






QueueMetrics Integration

Yeastar S-Series VoIP PBX

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QueueMetrics Integration

Yeastar S-Series VoIP PBX - QueueMetrics Integration App provides the interface to connect your PBX and QueueMetrics.

With the QueueMetrics Integration App, you can:

- Apply a QueueMetrics Live Demo ID
- Integrate Yeastar S-Series VoIP PBX and QueueMetrics Live
- Integrate Yeastar S-Series VoIP PBX and QueueMetrics On-Premise

About QueueMetrics

QueueMetrics is a call center suite for Asterisk telephony system. [Learn more about QueueMetrics.](#)

QueueMetrics Live Integration

Apply a Demo ID of QueueMetrics

The QueueMetrics Integration App provides 30-days free trial. You can apply a demo ID of QueueMetrics on the PBX, and test the integration by the demo ID.



Note: You can apply only one demo ID of QueueMetrics on one PBX.

1. Log in the PBX web interface, go to **QueueMetrics Integration**.
2. Choