assessment* → *Run QA Reports* and fill-in the form by the bottom of the page :



You will also use the form by the top of the page you usually use for QA reports.

On the input page you select:

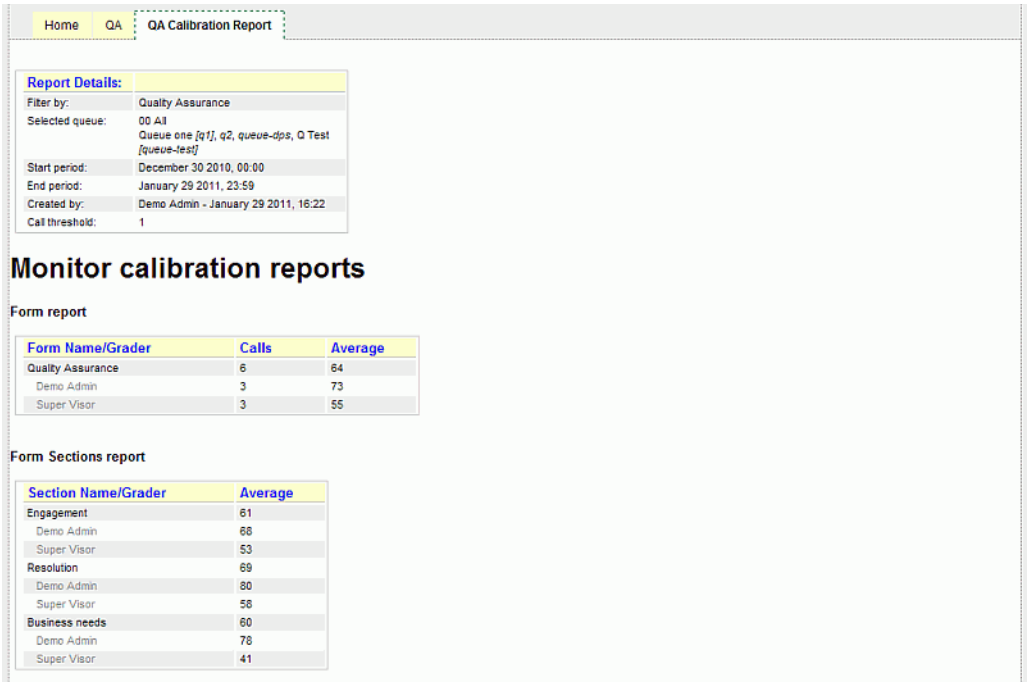
- A date range (dual selector plus predefined periods)
- One Form (if we had an option for All, we'd get way too many)
- A queue or composite queue
- A call outcome, or none for all calls
- It is possible to select an agent group as an additional filter.
- It is possible to add a minimum threshold of graded calls per grader to be included

The analysis happens at three levels:

- The whole form

- The section level
- The question level

For each form/section/question, a table is computed for the general and for each agent that has graded at least X items:


Home QA QA Calibration Report

Report Details:

Filter by:	Quality Assurance
Selected queue:	00 All Queue one *[q1], q2, queue-dps*, Q Test *[queue-test]*
Start period:	December 30 2010, 00:00
End period:	January 29 2011, 23:59
Created by:	Demo Admin - January 29 2011, 16:22
Call threshold:	1

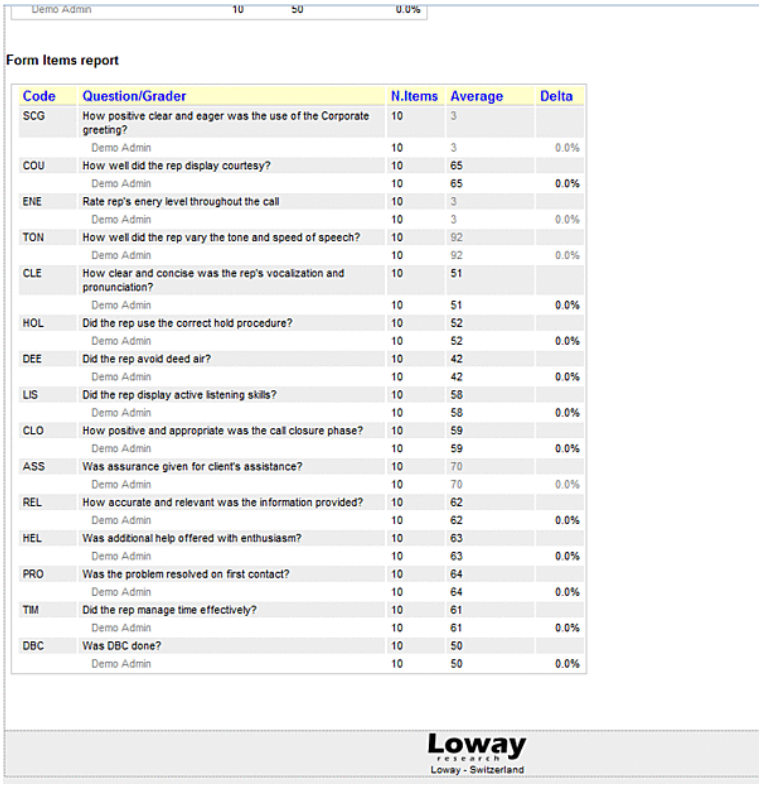
Monitor calibration reports

Form report

Form Name/Grader	Calls	Average
Quality Assurance	6	64
Demo Admin	3	73
Super Visor	3	55

Form Sections report

Section Name/Grader	Average
Engagement	61
Demo Admin	66
Super Visor	53
Resolution	69
Demo Admin	80
Super Visor	58
Business needs	60
Demo Admin	78
Super Visor	41


Demo Admin 10 50 0.0%

Form Items report

Code	Question/Grader	N.Items	Average	Delta
SCG	How positive clear and eager was the use of the Corporate greeting?	10	3	
	Demo Admin	10	3	0.0%
COU	How well did the rep display courtesy?	10	65	
	Demo Admin	10	65	0.0%
ENE	Rate rep's enery level throughout the call	10	3	
	Demo Admin	10	3	0.0%
TON	How well did the rep vary the tone and speed of speech?	10	92	
	Demo Admin	10	92	0.0%
CLE	How clear and concise was the rep's vocalization and pronunciation?	10	51	
	Demo Admin	10	51	0.0%
HOL	Did the rep use the correct hold procedure?	10	52	
	Demo Admin	10	52	0.0%
DEE	Did the rep avoid deed air?	10	42	
	Demo Admin	10	42	0.0%
LIS	Did the rep display active listening skills?	10	58	
	Demo Admin	10	58	0.0%
CLO	How positive and appropriate was the call closure phase?	10	59	
	Demo Admin	10	59	0.0%
ASS	Was assurance given for client's assistance?	10	70	
	Demo Admin	10	70	0.0%
REL	How accurate and relevant was the information provided?	10	62	
	Demo Admin	10	62	0.0%
HEL	Was additional help offered with enthusiasm?	10	63	
	Demo Admin	10	63	0.0%
PRO	Was the problem resolved on first contact?	10	64	
	Demo Admin	10	64	0.0%
TIM	Did the rep manage time effectively?	10	61	
	Demo Admin	10	61	0.0%
DBC	Was DBC done?	10	50	
	Demo Admin	10	50	0.0%

Loway research
Loway - Switzerland

For each form/section/question, an average is computed and compared to the one of all graders who graded at least X calls in the specific area. This way it is easy to spot trends and anomalies on grading behavior. Values shown in gray refers to non scorable questions. Average for this type of questions is counted only for reference purposes.

Chapter 14. The Agent Awareness subsystem (AGAW)

QueueMetrics was designed primarily to be used by supervisors and administrators to keep track of what is going on in the Call Centre. In most Call-Centres, keeping track of the current activity level using a real-time wallboard and/or the agent's page is enough. In some high-performance setups, with large and geographically distributed agent groups, it is mandatory to have a better level of performance awareness by the agents, and to have "off band", live communication lines going from the supervisor to the agent and from the agent to the supervisor.

QueueMetrics addresses this issue using a module called Agent Awareness (AGAW), that is basically a Firefox or Chrome plug-in that each agent can use to see:

- A wealth of information about how the agent and/or the queue is performing; this information offers a large set of performance metrics so that the feedback on the agent's behaviour is immediate
- A way for the agent to get in touch with her supervisors using an "off-band" channel (chat) so that they can keep on working with no downtime when speaking to their supervisors or with second-line product experts
- A way for the supervisor to send targeted broadcast messages to his own agents, making it feasible to monitor geographically-dispersed agents

The choice of developing Firefox/Chrome plug-ins was because this way the agent can keep on working on a browser-based interface (CRM, data entry…) while keeping an eye on their own statistics in a non-obtrusive manner.

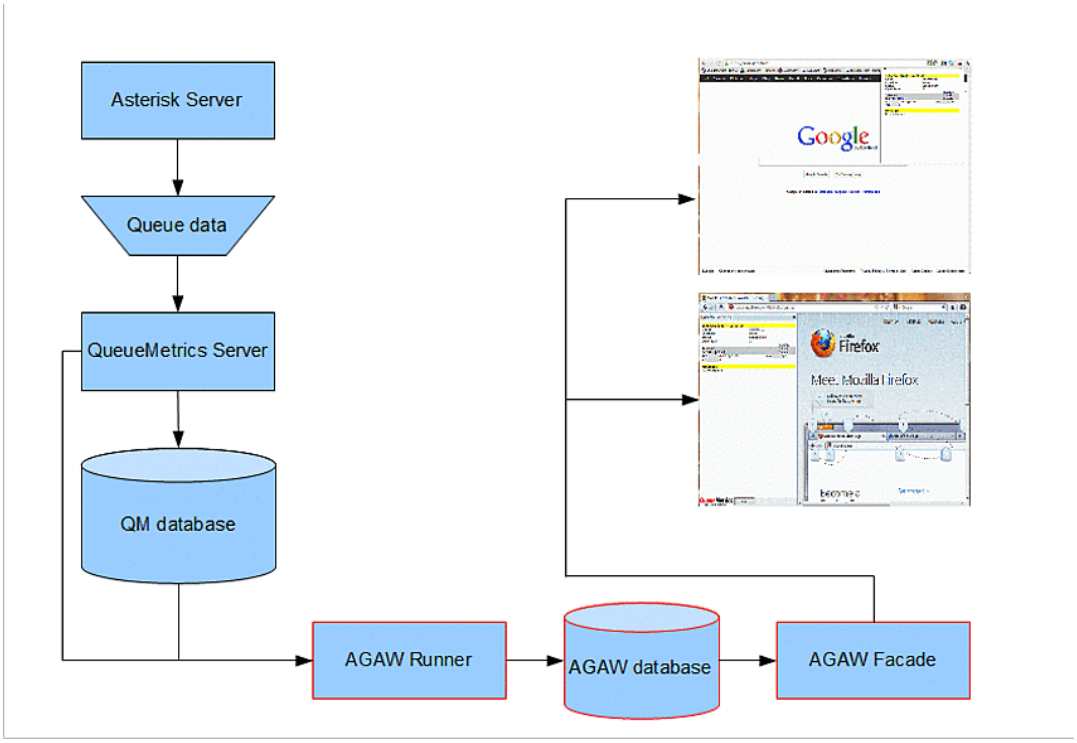
The AGAW implementation is divided into three logically distinct elements:

- *The configuration and supervisor access part, done through QueueMetrics*: Supervisors and managers can monitor the AGAW modules through the QueueMetrics program, when given the correct security keys to do so. They can also send and remove broadcast messages to agents through the main QueueMetrics interface.
- *The Queue Runner* : This is a command-line Java program that, in turn, runs statistics for all defined queues and agents. Though it leverages on QueueMetrics to run the analysis, it does not run within a servlet container and doesn't have any visible interface. The Queue Runner can reside on a separate server from the main QueueMetrics instance.
- *The AGAW facades*: The facades are the access points for each agent to log on and see their own statistics. They run in a servlet container and are positioned under the QueueMetrics webapp. The facades are not strictly speaking a part of QueueMetrics, and are thought of to be deployed on a separate server to handle very high load.

Each component can work separately on a separate server; the whole system is tied together by the usage of the same MySQL database. As the part that might be handling the highest load is the AGAW facades, that are constantly polled by hundreds or thousands of concurrent agents, they can be deployed on a plurality of separate servers and can even connect to multiple replicas of the main DB in order to handle the highest loads.

The AGAW architecture

The AGAW architecture is composed of the basic QM architecture and a number of new modules, as displayed.



The new AGAW modules are drawn in red (AGAW Runner, AGAW database, AGAW Facade) while traditional QueueMetrics components are drawn in blue.

This is the way it works:

1. QueueMetrics receives data from one or more Asterisk servers and processes it

2. The AGAW Runner, a specialized, command-line script, runs periodically (e.g. every 5 minutes) and gather statistics for all selected queues. This is a time-consuming task where "hard real-time" is not necessary. Queues are processed in a sequential order.

3. Data processed by the Runner is stored in a specialized database

4. A set of cron scripts "purges" the database periodically from stale data.

On the client side:

1. A Firefox/Chrome extension polls the system every few seconds to gather new data and new broadcast messages

2. The AGAW facade component is able to retrieve the latest pre-processed data in a few milliseconds, allowing to have hundreds or thousands of clients fed without overloading the QueueMetrics server

Though it is a separate entity from the main QueueMetrics, all AGAW components ship within the same installation as QM - so there is no need for a separate installation.

In order to activate the AGAW subsystem, see the section called “Installing the AGAW runner” [302]. Full configuration information can be found in the section called “Configuring queues to be processed by the AGAW Runner” [259]. You will also need an AGAW licence key (or you can use the supplied, two-agent free key).

Security keys used by the AGAW subsystem

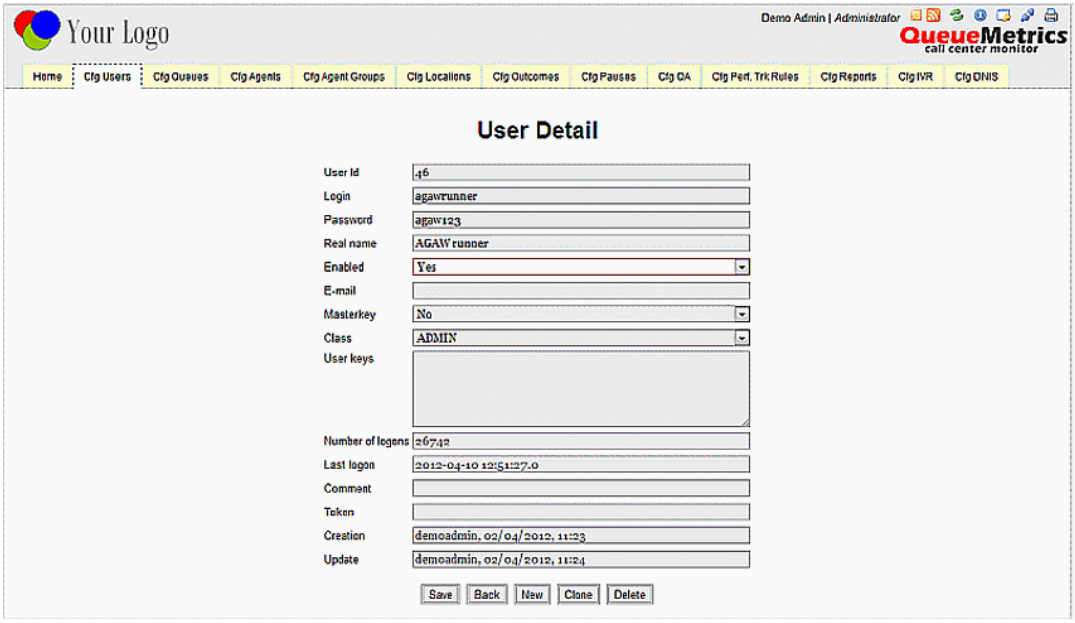
The following security keys control the accessibility of the AGAW sub system.

Table 14.1. AGAW Security Keys

Key	Subsystem	Meaning
AGAW	Facades	This agent can access data through a facade (already set by default in class AGENTS)
AGAW_ADM	QM	Lets you access the AGAW administrator pages: seeing the logs, the runs in progress, etc.
AGAW_REP	QM	Lets you access per-supervision and per-location supervisor statistics
BRO_MSG	QM	Enables the Broadcast Messages page (from the Real-time page)
MON_IM	QM	This supervisor can start an IM chat to the given client (if the agent has an IM address defined on record)

Installing the AGAW Licence

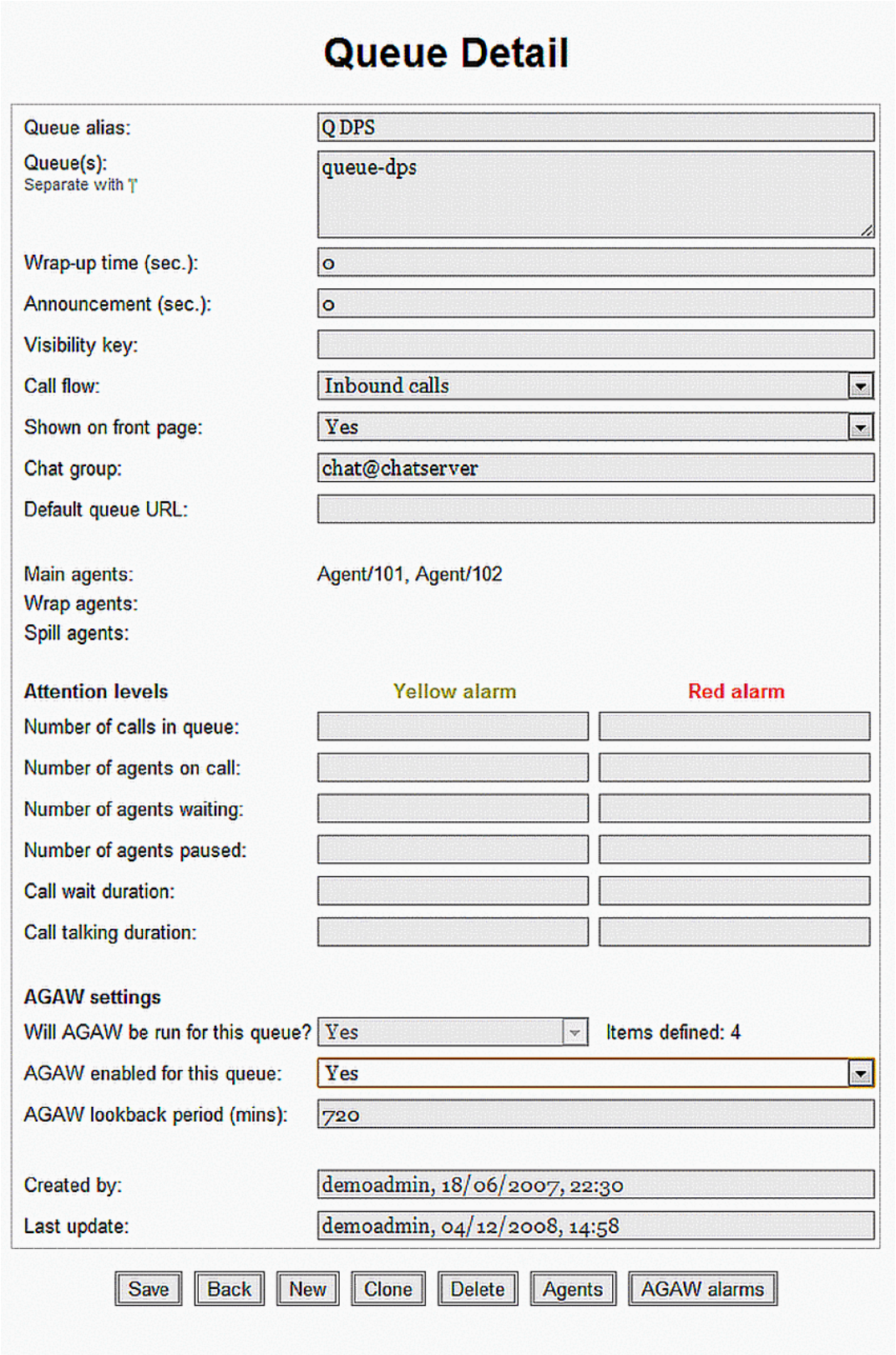
The installation of the AGAW licence requires a first step prior to installing the licence key, whereas we need to enable the AGAW profile that ships with QueueMetrics (which is usually disabled) by configuring the AGAW user. Choose "Edit Users" from the Home page and select the "Cfg Users" tab. Make sure that "Enabled" field is set to "Yes". Once you have filled out the required fields, as shown in the image below, select "Save".



You can now install the new AGAW licence key by selecting the "Agent Awareness manager" link from the Home page and clicking on the "Install new key" button at the bottom of the screen. This will open a popup that allows to enter/paste the new licence key. By clicking on the "Run" button, we will see that the AGAW runner is restarted.

To check the successful installation of the new key, select the "Logs" tab, where you should see that the Queue runner is currently running on a set of queues.

You now have to configure the queues on which AGAW will run. Select "Edit Queues" from the Home page and select one of the atomic queues (not a composite queues) amongst the displayed queues (ie. a queue that matches only one Asterisk queue).


Queue Detail
Queue alias:
Q DPS
Queue(s):
Separate with |
queue-dps
Wrap-up time (sec.):
0
Announcement (sec.):
0
Visibility key:
Call flow:
Inbound calls
Shown on front page:
Yes
Chat group:
chat@chatserver
Default queue URL:
Main agents:
Agent/101, Agent/102
Wrap agents:
Spill agents:
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:
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, 04/12/2008, 14:58
Save
Back
New
Clone
Delete
Agents
AGAW alarms

Make sure that the field "AGAW enabled for this queue" is set to "Yes" as shown in the image above. Set the "AGAW lookback period", which is the length of time (in minutes) in the past that is used for the realtime analysis.

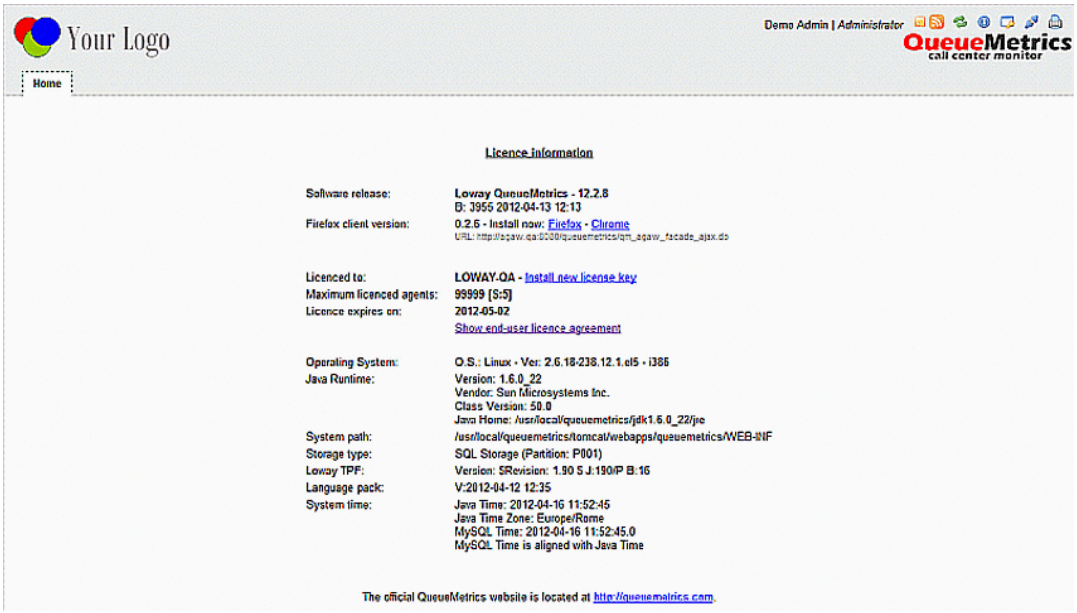
The AGAW "Attention Levels" are alarms that can be set as values in seconds, to trigger alarms for the queue or the agent. Once this form has been completed, select "Save" and proceed with the installation of the AGAW Client, as described in the following chapters.

Agents: the AGAW client

The AGAW client is used by each agent taking part in the AGAW project and receiving statistics. It is currently deployed as a Firefox/Chrome extension; the facade component was meant to be modular, so it is well possible that other front-ends will be written in the future.

Installing with Firefox

AGAW can be installed in Firefox by browsing the *Licence* page of QueueMetrics and clicking on the "Firefox" link. It will work both in Windows and Linux versions of Firefox.



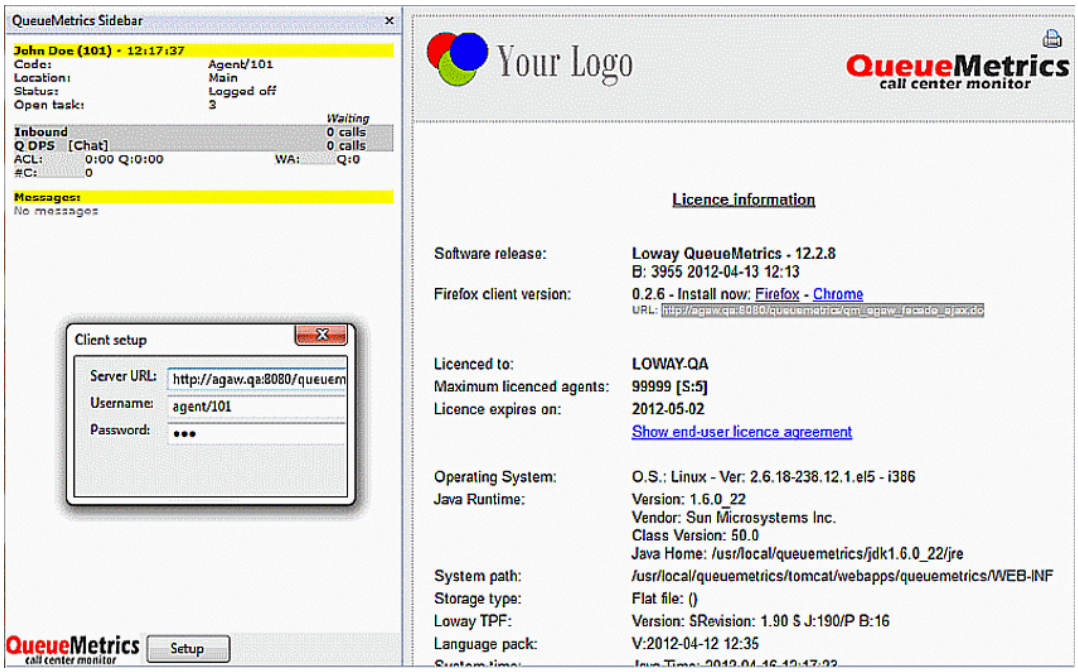
The link requires internet access, as the extension is downloaded from the Mozilla Add-on store.

After the installation, you will need to restart your browser. When you restart, you will notice a new entry called "QueueMetrics sidebar" in the "Tools" menu.



In recent FireFox versions, you have to manually enable the "Menu" bar, so that you can find the "Tools" menu. To do so, from the Menu button select "Customize" and then "Show/hide menu bar". Once the extension is active and running, you can disable the "Menu" bar if you do not want to see it.

The first time you open the sidebar, you will have to click on the "Setup" button.

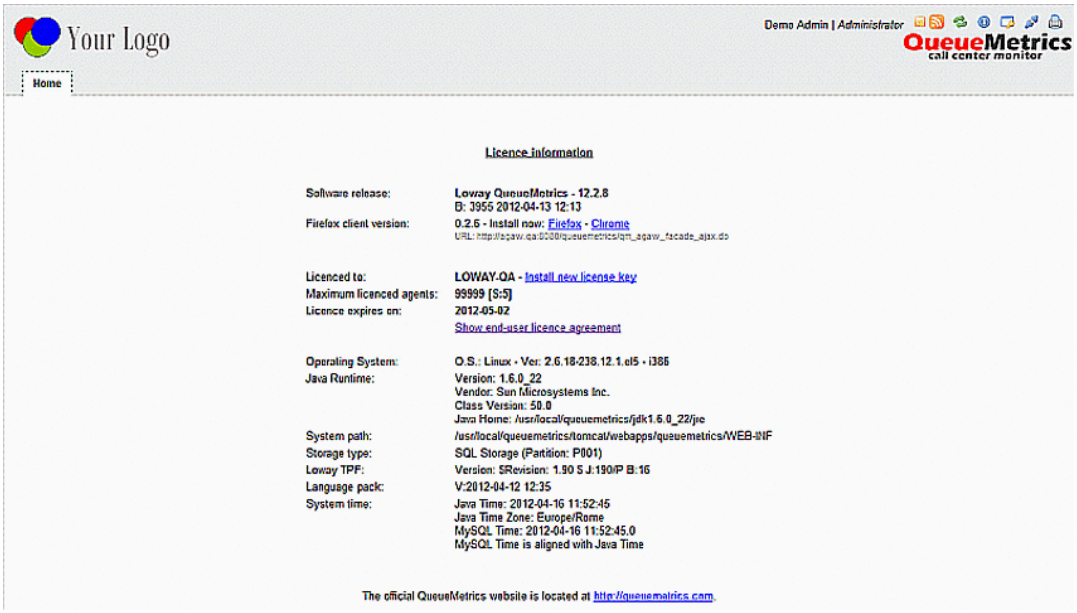


You should enter the following information:

- **Server URL**: http://myserver:8080/queuemetrics/qm_agaw_facade_ajax.do (take from the Licence page)
- **Username**: the agent code (or leave blank)
- **Password**: the agent's QM password (or leave blank)

Installing with Chrome

AGAW can be installed in Chrome by browsing the *Licence* page of QueueMetrics and clicking on the "Chrome" link.



It is also possible to send the link via e-mail to other Chrome users that share the same QueueMetrics instance.

On older versions of Chrome, it is enough to click on the link to have the extension installed. On versions 21 and higher, the user must:

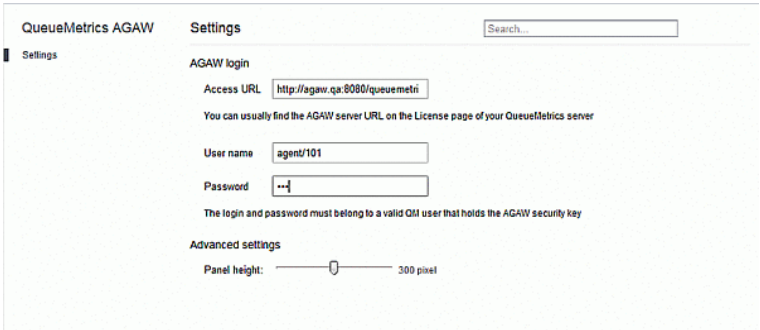
- Download the extension (agaw4chrome.crx) to their PC
- Click the wrench icon on the browser toolbar.
- Select "Tools" > "Extensions".
- Drag the file just downloaded onto the Extensions page.
- You will need to authorize the newly installed extension after reviewing its security settings

This will add the QM icon at the top right-hand corner of your browser page (next to the Chrome settings icon).



Sysadmins managing a large number of workstations may find it easier to simply add their QM instance to the list of safe servers users can add extensions from. See http://www.chromium.org/administrators/policy-list-3#ExtensionInstallSources

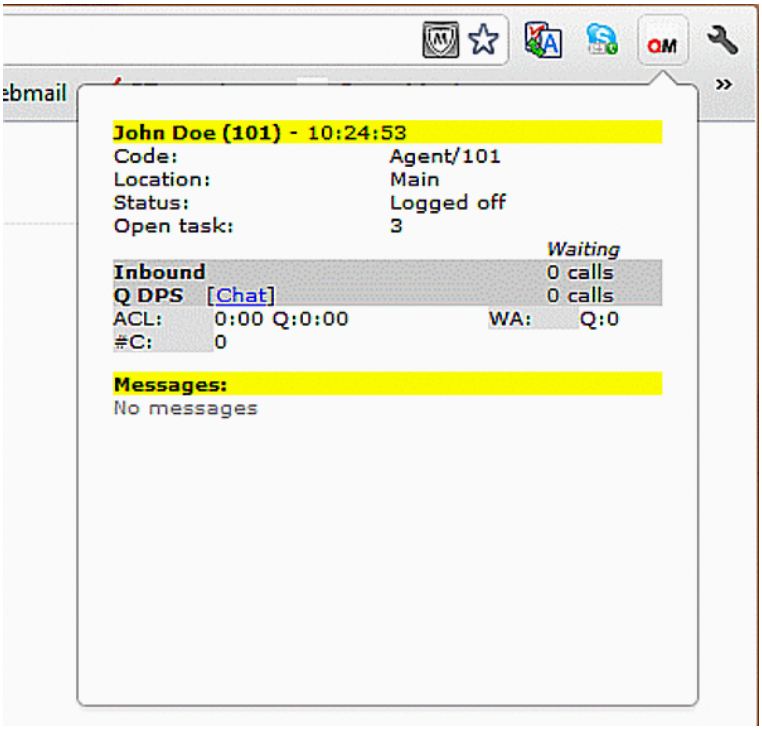
By clicking on the new icon, the QueueMetrics AGAW settings page will be displayed, as shown below:



You should enter the following information:

- **Server URL**: http://myserver:8080/queuemetrics/qm_agaw_facade_ajax.do (take from the Licence page)
- **Username**: the agent code
- **Password**: the agent's QM password

The "Panel height" Advanced setting allows to alter/adjust the size (in pixels) of the extension panel, as required.



If you ever need to remove the AGAW extension you can simply select the Chrome settings icon and choose Tools/Extensions - here you can click on the "Remove" button next to the extension name. Confirm the extension removal.

AGAW Client usage

AGAW Client usage depends on the agent being able to login to QueueMetrics using the Agent's page and hold the AGAW key.

If the AGAW web-server processes crash, the client will become blank and it can be restarted by toggling the sidebar off and on again.

The client can be set up to require a manual authentication or to provide it by default, by entering or not entering the defaults in the Setup popup.

Once the agent logs in, he gets a display that shows the current situation. On the top of the section, the current name of the agent is displayed, as well as the system time when the page was last updated. Other agent information is shown, e.g. the current agent status, the Asterisk code, the current location and supervisor (if any).

Also, a list of queues is displayed, where:

- The agent is a known member, or
- The agent has data for it

For each queue a different set of parameters can be displayed. The only common parameter is the current number of waiting calls, that is always displayed. Each parameter can be shown at the agent level, or at the queue level, or both.

Each parameter can have its own alarm threshold - this is definable separately per-queue and per-agent.

At the bottom of the client section there is a space reserved for broadcast messages that are of interest for the current agent, and are shown in a "bulletin board" fashion, for a given period (a few hours) and showing only the latest ones.



At the moment, you can either use QueueMetrics or the AGAW client in the same browser, unless you use a different alias for the server in order to have two active, distinct user sessions.

Which parameters can be displayed on the client?

A large set of metrics can be displayed on the client. We suggest to keep them to a minimum, to avoid cluttering the agent's view with information that is not currently critical to her work.

Code	Description	Available for queue?	Available for Agent?
ACL	Average Call Length	X	X
WR	Average wrap time	X	X
AW	Average wait time	X	
MW	Maximum wait time	X	
WA	Number of calls waiting	X	
N Calls	Absolute number of calls		X
CPH	Contacts per Hour	X	X
QCPH	Qualified Contacts per Hour	X	X
SPH	Sales per Hour	X	X
QCONV%	Qualified Conversions %	X	X
CONV%	Conversions %	X	X
#C	Answered calls for agent		X

For all metrics, red and yellow alarms can be set separately at the queue and agent level, and for each queue separately.

Contacting supervisors

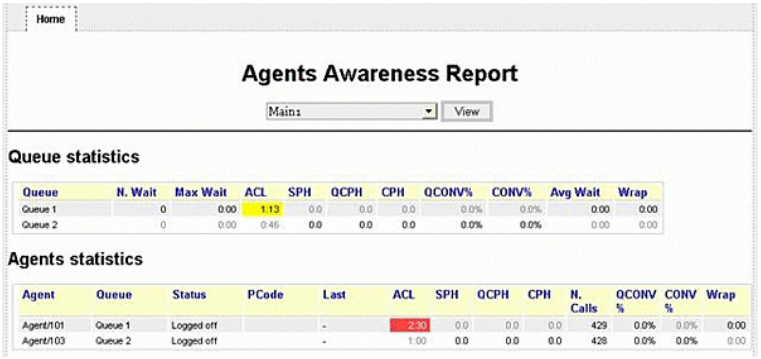
If this feature is enabled in the queue, agents can talk back to supervisors using an XMPP/Jabber client. This will happen by clicking on a link that points to the correct supervisor next to the queue name.

If you have FastPath installed, you can use FastPath to create a virtual supervisor queue that will be available through a "Chat Now" button that will appear on the bottom of the AGAW client.

Supervisors: accessing AGAW statistics

By giving the key AGAW_REP to your supervisors, you can have them monitor the statistics of their own agents, filtering by the locations they are allowed to see or their own supervision.

This will lead to a page where the statistics for the relevant agents will be displayed. These are the actual live stats that your agents are seeing.



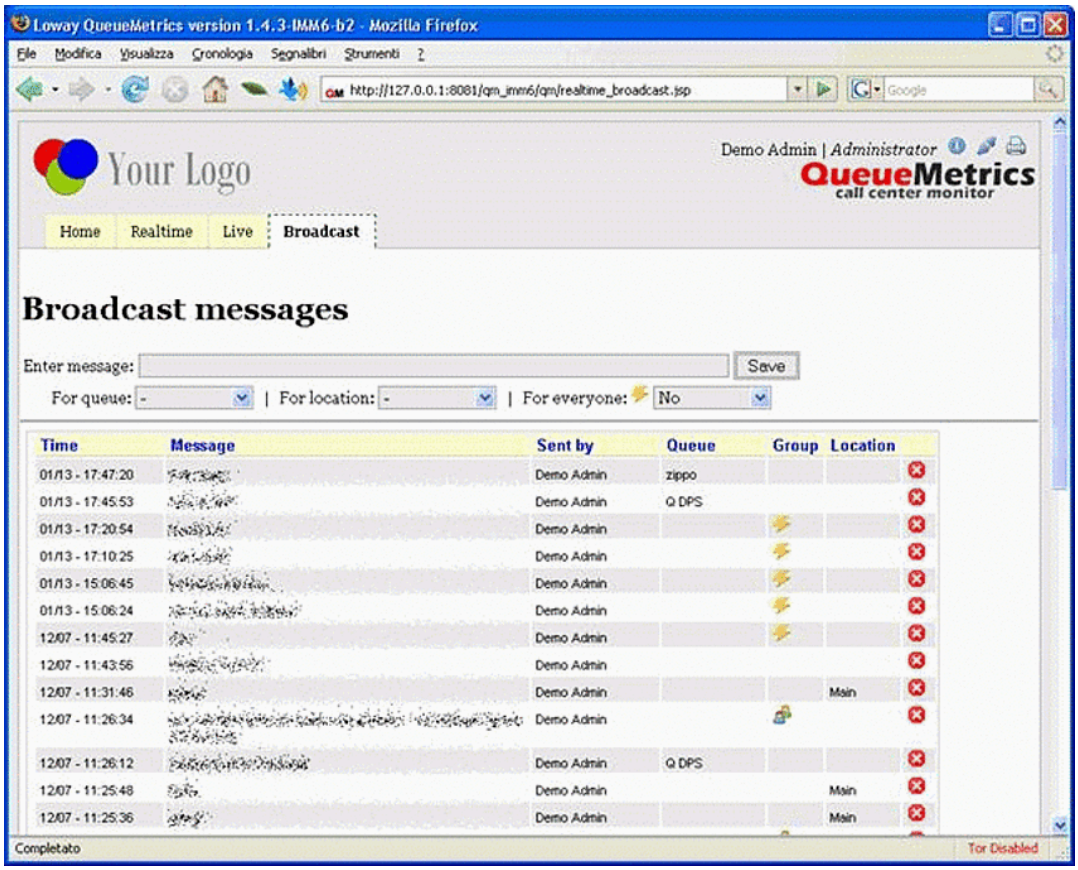
All the statistics can be displayed in a set of colours:

- **Black:** the agent is seeing this item, no alarms
- **Yellow:** the agent is seeing this item, yellow alarm triggered
- **Red:** the agent is seeing this item, red alarm triggered
- **Gray:** this item is hidden from the agent (but is calculated all the same).

Statistics are reloaded when the AGAW runner script runs, so will be updated sequentially by queue. If the runner script is not active, stale statistics will be displayed.

Supervisors: sending broadcast notifications

If the supervisor holds the key BRO_MSG, when he navigates to the *Realtime* page there will be a tab called "Broadcast" as in the following page:



From this page you can enter broadcast messages that can reach one or more of the following:

- Everyone logged in (using the Lightning icon)
- All agents working on a queue
- All agents working at a specific location
- A specific agent
- If the user has the key SUPERVISOR, all the agents he's currently supervising (using the Group icon)

It is also possible to remove messages that have been sent using the "Delete" icon on the right.

Broadcast notifications can be received in multiple ways:

- By agents using the AGAW client, or
- By agents logged in with the Agent's page, or
- By agents via an RSS feed

In order for your agents to access their broadcast feed, they should point their RSS reader to the following URL:

```
http://qmserver-rssname.corp:8080/queuemetrics/qm_rss_broadcasts.do?user=Agent/101
```

where *Agent/101* is the agent code for the agent whose messages we want to receive.



Enabling RSS feeds requires a special configuration - see the discussion for Tasks over RSS the section called “RSS data export for tasks” [397] which address the same needs.

Supervisors: contacting specific agents

If the agent has a defined XMPP address (defined in the **Agent configuration** page) and the supervisor holds the key MON_IM, there will be a new icon that will appear in the Realtime screen and will allow contacting the agent directly via XMPP/Jabber.

Administrators: monitoring the AGAW system

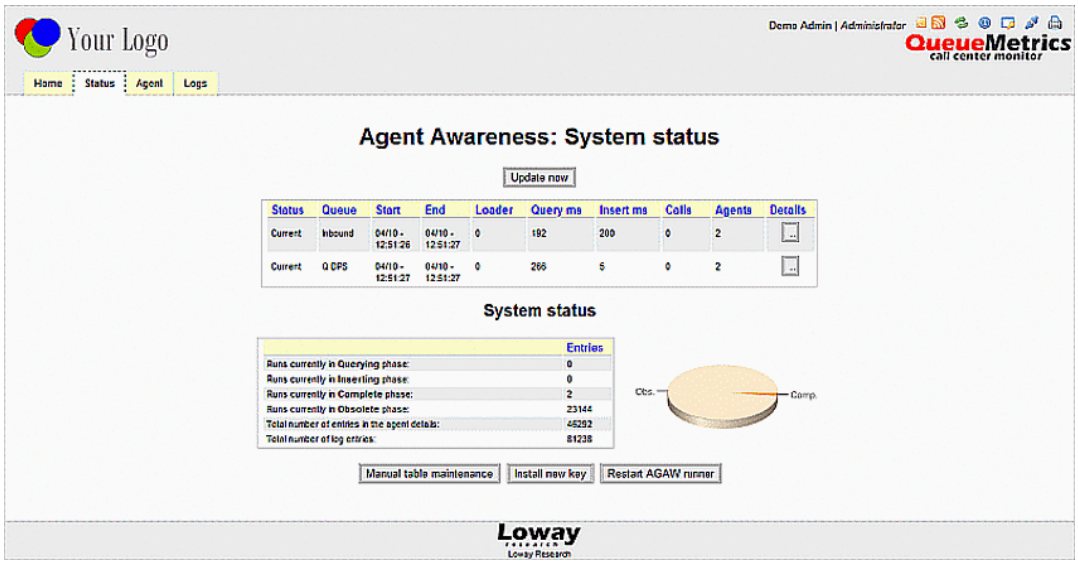
Administrators can run a general supervision of the whole AGAW system. In order for this feature to be enabled, they must be given the AGAW_ADM key.

This allows for the "Agent Awareness" entry to appear under the "Edit QueueMetrics settings" section.

By clicking on it, the user is led to the Status page.

The AGAW status page

This is the main page used to monitor the AGAW subsystem. *All data in this section is populated by the Queue Runner - if the Queue Runner is not running, then you will find no data in this section!*



This page shows the name of each queue that has been or is being processed, when the run started and ended, how much time it took to run, the number of calls and distinct agents involved.

For example, in the screenshot you can see that there are two queues in "Current" status.

At the bottom of the page, you can see the number of entries per status plus the database size. When requested, QueueMetrics will send the client all queues that are in the "Complete" state.

Possible run statuses are:

- **Querying:** data is being gathered for this queue
- **Inserting:** data is being written to the database
- **Complete:** data is available for the AGAW clients to read
- **Obsolete:** data that was previously available, now waiting for deletion (A number of database systems have better performance if data is being added to a table versus the case where it is being added and deleted. So we do programmed deletions of stale data)

A histogram makes it clearer as to which kind of lines are in the database.

The page can be reloaded using the button at the top to see what's going on in real-time.

By clicking on the details of a run, you will see all agent information that has been computed for that run of the queue, like in the following screenshot:



If there are any color alarms, they are shown as the background color. Possible color configurations are:

- Black text: item visible in the client, no alarm
- Yellow background: Item visible, yellow alarm
- Red background: Item visible, red alarm
- Gray text: This item is hidden from the client.

The AGAW Table maintenance page

It is possible to perform either a manual or a programmed table maintenance. We suggest basically running table maintenance from a script, but the manual option is available in case it's needed.

Maintenance will first purge unused records, and will then run a table optimization to maximize access and insert speed.

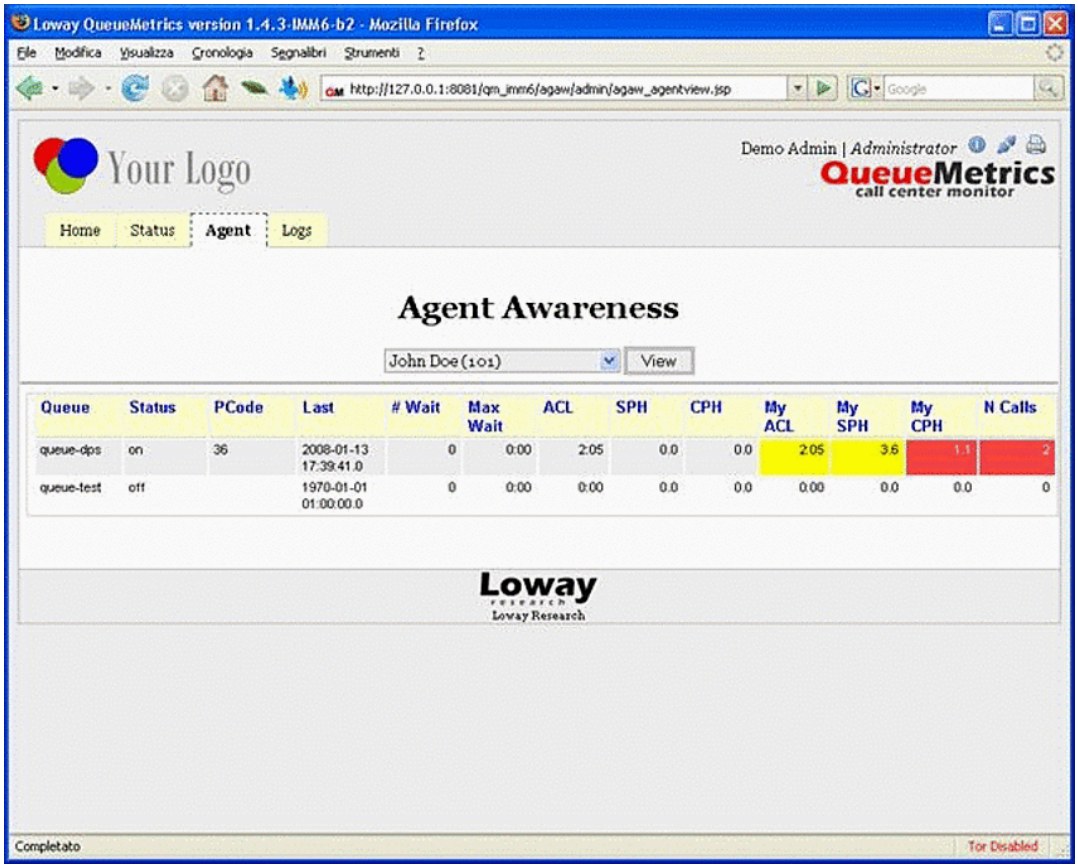


For each operation performed, an overview is displayed, showing the duration of the required operation in milliseconds.

When running on a busy system, high maintenance times are normal, as the database back-end will try to find a suitable moment to perform the required operations.

The AGAW Agents page

The Agent page is based on the same routine that fetches data for an agent - if you select the agent, then all the data that would be currently served to that agent is shown.

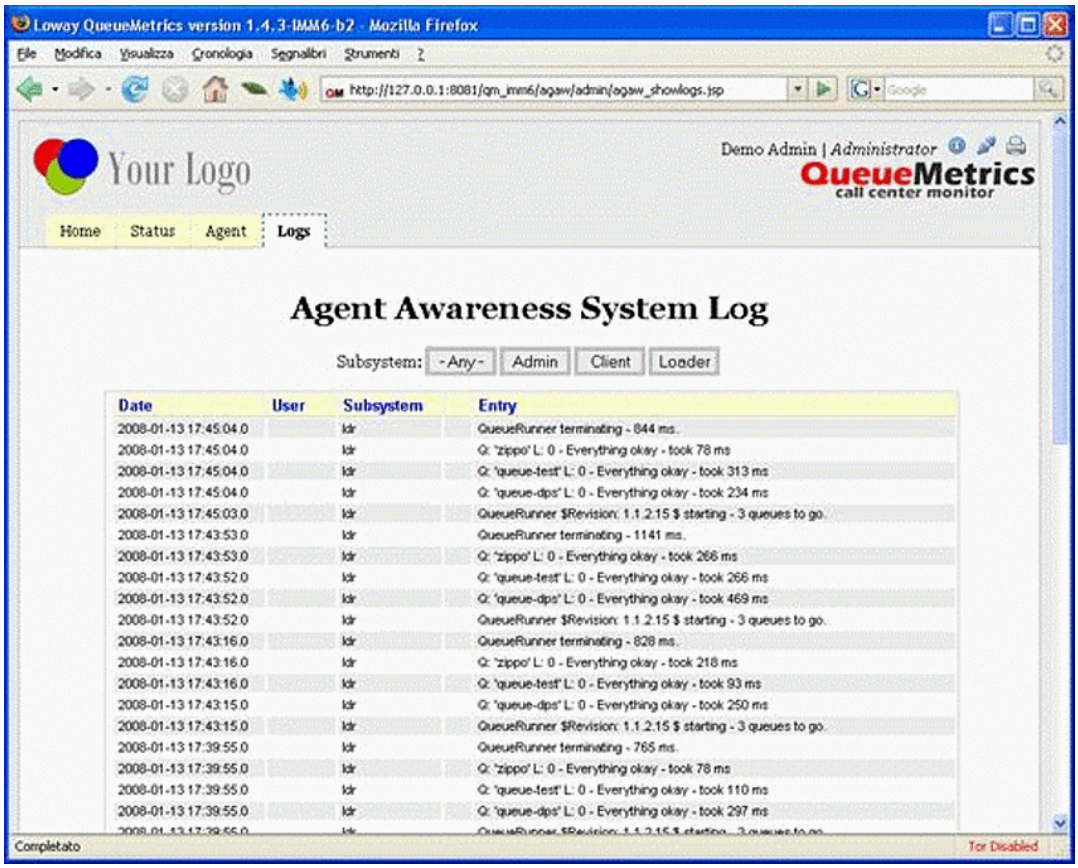


Agents can be selected from the drop-down box on the top of the page.

This is useful to see what an agent would see without accessing a real facade.

The AGAW logs page

The system log instead will show the log of the activity for both the Queue Runner and for each agent - this is useful to see real-life performance:



The AGAW log is divided into three parts:

- Admin: operations performed by the administrators.
- Client: access times for clients reading AGAW data. One entry is added for each time the AGAW system is accessed
- Loader: The activity log of the AGAW runner. From here you can see if the Runner is working and what it is doing.

In case of errors, the relevant lines are displayed with a red dot.

When the Runner is processing, you get:

- A line saying that the runner is starting, its current version and how many queues it's going to consider (eg. "Queue Runner $Revision: 1.16 $ starting - 3 queues to go.")
- A line for each processed queue, if errors were encountered and how long it took, one by one (e.g. "Q: *queue-dps* L: 0 - Everything okay - took 250 ms");
- A line saying that the runner is shutting down and how long the whole run took (e.g. "Queue Runner terminating - 828 ms")

You can also see client accesses for debug purposes:

- You see which agent requested data and the amount of processing time (e.g. "Agent/101 - Client Query: Q:2 B:0 E:0 Took 297 ms Pr:0 Lo:94 Ut:0 Pe:0 Co:203 Br:0 = 297")

- The various figures can be used for debugging purposes (e.g. "Co" is the connection time to the DB)

Chapter 15. QueueMetrics Tasks

Tasks are a general mechanism to send some QM users a set of actions to perform. This could be, e.g. an agent which call has been reviewed, or a grader knowing that an agent has accepted a task.

Tasks are handled on a separate page that works as a "mailbox" for incoming tasks and lets you check the tasks you generated.

Differently from the way QueueMetrics usually works, tasks also allow for "direct URL linking", so that you can have a short URL that is published over RSS or email and allows the user access to the task. Before access is granted, anyway, user authentication is performed.

Tasks are strictly typed, that is, you can have only a given set of them. In order to handle a basic one-to-one communication, a generic *Note* task is provided.

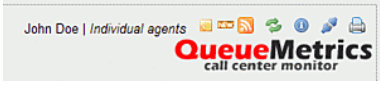
Tasks are shown on the top of each page generated by QueueMetrics - when you have new tasks, you see a flasing NEW icon. A user's tasks are exported over RSS - a RSS icon allows easy subscription by clicking on it.

Unread tasks are also shown on the AGAW page, with a count of the number of tasks outstanding.

Access to the Task subsystem is controlled by the key TASKS.

The task page

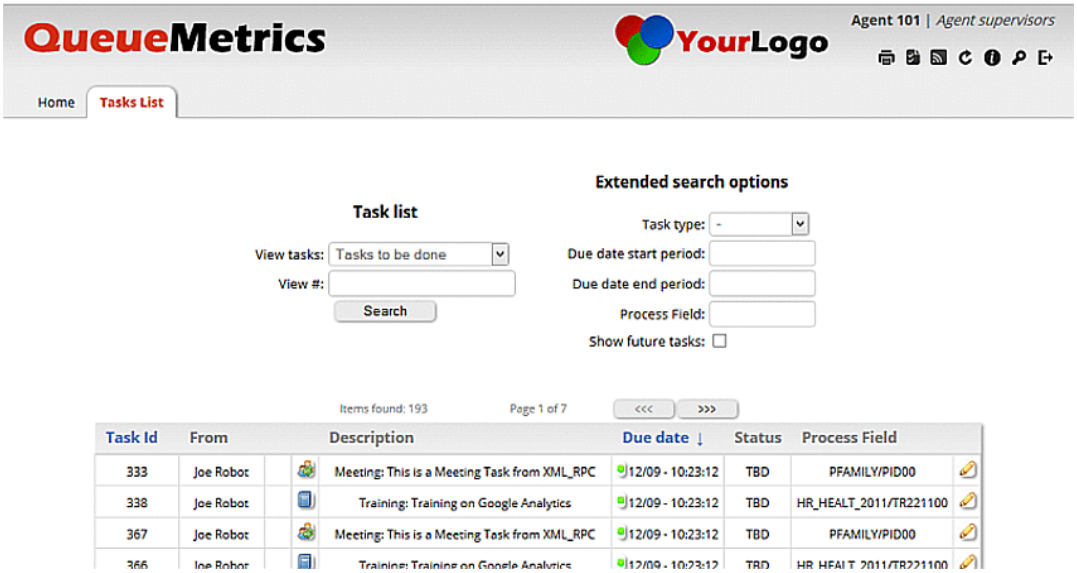
If the user is enabled for tasks, they will see a couple of new icons on the top every page:



The yellow icon leads to the tasks page; if you have new tasks, it is displayed together with a flashing NEW icon.

The orange icons lets you acees a RSS feed for all the tasks for the current user (see below on how to set this up).

When you click on the yellow icon, you are lead to the tasks editor page:



On top of the page, you see a selector with:

- **Tasks to be done**: tasks addressed to me that I have to complete
- **My group**: Tasks for my class that I can address
- **Tasks I completed**: the set of tasks that I completed (and their completion codes)
- **Task I sent**: The tasks I sent somebody else (if any)
- A box to access directly a task by number (it will be found only if the current user can see it: that is, he is the assignee, or a member of the group it is assigned to, or the assigner).

You can optionally make the list shorter by selecting:

- A task type
- The period the task was supposed to be due
- An option to display future tasks as well
- The Process field which is formed by the Process Family / Process ID and can be inserted only via XML-RPC.

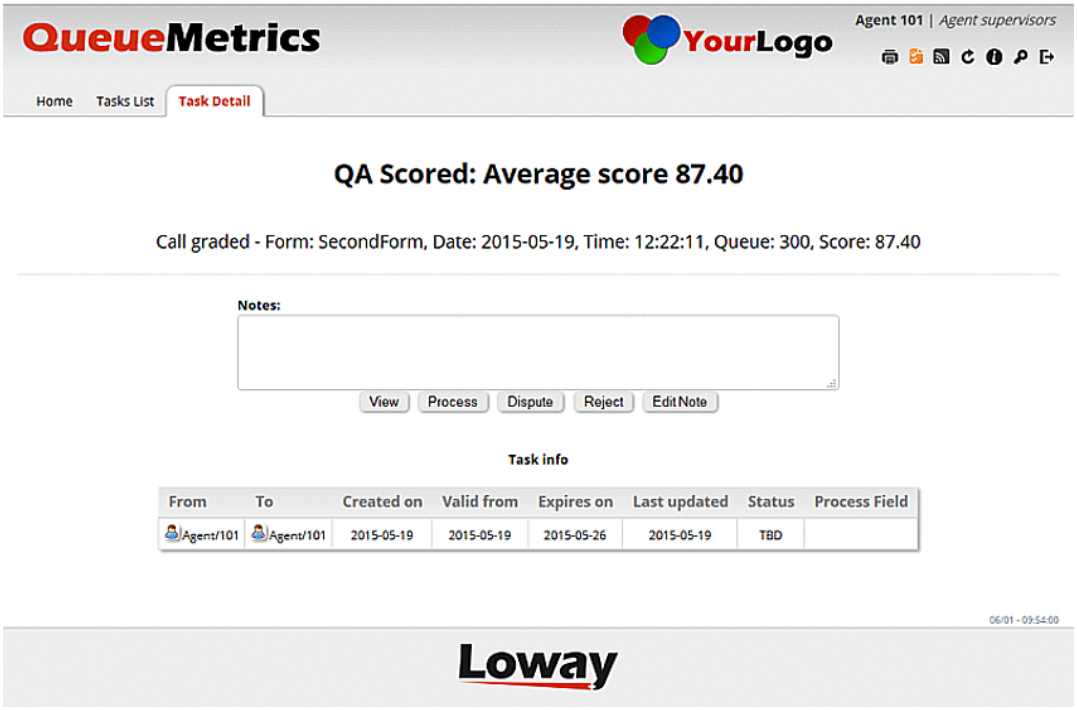
For each task, the following information is displayed:

- An icon displays whether the task is overdue (red), about to be due (yellow) or yet to be due (green)
- The task sender
- The task ID, that is an unique number that lets you access a specific task directly
- An icon for the type of task involved
- The task description

- The due date (if any).
- The status: it can be **TBD** (to be done) or **Completed** or **Disputed**.

The list is paged, so you only see the first 10 elements or so.

When you click on a the pencil icon of a task, it is displayed in a panel like the one below:



This is a QA task; tasks of other kinds may differ slightly in their appearance and behavior.

The top box contains a description of the task; while the bottom box contains a note that can be edited freely.

The following buttons are typical:

- **View**: in case the task is related to something else (like in this case, a QA form) this button lets you access a form with the related information.
- **Process**: the user acknowledges having seen the task
- **Dispute**: the user acknowledges having seen the task, and disputes the given score
- **Edit Note**: lets you save the edited Note field.

By the bottom of the page, general information on the task is displayed:

- **From**: the originator
- **To**: the receiver
- **Created on**: the day it was created

- **Valid from**: the day the task started being addressable
- **Expires on**: the deadline for completing the task
- **Last updated**: the date this task was last processed
- **Status**: the current task status

If the task is related to other tasks, a task history table is shown. In this table user could find, for each related task, information about:

- **Task Id**: the unique identifier of the related task
- **From**: the originator
- **To**: the receiver
- **Created on**: the day it was created
- **Valid from**: the day the task started being addressable
- **Expires on**: the deadline for completing the task
- **Last updated**: the date this task was last processed
- **Satus**: the current task status
- **Abstract**: the task title
- **Notes**: notes associated to the task (if any)

When a user processes or disputes a task, it is possible to ping a specific URL if defined within the property default.tasks.pingURL. Further details about this property can be found within the System Preferences chapter.

Extended task reports

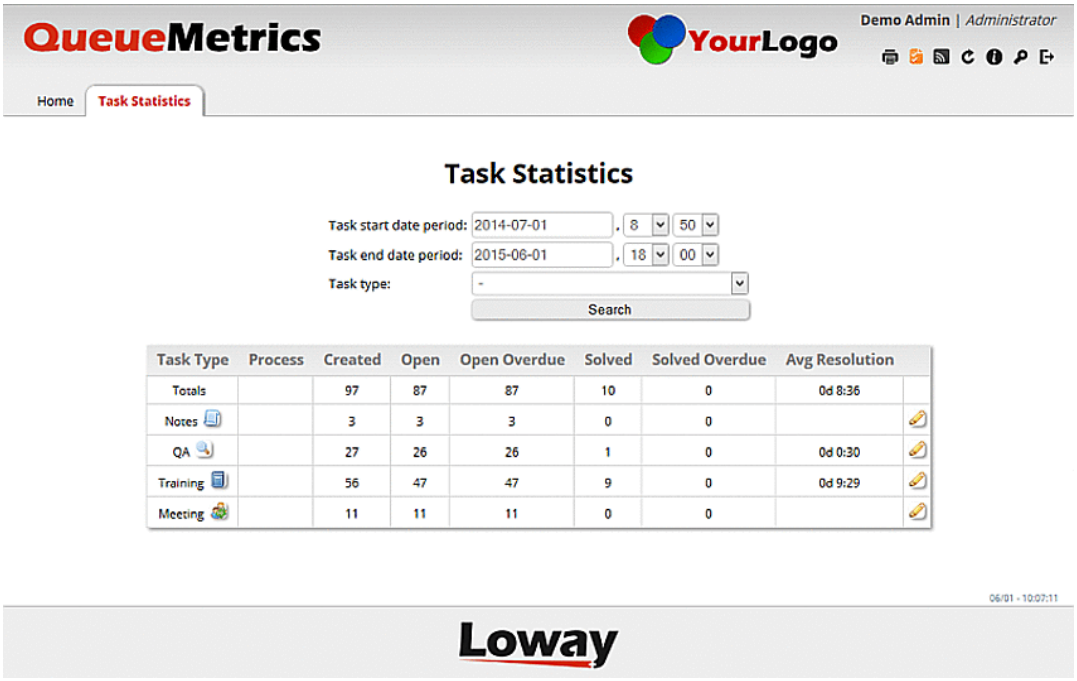
Users holding the special key TASKS_VIEWALL can monitor all tasks on the system - they will have three new choices in the drop-down menu:

- All tasks
- All tasks to be done
- All tasks done

Combined with the advanced search criteria, they can be used by the superuser to monitor the well-being of tasks being handled on the system.

Task Statistics

Users holding the special key TASKS_REP can access the tab showing task statistics where it is possible to Search by Tasks start/end date and by Task type.



The result of such Search shows, for each Task Type:

- The Process field
- Created/existing tasks for each task Type
- How many tasks are Open
- How many are Overdue
- How many have been Solved within the due date
- How many were Solved late
- The Average Resolution Time

The "View Details" icon leads to Task Details where one can see the Status of each Task, the users involved, the Task Creation date/time, Validity From and Expiry date/time.

Tasks for groups: Class tasks

Tasks can be addressed to user Classes as well as users. This is useful e.g. for supervisors, when you mean "Any supervisor", not a specific one.

When you act on such a task, you get the ownership, that is the task is changed as to signify it was originally sent to the acting agent.

You do not see outstanding class tasks with the "new" icon, as it is for personal tasks.

When a task is processed by a person, the acting person is displayed as "PersonsName on behalf of AgentClass".

Task validity and expiration

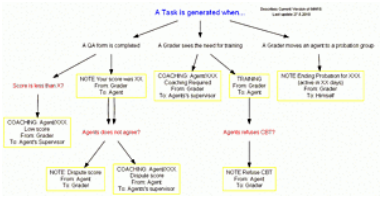
Each task has a "Valid from" and "Due by" dates. This makes it possible to create tasks that:

- Show up in the future (so you can add yourself a task to complete some future action)
- Be notified of the expiration dates.

All tasks that do not have a specified expiration date are to expire by 7 days after they are added to the system.

Types of tasks handled by QueueMetrics

The following task types are currently defined, as explained in the graph below:



Call QA Graded Task

This task is generated when someone grades a call processed by an agent, and it is sent to the agent that processed the call.

The title is. "Call graded on queue XXXX processed on XXX".

When you click on the task, you are lead to the correct QA form for that call. You can enter comments on that call and ACCEPT/DISPUTE the grading. When you process that task, a new task of type NOTE is sent to the grader.

If you DISPUTE the grading, a NOTE task is sent out to the person who graded the call and a separate one to the supervisor of the agent who disputed (if any).

Note Task

This task simply displays a text and can open up a URL when clicking on the Accept button. This is used to notify on an ACCEPT/DISPUTE. The task note is sent when some events happen in QueueMetrics like, for example, when someone grades an agent call, or an administrator/supervisor changes group for a particular agent. The task note could also be sent through an external XML-RPC call.

Training Task

This is a special task that contains a URL and is sent to the agent by the grader to improve their skills. This is used to send links to CBTs where URLs can be defined through the the section called “Configuring CBTs (Computer Based Training)” [290] pages. This task could be sent through the Performance Tracker Result Page, the Grader Report page and the Training & Coaching Page.

An agent can accept (open up the URL) or dispute this task. (This task basically behaves like a Note but has a Dispute button as well).

Meeting Task

Meeting Tasks (also called Coaching Tasks) can be sent though the Performance Tracker Result Page, the Grader Report page and the Training & Coaching Page. This task includes a message and a date and time of the meeting event. This is a task that can also be sent to an agent via XML-RPC.

An agent can accept or dispute/refuse/reject this task.

RSS data export for tasks

Any QueueMetrics user can subscribe to their own "task inbox" as RSS feed. You can access the RSS feed and subscribe to it in most browsers just by clicking on the orange RSS icon that is displayed next to the Tasks icon.

In order to display the RSS icon, you need to set the properties as described in the chapter below: "Setting computed URLs"



This access method offers no security at all, so any user who has access to any other user's workstation can access the other person's RSS feed.

The RSS feed contains only the the titles of current tasks to be done and a link; when the link is clicked, the user is authenticated (if necessary) and lead to the tasks page, so basically clicking on the RSS link is the same thing as going to the Tasks page and selecting a task in order to view its details. If the user that logs on is not the intended recipient of the task, the task is not displayed.



It is advisable that the RSS polling speed be set to a minimum on the RSS reader (like once every 20 minutes or so) in order to minimize the load on the QM server.

Setting computed URLs

In the configuration files, you should set two properties before using RSS tasks:

```
url.qm=http://qmserver.my.corp:8080/queuemetrics
url.rss=http://qmserver-rss.my.corp:8080/queuemetrics
```

In general, the servers *qmserver* and *qmserver-rss* should be the same machine - this is necessary because if your RSS reader is embedded in your browser, every time it requests a RSS feed, it also logs you off from the current session.

Chapter 16. Payroll data in QueueMetrics

Starting from QueueMetrics version 1.6., QueueMetrics is able to produce extensive payroll information suitable to be exported to a third party application.

QueueMetrics is able to extract most of the data required for payroll generation from the agent sessions information reported by QM. Through some special pages a supervisor can edit and correct that information before exporting.

How it works

Payroll is based on agent sessions and is displayed a as separate "micro-application" within QM, available only to agents holding a special key. Each agent has a specific payroll code associated through the agents configuration page. This *payroll code* identifies the agent in the payroll generated data file.

To Supervisors that can access to payroll subsection will be shown all "punch times", for a given period of time, with the opportunity to zoom in, display incomplete sessions and display sessions for one specific agent. Supervisors holding a second special key are allowed to correct - enlarge or restrict - agent sessions, given a set of rules that avoids overlaps with other agent activities, to be further specified. A third key allow "enlarging" agent sessions, i.e. causing the cost to be more for the call center. Payroll extraction is just manual: the user should inspect payroll data and download payroll trace files, to be loaded into external WR Timetracker for further processing. Supervisors are able to see all punches and/or to filter out some of them by agent group and/or location. All activity is logged into the QueueMetrics log subsystem.

Payroll information generated by QueueMetrics is based on a specific output file format:

- **ADP** "punch files", that basically handle the time an agent has been available under ACD

but the underlying structure let us able to expand the file format selection by implementing a specific file writer.

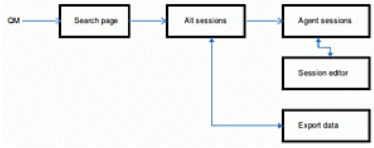
To summarize, here are the keys that limit user's permissions when working with Payroll:

- Users allowed to check the payroll page will be marked by the key **PAYROLL**
- Users allowed to edit the queue_log records will be marked as **QLOG_EDIT**
- Users allowed to edit session data by making it longer will be marked by **QLOG_LNGR** (they must hold QLOG_EDIT as well).

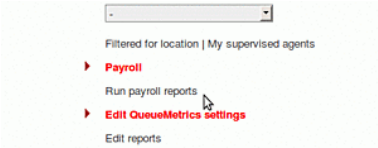
All queue_log editing is tracked and logged.

Payroll web pages

The payroll process happens on the following web pages:

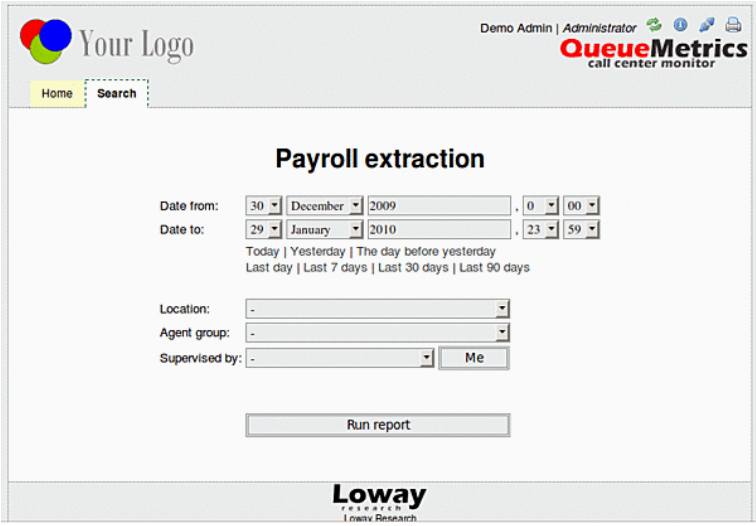


The Search page is linked from the main QM page.



The search page

The search page lets a supervisor search for session activity.



The page lets you select a time interval, or choose one of the pre-selected time intervals. It also lets you filter by one criteria of the following ones:

- Location
- Agent group
- Supervisor (a button "me" is available if the user is a knows supervisor, and will pre-select the current supervisor)

The Sessions page

The payroll extraction page lets you preview the data that will be downloaded in the "punch" format. If you click on an agent's name, then you will be lead to a page where all sessions for that agent will be shown for the specified time interval.



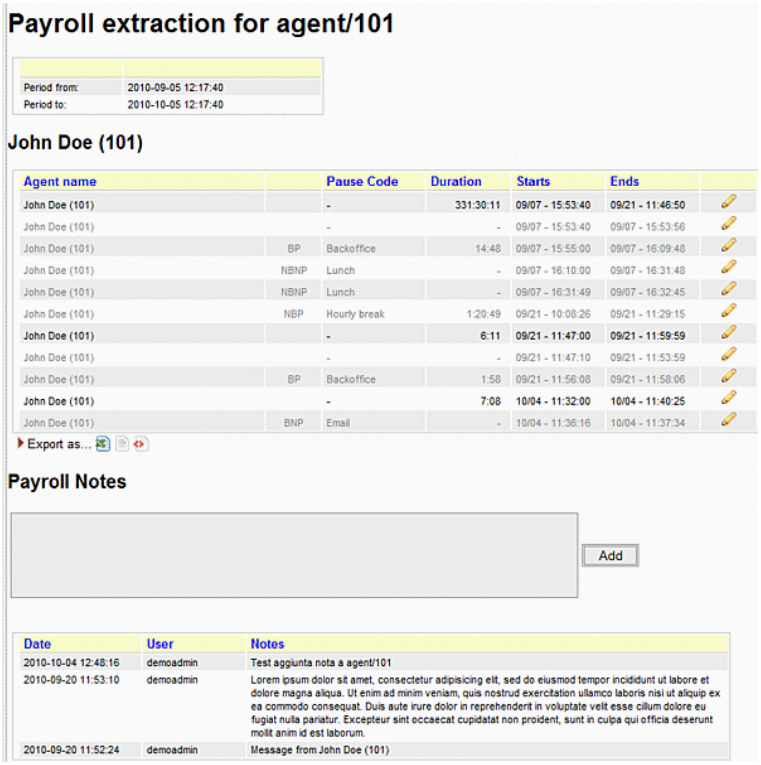
The table can be exported as Excel/CSV/XML, as all other QM tables.

Next to the agent name, if present, is an icon that displays the current Agent group. If there is a payroll note for the agent, a yellow icon is displayed by the end of the row.

The button "Export now" lets you download the "punch" data file, in the format specified on screen.

The Agent detail page

On the Agent detail page all sessions for that agent will be shown for the specified time interval. Next to the agent name, if present, is an icon that displays the current Agent group.



Pause types and codes are displayed, according to the following table:

- **BP**: Pause is Billable and Payable
- **BNP**: Pause is Billable but not payable (be careful!)
- **NBP**: Pause is not billable but Payable
- **NBNP**: Pause is neither billable nor payable

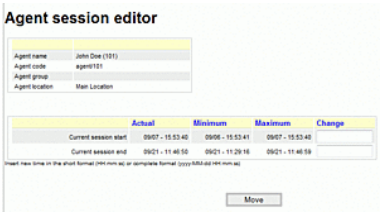
A set of payroll notes can be added by the user and read. Notes could also be deleted by a user holding the proper security key (See Appendix A, *Security keys* [432] for further information).

If you have the grants to edit a session, by clicking on the icon placed next to the duration field, you will be able to edit that session.

The table can be exported as Excel/CSV/XML, as all other QM tables.

The Session editor page

The page displays the information about the selected agent session, and it searches the maximum/ minimum values allowed for starting and ending the session.



It will be able to change the agent session by entering the new start and end times, either one or both at once.

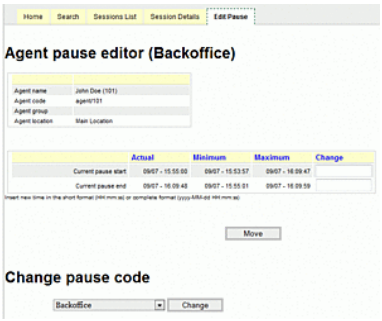
If you need to make a session extend over the midnight, you must enter the full resulting date in the format like "2010-11-07 11:03:40"

An error is raised if this makes the session longer and you do not hold the key QLOG_LNGR).

If the period is invalid, an error will be displayed. When the changes are applied, the page will reload with the new data

The pause editor page

The page displays the information about the selected agent pause, and it searches the maximum/ minimum values allowed for starting and ending the session.



This page works exactly like the Session editor, but lets you set/change the pause code as well.

An error is raised if this makes the session longer or you change a pause from non-payable to payable without holding the key QLOG_LNGR.

If the period is invalid, an error will be displayed. When the changes are applied, the page will reload with the new data

Each time the user asks for a pause modification (either the start/end time, either the pause code) the system modifies the database information in order to reorganize the pause in a *standard* format. The standard format is characterized to have a PAUSEALL, PAUSEREASON, UNPAUSEALL sequence where the PAUSEREASON is placed one second after the PAUSEALL event. This prevents problems with possible malformed pauses present in the database. All modifications are logged in the syslog pages with corresponding rollback SQL statements.

Editing the system queue_log file

When the user asks for changes on a specific agent session statement, QM will try and see if it can find that session and it is "well-formed". This means that some sessions might not be updateable though they work fine in QM.

Not well-formed sections are, for example, sections where a log-on event is not present, or overlapped with other events. This could be caused by a not corrected queue log, following some pbx unavailability or something other.

If the target session is "well-formed", QueueMetrics will try to detect whether the change causes some havoc with other calls/sessions. If it does, the change is rejected.

If the target section is well-formed but causes a growing cost f or the call center, and so requires the key QLOG_LNGR, that key is checked; if not found, the change is rejected.

Well-formed agent sessions

An agent session is considered well-formed if:

- At least one line with one of the Agent logon verbs is present at the time stamp that is given as the start of the session
- A line with one of the logoff verbs is present at the time stamp that is given at the end of the session, with same partition ID as at least one starting line found

The editing log

All activity details are logged to the master QM log, where they will be available for inspection though direct SQL access.

The trace log contains:

- A description of the changes, the time and the user who requested them
- A sequence of SQL that generates the new session timing
- A sequence of SQL that is able to restore the records as they were before the change

Chapter 17. Configuring Asterisk for QueueMetrics

QueueMetrics is designed to analyze queue_log data provided by any Asterisk installation; the following guidelines will help you to make the most out of it.

Configuring queues to report exit status

In the following example:

- all calls are monitored, i.e. saved to disk;
- if after 60 seconds on the queue the call is unanswered, the call is routed to voicemail and this event is reported correctly by QM;
- there are two levels of agents: agents 302 and 303 will answer the queue (level 1); only if none of them is available the call is routed to agent 301 (level 2). If nobody is available, the queue keeps trying until timeout is reached.
- Agents can transfer the call to other extensions by pressing the "#" key;
- Agents terminate the current call by pressing the "*" key.

Extensions.conf

```
[q-my-sample]
; ...queue description.....
exten => s,1,SetVar(MONITOR_FILENAME=/var/spool/asterisk/QSAMPLE-${UNIQUEID})
exten => s,2,Queue(q-sample|nt|||60)
exten => s,3,Playback(voicemail-invitation)
exten => s,4,VoiceMail,s2001
```

Queues.conf

```
[q-sample]
music = default
announce = q-sample-announce
strategy = roundrobin
timeout = 60
retry = 5
maxlen = 0
announce-frequency = 0
announce-holdtime = no
monitor-format = wav
monitor-join = yes
queue-youarenext = silence
queue-thankyou = q-sample-thankyou
member=>Agent/302,0
member=>Agent/303,0
member=>Agent/301,1
```

Make sure that you do not forget the explicit timeout when calling the Queue() command from *extensions.conf*, or queue timeouts will not be logged by Asterisk and therefore not reported by QM. A patch that corrects this Asterisk behaviour can be found at http://bugs.digium.com/view.php?id=5422 .

Configuring URLs to be launched by the agent real-time page

The URL should be embedded in the Queue() command as prescribed by Asterisk:

```
exten => s,7, Queue(myqueue|nt|http://mysite/app?uid=${UNIQUEID}&clid=${CALLERID}|
```

This command launches the queue "myqueue" and launches the webapp located http://site/app passing the following parametrs:

1. *uid* is the Asterisk internal unique call id

2. *clid* is the Caller*ID for the current call

The URL will appear on a clickable link on the Agent's page.

If you set the property *realtime.agent_autoopenurl* to *true*, whenever the Agent's page is reloaded, the most recent unopened URL is launched automatically.

Listening to recorded calls using QM

- *Make sure it is legal* This is not strictly a QM issue, but before attempting to record all calls on a queue, you should consult a lawyer to make sure it is legal in your country. It would be probably fair enough to tell your operators their calls are being recorded and to add a voice message telling the customers their call will be recorded.

- *Tell Asterisk to record all calls* To record all calls add something like this to *extensions.conf*:

  ```
  exten => s,1,SetVar(MONITOR_FILENAME=/var/spool/asterisk
       /q/QSAMPLE-${UNIQUEID})
  exten => s,2,Queue(q-sample|nt|||60)
  ```

  This way all sound files are stored under /var/spool/asterisk/q/ with the name of the queue (QSAMPLE) followed by the call id.

- *Tell QueueMetrics where to look for the calls* You should set up the *WEB-INF/configuration.property* file in QM like this:

  ```
  default.monitored_calls=/var/spool/asterisk/q/
  ```

  When looking for the recording of a call, QM will explore all files contained in */var/spool/asterisk/q/* and any directories below for a file name containing the right call ID. It might find more than one file name and will display all of them. It is possible that sometimes Asterisk fails at mixing together the two files (Asterisk records separate files for the caller and the agent, and then tries to mix them together at the end of the call) so you will find two files named -in and -out instead. The search behaviour can be customized -see the section called "Listening to calls using Pluggable Modules (PM)" [331].

- *Tell QueueMetrics you have the right to listen to the calls* Any user willing to listen to calls must hold the key CALLMONITOR. This is to make sure that only authorized personnel can listen to recorded calls. If you do not have this key, no sound files will be shown.

- *Make sure QueueMetrics has the right to read saved calls* You should make sure that the process running QM (i.e. the servlet container, might be Tomcat, Jetty, or something else depending on your setup) has the rights to access the files where recorded calls are stored.
 If using a separate web server, it should not be able to access those files directly, as QM will pipe out files only after enforcing security checks.

- *Debug tip: see which files QM sees* There is a hidden transaction in QM made to debug call listening. To launch it, logon as an administrator and type the transaction *"qm_show_files.do"* in the URL bar instead of the page name. You will be lead to a page showing the filenames QM can read from the hard disk, whether the current user has the CALLMONITOR key and the search path as defined in *default.monitored_calls*.

Using AddQueueMember for dynamic agents

AddQueueMember is a command that lets you add dynamic agents to a queue. Its main advantage is that you can add channels, i.e. terminals, so you'll have most of the advantages of agents without the performance and stability problems that the agents module may cost in very large systems.

Its disadvantage is that it does not log the agent login/logoff to the queue_log, and so programs that analyze the queue log data like QueueMetrics will not see agents logging on and off. This is a major organizational problem in a real-world call center, where tracking agent logons and logoffs is vital to the smooth running of the operations.

The answer is to add a fake queue_log data for each logon and logoff. For QM, it is important to avoid multiple logoff lines and to compute online permanence with logoffs.

To do the adding, you dial 422XX, where XX is your local extension; the same happens with 423XX to be logged off.

```
; Add Member - 422

exten => _422XX,1,Answer
exten => _422XX,2,AddQueueMember(my-queue,SIP/${EXTEN:3})
exten => _422XX,3,System( echo "${EPOCH}|${UNIQUEID}|NONE|SIP/${EXTEN:3}|\
                  AGENTLOGIN|-" >> /var/log/asterisk/queue_log )
exten => _422XX,4,Set(DB(dynlogin/log_Agent-${EXTEN:3})=${EPOCH})
exten => _422XX,5,Hangup

; Remove Member - 423
exten => _423XX,1,Answer
exten => _423XX,2,RemoveQueueMember(my-queue,SIP/${EXTEN:3})
exten => _423XX,3,Set(ORGEPOCH=${DB(dynlogin/log_Agent-${EXTEN:3})})
exten => _423XX,4,Set(RV=$[${EPOCH} - ${ORGEPOCH}])
exten => _423XX,5,GotoIf($["${RV}" = "0"]?8:6)
exten => _423XX,6,System( echo "${EPOCH}|${UNIQUEID}|NONE|SIP/${EXTEN:3}|\
                  AGENTLOGOFF|-|${RV}" >> /var/log/asterisk/queue_log )
exten => _423XX,7,Set(ORGEPOCH=${DB_DELETE(dynlogin/log_Agent-${EXTEN:3})})
exten => _423XX,8,Hangup
```

With this setup, we verified that the queue_log can be analyzed by QueueMetrics and the dynamic agent shows up fine (albeit with the name of a terminal, like SIP/23, instead of the usual Agent/23 string, but you can modify it in QM itself).

This setup might even be used in a call center where agents are not actually used but queues connect straight to terminals to "fake" agent logon/logoff, in order to have such data available for reporting.

Defining outbound queues (campaigns)

Standard Asterisk queues are, by definition, inbound queues; they accept a number of incoming calls, let them wait in line and distribute them to various agents based on the queue logic.

To make it possible to analyze outbound calls with QM, we added the concept of a "campaign" or "outbound queue", that is a set of calls made by different agents that are working for the same purpouse. Of course there is no such thing as an outbound queue in Asterisk, so we have to run a special piece of dialplan or an AGI script to produce the same information on queue_log for outbound calls as it is automatically produced for inbound queues.

As this only regards the actual Dial(…) statement that Asterisk runs, it is possible to have different sources of numbers to be dialled by agents on outbound queues; they might enter the number on their keypad, or use the telephone, launch them from the Agent's page or maybe use a predictive dialler for the task. QueueMetrics does not care, as long as the correct events are logged.

Placing outbound calls

If you run Asterisk 1.4 or newer and want to place outbound calls, you use an example script supplied within the *extensions_queuemetrics.conf*; it should be imported by the main Asterisk configuration.

After this, if you place a call directed to *Local/XXXYYYYYYY@queuedial*, where *XXX* is the code for the campaign and *YYYYYY*…. the number to be dialled, a call will be created and logged as *Agent/ZZZ*, where *ZZZ* is the caller-id of the extension placing the call.

You may want to tweak the following supplied piece of dialplan to adapt it to your needs:

```
[queuedial]
exten => _XXX.,1,Set(QDIALER_QUEUE=q-${EXTEN:0:3})
exten => _XXX.,n,Set(QDIALER_NUMBER=${EXTEN:3})
exten => _XXX.,n,Set(QDIALER_AGENT=Agent/${CALLERID(num)})
exten => _XXX.,n,Set(QDIALER_CHANNEL=SIP/${QDIALER_NUMBER})
exten => _XXX.,n,Set(QueueName=${QDIALER_QUEUE})
exten => _XXX.,n,MixMonitor(Q-${QDIALER_QUEUE}-${UNIQUEID}.WAV|b|)
;exten => _XXX.,n,Set(CALLERID(all)="1234567890"  ) ; Uncomment and change this if
exten => _XXX.,n,Goto(qm-queuedial,s,1)
```

You can/should modify the following variable definitions:

- *QDIALER_QUEUE* is taken from the first three digits. If you have ony one campaign system-wide, you may want to hardcode this value so the user needs not input it.
- *QDIALER_AGENT* is the Agent code that the call will be logged under. The simplest approach is just to use the extension's caller-id, under the hypotesis that Agent/123 works at SIP/123. You may also look up under Asterisk who is the agent working at a given extension - an example is given in the *[queuedial-loggedon]* context in the same file.
- *QDIALER_CHANNEL* is the channel that you have to dial to call out. Will likely be something
- You can comment out the MixMonitor line if you don't need call recordings.

Please note that:

- The outbound queue should not be defined in Asterisk, but must be in QueueMetrics.
- When running a QueueMetrics analysis, some values are their own mirrors: like, the Caller*ID of an incoming call is the number dialled of an outbound queue, while the Agent field is the caller.

- It is possible to do live listening of outgoing calls (see the section called “Enabling ACD call attempts recording on Asterisk 1.0 and 1.2” [407]).
- It’s possible to specify your caller ID uncommenting the line where the Set function is called and, obviously, changing the caller ID information to properly set it as required. The same modification is needed for the extensions 28 definition present in the same file.

Placing outbound calls through the AGI script

This section applies only if you run a version of Asterisk 1.0 or 1.2; for 1.4 or newer, please use the dialplan logic supplied in the file *extensions_queuemetrics.conf*.

The AGI script to be used instead of the Dial(…) command is available in the standard QM distribution and can be used in the following way:

```
exten => xxx,1,DeadAGI(queueDial.agi|Number|DialString|QueueName|Agent)
```

The following parameter have to be passed by dialplan logic:

- *Number*: the number you are trying to dial. Needed for correct logging only.
- *DialString*: the actual Asterisk dial string, like SIP/34, or maybe IAX2/usr:pass@iax.server/8885551234. If you need additional parameters in the Dial() command, modify the AGI script manually.
- *QueueName*: the outbound queue to be used for accounting. Must be defined in QueueMetrics and must not exist in Asterisk!
- *Agent*: the agent placing the call, e.g. Agent/123

A working example might be the following:

```
exten => 426,1,DeadAGI(queueDial.agi|34|SIP/34|queue-out-1|Agent/101)
```

The terminal SIP/34 is dialled and the resulting events are logged as if generated by Agent/101 working on queue-out-1.

Please note:

- The outbound queue should not be defined in Asterisk, but must be in QueueMetrics.
- When running a QueueMetrics analysis, some values are their own mirrors: like, the Caller*ID of an incoming call is the number dialled of an outbound queue.
- When monitoring calls in real-time, it is impossible to distinguish calls waiting to be answered from calls in conversation. This is an Asterisk limitation, as the generated events are not provided in real-time. Those values are anyway correct in the reports.
- Extensive debugging output is available at /var/log/asterisk/agi-log.txt
- It is possible to do live listening of outgoing calls (see the section called “Enabling ACD call attempts recording on Asterisk 1.0 and 1.2” [407]).

Enabling ACD call attempts recording on Asterisk 1.0 and 1.2

To get the AGENTATTEMPT code to work, it is necessary to patch the Asterisk module called app_queue.c in order to track down the required information. In order to perform this task, you must be

confident with general Unix project patching and recompiling. It is advisable that Asterisk be shut down before applying the patch.

In order to apply the patch, just copy the file *app_queue_agentattempt.patch* found under *WEB-INF/README/* to the *apps/* directory of your Asterisk project, and then issue the following statement:

```
patch -p0 < app_queue_agentattempt.patch
```

As long as you see no errors, the patching process worked successfully. It's now time to rebuild the app by issuing a general make statement from the main Asterisk directory.

Restart Asterisk and check that the queue system is still working fine.

To see if the patch was correct, try dialling a queue and see that Asterisk writes AGENTATTEMPT records to the queue_log file.

QueueMetrics starts to analyze AGENTATTEMPT verbs when the configuration key *default.ignoreRingNoAnswer* is set to true.

Enabling ACD call attempts recording on Asterisk 1.4

Asterisk 1.4 is natively able to produce the RINGNOANSWER log entry that servers the same purpose of AGENTATTEMPT, so no patching is necessary. In this case QueueMetrics reports in the realtime page the last agent that had not picked up the phone when ringing. QueueMetrics starts to analyze RINGNOANSWER verbs when the configuration key *default.ignoreRingNoAnswer* is set to false.

Is possible to have the AGENTATTEMPT information in a not patched Asterisk 1.4 with some modifications in the dialplan. This option is limited to people not using the hotdesking feature. For more information on that, please refer to the QueueMetrics advanced configuration manual.

Listening to live calls: Unattended Call Monitoring

In order to implement this feature, QueueMetrics follows the following steps:

- It will try to dial the channel defined in the property *callfile.monitoring.channel* by passing the local extension. This should make your local phone ring.
- Once the call is picked-up, it will try to dial *11@queuemetrics* (if the call is inbound) or *14@queuemetrics* (if the call is outbound) in order to start the ChanSpy() monitoring and will pass along all required variables to match the requested call.

To enable unattended audio monitoring for inbound calls, you'll have to edit the Asterisk dial-plan in order to include the *[queuemetrics]* context.

- Make sure that the *queuemetrics* context exists and that the extensions 10, 11 and 14 are defined for it. See Appendix B, *The [queuemetrics] context* [436]
- Make sure that the channel defined in the property *callfile.monitoring.channel* is set to *Local/$EM@from-internal [mailto:EM@from-internal]/n* (in this example, your telephone would be known by Asterisk as something like *105@from-intenal*).
- Make sure that the extension/context are set to *11/queuemetrics* (the unattended audio monitoring endpoint).

- Make sure that the *callfile.dir* property points to a valid callfile directory, and that will be writable by QueueMetrics. As a (now preferred) alternative you may enter a Monitor URI in the format *tcp:user:pass@server*; in this case QM will not attempt to generate a call-file but will use the Manager command to create an equivalent call instead.
- Make sure the *callfile.monitoring.enabled* configuration property is set to *true*
- Make sure your users hold the MON_AUDIO key
- **Important**: make sure that each agent will have their local extension set in QueueMetrics; usually entering "-" will be enough. If this is not set, the icon will not appear.
- Now, when you click on the icon, a callfile will be generated and call snooping will start.

To enable unattended call monitoring for outgoing calls as well, you'll have to set the piece of dial-plan referenced by the *callfile.outmonitoring.…* properties.

Outgoing calls placed though *queueDial.agi* will usually be listened to by attaching to the local *SIP/XXX* or *Local/XXX* channel of the calling agent and not to the standard *Agent/XXX* channel used for inbound, so a different piece of dial-plan will be used. Note that in order for QueueMetrics to reference the outgoing calls, you must tell it that queue direction is Outgoing.

See also Appendix B, *The [queuemetrics] context* [436] for an example of implementing Asterisk code for inbound and outbound call monitoring.

It is possible to use different PMs to handle different live audio - see the section called "Listening to calls using Pluggable Modules (PM)" [331].



if you pass an empty variable to the ChanSpy() command, it will let the user listen to any channels on the system. *This may be a major security issue*. So if you edit the supplied dialplan to match your configuration, make sure that you add a check in case a computed channel to listen on might be empty!

Enabling VNC Monitoring

To enable VNC monitoring you will first need a VNC server that is running on each client's machine and that will serve the current layout.

You will also have to create a web page with a VNC client that may accept a VNC URL and show a VNC client (there are a number of Java-based VNC clients that can be displayed as an applet).

Configure the VNC URL as something like: http://myserver/vncpage.php?ip=192.168.3.17

Where the PHP page will connect the VNC applet to the server located on address 192.168.3.17

Make sure that your users hold the MON_VNC key in order to be able to access this feature.

As an alternative, we have some clients that use a simpler setup with each machine having their own copy of UltraVNC - http://ultravnc.sourceforge.net/ - and each machine running a web server with the locally-configured Java viewer. The VNC url is then the address of the local machine; when a person connects to it, s/he is asked for a password and then the screen is displayed through a Java applet. They report this setup to be very simple and working very well.

Enabling Agent's page actions

In order to enable actions on the Agent's page:

- Check that all actions are enabled in the properties, this means that callfile.*actionname*.enabled=true
- Check that a Manager API is configured correctly for the server
- Check that the dialplan on the server contains the appropriate commands for this action. A sample [queuemetrics] context you can include easily within a standard dialplan using call-back agents is provided as a reference.

As of QM release 12.10 it is possible to set input validation for both the agent code and the extension. As an example, by setting the key *realtime.agentRegexp=1\\d\\d* you are defining that the agent code must start with a one and cannot be more than 3 digits, while by setting the key *realtime.extensionRegexp=\\d\\d\\d\\0* you define that the agent extension must be four digits and must end with a zero. Please note that the backslash in the regexp has to be written as \\ in the *configuration.properties* file.

Enabling XML-RPC call listening and streaming

It is possible to run remote audio monitoring of both completed and ongoing calls using third party monitoring tools, for example OrecX. As QueueMetrics has no way of knowing the internal details of such applications, we made it possible to call an external XML-RPC server (we offer a stub written in PHP, but it can be written in any language and reside on any server, as long as it uses an XML-RPC library) that will basically pass back to QM the URLs required to perform the required task.

In order to enable this, we first tell QueueMetrics to use the XML-RPC Pluggable Modules for both call listening and streaming:

```
audio.server=it.loway.app.queuemetrics.callListen.listeners.ClassicXmlRpcRecording
audio.liveserver=it.loway.app.queuemetrics.callListen.RTlisteners.ClassicXmlRpcLis
```

The XML-RPC server will be set by setting its URL in a configuration property, like for example:

```
default.audioRpcServer=http://127.0.0.1/xmlrpc/xmlrpc_audio_server.php
```

The server must implements three XML-RPC calls called:

- **QMAudio.findStoredFile** This function is used to find and play back a stored audio file, by returning the URL of a player that will play it or the audio file itself. This function has in input the following parameters:
  - $ServerID: ignore for now
  - $AsteriskID: The Asterisk call-id, as written in the second field of queue_log
  - $QMUserID: the ID of the current QM user
  - $QMUserName: the name of the current QM user

  and it must return the following values:

  - $FILE_FOUND : If the file was found or not (maybe it was not recorded)
  - $FILE_LISTEN_URL : an URL to open up a player for this call
  - $FILE_LENGTH : size of the audio file (displayed as returned)
  - $FILE_ENCODING : encoding of the audio file (eg mp3)

- $FILE_DURATION : duration of the audio file

In case multiple values are to be returned (because e.g. the call is split into multiple recordings) then the following format must be used:

- $FILE_FOUND : true
- $FILE_LISTEN_URL : "MULTI:http://url1 http://url2 http://url3"
- $FILE_LENGTH : "100k 50k 120k"
- $FILE_ENCODING : "mp3 mp3 mp3"
- $FILE_DURATION : "1:00 0:30 1:20"

As you can see, the listen URL starts with the string "MULTI:" and has multiple values separated with space. The other parameters also hold multiple values separated by space.

- **QMAudio.listenOngoingCall** This function is used to query for an ongoing inbound call. If found, QM will launch a new popup to open the player which URL is returned. This function has in input the following parameters:
  - $ServerID: ignore for now
  - $AsteriskID: The asterisk call-id, as written in the second field of queue_log
  - $Agent: the name of the agent being monitored e.g. "agent/101"
  - $QMUserID: the ID of the current QM user
  - $QMUserName: the name of the current QM user

  and it must return the following values:

  - $CALL_FOUND: If the call was found or not
  - $CALL_LISTEN_URL : the URL of the player
  - $CALL_POPUP_WIDTH, $CALL_POPUP_HEIGHT: width and height of the popup being opened. Currently a double popup is opened.
- **QMAudio.listenOngoingCallOutgoing** This function is used to query for an ongoing outgoing call. If found, QM will launch a new popup to open the player which URL is returned. The parameters are the same as for *QMAudio.listenOngoingCall.*

To make implementer's life easier, we provide a simple XML-RPC stub server under *WEB-INF/mysql-utils/xml-rpc* that can be used as a starting point: no need to handle the XML-RPC stuff, just change the results of the two supplied functions and data goes back to QueueMetrics.

Enabling call outcomes

A call tracking code is a code to be input by a user telling the status of a call, be it inbound or outbound. This status code is a string (though we suggest to use numeric status codes, in order to make it easy to input them using a telephone keypad) and may be input either when the call is ongoing or after a short while from its end.

The queue_log entry looks like the following one:

```
1234|1231.1|NONE|Agent/1234|CALLSTATUS|21
```

This will set the CALLSTATUS to "21" for the call which Call-ID is "1231.1" it may be an open call or it may be terminated by no longer than 30 minutes.

If it is not possible to force the Call-ID, a second version of the verb is available:

```
1234|2222.3|NONE|Agent/1234|CALLSTATUS|21|1231.1
```

This has exactly the same meaning; the second Call-ID passed as a parameter will override the original one.

If you prefer, you may log the queue name instead of "NONE" field shown above; in any case QM will ignore this piece of information.

The following rules apply:

- A CALLSTATUS row must be set after the call is started or it's terminated; in any other case it's simply discarded
- There may be multiple CALLSTATUS rows for the same Call-ID; in this case, the last one overrides pervious codes.
- The CALLSTATUS must be passed within 30 minutes from the end of a call.
- CALLSTATUS for a non-existent Call-ID will be discarded
- Even if a queue reset is detected, CALLSTATUS for existing Call-ID are applied

The agent may either be a fill "Agent/xxx" string or the valid name of an Asterisk channel. It is acceptable to use a generic channel name instead of the specific one, i.e. "SIP/123" and "SIP/123-abcd" are equivalent.

The sample [queuemetrics] context that comes with QueueMetrics can be used as a starting point to output such data.

Keeping the UNIQUEID of the call when setting status code

One of our clients has successfully implemented Call Outcomes by using AEL.

In the Hangup-Extension, use:

```
  if("${MEMBERINTERFACE}" != "" && "SIP/${CALLERID(ani)}" != "${MEMBERINTERFACE}"
     // to be able to record QueueMetrics call outcome later
     Set(GLOBAL(queue_last_call_${MEMBERINTERFACE:4})=${UNIQUEID});
  }
```

The outcome is recorded like this:

```
_#XX = > {
        // ${user_name} contains the extension number of the agent
        Answer();
        if ("${queue_last_call_${user_name}}" != "") {
```

```
            QueueLog(NONE,${queue_last_call_${user_name}},SIP/${user_name},CALLS
            Set(GLOBAL(queue_last_call_${user_name})=);
            Playback(beep);
      } else {
            Playback(beeperr);
      }
      Hangup();
}
```

Enabling call features

A call feature code is a code to be input by a user telling the sub-status of a call, be it inbound or outbound. This feature code is a string and may be input either when the call is ongoing or after a short while from its end. Several call feature codes can be associated to a single call; QueueMetrics will count all the associated feature code. A feature code may have an optional free text associated with it.

The queue_log entry looks like the following one:

```
1234|1231.1|NONE|Agent/1234|INFO|FTR|36
```

This will set the feature code to "36" for the call which Call-ID is "1231.1" it may be an open call or it may be terminated by no longer than 30 minutes.

A second version of the verb is available:

```
1234|1231.1|NONE|Agent/1234|INFO|FTR|41|Hello there
```

This has exactly the same meaning but the feature code contains a free text associated with it.

Feature codes can be removed from a call by mean of a trace added in the queue log:

```
1234|1231.1|NONE|Agent/1234|INFO|NOFTR|36
```

This will remove the feature code "36" to the call with Call-ID is "1231.1". If no feature code "36" have been already associated with the call, QueueMetrics simply discards the trace.

The following rules apply: * Features should be entered while the call is ongoing or within 30 minutes of its closure. The loopback period is the same as for setting the outcome. * Features have a code and an optional textual value. The text should be printable ASCII7 and cannot contain pipe or special, non-printable characters. Though we enforce no limit on this, we suggest using no more than 40 characters. * If multiple features with the same code are applied for the same call, the last one wins (sets the text of it) * In order to remove a feature, a special verb NOFTR is passes * If successive lines set the feature after a NOFTR, the feature is set and so on.

The sample [queuemetrics] context that comes with QueueMetrics can be used as a starting point to output such data.

Enabling pause codes

A pause reason code is a code to be input by a user telling the reason why a pause was started. It should be ideally input together with the decision to go on pause, though QueueMetrics will accept the code and will attach to the correct pause even if the pause is resumed, as long as no other pause is started. The reason code is a string - though we suggest to use numeric status codes, in order to make it easy to input it using a standard telephone keypad.

The format is the following one:

```
1234|1231.1|NONE|Agent/1234|PAUSEREASON|21
```

This will set the pause reason to "21" for the pause that is either going on or has just finished. If the code is input after over 30 minutes from the end of the last pause, it is discarded.

The following rules apply:

- A PAUSEREASON row must be set after the agent's pause is started or it's terminated; in any other case it's simply discarded
- There may be multiple PAUSEREASON rows for the same pause; in this case, the last one overrides pervious codes.
- The PAUSEREASON must be passed within 30 minutes from the end of a pause; otherwise it will be silently discarded.
- PAUSEREASON for a non-existent agent pause will be discarded.
- If a pause extends over multiple call sessions, the PAUSEREASON will be correctly set only for sessions terminating after the PAUSEREASON has been set.
- Even if a queue reset is detected, PAUSEREASON for existing pause are applied
- The agent may either be a fill "Agent/xxx" string or the valid name of an Asterisk channel. It is acceptable to use a generic channel name instead of the specific one, i.e. "SIP/123" and "SIP/123-abcd" are equivalent.

The sample **[queuemetrics]** context that comes with QueueMetrics can be used as a starting point to output such data.



Since Asterisk 1.6, it is possible to pass a pause reason code to the native Pause application. QueueMetrics will handle this correctly, and allows mixing the two methods as you best see fit.

Tracking required skills

Skills can be specified at any time before of after the call enters the queue but the suggested way is to have them immediately after the ENTERQUEUE verb as in:

```
1167335958|1167335958.530054|cpc|NONE|ENTERQUEUE||01909723335
1167335958|1167335958.530054|cpc|NONE|INFO|REQSKILL|DE|90
1167335958|1167335958.530054|cpc|NONE|INFO|REQSKILL|NET|70
1167335958|1167335958.530054|cpc|Agent/101|CONNECT|41|Agent/101
1167335958|1167335958.530054|cpc|Agent/101|COMPLETECALLER|41|23
```

In the example above, the call is queued on a queue called *cpc* with required skills *DE>=90* and *NET>70*, so it could be a request for someone servicing internet support in German. Basically you just add an event for each required skill, and the level at which it is required. We do not need this information on connected/failed calls, as we assume that the routing is always correct.

The following rules apply:

- Rules are read as a label (the rule) and a number. If the number is invalid, it is read as zero and no exception is raised

- The label can be any valid ASCII7 string, punctuation and spaces
- For a skill to be added, it must have a non-empty label and a skill level > 0
- If a skill is repeated multiple times, the last value wins. In the call details, the full sequence of events is displayed
- It is not possible to remove a skill from a call

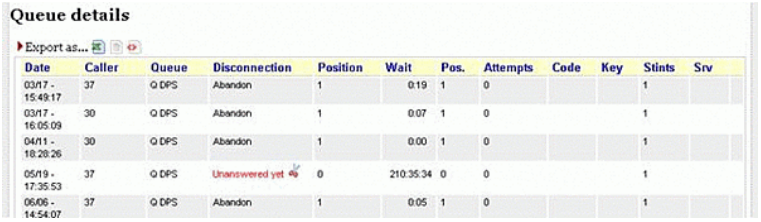
Closing ongoing calls

It sometimes happens that Asterisk will not log the call termination records for a call; as QM is based on the logged events, a call missing the call closure log will linger on forever in the realtime screen (or at least the maximum time allowed by the …) and will appear as Ongoing or Not answered yet in the historical reports.

Since version 1.4.5 of QueueMetrics, it is possible to manually close a call from either the historical reports or the real-time screen. In order for this to work:

- You must be running with MySQL storage or clustered storage
- Your user must own key CLOSECALLS

When this is done, open calls on the reports will show a red scissor icon:



And the same will happen for the real-time screen:



By clicking on that icon, a popup will appear that will ask for the length the call should be closed to. This length refers to the wait duration if the call is not answered and the conversation time if the call is answered. It is possible to change that from the default 5 seconds by setting a configuration property.

If the call has already been closed in the meantime, or you're doing this operation twice, QM will report that the call has already been closed.



if you do this on calls that are still ongoing, you will risk having duplicate data on the report. So don't use this feature unless you know what you are doing. The required security key must be manually assigned only to trusted users.

Tracking DNIS and IVR information



In order to track IVR information, it would be advisable to follow the newer logging format defined in the section called "Implementing IVR tracking" [427].

In order to keep track of DNIS and IVR information that relates to each call, you have to write special records on the *queue_log* file that QueueMetrics parses.

This is very easy to do, e.g. imagine you have a piece of dialplan where you are going to call queue *q-sample* and you have the DNIS code in the *MYDNIS* dialplan variable, and the sequence of keys pressed as *MYIVR*:

```
exten => s,n,........
exten => s,n,QueueLog(q-sample,${UNIQUEID},NONE,INFO,DID|${MYDNIS})
exten => s,n,QueueLog(q-sample,${UNIQUEID},NONE,INFO,IVR|${MYIVR})
exten => s,n,Queue(q-sample|nt|||60)
exten => s,n,........
```

There is no predefined format for DNIS and IVR information; QueueMetrics just handles it as free-form text strings. It can be optionally decoded by creating values in the IVR and DNIS configuration pages.

You can output only one record, or both, or none, depending on what you need.

Adding TAG information to calls

Some call centers require to report call set at the list level below campaign. This is frequently used for outbound campaings.

QueueMetrics searches TAG information on the queue log file. To enable Asterisk to place a TAG signature in the queue log a dialplan modification is needed. Below is an example on how this could be done, assuming you have the TAG code in the *MYTAG* dialplan variable:

```
exten => s,n,........
exten => s,n,QueueLog(q-sample,${UNIQUEID},NONE,INFO,TAG|${MYTAG})
exten => s,n,Queue(q-sample|nt|||60)
exten => s,n,........
```

You can assign only one TAG for each call. If more than one TAG are assigned to a single call, QueueMetrics will discards all TAGs except the latest found in the queue log file.

Enabling Hotdesking in the agent page

Since the demise of AgentCallBackLogin, it has been hard to do "hotdesking" in Asterisk - that is, having agents that work on queues because of their competences and not because they are sitting at a given extension.

With QueueMetrics 1.6.1, hotdesking is very easy to implement and it has no downsides, because:

- it is completely transparent to Asterisk
- you can emulate the single-sign-on behavior of AgentCallBack and still have the flexibility of adding/removing members as needed on a queue by queue basis.
- call recordings, agent monitoring and all other functionalities are unaffected

Requirements:

- QueueMetrics 1.6.1 or newer
- MySQL storage model

- Asterisk 1.4 or 1.6

How it works

Set the following properties within the configuration.properties file, as follows:

```
default.queue_log_file=sql:P001         <-- change as needed
callfile.dir=tcp:admin:amp111@127.0.0.1 <-- change as needed
default.rewriteLocalChannels=true
callfile.agentlogin.enabled=false
callfile.agentlogoff.enabled=false
default.hotdesking=86400
```

Make sure that *extensions_queuemetrics.conf* is loaded in the Asterisk dialplan (you need to use the extensions_queuemetrics file that comes with QM 1.6.1 or newer).

This setup means that we access the queue_log file through the database, connect to Asterisk over AMI to send commands, rewrite agent codes, do not use Agentcallback-style agents and enable hotdesking.

Now we use a piece of dialplan like this one when we associate an agent to a queue:

Imagine we have AGENTCODE set to 200 (the agent's login code) and AGENT_EXT set to 123 (thi sis the SIP extension code):

```
....
exten => 35,3,QueueLog(NONE,${UNIQUEID},Agent/${AGENTCODE},HOTDESK,SIP/${AGENT_EXT
exten => 35,4,AddQueueMember(myqueue,SIP/${AGENT_EXT})
....
```

This logs on Agent/200 to queue "myqueue", tracking him as SIP/123. Note that from the point of view of Asterisk, we only see that extension 123 is made a member of the queue.

When you logoff, pause, unpause agents, you always work at the SIP level (the actual extension that is linked to the queue) so there is no need to change anything.

If you use the QueueMetrics Agent's page, you can do logon/logoffs/pauses from the buttons by the top of the page; this lets you add an agent to all queues at once, like you used to do with AgentCallBackLogins, and still retain the flexibility to change that at runtime.

Example hotdesking configuration

In the following sections, we sumamrize the changes that have to be made to an existing system to enable hotdesking.

Changes to configuration.properties

Add/change the *default.hotdesking* property to 86400. This property enables hotdesking and lets the parse "look back" up to 1 day (change as needed).

```
default.hotdesking=86400
```

Add/change the sections below:

```
callfile.agentpause_ht.enabled=true
callfile.agentpause_ht.channel=Local/32@queuemetrics/n
callfile.agentpause_ht.extension=10
```

```
callfile.agentpause_ht.context=queuemetrics

callfile.agentunpause_ht.enabled=true
callfile.agentunpause_ht.channel=Local/33@queuemetrics/n
callfile.agentunpause_ht.extension=10
callfile.agentunpause_ht.context=queuemetrics

callfile.agentaddmember_ht.enabled=true
callfile.agentaddmember_ht.channel=Local/35@queuemetrics/n
callfile.agentaddmember_ht.extension=10
callfile.agentaddmember_ht.context=queuemetrics

callfile.agentremovemember_ht.enabled=true
callfile.agentremovemember_ht.channel=Local/37@queuemetrics/n
callfile.agentremovemember_ht.extension=10
callfile.agentremovemember_ht.context=queuemetrics
```

This code specifies the Asterisk extensions that QueueMetrics will call for each button present in the agent live page when hotdesking is enabled.

Change the *realtime.agent_button_x.channel* key to the value *Local/[EM]@from-internal*

This last option is needed only if you use custom agents buttons to dial out extensions and should be repeated for each dial-enabled button. In the code below, a valid example for the button 4 is reported:

```
realtime.agent_button_4.enabled=true
realtime.agent_button_4.caption=Secretary
realtime.agent_button_4.url=
realtime.agent_button_4.channel=Local/[EM]@from-internal
realtime.agent_button_4.ext=200@queuedial
```



if you use a channel like Local/123@from-internal as the hotsedking extension, remember to tun off local channel rewriting first, or it will not work.

Changes to extensions_queuemetrics.conf

Here should be defined the Asterisk extensions used by QueueMetrics to perform actions triggered from the agent live page.

Add to this file the code reported below:

```
; extension 32: agent pause with hotdesking (with pause code)
exten => 32,1,Answer
exten => 32,2,NoOp( "QM: Pausing Agent/${AGENTCODE} at extension SIP/${QM_AGENT_LO
    with pause reason '${PAUSEREASON}' made by '${QM_LOGIN}' " )
exten => 32,3,PauseQueueMember(,SIP/${QM_AGENT_LOGEXT})
exten => 32,4,System( echo "${EPOCH}|${UNIQUEID}|NONE|Agent/${AGENTCODE}|PAUSEREAS
    >> /var/log/asterisk/queue_log )
exten => 32,5,Hangup

; extension 33: agent unpause with hotdesking
exten => 33,1,Answer
exten => 33,2,NoOp( "QM: Unpausing Agent/${AGENTCODE} at extension SIP/${QM_AGENT_
```

```
    made by '${QM_LOGIN}' " )
exten => 33,3,UnpauseQueueMember(,SIP/${QM_AGENT_LOGEXT})
exten => 33,4,Hangup

; extension 35: agent addqueuemember with hotdesking (for asterisk v1.4+)
exten => 35,1,Answer
exten => 35,2,NoOp( "QM: AddQueueMember (asterisk v1.4+) Agent/${AGENTCODE} at ext
    SIP/${QM_AGENT_LOGEXT} on queue ${QUEUENAME} made by '${QM_LOGIN}' with priori
    '${QM_AGENT_PRIOLBL}' and prioritynum '${QM_AGENT_PRIONUM}'" )
exten => 35,3,Macro(queuelog,${EPOCH},${UNIQUEID},NONE,Agent/${AGENTCODE},\
    HOTDESK,SIP/${QM_AGENT_LOGEXT})
exten => 35,4,AddQueueMember(${QUEUENAME},SIP/${QM_AGENT_LOGEXT})
exten => 35,5,Hangup

; extension 37: agent removequeuemember with hotdesking (for asterisk v1.4+)
exten => 37,1,Answer
exten => 37,2,NoOp( "QM: RemoveQueueMember (asterisk v1.4+) Agent/${AGENTCODE} at
    SIP/${QM_AGENT_LOGEXT} on queue ${QUEUENAME} made by '${QM_LOGIN}'" )
exten => 37,3,RemoveQueueMember(${QUEUENAME},SIP/${QM_AGENT_LOGEXT})
exten => 37,4,Hangup
```

Please note that the *extensions_queuemetrics.conf* file that ships with 1.6.1 already has these changes embedded.

In order to have the hotdesking working a complete QueueMetrics restart and Asterisk reload should be performed.

Running Asterisk 1.8 with QueueMetrics

QueueMetrics is compatible with Asterisk 1.8 but you need to properly set it. The first requirement is related to a strange behavior found in Asterisk 1.8.0 and 1.8.1 that prevents Asterisk to properly log all queue activity until a a reload command is issued from the CLI. To fix this problem we had to change the code in the logger.c file found in the main subfolder present in the asterisk sources, near the line 396, in order to have something similar to what is listed below:

```
        if (qlog)
                fclose(qlog);

        {
                char tmp[4096];
                snprintf(tmp, sizeof(tmp), "%s/%s", ast_config_AST_LOG_DIR, queue_
                qlog = fopen(tmp, "a");
        }
```

Then we had to rebuild asterisk and to reinstall it.

The next step is to replace the extensions_queuemetrics.conf file with the specific version for Asterisk 1.8. To do this, you need to copy the extensions_queuemetrics_18.conf replacing the one present into the asterisk configuration folder then reload the dialplan from the CLI. The extensions_queuemetrics_18.conf is targeted to Asterisk 1.8 with hotdesking enabled.



This applies ONLY to some earlier versions of Asterisk 1.8

Handling Agents priorities on queues

Starting from QueueMetrics 1.6.3 is possible to define priorities when logging agents in a specific queue. The priority associated to each agent is dependent on how the agent was configured in the queue (main, spill or wrap).

- QM_AGENT_PRIOLBL is set to "U" when the queue is not assigned to the agent, "M" when the queue is a normal working queue for the agent (Main), "W" when the agent is set as Wrap for the queue, "S" when the agent is set as Spill for the queue.
- QM_AGENT_PRIONUM is set to 0 when the queue is not assigned to the agent or the queue is a normal working queue for the agent; 1 when the agent is set as Wrap for the queue, 2 when the agent is set as Spill for the queue.

Using known numbers

In QueueMetrics, it is posible to keep track of a set of "known numbers" through a specific editor as described in the section called “Configuring known numbers (VIP callers / blacklists)” [272]

For each number, we track:

- An action to be done
- A name and description
- An optional expiry date
- The number of times the rule was hit, and the last time it was hit
- An optional "agent affinity" attribute

A webservice - built to be easy to query from the Asterisk dialplan or through JSON - lets the user query whether the number exists and what to do with it.

Possible actions include:

- *Blacklist*: the number is to be hung up, or moved to a low priority queue
- *VIP*: the number is to be moved to a VIP queue, or its queue priority is to be made higher
- *Agent affinity*: if a number has "affinity" with some agent, then the agent should be tried first (by using a personal queue, or reaching them though a direct channel and "faking" agent records so that they appear as if the call was processed on a queue)
- *Caller name* / CRM ID: the caller-id is rewritten so that a proper name can be associated with the call.

Those actions are to be implemented at the Asterisk dialplan level.

The webservice is meant to be easy to interoperate with a standard Asterisk CURL call.

```
exten => s,1,Set(res=${CURL(http://my.qm:8080/queuemetrics/numberLookup.do?number=
```

The page returns a response as text/plain that will be embedded in the dialplan variable *res*. The response is based on the following table:

Table 17.1. Possible API modes

Mode	Sample response	Notes
action	UNKNOWN BLACKLIST VIP <blank>	The response UNKNOWN means that the number is not listed; the response blank means that it is listed but no action is required. The number of hits and last hit counters are updated.
affinity	Agent/106 " <blank>	The number has a known affinity for Agent/106. If no known affinity, returns blank.
name	John Doe <blank>	An URL-encoded name for this number, or blank if no name set / unknown number. The name will be stripped of non-Ascii7 characters.
json	{ 'action': 'vip', 'name': 'John Doe', 'affinity': 'Agent/101\' }	In this mode, a JSON object is returned with the information shown. This way you can query all the parameters at once, or you can use a JSON library for querying. The response is returned as application/json.
hash	action=vip&name=John Doe&affinity=	In this mode, the returned string is encoded as an Asterisk hash (see below). This way, all the results can be read at once.

Notes

- It is important to make sure that the HTTP error case is handled at the dialplan level, in case QM was unavailable at the time of the call.
- It is also important to set a quick connection timeout through CURLOPT(<option>) to make sure that if QM does not answer quickly, the default case is handled.

The trivial format used in the response makes it possible to use the service using the command-line curl, or by using a trivial scripting language.

The "user" parameter is mandatory and requires a valid QueueMetrics username and password, separated by a ":". This is needed because the API will be publicly exposed. The user must hold the security key *PBXAPI*

In order to avoid security risks, the user should be custom-made and assigned to a class that only contains the key PBXAPI. This way the user will be able to log on to QM but will have no actual grants but logging off.

Asterisk hashes

When querying an Asterisk hash, the result is built as a string so that you can do:

```
Set(HASH(numinfo)=${CURL(myurl)})
```

to load the results from QM, and then parameter e.g. *action* can be read as:

```
${HASH(numinfo,action)}
```

In order to avoid issues when returning data from QueueMetrics in the HASH format:

- Data is returned as UTF8
- All special characters in the returned strings will be replaced by and underscore. Those being:
  - non printable (CR, LF, etc.)
  - having a possible meaning in the Asterisk dialplan or in the querystring-like hash format being non ASCII7

When querying each response separately, the response is instead UTF8.

Configuring the AMI connection

QueueMetrics bases its reports on data generated from the Asterisk queue_log file; still, it sometimes needs to send commands to Asterisk in order to performs some actions, e.g. log on agents, or listen to live calls.

In order to perform such commands, two things are required:

- A working AMI connection should be present
- The *extensions_queuemetrics.conf* file should be included in the PBX's dialplan

For historical reasons, the default way QueueMetrics used to send commands was to generate Asterisk call files; now this method is obsolete and the correct one is to set-up an AMI connection.

In order to set up an AMI conenction, you have to set the following property like e.g.:

```
callfile.dir=tcp:admin:amp111@127.0.0.1
```

The AMI URL is in the following format: *tcp:username:password@server:port*

- username: This is the AMI username
- password: This is the chosen "secret"
- server: This is the IP address of the server, or 127.0.0.1 if the same server.
- port: This part is optional; if not present will default to 5038.

All three fields are mandatory. The password is sent over a clear-text TCP connection, so make sure to protect it using e.g. a VPN tunnel if it is to traverse public networks.



Username and password should be made only of letters and digits; no other character should be used.

The configuration above should be matched by the configuration in Asterisk's own *manager.conf* file, that should look like the following one:

```
[general]
 enabled = yes
 port = 5038
 bindaddr = 0.0.0.0
 webenabled = no

[admin]
 secret = amp111
 deny = 0.0.0.0/0.0.0.0
 permit = 127.0.0.1/255.255.255.0
 read = system,call,log,verbose,command,agent,user,originate
 write = system,call,log,verbose,command,agent,user,originate
```

In order to make testing easier, QueueMetrics includes a test tool that checks whether the current connection is working or not; see Checking an Asterisk Manager connection the section called “Checking an Asterisk Manager connection” [307] for details.

Listening to encrypted recordings

QueueMetrics allows to listen to recordings that are stored in an encrypted format. This works by invoking a custom-supplied filter that will decrypt the recording on-the-fly before QM streams it back to the user.



This is possible only for recordings that are read from disk and streamed by QM; it does not work for recordings that are streamed by a third-party player (e.g. Oreka), which will usually implement its own encryption scheme.

What is a filter

In order to decrypt a call, QueueMetrics uses a filter, i.e. a program (usually a script) that, given the filename that it needs to decrypt, will output the decrypted file to STDOUT. This way the decrypted file is never saved on disk.



Encrypting and decrypting recordings on-the-fly can impose a severe load on your QueueMetrics server, as encryption is usually CPU-intensive.

A sample filter may look like the following script:

```
PASSW=myPassword
echo $PASSW | gpg --passphrase-fd 0 --batch --decrypt $1
```

As the filter is not dependent on any specific encryption technology (public key, symmetric keys, etc) QueueMetrics is able to adapt to whatever technology suits you best.

Please note that the called script does not receive a password - it must be able to run the decryption internally. Most encryption technologies have the concept of "secure password stores", so that you can avoid storing the password in a plain-text format.

Setting up a filter

In order for QM to decrypt a file, it must match two conditions:

- It must end in .crypt, as appended to the natural extension of the file (e.g. the encrypted version of a file named *'audio.mp3*' must be called *'audio.mp3.crypt*')
- The configuration property *'audio.decrypt*' must point to the decryption filter, as in the example below.

The script to be run must be readable and executable by the QueueMetrics process, as in:

```
audio.decrypt=/encryptionTools/decryptGPG.sh
```

When an encrypted file is found by QueueMetrics, it is displayed with a "lock" icon. By clicking on it, the file is decrypted on the server and streamed back in an unencrypted format.

If a file is not encrypted, QueueMetrics will stream it back without attempting any decryption.

Encrypting calls

As Asterisk does not currently offer any facility for storing encrypted recordings, audio files must be encrypted on a periodical basis.

- Every so often, a process runs and checks for unencrypted recordings in the audio destination directories
- Every file found is first encrypted, and if the encrypted file was actually created, then its unencrypted version is removed.

We offer a sample encryption routine in the files *'encryptAllGPG.sh*' and *'encryptGPG.sh*' that can be used as an example to deploy your own script.



The sample encryption and decryption scripts are available under the *'WEB-INF/mysql-utils/audio-encryption*' folder in QM. They are meant as a reference blueprint only and may not be suitable for the required Corporate security standards.

Tracking IVR data

Since QueueMetrics 13.03, IVR information is tracked natively within QueueMetrics.

IVR information is different from queue information, as:

- IVR data is typically tracked before a call hits a queue, and bears no queue information. So IVR calls might be ancestors of any call in the system.
- If you know happen to know from the start of the call that a particular call belongs to a more specific **area**, you may want to track this immediately so that this IVR call will not appear on "unassigned" calls (see below for more information).
- IVR data is made up of multiple **IVR menus**, each of which may have a **selection**, that is a digit pressed by the caller in order to progress forward.
- An **IVR Path** is a unique sequence of IVR menus that lead to a destination
- IVRs may define **goals**, that is activities that don’t lead the caller directly to a queue but are tracked as they satisfy, in a fully automated manner, the needs of a caller. For example, when a caller reaches the

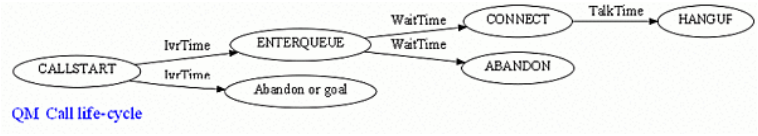
TTS menu reading back their current account amount in your banking IVR, that is usually a goal you want to track.

- If a call is still in the IVR phase at the end of the analysis, without having reached any goal or having hung up, it is considered hung up just after the last known event.

IVR tracking requires changes to the current dial-plan of Asterisk in order to track the required information. Such changes - detailed in section the section called “Implementing IVR tracking” [427] - are not complex to implement, and are implemented natively in the QueueMetrics module of FreePBX. So if you use a common Asterisk distribution, chances are you already have IVR tracking available.

A call’s life-cycle

When a call is tracked withing QM, it may traverse the following tree:



As you can see, QM defines three time periods about a call:

- the IVR Time, that is between when a call is first tracked and when it hits a queue. For calls that do not have any events before hitting a queue, it is always set to zero.
- the Wait Time, that is how long a call has been waiting on a queue before being answered or hung up
- the Talk Time, that is the length of the conversation between the agent and the caller.

IVRs and QueueMetrics

QueueMetrics handles IVRs when running reports by filtering all calls by the set of queues specified in the report. As IVRs have no queues, all IVRs are processed for the time period requested. IVRs that end up on queues different from the ones being reported on are reported as "lost".

IVR activity usually takes place before the call is queued. Filters on IVRs, DNIS and caller-ids are correctly applied to the analysis if specified (so you can drill down an IVR analysis on a specific selection path or on a caller / called number).

What you get out of an IVR analysis:

- Tracing IVR paths: the report the section called “IV01 - IVR Traversals” [162]. This way you can see which paths were traversed, how many calls went through each path and what happened to them. This is very useful as it is the key to understanding attrition - people hangin up without having reached a goal.
- Tracing IVR timings: the report the section called “IV02 - IVR Timing” [163]. By understanding the timing statistics of each IVR menu, you can improve the user experience by making often-accessed items higher on the menus and on top of the tree. This improves user satisfatction and saves circuit usage.
- Tracing IVR goals: the report the section called “IV03 - IVR Goals” [163]. For each goal, what path traversal tree was followed, how much it took for it to be traversed as average / min / max times.

- IVR call details: all calls that were not queued are availble in the IVR call details, under the codes the section called “OD04 - IVR details (paged)” [104] and the section called “OD05 - IVR details (full list)” [104].

The detailed description of each data block is visible in the relevant manual section.

Using IVR areas

Considering an IVR call as a possible ancestor of any queued call on the system is often overkill. Very often you are able to tell - for example, based on the DNIS or the caller-id - the "area" that the call pertains to. If this does not happen, calls tracked at the IVR level do not belong to a queue but are possible ancestors of any queue – and therefore appear in the IVR and attrition reports for any queue.

Though this requirement is formally correct (as the main reason for having an IVR offered is routing the caller into the correct queue) it often happens that at some point during the call life-cycle, before the call is connected to a queue, you can determine an “area” of interest that may or may not be a specific queue.

For example, if your call center services multiple clients, you will likely have a separate DNIS for each. When that DNIS is called, maybe you do not yet know if the call will be connected to "client7-sales" or "client7-support", but you are sure that it will be for "client, so it will be inappropriate to show that call as a general untagged ancestor to any call queued on the system.

Tagging calls by area in the QueueMetrics security system

The QueueMetrics security system is built so that only information pertaining to the queues an user has express permission on are accessible for reporting or monitoring.

As the unit of access is the queue, we had find an access token that acts "as-if" it was a proper queue. We call this "area" and we will log this to the queue_log in the general queue field.

This makes it possible to decide on which areas the reports should run by adding the areas to the allowed queues for a specific report, as you would generally do when creating a composite queue.

For instance, to implement the example above, you might be reporting on a composite queue defined as "ivr-client7|client7-sales|client7-support".

A call starts it life-cycle by belonging to area NONE, then starts belonging to an area as soon as one is specified, and starts belonging to a queue as soon as it hits one. Neither behavior is reversible.

The following visibility rules apply:

	IVR call - area = NONE (c.1)	**IVR call - area set (c.2)**	**IVR call - queue reached (c.3)**
Any report for any queue	Visible	-	-
Reports for destination queue(s) only	Visible	Not Visible	Visible
Reports for area(s) and destination queue(s)	Visible	Visible	Visible

The initial QueueMetrics IVR tracking only implemented columns #1 and #3 of the table above. By adding the "areas" as in column #2:

- Existing systems are backwards-compatible; the behavior does not change unless you specify an area for a call;
- You are free - if you want - to specify an area immediately, so that the behavior specified in column #1 does never happen on your system.

Using areas

The following general rules apply to areas:

- A call is displayed in QueueMetrics as belonging to the last area or queue it was showing at its termination or by the end of the requested time-frame.
- An area is set on the first call verb having an area different from NONE. This may or may not be the first tracking verb on the call.
- You cannot specify an area of NONE after a call had an area specified. This behavior is implemented in order to avoid logging the area on each IVR key-press on manually-created dial-plans. If you do, the area is not changed
- If you specify a different area for the call, the new code replaces the old one.
- When a call finally enters a queue, the queue code replaces the area code

The area name might be any valid name in Asterisk (lowercase ascii7 string, not containing spaces or pipes). Uppercase names are automatically lowercased upon reading. It is perfectly allowable to use the very same code for a queue and an area.



We suggest using name similar to "ivr-abc" in order to make it clear it is not a normal queue.

In cases where the IVR tree is extremely complex, you might want to specify multiple areas for the same call. In this case, when you run a report, you must specify all the different areas that make up your IVR tree as the allowed queue(s) for the report. As always:

- Any call which final state was without an area will be visible in all reports.
- Any call which final state is in a certain area is only visible to users having that area defined as a possible queue

Implementing IVR tracking

In order to track IVR data, we need to tell QM a few bits of infromation:

- When a digit is pressed, the time-stamp when the event happens, the digit pressed and the name of the IVR menu. These are logged through the verb INFO-IVRAPPEND
- When a call is started, you may want to log the moment when the call reaches the PBX; the calling number and optionally the calling DID. This is done through INFO-IVRSTART and it is optional
- When a goal is reached, you may want to log the name of the goal. This is done through INFO-IVRGOAL and it is optional

- When a call is hung up in the IVR, you may want to log this information in order to have detailed IVR timing. This is done through INFO-IVRHANGUP and it is optional.



Before QueueMetrics 13.03, QueueMetrics used to track IVR sequences as one single record containing the digit sequence and optionally a second entry tracking IVR wait time. Though this is still recognized by QueueMetrics, it is impossible to run traversal analyses on such data as the required information is not present.

Dial-plan tracking

In order to implement dial-plan tracking, the unique-id logged must match the unique-id of the call leg that will reach the queue.

In order to track the **beginning of a call**, you should produce an INFO IVRSTART record like the following one:

```
1353461650|1353461627.33271|NONE|NONE|INFO|IVRSTART|1234|5556777
```

This way you track both the caller-id of the caller ("1234" in or case) and the DNIS the call came though ("5556777" in our case). You may leave either field blank if that information is not needed.

The record above is optional - if it is missing calls will be tracked from the first IVR menu, and the traversal time for that IVR menu will be set to zero.

In order to **track an IVR digit**, you would use the following format:

```
1353461660|1353461627.33271|NONE|NONE|INFO|IVRAPPEND|1|ivr-2
```

In this case, we tell QM that the key 1 was pressed in IVR "ivr-2". The IVR event duration (that is, how much it took the caller to make a selection) is automatically inferred from the end of the previous event. If this is not the case, you have an option to pass it explicitly to QM as the last paramenter (6 seconds in the case shown):

```
1353461670|1353461627.33271|NONE|NONE|INFO|IVRAPPEND|1|ivr-2|6
```

If a **goal** is reached, you should mark this by producing a record like:

```
1353461680|1353461627.33271|NONE|NONE|INFO|IVRGOAL|attendant3|ivr-2|6
```

The goal in this case is called "attendant3". The IVR name is optional an not currently used. The explicit timing duration is optional.

A call can have only one goal. Any call hitting a queue is considered to having reached a goal.

In order to tell QM that a call **hung-up in an IVR**, you should produce a record like:

```
1353461660|1353461627.33271|NONE|NONE|INFO|IVRHANGUP|
```

Tracking areas

The logging is changed so that the INFO verbs allows the reading of this piece of information. So any sub-verb (e.g. INFO DNIS, INFO IVRSTART, INFO IVRAPPEND and more) will work correctly with this.

An example of logging might be:

```
1345678|1234.5678|IVR-1|NONE|INFO|IVRSTART|1234|12345
```

This logs the IVRSTART as belonging to area IVR-1.

It is perfectly valid to assign a call to an area from a specific point in time onwards (generally because they made a defining IVR decision)

```
1345668|1234.5678|NONE|NONE|INFO|IVRSTART|1234|12345
1345679|1234.5678|IVR-3|NONE|INFO|IVRAPPEND|3|MYMENU
```

As shown above.

Deprecated IVR tracking verbs

The following records are understood by QM but should not be used anymore:

```
1000000|214530.A|sk-fissi|NONE|INFO|IVRWAIT
1000000|214530.A|sk-fissi|NONE|INFO|IVR|345
```

The FreePBX module

Since FreePBX 2.11 a new module is available on the FreePBX SVN repository. This module allows to easily integrate FreePBX IVR with QueueMetrics. The module will be published shortly and will be available through the standard FreePBX modules administration page. Till this date, you could manually install the module following the below steps. In a command shell, type the code:

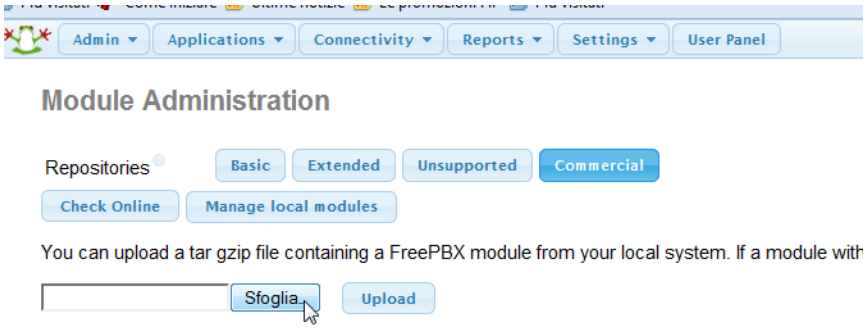
```
svn co http://svn.freepbx.org/modules/branches/2.11/queuemetrics
tar -cvf queuemetrics-2.11.0.1.tar queuemetrics/
gzip queuemetrics-2.11.0.1.tar
```

This generates a queuemetrics-2.11.0.1.tar.gz module you can install on your FreePBX box.

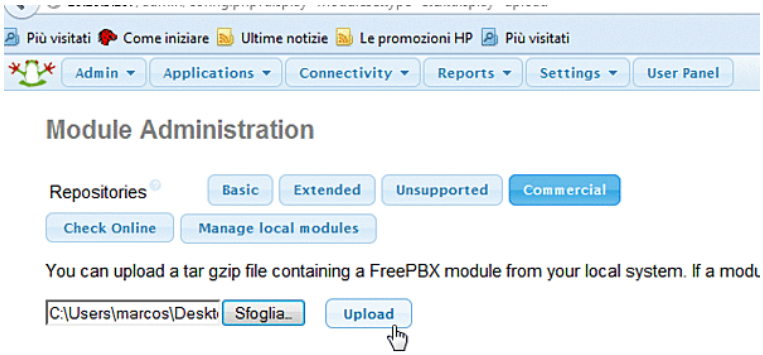
In the FreePBX modules administration page press the "Upload modules" button.



Browse to the queuemetrics-2.11.0.1.tar.gz file you downloaded from the FreePBX repository.



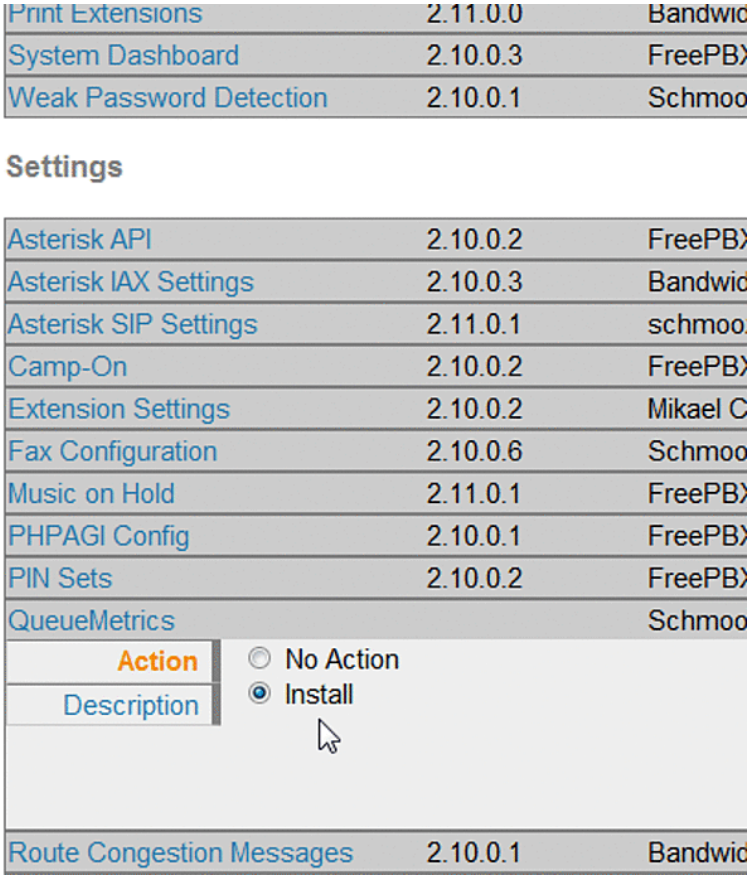
then press "Upload" to store the file on your FreePBX box.



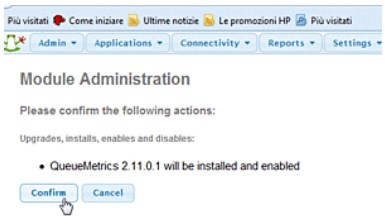
You will find the module in the modules administration page.



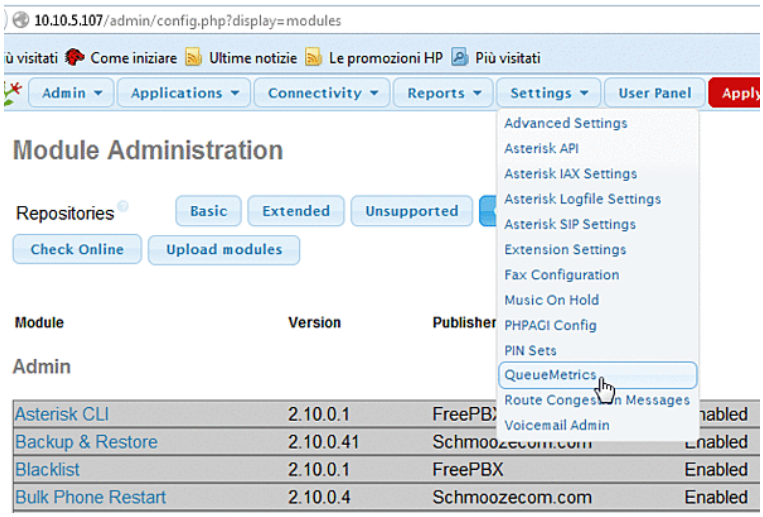
Click on it then select the "Install" option. Click on "Process" at the bottom of the page.



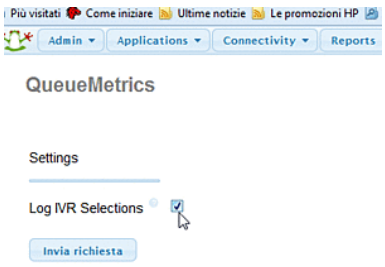
Then confirm.



At the end of the procedure you will find a new option on the Settings menu.



This opens a new page settings where you can enable the QueueMetrics IVR log routines.



Appendix A. Security keys

The following security keys are defined:

KEY	MEANING
USER	Must be held by any valid user
USRADMIN	User can edit other users and classes
USR_AGENT	User can edit agents
USR_QUEUE	User can edit queues
USR_LOCATION	User can edit locations
USR_OUTCOME	User can edit call outcomes and call features
USR_CALLTAG	User can edit call tags
USR_PCODE	User can edit pause codes
USR_MYSQL	User can see the MySQL database page
USR_QAEDIT	User can edit the set of Quality Assessment metrics
USR_AGROUPS	User can edit agent groups
USR_IVR	User can edit the list of known IVR selections
USR_DNIS	User can edit the list of known DID/ DNIS
USR_CBTS	User can edit the list of known CBTs
USR_SKILLS	User can edit agent skills
REALTIME	User can see real-time stats
RTLIVE	User can access the Live stats
QUEUE_AN	User can run reports
AGREP	User can filter reports by agent
AGENT	User is an agent and sees agent page
CALLMONITOR	The user can listen to a recorded call
CALLMONITOR_ADDTAGS	The user can add markers to recorded calls
CALLMONITOR_DELTAGS	The user can delete markers from recorded calls
MON_AUDIO	The user can monitor (spy) a real-time call
MON_WHISPER	The user can whisper to the agent on a real-time call
MON_BARGE	The user can barge-in on a real-time call
MON_VNC	The user can monitor an agent’s screen via VNC
ROBOT	User may launch ROBOT transactions.

KEY	MEANING
CHPASSWD	User can change his own access password
SUPERVISOR	User is a supervisor and can run the supervisor's report
QA_TRACK	User can enter Quality Assessment data
QA_REPORT	User can run Quality Assessment reports
QA_REMOVE	User can delete Quality Assessment data
QA_REPLACE	Together with QA_REMOVE, user can edit an already submitted Quality Assessment data
CLOSECALLS	This user can close ongoing calls from the Real-time or the historical stats page.
AGAW	This user can access AGAW facades (for agents).
AGAW_ADM	This user can access the AGAW administration screens
AGAW_REP	This user can access the AGAW supervisor screen
BRO_MSG	This user can send broadcast messages to agents
MON_IM	This user can start an IM chat to an agent
CONFIG	This user can start the auto configuration wizard (attended and unattended mode)
USR_AGROUPS	This user can edit custom agent groups
PAYROLL	This user is allowed to check the payroll page
PAYROLL_REMOVENOTE	This user is allowed to remove a note in the payroll page
QLOG_EDIT	This user is allowed to edit the queue_log records
QLOG_LNGR	This user is allowed to edit session data by making it longer (they must hold QLOG_EDIT as well)
USR_REPORTS	Edit QueueMetrics reports
USR_REPORTS_EXPORT_EDIT	Edit PDF and XML export jobs
USR_REPORTS_EXPORT	This user is allowed to export whole reports in PDF and XLS
USR_KNUMBERS	User can view and edit known numbers
USR_DIAGNOSTICS	User can run diagnostics

KEY	MEANING
TASKS	User can see/edit tasks he sent and he received
TASKS_VIEWALL	User can see all tasks present in the database
BATCH_ADM	Audio export - Creates and closes batches
BATCH_ADD	Audio export - This user can add calls to an open batch
BATCH_VIEW	Audio export - This user can see batches
BATCH_DEL	Audio export - This user can remove calls from a batch.
QA_PERF_TRACK	Can run Agent Performance Tracking
QA_PERF_RULES	Can define rulesets for Agent Performance Tracking
QA_CALREP	Access to Grader calibration reports
TASKS	User can see their tasks
TASKS_REP	User can access the tab showing Task Statistics
TASKS_VIEWALL	User can see other people’s tasks
TASK_PUSH_TC	User can access to the Training and Coaching page for sending CBTs and Coaching tasks
USR_SYSLOG	User can view the system’s audit log
KEYUPDATE	User can install a new QueueMetrics activation key
QA_GRADER	Allows access to the Grader’s page and related statistics
QUEUE_LST	Allows direct access to the call list (skipping the Reports page)
VISITOR	Grants access to a partial set of statistics and features such as the Remote Monitoring page. The VISITORS class holds this key (plus USER MON_VNC MON_AUDIO).
RT_ADDMEMBER	User can add agents to a queue from the realtime page
RT_REMOVEMEMBER	User can remove agents from a queue from the realtime page
RT_PAUSEAGENT	User can pause agents from the realtime page
RT_UNPAUSEAGENT	User can unpause agents from the realtime page

KEY	MEANING
RT_SENDTEXTAGENT	User can send a SMS to the agent's phone from the realtime agent (Asterisk 10+ only)
RT_HANGUPCALL	User can hangup a live call from the realtime page
RT_TRANSFERCALL	User can transfer a call to a specific extension from the realtime page
EDIT_CFG	User can edit the local configuration.properties file
SSAREPORT	Enable Self Service reporting for an Agent
NEWAGENTPAGE	Turns on the new experimental Agent page
SQUERY_ADD	Users can save reports as homepage links
SQUERY_FORALL	User can save public reports
WALLBOARD_ADD	Users can save new wallboards
WALLBOARD_FORALL	User can save public wallboards
WALLBOARD_PHONE	User can use the wallboard softphone
PBXAPI	User can call PBX-level services
SYNCHRONIZER	User can access the Configuration Synchronizer

Appendix B. The [queuemetrics] context

QueueMetrics is able to trigger a number of advanced functionalities, like audio monitoring, clients logging in, going on pause, etc. right from the Asterisk dialplan.



You can check the current dialplan of a working Asterisk system from the the section called “Using the DbTest Diagnostic Tools” [306] page.

In order to make this portable and easy to understand, we suggest to create a special context named *queuemetrics* in your dialplan where QueueMetrics will trigger functions through a callfile. An example file that is ready-to-use for most call centres can be found under *WEB-INF/mysql-utils/extensions-examples* - see the included README file for more details.

Whenever an action is invoked by a logged-on user, the following variables are set at the channel level:

- QM_LOGIN is the login of the current Qm user asking for the action to be performed
- QM_CLASS is the current class the requesting user is in.

This makes it possible to perform addirtional security checks or auditing at the Asterisk level, but is not used by the supplied dialplan.

We therefore define a number of functions in the terms of extension relative to the context *queuemetrics*, as follows:

- **10:** *Dummy extension* Used only because a call-file requires two end-points in any case. Define as:

```
exten => 10,1,Answer
exten => 10,2,Wait(10)
exten => 10,3,Hangup
```

- **11**: *Remote monitoring* This extension makes unattended monitoring of inbound traffic possible through the command ChanSpy(). The variables QM_AGENT_CODE, QM_EXT_MONITOR, QM_AGENT_EXT are set, as well as QM_CALLERID, QM_QUEUE and QM_QUEUE_URL. The following example explains how the feature works:

```
exten => 11,1,Answer
exten => 11,2,NoOp( "QM_AGENT_CODE: ${QM_AGENT_CODE}" )
exten => 11,3,NoOp( "QM_EXT_MONITOR: ${QM_EXT_MONITOR}" )
exten => 11,4,NoOp( "QM_AGENT_EXT: ${QM_AGENT_EXT}" )
exten => 11,5,NoOp( "QM_LOGIN: ${QM_LOGIN}" )
exten => 11,6,ChanSpy(${QM_AGENT_CODE})
exten => 11,7,Hangup
```



this may have important security implications - see the section called “Listening to live calls: Unattended Call Monitoring” [408].

- **12**: *Call status code* This extension logs a calls status code. The variables CALLSTATUS, CALLID, QM_LOGIN and AGENTCODE are defined. The following example explains how the feature works:

```
exten => 12,1,Answer
```

```
exten => 12,2,NoOp( "QM: Setting call status '${CALLSTATUS}' \
    on call '${CALLID}' for agent '${AGENTCODE}' made by '${QM_LOGIN}'" )
exten => 12,3,System( echo "${EPOCH}|${CALLID}|NONE|Agent/${AGENTCODE} \
             |CALLSTATUS|${CALLSTATUS}" >> /var/log/asterisk/queue_log )
exten => 12,4,Hangup
```

- **14**: *Remote monitoring of outgoing calls* This extension makes unattended monitoring of outbound traffic possible through the command ChanSpy(). The variables QM_AGENT_CODE, QM_EXT_MONITOR and QM_AGENT_EXT are set, as well as QM_CALLERID, QM_QUEUE and QM_QUEUE_URL. The following example explains how the feature works:

  ```
  ; 14: Remote monitoring of outgoing calls - like SIP/callednumber
  exten => 14,1,Answer
  exten => 14,2,NoOp( "QM_AGENT_CODE: ${QM_AGENT_CODE}" )
  exten => 14,3,NoOp( "QM_EXT_MONITOR: ${QM_EXT_MONITOR}" )
  exten => 14,4,NoOp( "QM_AGENT_EXT: ${QM_AGENT_EXT}" )
  exten => 14,5,NoOp( "QM_CALLERID: ${QM_CALLERID}" )
  exten => 14,6,ChanSpy(SIP/${QM_CALLERID}|q)
  exten => 14,7,Hangup
  ```

  Please note that you should set the channels SIP/xxxx to the names of your local outgoing channel or the name of the local SIP leg of the call.

  this may have important security implications - see the section called “Listening to live calls: Unattended Call Monitoring” [408].

- **16 and 17**: *Add/Remove call feature codes* This extension pair adds or removes a call feature code. The variables FEATCODE, CALLID, AGENTCODE, QM_LOGIN and FEATTEXT are defined. The following example explains how the feature works:

  ```
  ; extension 16: set call status code
  exten => 16,1,Answer
  exten => 16,2,NoOp( "QM: Setting call feature '${FEATCODE}' on call '${CALLID}' t
  exten => 16,3,System( echo "${EPOCH}|${CALLID}|NONE|Agent/${AGENTCODE}|INFO|FTR|S
  exten => 16,4,Hangup

  ; extension 17: unset call status code
  exten => 17,1,Answer
  exten => 17,2,NoOp( "QM: Removing call feature '${FEATCODE}' on call '${CALLID}'
  exten => 17,3,System( echo "${EPOCH}|${CALLID}|NONE|Agent/${AGENTCODE}|INFO|NOFTR
  exten => 17,4,Hangup
  ```

- **20**: *Agent login* This extension logs in a call-back agent. The variables AGENTCODE and AGENT_EXT are defined. Please note that for this to work properly, there must be no password set on the Asterisk agent. The following example explains how the feature works:

  ```
  exten => 20,1,Answer
  exten => 20,2,NoOp( "QM: Logging on Agent/${AGENTCODE} to \
              extension ${AGENT_EXT}@sip made by '${QM_LOGIN}'" )
  exten => 20,3,AgentCallBackLogin(${AGENTCODE}||${AGENT_EXT}@sip)
  exten => 20,4,Hangup
  ```

- **21**: *Agent logoff* This extension logs off an agent. The variable AGENTCODE is defined. The following example explains how the feature works:

```
exten => 21,1,Answer
exten => 21,2,NoOp( "QM: Logging off Agent/${AGENTCODE} \
                     made by '${QM_LOGIN}'")
exten => 21,3,System(asterisk -rx "agent logoff Agent/${AGENTCODE}")
exten => 21,4,Hangup
```

- **22**: *Agent pause* (with pause code) This extension pauses an agent and sets the pause code. The variables AGENTCODE and PAUSEREASON are defined. The following example explains how the feature works:

```
exten => 22,1,Answer
exten => 22,2,NoOp( "QM: Pausing Agent/${AGENTCODE} with pause \
              reason '${PAUSEREASON}' made by '${QM_LOGIN}'" )
exten => 22,3,PauseQueueMember(|Agent/${AGENTCODE})
exten => 22,4,System( echo "${EPOCH}|${UNIQUEID}|NONE|Agent/${AGENTCODE} \
             |PAUSEREASON|${PAUSEREASON}" >> /var/log/asterisk/queue_log )
exten => 22,5,Hangup
```

- **23**: *Agent unpause* This extension unpauses an agent. The variable AGENTCODEis defined. The following example explains how the feature works:

```
exten => 23,1,Answer
exten => 23,2,NoOp( "QM: Unpausing Agent/${AGENTCODE} made by '${QM_LOGIN}' " )
exten => 23,3,UnpauseQueueMember(|Agent/${AGENTCODE})
exten => 23,4,Hangup
```

- **24** and **25**: *Agent AddQueueMember* These extensions (targeted to asterisk 1.2 the first, for asterisk 1.4 the second) dynamically add an agent to the specified queue. The variable AGENTCODE and QUEUENAME is defined. Only for the extension 25, the variables QM_AGENT_PRIOLBL and QM_AGENT_PRIONUM are set with the information related to agent priority in the queue: QM_AGENT_PRIOLBL could have the values U, M, W, S, respectively for agents not assigned in the queue, assigned as main, assigned as wrap, assigned as spill in the queue. The variable QM_AGENT_PRIONUM has the value 0 for agent not assigned in the queue or assigned as main in the queue, 1 for agents assigned as wrap, 2 for agents assigned as spill in the queue. The following example explains how the feature works:

```
exten => 24,1,Answer
exten => 24,2,NoOp( "QM: AddQueueMember (v1.2) Agent/${AGENTCODE} \
  on queue ${QUEUENAME} made by '${QM_LOGIN}'" )
exten => 24,3,System( echo "${EPOCH}|${UNIQUEID}|${QUEUENAME} \
  |Local/${AGENTCODE}@from-internal|ADDMEMBER|" >> /var/log/asterisk/queue_log )
exten => 24,4,Hangup

exten => 25,1,Answer
exten => 25,2,NoOp( "QM: AddQueueMember (v1.4+) Agent/${AGENTCODE} \
  on queue ${QUEUENAME} made by '${QM_LOGIN}' \
  with prioritylabel '${QM_AGENT_PRIOLBL}' and prioritynum '${QM_AGENT_PRIONUM}'"
exten => 25,3,AddQueueMember(${QUEUENAME}|Local/${AGENTCODE}@from-internal)
exten => 25,4,Hangup
```

- **26** and **27**: *Agent RemoveMember* These extensions (targeted to asterisk 1.2 the first, for asterisk 1.4 the second) dynamically remove an agent to the specified queue. The variable AGENTCODE and QUEUENAME is defined. The following example explains how the feature works:

```
exten => 26,1,Answer
```

```
exten => 26,2,NoOp( "QM: RemoveQueueMember (v1.2) Agent/${AGENTCODE} \
  on queue ${QUEUENAME} made by '${QM_LOGIN}'" )
exten => 26,3,System( echo "${EPOCH}|${UNIQUEID}|${QUEUENAME} \
  |Local/${AGENTCODE}@from-internal|REMOVEMEMBER|"  \
    >> /var/log/asterisk/queue_log )
exten => 26,4,Hangup

exten => 27,1,Answer
exten => 27,2,NoOp( "QM: RemoveQueueMember (v1.4+) Agent/${AGENTCODE} \
  on queue ${QUEUENAME} made by '${QM_LOGIN}'" )
exten => 27,3,RemoveQueueMember(${QUEUENAME}|Local/${AGENTCODE}@from-internal)
exten => 27,4,Hangup
```

- **28**: *Agent custom dial* This extension lets able the agent to dial extensions through outbound queues from the agent's live page. The variable AGENTCODE, EXTTODIAL, and OUTQUEUE is defined. Is possible to force a specific caller ID uncommenting the queue where the Set function is called and, obviously, changing the caller ID information to your needs. The following example explains how the feature works:

```
exten => 28,1,Answer
exten => 28,n,NoOp( "QM: Agent Custom Dial. Dialing ${EXTTODIAL} \
  on queue ${OUTQUEUE}  made by '${QM_LOGIN}'" )
exten => 28,n,Set(QDIALER_QUEUE=${OUTQUEUE})
exten => 28,n,Set(QDIALER_NUMBER=${EXTTODIAL})
exten => 28,n,Set(QDIALER_AGENT=Agent/${AGENTCODE})
exten => 28,n,Set(QDIALER_CHANNEL=SIP/${QDIALER_NUMBER})
exten => 28,n,Set(QueueName=${QDIALER_QUEUE})
exten => 28,n,MixMonitor(Q-${QDIALER_QUEUE}-${UNIQUEID}.WAV|b|)
;exten => 28,n,Set(CALLERID(all)="1234567890"  ) ; Uncomment and change this if
exten => 28,n,Goto(qm-queuedial,s,1)
exten => 28,n,Hangup
```

- **29**: *Send SMS to agent's phones* This extension allows the users holding the proper key to send a short message to the agent's phone from the realtime page. This feature is supported by Asterisk revision 10 and later versions and is disabled by default. Please note that this feature should be supported by the agent's phone.

```
exten => 29,1,NoOp( "QM: Send Text from Live Page. Sending text to ${EXTTODIAL} r
exten => 29,n,Set(MESSAGE(body)=From: ${QM_LOGIN} - ${MESSAGEBODY})
exten => 29,n,MessageSend(sip:${EXTTODIAL})
exten => 29,n,Hangup
```

- **30**: *Hangup a live call* This extension allows the users holding the proper key to send an hangup message to the PBX in order to hangup a live call from the realtime page.

```
exten => 30,1,NoOp( "QM: Call Hangup made by ${QM_LOGIN} for callID: ${CALLID} wi
exten => 30,n,ChannelRedirect(${CALLID},queuemetrics,10,3)
exten => 30,n,Hangup
```

- **31**: *Redirect a live call* This extension allows the users holind the proper key to send a transfer event to the PBX from the realtime page. This forces the live call to be transferred to a specified extension.

```
exten => 31,1,NoOp( " QM: Call redirect ,ade by ${QM_LOGIN} for callID: ${CALLID
exten => 31,n,ChannelRedirect(${CALLID},from-internal,${REDIR_EXT},1)
exten => 31,n,Hangup
```



When using AddQueueMember/RemoveQueueMember to dynamically login/out to a queue is mandatory to match the agent code with their extension; eg. Agent/303 must be sitting at extension 303.



When using AddQueueMember/RemoveQueueMember to dynamically login/out to a queue the agent pause/unpause dialplan given must be changed to fit the current agent channels; eg. if Agent/303 is added to the queue

In order to trigger these functions, QueueMetrics need to be able to access the Asterisk callfile spool, as defined by the *callfile.dir* property.. If your Asterisk system is remote, you'll have to arrange a periodic file transfer or use a disk share in order to make the above features work.

As an alternative, QueueMetrics may connect to a working Asterisk server over the Manager interface. See the description of the *callfile.dir* property for more information.

Appendix C. System preferences

QM stores system-wide preferences in a text file called *configuration.properties* under WEB-INF. The absolute path of that file can be found by looking at the directory called **System path** on the Licence page in QM.

All properties are case-sensitive.



You can check the current set of system preferences from the the section called “Using the DbTest Diagnostic Tools” [306] page.

Defaults

Property name	Description
default.queue	Internal ID (ex. 7, 49….) of the default queue, leave blank for no default queue.
default.queue_log_file	Default queue log file.
default.monitored_calls	The top level directory where monitored calls are held. All its subdirectories are explored recursively. Do NOT forget to add an ending slash.
default.webloaderpbx	Enable or disable the web proxy for actions generation. Please refer to the Uniloader User Manual for further information.
default.areacode_digits	How many digits to consider as a default area code
default.start_hour	Preset start and end hours and number of days for the custom report.
default.end_hour	
default.days	
liveclock.enable	If live clock is enabled, the system clock is synchronized with Asterisk server system clock.
default.max_realtime_age	How old a call can be included in real-time report
default.showQueueComposition	If true, show the details of the queues composing the aggregate queue; if flase, show only the aggregate queue’s name
default.useXmlExcel	True: Generate the Excel file as an XML file (mandatory for UTF charsets); false: generate as an ISO-8859 CSV file
default.hourly_slot	How long in minutes is an hourly slot for hourly breakdown. Default 60 minutes (1hr). If set to e.g. 15, calls will be broken down by 15 minute intervals.

Property name	Description
default.useRawAgentSessions	If true, show all agent sessions. If false, show only agent sessions with at least one call handled. Defaults to false.
default.closeDuration	The default duration of a call that is manually closed. This is the wait time for calls that have not been answered and the talk time for calls that have been answered.
default.crmapp	If present and not empty it will enable the CRM integration column on the answered/unanswered call details tables. The key could be populated with an URL where some tokens will be expanded by the QM engine. Find a list of valid tokens here: the section called “CRM Integration” [227] One example of valid URL with token expansion could be: http://server/app?agent=[A]&unique=[U]
default.crmlabel	If present, used by the Realtime agent page to identify the CRM page on the dropdown menu
default.connection_recovery_max_interval	Maximum interval in seconds between WebSocket reconnection attemps. Default value is 30.
default.connection_recovery_min_interval	Minimum interval in seconds between WebSocket reconnection attemps. Default value is 2.
default.no_answer_timeout	Time (in seconds) after which an incoming call is rejected if not answered. Default value is 60.
default.iceservers	List of ICE Servers to use.
default.websocketurl	The websocket URL used by the Realtime Agent page softphone. It shold be in the followin form: ws://IPServer:Port/path
default.wallboardphone.connection_recovery_max_interval	(Wallboard softphone) Maximum interval in seconds between WebSocket reconnection attemps. Default value is 30.
default.wallboardphone.connection_recovery_min_interval	(Wallboard softphone) Minimum interval in seconds between WebSocket reconnection attemps. Default value is 2.
default.wallboardphone.no_answer_timeout	(Wallboard softphone) Time (in seconds) after which an incoming call is

Property name	Description
	rejected if not answered. Default value is 60.
default.wallboardphone.password	(Wallboard softphone) SIP Authentication password (String).
default.wallboardphone.username	(Wallboard softphone) SIP Authentication username (String).
default.wallboardphone.display_name	(Wallboard softphone) Descriptive name (String) to be shown to the called party when calling.
default.wallboardphone.iceservers	(Wallboard softphone) List of ICE Servers to use.
default.wallboardphone.websocketurl	(Wallboard softphone) Web Socket URL for the connection.
default.wallboardphone.server	(Wallboard softphone) The PBX Server the phone is connected to.
default.wallboardphone.register	(Wallboard softphone) Indicates if the sofphone should register to the PBX.
default.wallboardphone.autoanswer	(Wallboard softphone) Indicates if the phone should automatically answer any incoming call. (Only works if no other sessions are currently active).
default.showAstClid	If present and set to true it will enable the asterisk unique ID column on the answered/unanswered call details tables.
default.showSecondsOnTotalCalls	If present and set to true, the summary report call time figures will be shown in hhmmss format instead of hours format
default.disablebackhistory	If set to true, disable the history back navigation button in browsers
default.secondsServiceLevel	The default SLA that Traffic Distribution graphs will use (see DD08). Default: 20 seconds
default.jobmanifest_language	The language used when generating a manifest file for exported jobs. Tipically it affects the ID3 tags stored in mp3 recorded call files (since QM1.6.2)
default.pausecoderequired	If true, agents are required to provide a valid pause reason when entering a pause from the agent page. Default value is false
default.agentCanAmendPause	If set to "Yes", the agent can amend the current pause code retroactively changing the pause code for the current pause in reports. If set to "No", agents that try to change pause code will have their current pause ended an a new

Property name	Description
	pause with the new pause code will be initiated
default.noncontig.days	Which days to include in Custom Reports non-contiguous time - (1: Sun 2:Mon) e.g. 23456 means MON to FRI
default.noncontig.period1.start	Start and end times (as HH:MM:SS or HH:MM) for non-contiguous time reports
default.noncontig.period1.end	See above
default.noncontig.period2.start	See above
default.noncontig.period2.end	See above
default.decimalDigits	Number of digits to display for floating-point numbers - defaults to 1
default.tasks.pingURL	If present and enabled, this property allows to specify a URL that is to be queried by the QueueMetrics server every time a task is completed/disputed by a person. All task information is sent to this URL. One example could be: http://server/index.html
default.searchQA_byCallDate	Defines if the QA reports should be calculated by call date or by filling form date
default.timeZoneOffset	Defines The default time zone offset. Valid values are between -24 and 24 hours (default = 0)
default.ssarMaxReportPeriod	Defines the maximum reporting period for a Self Service agent report. Default set to 15 days
default.export.orientation	Default page orientation for PDF whole report export buttons (value: portrait or landscape)
default.displayHomePageNews	Enable/Disable the QueueMetrics news block present on the home page
default.disable_directlogin_to_agentpage	If set to true, users holding AGENT and NEWAGENTPAGE keys are not directed to the Icon page when logging on QueueMetrics (since QM 14.10.5)
default.wombat.agent_recall_enabled	Enable/Disable the access to the Recall Scheduler panel in the Icon agent page. (since QM 15.02.4)
default.groupingMargin	Controls the margin used for FCR call clustering. Default 168hrs (7 days)
default.rewriteHotdeskingChannels	Enables rewriting of hotdesking information in data1 field of queue_log table. Default true.

Property name	Description
default.synchronizer_mode	Controls the default mode for the synchronizer page and for the QmPushCfgService Json service, default is "CR_UPD_DEL_USR" (Create Update Delete and Create Users)
default.rememberLastExtension	Controls the behaviour of the agent login panel in the agent's page. Default is set to true, which remembers the last extension the agent used
default.show_agent_priority	Default value is **true**, if set to **false** will hide the agent level in the agent page.
default.show_agent_priority_reports	Default value is **true**, if set to **false** will hide the agent level column in reports.
default.effectiveCallThresold	The minimum lenght in seconds of a call to be counted as Effective; default is 150 seconds.
default.maxRowsXls	The maximum number of rows per table that will be exported in XLS format. Default is 1000.

Short calls

Property name	Description
default.shortCallWait	Exclude calls shorter than X seconds that ended with a caller abandon. Default: -1, i.e. *off*.
default.shortCallTalk	Exclude taken calls shorter than X seconds that ended with a caller abandon. Default: -1, i.e. *off*.
default.shortAttempt	Exclude attempts shorter than X seconds from attempt count. Default: -1, i.e. *off*.
default.shortcall_treshold	Controls the threshold in seconds for short/long calls for reports, default is 30
default.shortCallsLimit	The default Short Call limit that Traffic Distribution graphs will use (see DD08). Default: 5 seconds

SMTP settings

All the settings for your SMTP host. Used by QueueMetrics to send reports by e-mail.

Property name	Description
default.smtphost	SMTP server host name or IP address
default.smtpport	SMTP server host port
default.smtpfrom	Sender E-mail address used by QueueMetrics
default.smtpuser	Optional username needed to authenticate to the SMTP host

Property name	Description
default.smtpassword	Optional password needed to authenticate to the SMTP host
default.smtpssl	Use SSL when sending mail (value: true or false)
default.smtpDebug	SMTP transaction are reported on catalina.out (value: true or false)

Call SLA

It is possible to have a different definition for the inital part of the SLA, having e.g. SLA computed every 5 seconds up to 30 seconds and every 10 seconds up to 60.

Property name	Description
sla.max_initial_delay	The max initial delay and interval that will be shown in the SLA graphs
sla.initial_interval	
sla.max_monitored_delay	The max delay and interval that will be shown in the SLA graph graphs
sla.interval	

Parser

The following properties control how QueueMetrics interprets data read from Asterisk. Depending on the version of Asterisk you are using, they may have to be set differently from the system defaults in order to get a correct picture of what is going on.

Property name	Description
default.permanentCallbackAgents	If call-back agents should be considered still logged on after a system reload; the current version of Asterisk will do this automatically. Default: true
default.considerIncompletetEntities	If incomplete entities (calls or agent sessions that are in progress at the moment that are in progress at the moment the analysis is being run) should be counted in the reports or not. Default: true
default.rewriteLocalChannels	Rewrites queue_log entries in the form *Local/xxx@context* to *Agent/xxx* . Default: false.
default.rewriteLocalWithQueue	If true, extension *Local/123@ext* on queue *Q1* is read as *Agent/Q1-123* . Default false.
default.joinMultiStintCalls	If true, multi-stint calls in the current analysis set are joined by default
default.useEndingChannelName	If true, the last reference to an agent is used as its name (in case they are different)

Property name	Description
default.stripChannelNames	If true, anything after the "-" sign is deleted (ie. SIP/203-abcd is read as SIP/203). If false, the agent channel name is loaded as in the queue_log file. Default: true.
default.ignoreQueueStarts	If false, agents are logged on and calls closed on QUEUESTART records. Otherwise they will be ignored. Default false.
default.alwaysLogonUnpaused	If set to true, when an agent logs on, he will always be unpaused. Default false.
default.ignoreRingNoAnswer	If true, the analyzer will ignore the RINGNOANSWER verbs in the queue log in favour of AGENTATTEMPT verbs.
default.subqueueModeEnabled	If set to true, all activities on subqueues are reported in the parent queue
default.exitOnAgentDumpSysCompat	If true, AGENTDUMP and SYSCOMPAT verbs considered call closure records. If false, they are counted as failed attempts.
default.maxOngoingWaitTime	If set > 0, calls having more than the number of seconds of wait time are skipped. Defaults to 0 (all calls counted).
default.maxOngoingTalkTime	If set > 0, calls having more than the number of seconds of talk time are skipped. Defaults to 0 (all calls counted).
default.removeDoubleClosures	If set to true, a second closure record for a call just closed will be skipped. If the second record is a TRANSFER or similar, the call is closed as TRANSFER. This works around a long-standing Asterisk bug where a second call would be displayed with no telephone number. Default: true.

System administration

The following parameters affect how QueueMetrics interacts with the host system it is running on.

Property name	Description
script.reboot	The command to restart Tomcat. Must be set if this is wanted.
pwd.defaultLevel	Default level for saved passwords. See Secure passwords.
pwd.minAllowedLevel	Minimum allowed level for passwords. See Secure passwords.

Layout and behavior

Property name	Description
layout.logo	Your company logo (full or relative path) - shall be resized to be an image 200 x 72. The variable $WEBAPP refers to the local webapp, as an alternative use the full http://.. URL.
layout.splash	Welcome string displayed on the login page. HTML not allowed to avoid XSS risks.
default.noLicenseWarning	Set to *true* to disable license expiration notifications on the Home Page.
default.language	The default language. Must be one of the installed language packs. Default: en
default.country	The default country for the Locale. Must be one of the installed language packs. Default: US
default.forceDefaultLanguage	Whether to always offer the default system language as defined above (default: false)
default.viewTechInfo	Is it possible to see Tech Info on the licence page and run DBTest?
url.qm	The URL of the webapp QM is running under, if not detected correctly.
url.rss	The URL of the webapp QM is running under - used for RSS access. Like http://1.2.3.4:8080/qm
default.displayHomePageNews	Whether the news block on the home page should appear or not
layout.secureMode	Whether Secure Mode is enabled. Default: false.

Database Access

The following properties define the fields used by the table in MySQL storage. See the section called “Monitoring clusters with QueueMetrics” [14] for complete information.

Property name	Description
sqlPreset.*i*.table	Sets the table name for preset *i*
sqlPreset.*i*.f_time_id	The time columns.
sqlPreset.*i*.use_timestamp	True: time is a Unix timestamp; False: time is an SQL date-time
sqlPreset.*i*.f_call_id	
sqlPreset.*i*.f_queue	
sqlPreset.*i*.f_agent	
sqlPreset.*i*.f_verb	

Property name	Description
sqlPreset.*i*.f_partition	May be left blank for partition-less schemas
sqlPreset.*i*.f_data1	
sqlPreset.*i*.f_data2	
sqlPreset.*i*.f_data3	
sqlPreset.*i*.f_data4	
sqlPreset.*i*.f_data5	
sqlPreset.*i*.f_incr	The order-preserving index column. May be left blank, but this may lead to incorrect results.

Realtime Page

Property name	Description
realtime.calls_invisible	Is the calls panel in the realtime page invisible by default? 0 false, 1 true
realtime.agents_invisible	Is the agents panel in the realtime page invisible by default? 0 false, 1 true
realtime.aggr_by_queue_invisible	Is the aggregated by queue panel in the realtime page invisible by default? 0 false, 1 true
realtime.aggr_by_tag_invisible	Is the aggregated by tag panel in the realtime page invisible by default? 0 false, 1 true
realtime.agent_and_outcome_invisible	Is the aggregated by agent and outcome panel in the realtime page invisible by default? 0 false, 1 true
realtime.members_only	Are not the only agents to be shown on the realtime page those who are "known" for the queue? 0 false, 1 true
realtime.refresh_time	In how many seconds is the realtime page to refresh?
realtime.use_sql_now	0: analyze all available data; 1: analyze all data which timestamp is lower than the current NOW() function. Do not change.
realtime.startHour	The starting hour of the day, in order to compute the realtime report. It can be either a fixed hour (e.g. 3: from the last 3:00 AM) or a sliding window if prefixes with S (e.g. s3: the last three hours). Default value is 0 (from midnight). A useful value is also -24 (yesterday's midnight).
realtime.all_subqueues	Enable default showing of all subqueues if set to 1

Property name	Description
realtime.waitAlarmOnLiveCalls	Decide whether to check for alarms on the wait time of ongoing conversations.
realtime.hideExportButtons	If true, hide export buttons on the Real-time page. Defaults to false.
realtime.absolutePauseTimes	If true, the start of the current pause is shown as an absolute hour; if false, it is shown as the time passed since.
realtime.calls_invisible.buttonEnabled	Decide which buttons o the real-time page can be toggled by the user. Buttons not enabled are set to their default value.
realtime.agents_invisible.buttonEnabled	
realtime.members_only.buttonEnabled	
realtime.all_subqueues.buttonEnabled	
realtime.aggr_by_queue_invisible.buttonEnabled	
realtime.aggr_by_tag_invisible.buttonEnabled	
realtime.agent_and_outcome_invisible.buttonEnabled	
realtime.assignedLocationsOnly	If true, the user will not be able to monitor without a given location. See page the section called “Using Locations” [185] for more details.
realtime.useRowCache	Cache result objects for the Real-time and Agents page when using SQL or cluster storage. Set to true to enable. Defaults to false.
realtime.show_incorrect_queue_sets	If true, queues the agent is working on and he’s a member of are displayed in black; queues the agent is working on but he’s not a member of are displayed in brown; any queues the agent is a known member of but he’s not currently logged on to are displayed as a tooltip to the gray "Down Arrow" symbol. Default false.
realtime.preventLoggedAgentInfoChanges	If true, or missing, the agent cannot change their code and extension if logged on at least one queue
default.callStatusTimeout	How much time (in seconds) an agent have to set an outcome code to the call after the call has finished. Defaults to 1800.
realtime.relativePauseTimes	Adds a new column (Paused For) to the "Agents currently logged in" table in the real-time page. This column shows how long an agent has been on pause, only if the pause is still ongoing.

Wallboard

Property name	Description
realtime.useNewWallboard	Whether to use the new user-configurable wallboard. Defaults to true.
default.wallboard_kiosk_user	Default user for the Wallboard Kiosk URL.

Agent's Realtime Page

Property name	Description
realtime.max_bytes_agent	When the real-time page for an agent is computed, the queue_log is NOT read in its entirety but only the last *n* bytes. In database storage mode, the number of seconds, starting from now and counting backwards, that will be queried for agent events.
realtime.agent_autoopenurl	When the real-time page for an agent shows a new call in the call list, and if the call detail contains an URL, this URL will be open in a new browser window.
realtime.agent_button_X.enabled	Enable or disable a custom button in the realtime page. X shall be an integer between 1 and 4.
realtime.agent_button_X.caption	This is the label associated to a button.
realtime.agent_button_X.url	Defines the URL that will be opened when the button is pressed. The tokens [A] and [U] are expanded by QueueMetrics with, respectively, the Agent's ID and the most recent call Asterisk Call Unique ID as displayed in the call list. If no calls are present, *Unspecified* will be used instead.
realtime.agent_button_X.channel	Defines the first leg to be used in a dial command issued to the Asterisk server when the agent presses the button. E.g. *Local/\104@from-internal* .
realtime.agent_button_X.ext	Defines the second leg to be used in a dial command issued to the Asterisk server when the agent presses the button. E.g. *200@ext-queue* .
realtime.agent.show_agaw	Enable or disable the AGAW subset information table present in the agent's realtime page.
realtime.dynamicLoginQueues	In the the new Icon panel based agent's page, defines how an agent is allowed to log in to their own queues:

Property name	Description
	- *all*: The login panel shows all the queues visible by the agent in the available queue list and the agent is able to login on any of the queue - *registered*: The login panel shows only the queues assigned to the agent and the agent could login/out on a single queue or on all queues - *assigned*: The login panel shows only the queues assigned to the agent and the agent could login/out only on all queues only (in this situation the login panel behave like the "old" Log on and Log off pushbuttons) In the old Agent Realtime page defines what queues should be listed in the dropdown when agents log-in/out through the Add Member/Remove Member button. - *all*: The dropdown will show the "All assigned" option followed by the queues assigned to the agent (in QueueMetrics queues configuration) and queues where the agent was not assigned but it’s free to log in dynamically - *registered*: The dropdown will show the "All assigned" option followed by the queues assigned to the agent (in QueueMetrics queues configuration) - *assigned*: The dropdown will show only the "All assigned" option. In this situation the Add Member/Remove Member buttons behave like the "old" Log on and Log off pushbuttons.
realtime.agentRegexp	Sets allowed agent codes (e.g. set as "2\ \d\\d" to allow agents like "2XX" but not "3XX" or "2X")
realtime.extensionRegexp	Sets allowed extension codes. Any other code will be rejected. (e.g. set as "3\\d\ \d" to allow extensions like "3XX")
default.lockedAgentPopupCode	If true, the agent cannot change their code in the login/logoff/pause pop-ups. Defaults to false.

Property name	Description
realtime.useActivePolling	Whether to have the client poll the server "behind the scenes" and reload the page when a call is detected.
realtime.ajaxPollingDelay	The interval between each successive client poll. The expected delay for calls is one half of this value.
realtime.all_includes_current_logins	If true, when logging off from ALL queues, any queue the agent is currently logged on will be disconnected. Default false.
realtime.agent_background_url	Default background web page for the realtime agent page. Normally used if no CRM and other background are used. If empty, the standard QueueMetrics background applies.
realtime.agent_web1_url	An URL used as first backgound in the Realtime Agent page. The key could be populated with an URL where some tokens will be expanded by the QM engine. Valid tokens are [A] (expanded with agent code). See also default.crmapp and default.crmlabel.
realtime.agent_web1_label	If present, used by the Realtime Agent page to identify this specific background on the dropdown menu
realtime.agent_web2_url	An URL used as second backgound in the Realtime Agent page. The key could be populated with an URL where some tokens will be expanded by the QM engine. Valid tokens are [A] (expanded with agent code). See also default.crmapp and default.crmlabel.
realtime.agent_web2_label	If present, used by the Realtime Agent page to identify this specific background on the dropdown menu
realtime.agent_webpanel1_url	An URL to be presented into the custom web panel in the Realtime Agent page. This URL does not support token expansion.
realtime.agent_webpanel1_label	If present, used by the Realtime Agent page to enable and identify the custom web panel on the dropdown menu
realtime.assertExtensionNotInUse	Before logging an agent in (in hotdesking mode) makes sure the extension is not in use. This option runs an analysis behind the scenes, so use it sparingly as will increase server load.

Property name	Description
realtime.agentPausedOnLogin	When an agent logs in, if she is currently not working on any queues, pause them with the "autopauseCodeLogin" code. If the agent is currently working on some queues and paused, and adds new queues to their set, a pause is forced to make sure the Asterisk state is consistent on all queues. This option runs an analysis behind the scenes, so use it sparingly as will increase server load.
realtime.autopauseCodeLogin	The pause code to use for autopauses on login
agent.openUrlInPopup	If true, URLs in Icon will open in a separate window. Defaults to false.
agent.outcome_size	Maximum number of outcomes shown in the outcome menu before having to scroll. Defaults to 15, minimum value is 1 and maximum value is 50.
agent.pause_dialout	If true, stops agents from dialing out when on pause.

Asterisk Interaction

Property name	Description
callfile.dir	The call-file directory Asterisk uses to generate calls based on .call files. Must be writable by the Java process. Default _/var/spool/asterisk/outgoing As an alternative, you may enter a Manager interface URI here, in the format _tcp:user:password@server If you do, QM will not generate call-files but will use the manger interface to generate calls. The same field is used by the asterisk configuration wizard when "Single Machine AMI" was selected as source.
callfile.monitoring.enabled	If unattended audio monitoring is enabled on this system. Default true.
callfile.monitoring.channel	The channel, and extension@context [mailto:extension@context] that will be called to implement the unattended audio monitoring functionality. Do not forget the trailing /n in the channel. A number of variables act as placeholders to be substituted by the actual data Asterisk is using: **$AG**: the current agent; **$AE**: the agent's extension;

Property name	Description
	$EM: the monitoring extension; See the section called “Listening to live calls: Unattended Call Monitoring” [408] for further information.
callfile.monitoring.extension	
callfile.monitoring.context	
callfile.agentpause.enabled	This function is used to start a pause from the Agent’s page and to set its Pause Code - see the sample dial plan provided.
callfile.agentpause.channel	
callfile.agentpause.extension	
callfile.agentpause.context	
callfile.agentunpause.enabled	This function is used to end a pause from the Agent’s page - see the sample dial plan provided.
callfile.agentunpause.channel	
callfile.agentunpause.extension	
callfile.agentunpause.context	
callfile.agentlogin.enabled	This function is used to log in an agent from the Agent’s page - see the sample dial plan provided.
callfile.agentlogin.channel	
callfile.agentlogin.extension	
callfile.agentlogin.context	
callfile.agentlogoff.enabled	This function is used to log off an agent from the Agent’s page - see the sample dial plan provided.
callfile.agentlogoff.channel	
callfile.agentlogoff.extension	
callfile.agentlogoff.context	
callfile.calloutcome.enabled	This function is used to set the call outcome code from the Agent’s page - see the sample dial plan provided.
callfile.calloutcome.channel	
callfile.calloutcome.extension	
callfile.calloutcome.context	
callfile.addfeature.enabled	This function, together with callfile.removefeature.enabled, is used to add a call feature from the Agent’s page - see the sample dial plan provided.
callfile.addfeature.channel	
callfile.addfeature.extension	

Property name	Description
callfile.addfeature.extension	
callfile.removefeature.enabled	This function, together with callfile.addfeature.enabled, is used to remove a call feature from the Agent's page - see the sample dial plan provided.
callfile.removefeature.channel	
callfile.removefeature.extension	
callfile.removefeature.context	
callfile.agentdial.enabled	This function is not implemented yet.
callfile.agentdial.channel	This function is not implemented yet.
callfile.agentdial.extension	
callfile.agentdial.context	
callfile.outmonitoring.enabled	This function lets you monitor outgoing calls using a different piece of dial-plan, as outgoing channel names might be different from incoming ones.
callfile.outmonitoring.channel	
callfile.outmonitoring.extension	
callfile.outmonitoring.context	
callfile.agentaddmember.enabled	This function is used to dynamically add an agent to a specific queue from the Agent's page - see the sample dial plan provided.
callfile.agentaddmember.channel	
callfile.agentaddmember.extension	
callfile.agentaddmember.context	
callfile.agentremovemember.enabled	This function is used to dynamically remove an agent from a specific queue from the Agent's page - see the sample dial plan provided.
callfile.agentremovemember.channel	
callfile.agentremovemember.extension	
callfile.agentremovemember.context	
callfile.customdial.enabled	This function lets able an agent to dial through one outbound specific queue - see the sample dial plan provided.
callfile.customdial.channel	
callfile.customdial.extension	
callfile.customdial.context	

WombatDialer integration (since QM 15.02.4)

Property name	Description
wombat.url	URL where the Wombat Dialer can be reached
wombat.username	Username needed to access to some WombatDialer services
wombat.password	Password for accessing some WombatDialer services
default.wombat.agent_recall_enabled	Enable/Disable the access to the Recall Scheduler panel in the Icon agent page.

Real-Time Sounds

Property name	Description
sound.yellowAlarm	Sound to be played if a yellow alarm is triggered. Can be either an absolute URL or a relative path
sound.redAlarm	Sound to be played if a red alarm is triggered. Can be either an absolute URL or a relative path

Cluster configuration

Property name	Description
cluster.servers	A set of servers, which names must be used for subsequent properties
cluster.*servername*.manager	The manager API for this server, in the format tcp:user:pass@server. This field is also used by the asterisk autoconfiguration wizard when "Cluster AMI" source was selected.
cluster.*servername*.queuelog	The queue log partition to use, in the format sql:P001
cluster.*servername*.monitored_calls	The directory where monitored calls for this server can be found. If it starts with "http", an XML-RPC server to query this information
cluster.*servername*.callfilesdir	The directory in which callfiles must be generated for this sever. Usually leave blank.
cluster.*servername*.audioRpcServer	The URL of an XML-RPC server to be used for audio monitoring
cluster.*servername*.agentSecurityKey	The key with which this cluster entry must be protected on the Agent’s page
cluster.*servername*.websocketurl	The websocket URL used by the Realtime Agent page softphone for the selected server. It shold be in the followin form: ws://IPServer:Port/path

Property name	Description
cluster.*servername*.sipaddress	The SIP server name or IP, used by the Realtime Agent page softphone for the selected server
cluster.*servername*.rtcWebBreaker	rtcWebBreaker flag used by the Realtime Agent page softphone for the selected server. The RTCWeb Breaker is used to enable audio and video transcoding when the endpoints do not support the same codecs or the remote server is not RTCWeb-compliant. Valid values are "true" or "false". If not present, the default value is "true".
tokenfor.*user*	Forces a specific token for a HTTP-based data upload to a cluster, if the uploading end-point does not support the `token` field (that is, it passes it as an empty string). This way you can create a separate data upload user for each PBX. Eg. `tokenfor.loader1=aleph`.

Audio Monitoring

Property name	Description
audio.server	The PM to use for listening to recorded calls.
audio.liveserver	The PM to use for listening to live calls.
default.audioRpcServer	The URL of an external XML-RPC server for both listening of recorded calls and live call monitoring.
audio.lookBack	How many hours to check for midnight crossing. Used by the *LocalFilesByDay* PM.
audio.decrypt	The streaming decryption filter for encrypted recordings.
audio.html5player	Plays audio in the browser using an HTML5 audio player. Defaults to false.

Misc

Property name	Description
manager.dump	By setting this property to true, the dialog between Asterisk and QM used to show the Live! Page is dumped to the Catalina.out log file. This makes it possible to send it over to Loway for debugging purpouses.
default.skip_task_on_qagrading	If not present or set to false, a new task will be sent to the graded agent each

Property name	Description
	time a new qa form will be completed. If present and set to true, no tasks will be sent.
export.conversionCommand	If present, this specify the batch script (full) name to be called by the MP3 HTTP Transfer implementor for export tasks.

AGAW configuration

Property name	Description
dbmaint.agaw_oldestRun	Oldest obsolete run to keep when running a database optimization, in minutes
dbmaint.agaw_oldestLog	Oldest obsolete log to keep when running an optimization, in minutes
dbmaint.agaw_oldestBroadcast	Oldest obsolete broadcast entries to keep when running an optimization, in minutes

Autoconfiguration Wizard

Property name	Description
default.autoconf.source	Defines the default source that will be selected in the dropdown list on the wizard configuration page. It could assume the following values: **file** for File sources; **ami** for Single Machine AMI; **amic** for Clustered Machines AMI; **rtdb** for Asterisk Realtime Database; **quef** for Asterisk Queue Log file
default.autoconf.fileagents	Defines the default agents file definition will be shown in the configuration wizard page and will be read by the configuration wizard unattended mode
default.autoconf.filequeues	Defines the default queues file definition will be shown in the configuration wizard page and will be read by the configuration wizard unattended mode
default.autoconf.fileusers	Defines the default users file definition will be shown in the configuration wizard page and will be read by the configuration wizard unattended mode
default.autoconf.filequeuelog	Defines the default queue log file will be shown in the configuration wizard page and will be read by the configuration wizard unattended mode

Property name	Description
default.autoconf.realtimedrv	Defines the database technology used by asterisk to read/write the realtime database (as Java Driver package) For MySQL the default value is com.mysql.jdbc.Driver
default.autoconf.realtimeuri	Defines the realtime database location and authentication parameters in jdbc format.

Synchronizer

Property name	Description
default.synchronizer_mode	Controls the default mode for the synchronizer page and for the QmPushCfgService Json service, default is "CR_UPD_DEL_USR" (Create Update Delete and Create Users)
default.synchronizer_reader	Controls the default source reader for the synchronizer page, default is "SOURCETYPE_FILE"
synchronizer.default_file_queuelog	Controls the default location for the queue_log file for the Synchronizer menu
synchronizer.default_file_agents	Controls the default location for the agents.conf file for the Synchronizer menu
synchronizer.default_file_queues	Controls the default location for the queues.conf file for the Synchronizer menu
synchronizer.default_file_users	Controls the default location for the users.conf file for the Synchronizer menu
synchronizer.url_source	Controls the URL for the URL source reader in the Synchronizer
synchronizer.default_password	This is the password that will be set as the default passwords for all users created through the synchronizer. If not specified all new passwords will be generated randomly. It is not specified by default.

External auth sources

See External auth for more details.

Property name	Description
auth.externalSource	Leave empty if none. Valid values are `json`, `ldap`, `xmlrpc`.

Property name	Description
auth.verboseLog	Whether to keep a verbose log of external auth
default.authSystemId	The system-ID for this QM license. Can be currently any user-chosen name for the system.
auth.jsonServerUrl	A server URL to query for JSON auth
auth.jsonPost	Whether to use POST (true) or GET (false). Default: false
auth.ldapServerUrl	The LDAP URL, e.g. `ldap://ldap.mycompany.com:389`
auth.ldapBind	A LDAP query. e.g. `cn=\${login},dc=mycompany,dc=com`
auth.ldapFailureDelegates	Whether a failure in LDAP auth is delegated or forbidden.
default.authRpcServerUrl	If set, XML-RPC auth is used. Points to the URL of the auth server.

Obsolete parameters

Property name	Description
default.showLostCallsWhenFiltering	If true, lost calls are shown when running a report in filter mode. This is usually *false*, as all lost calls would be shown even if you run a report for a single agent.
	Removed in version 1.5.1

Chapter 18. Additional queue_log logs for QueueMetrics

In addition to the standard **queue_log** logs generated by Asterisk, QueueMetrics is able to parse a number of other *verbs* in order to enable advanced tracking features. Some of this additional logs are already generated by QueueMetrics itself or Uniloader although you can freely implement them in your own dialplans.

Basic queue_log structure

The **queue_log** file is normally located under */var/log/asterisk/*. Each line in this file is to be considered as an event happened in the queues. The fields are separated by a pipe sign; here an example line:

```
10000005|214530.123|queue|Agent/123|CONNECT|4
```

The fields are, in order: *timestamp* of the event, *unique id* of the call, *queue name*, *agent code*, *verb name*, and up to 5 additional data fields which usage depends on the verb.

You can add custom lines in **queue_log** by calling Asterisk's `QueueLog()` function.

Music-On-Hold Tracking

The MOH events must be tracked during the call (between the CONNECT and the COMPLETEAGENT or COMPLETECALLER events); the CALLERONHOLD event is written when the call is put on hold, CALLEROFFHOLD when the call is resumed. These events are currently tracked by Uniloader, enabling the Unitracker feature.

```
10000001|214530.A|queue|NONE|ENTERQUEUE||123456
10000005|214530.A|queue|Agent/302|CONNECT|4
10000015|214530.A|queue|NONE|CALLERONHOLD
10000025|214530.A|queue|NONE|CALLEROFFHOLD
10000042|214530.A|queue|Agent/302|COMPLETEAGENT|4|37
```

Tracking IVR

IVR events must be tracked before the beginning of the call; here's an example of IVR tracking with the IVRSTART and IVRAPPEND although you can find a detailed explaination here: the section called "Tracking IVR data" [424]

```
10000000|214530.A|ivr1|NONE|INFO|IVRSTART|A|B
10000010|214530.A|NONE|NONE|INFO|IVRAPPEND|X
10000020|214530.A|queue|NONE|ENTERQUEUE||123456
10000030|214530.A|queue|Agent/302|CONNECT|10
10000040|214530.A|queue|Agent/302|COMPLETEAGENT|10|10
```

Adding Tags to a call

You can add a tag to a call (see the section called "Adding TAG information to calls" [416]), before, during and after the call itself, keeping in mind that if you run a report for a certain period of time only

events happened in the report's time window are shown. A call can have only one tag, if multiple tag are added to the logs only the last one will be used.

Tags are added using the verb *INFO*. Here's an example of tag added to the call after a few IVR choices:

```
1020000|2.1|NONE|NONE|INFO|DID|1234
1020000|2.1|NONE|NONE|INFO|IVRAPPEND|1|i1
1020000|2.1|NONE|NONE|INFO|IVRAPPEND|3|i1
1020001|2.1|NONE|NONE|INFO|TAG|T2
```

A tag can be used in your CRM integration URL as follows: `http://mycrm/?tag=[TAG]`

Refer to this page for additional details about this feature: the section called "CRM Integration" [227]

Adding Feature codes to a call

You can add a feature code to a call (the section called "Adding TAG information to calls" [416]), before, during and after the call itself, keeping in mind that if you run a report for a certain period of time only events happened in the report's time window are shown.

Feature codes are added using the verb *INFO*. Here's an example of feature code added to the call after a few IVR choices; you can also see how a feature code can accept an additional free text field:

```
1020000|2.1|NONE|NONE|INFO|DID|1234
1020000|2.1|NONE|NONE|INFO|IVRAPPEND|1|i1
1020000|2.1|NONE|NONE|INFO|IVRAPPEND|3|i1
1020001|2.1|NONE|NONE|INFO|FTR|X1
1020001|2.1|NONE|NONE|INFO|FTR|X2|Free text field
```

Existing feature codes can also be removed. QueueMetrics will report the complete history of added and removed feature codes in the call's detail:

```
1080003|8.1|NONE|NONE|INFO|NOFTR|X1
1080003|8.1|NONE|NONE|INFO|NOFTR|X2
```

A feature code can be used in your CRM integration URL as follows: `http://mycrm/?x1=[F:X1]`

Or you can just check if a feature code exists (outputs `1`) or not (outputs `0`): `http://mycrm/?x1exist=[FX:X1]`

Refer to this page for additional details about this feature: the section called "CRM Integration" [227]

Adding custom variables to a call

You can add custom variables to a call, before, during and after the call itself, keeping in mind that if you run a report for a certain period of time only events that happened in the report's time window are shown.

Variables are added using the verb *INFO*. Here's an example of variable added to the call:

```
1030000|3.1|q1|NONE|ENTERQUEUE||01202579573|1
1030001|3.1|NONE|NONE|INFO|VAR|MY_VAR_NAME|MY_VAR_VALUE
1030002|3.1|q1|SIP/5435|CONNECT|2|1411721579.4098058|4
```

A variable can be used in your CRM integration URL as follows: `http://mycrm/?myvar=[V:MY_VAR_NAME]` Refer to this page for additional details about this feature: the section called "CRM Integration" [227]

If the same variable is present multiple times with different attributes, the last one wins.

Tracking Outbound calls

If you want to track outbound calls you should create fake `queue_log` records as if the call was actually made in a queue. An outbound call is introduced by the CALLOUTBOUND verb. The called number will be tracked in the second additional field after the verb name (the first additional field is referred to the call's URL). These events are currently tracked by Uniloader, enabling the Unitracker feature.

This is a valid outbound call:

```
1092000000|1092214530.A|sk-fissi|Agent/302|CALLOUTBOUND||12345679
1092000005|1092214530.A|sk-fissi|Agent/302|CONNECT|5
1092000042|1092214530.A|sk-fissi|Agent/302|COMPLETEAGENT|5|37
```

Tracking pause reasons

QueueMetrics leaves you discern between the different kinds of pause your agents, in order to track also payable or billable activities. Pause codes are defined in the "Edit Pause codes" page (the section called "Configuring pause codes" [269]).

Using the PAUSEREASON verb immediately after the PAUSEALL verb you can add a pause code. In case of multiple PAUSEREASON verbs for the same pause only the most recent will be taken into consideration:

```
1400156431|x1|9998|SIP/99881|ADDMEMBER|
1400156432|NONE|NONE|SIP/99881|PAUSEALL|
1400156432|1400156430.782045|NONE|SIP/99881|PAUSEREASON|99
1400156432|NONE|NONE|SIP/99881|UNPAUSEALL|
1400156432|NONE|9988|SIP/99881|UNPAUSE|
1400156443|x2|9998|SIP/99881|REMOVEMEMBER|
```

Adding the call status (outcome)

The call status will help you track the results of your calls. A call status can be added after the beginning of the call, and after the end of the call keeping in mind that if you run a report for a certain period of time only events happened in the report's time window are shown. In case of multiple call statuses only the last one is kept into consideration.

The call statuses are defined in the "Edit call outcomes" page (the section called "Configuring call outcomes" [265])

```
10000000|1142264431.21|queue-dps|NONE|ENTERQUEUE||34
10000030|1142264431.21|queue-dps|Agent/102|CONNECT|30
10000040|1142264431.21|queue-dps|Agent/102|COMPLETEAGENT|30|10
10000050|1142264431.21|NONE|Agent/102|CALLSTATUS|30
```

Tracking Hotdesking events

Tracking the hotdesking events (the section called "Enabling Hotdesking in the agent page" [416]) just before the queue login events is very useful if you are using dynamic extensions in your call center. This

will help QueueMetrics tracking the association between the agent code and the extension number used by that agent at any given moment:

```
100000|10101010.11|NONE|Agent/102|HOTDESK|Sip/1235
```

Tracking Skills

In skill-based routing systems you can track the requested skills with the REQSKILL verb. (the section called “Configuring skills” [271]). These events are valid before the call is connected to the agent.

```
100000|1167335958.530054|cpc|NONE|ENTERQUEUE||01909723335
100001|1167335958.530054|cpc|NONE|INFO|REQSKILL|DE|90
100002|1167335958.530054|cpc|NONE|INFO|REQSKILL|NET|70
100041|1167335958.530054|cpc|Agent/101|CONNECT|41|Agent/101
100064|1167335958.530054|cpc|Agent/101|COMPLETECALLER|41|23
```

Appendix D. Audit log records

The following details are logged for all events:

- *Date* and time of the event
- *User-id* that is requesting/causing the event; if this is not applicable, a *0* may be logged instead.
- *Container session ID* - useful for tracking multiple activities done on the same user session and for further cross-matching with system logs.
- An *action* and zero or more parameters, as detailed below.

The audit table should be secured as needed by the system administrator by revoking the DELETE grants from it by the QueueMetrics database users.

Action class: User lifecycle (10XX)

Action: user logon - successful

- *Action-id*: 1001
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation

Action: user logoff

- *Action-id*: 1002
- *Text1*: The full login, as a string, of the user logging off
- *Text2*: The IP address (dotted quad) of the user's workstation



This event tracks only manual logoffs. Other causes of disconnection (e.g.. the user closes his browser, session timeouts, etc) are not tracked. Therefore you cannot count on having a logoff event for each logon event.

Action: user logon - unsuccessful

- *Action-id*: 1003
- *Text1*: The full login, as a string, of the user that tried to log on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The error message displayed

Action: password change

- *Action-id*: 1004
- *Text1*: The full login, as a string, of the user logging on

- *Text2*: The IP address (dotted quad) of the user's workstation

Action class: Key management (11XX)

Action: key changed

- *Action-id*: 1101
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The new key that was installed

Action: key accessed via XML-RPC

- *Action-id*: 1102
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The key that was passed (it may be blank if it was just a query)

Action: AGAW key changed

- *Action-id*: 1103
- *Text1*: The full login, as a string, of the user logged on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The new key that was installed

Action: AGAW key accessed via XML-RPC

- *Action-id*: 1104
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The key that was passed (it may be blank if it was just a query)

Action: AGAW restarted

This action is logged only when the AGAW runner is restarted from the web GUI.

- *Action-id*: 1105
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation

Action class: QueueLog editing (20XX)

Action: QueueLog edited

- *Action-id*: 2001
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The new statement
- *Text4*: The SQL rollback statement.

This event is triggered by a change to the queue_log made by the Payroll module. A rollback SQL statement is supplied in case it is needed to revert the changes.

Action class: QA editing (21XX)

Action: QA form deleted

- *Action-id*: 2101
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: The rollback SQL statement

Action: Deletion of a comment

- *Action-id*: 2102
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: Which comment was deleted

Action: Deletion of all comments

- *Action-id*: 2103
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: Which call was involved

Action class: Recordings (22XX)

Action: Media tag removed

- *Action-id*: 2201

- *Text1*: The tag id

Action: Media tag added

- *Action-id*: 2202
- *Text1*: Tag ID and call ID

Action: MediaProxy - Media played

- *Action-id*: 2203
- *Text1*: The URL played
- *Text2*: How many bytes were transferred and how long it took. Note that even if the file was trasferred in its entirety, we do not know whether it was listened to or not.

Action: MediaProxy - Media failed

- *Action-id*: 2204
- *Text1*: HTTP error code, request duration and URL
- *Text2*: The recording's randomId

Action: MediaProxy - Media denied

- *Action-id*: 2205
- *Text1*: Reason for denial
- *Text2*: The recording's randomId

Action class: Realtime agent management (23XX)

Action: Realtime Agent Logon

- *Action-id*: 2301
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX

Action: Realtime Agent Logoff

- *Action-id*: 2302
- *Text1*: The full login, as a string, of the user logging on

- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX

Action: Realtime Agent Pause

- *Action-id*: 2303
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX

Action: Realtime Agent Unpause

- *Action-id*: 2304
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX

Action: Realtime Agent SMS

- *Action-id*: 2305
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX

Action class: Realtime call management (24XX)

Action: Call soft hangup

- *Action-id*: 2401
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: AgentCode: XXX AgentExtension: XXX UniqueID: XXXXXXXXXX

Action: Call transfer

- *Action-id*: 2402
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation

- *Text3*: AgentCode: XXX AgentExtension: XXX UniqueID: XXXXXXXXXX

Action: Call closure

- *Action-id*: 2403
- *Text1*: The full login, as a string, of the user logging on
- *Text2*: The IP address (dotted quad) of the user's workstation
- *Text3*: UniqueID: XXXXXXXXXX

Action class: Cron jobs (30XX)

Action: Cronjob dispatcher started

- *Action-id*: 3001

This happens each and every time QM restarts.

Action: Cronjob run successfully

- *Action-id*: 3002
- *Text1*: Job ID and name
- *Text2*: Job status
- *Text3*: Duration of the job

Action: Cronjob error

- *Action-id*: 3003
- *Text1*: Job ID and name
- *Text2*: Job status
- *Text3*: Duration of the job

Appendix E. The QueueMetrics watchdog page

QueueMetrics has a watchdog page - that is, if you request a page called: *'/sysup.jsp*', you get an answer that is a valid JSON object of the format:

```
{
  "state" : "QMUP",
  "ramFreeMb" : 118,
  "ramTotalMb" : 152,
  "ramMaxMb" : 1818,
  "generatedOn" : "Tue Nov 05 16:44:30 CET 2013",
  "version" : "13.12.01 build 607"
}
```

If the page contains the string QMUP, this means that QueueMetrics is working and able to talk to the database.

The other information on memory usage can be used to be stored in a long-term tracking system (e.g. Nagios, Zabbix, Pandora….) in order to make it possible to understand if there are memory issues.

We offer a sample watchdog script that checks whether QM is running or not and restarts it - you can find it at *'WEB-INF/mysql-utils/restart/watchdogQm.pl*'.

Appendix F. Glossary

AGAW: The Agent Awareness subsystem of QueueMetrics.

ARA: The Asterisk Realtime Architecture.

Agent: a person working at the monitored call center and answering to calls. Asterisk offers a way for agents not to be bound by physical telephone terminals but to log on to tell the system they are available.

Aggregate queue: see → *Composite queue*.

Atomic queue: a queue that matches one-to-one to an underlying Asterisk queue.

Call analyst: a person whose job is to grade agent's calls through the QA system. This may be a specific job or an agent.

Call-back agent: an agent that will not stay on-line, but which telephone will be rung by Asterisk when a call comes in for him.

Caller: a person calling the Asterisk system

Call-file: a function in Asterisk, where by writing a specially-crafted file, it is possible to interact with the dial-plan. With a modern version of Asterisk, it is generally better to use the *Manager interface*.

Campaign: a set of outbound calls placed for a given purpouse.

Composite queue: A virtual queue made of more than one atomic queue. Useful for reporting all center activity at once.

DNIS (Dialed Number Identification Service) is a service that tracks which telephone number was dialed by a customer (e.g in case of multiple incoming numbers).

Engagement code: an acronym that represents a grading items for the QA forms.

Grader: see → *Call Analyst*.

Invisible queue: a queue that is defined in QueueMetrics but cannot be chosen from the front page. Useful for queue → *wildcard matching*.

IVR (Interactive voice response) is a dialog system that allows Asterisk to detect keypad inputs and address the caller to the correct queue or department.

Jabber: see → *XMPP*.

Manager interface: a TCP/IP Asterisk interface, where a process with the right credentials can connect to a remote Asterisk server over the network and control or query its behaviour. Must be enabled manually by the Asterisk administrator.

Monitoring: in Asterisk terminology, the act of recording to disk.

Outbound queue: see → *Campaign*.

Queue: the call distribution object that let Asterisk keep callers waiting and distributes them in the correct order to available agents. Each caller is processed on a first-come-first-server basis.

Subqueue: an artifact of QueueMetrics qloaderd that lets you see different calls processed by the same physical Asterisk queue "as if" they were processed on multiple subqueues. Often used e.g. to tag calls to clients or products without creating hundreds of physical queues in Asterisk.

VNC: a technology that can display the screen of another computer on your own screen through a TCP/IP connection. A number of free and commercial VNC implementations exist.

Wildcard matching: a technique to group together all queues that have a name sharing similar characteristics. See the section called “Using wildcards in queue names” [259] for details.

XMPP (eXtensible Messaging and Presence Protocol): An open instant messaging protocol. Used for off-band communication in the AGAW subsystem.

Appendix G. Removed and deprecated features



Deprecated features are usually retained for at least one year before actually being removed from the product, as to allow a smooth migration path.

Deprecated features

- **Direct access** to the queue_log file is deprecated. You should upload data using Uniloader to a SQL partition instead - or, even better, upload through the web-service.
- The old **agent page** (non-Icon) is deprecated. It should not be used any longer.
- The **XML-RPC** interface for webservices is deprecated. The JSON webservices implement all the functionality and more, and are easier to consume from modern development environments.
- **Sub-queues**. If you still use sub-queues to handle different logical queues on a shared agent pool (e.g. for reservations of multiple hotels, events or movies, where you have different numbers for each item but have one large agent queue), you should migrate to call tags or DNIS.

Removed features

- The paged data blocks `UD02`, `OD03` and `OD04` are automatically replaced in 20.11 with their non-paged equivalents, as paging is now handled by the new reports page.
- The data blocks `OD01`, `XS01` and `AC01` were removed in 20.11, because their functionality is not needed with the new reports page.
- The CallCabinet driver was removed in 20.11.
- The Qloader script was superceded by Uniloader, that is flexible and stable. It was removed in 20.11.
- The Visitor’s page was removed in 20.11.
- The AGAW client for Firefox is not supported anymore in 19.10.
- Switching time-zones was removed in 19.10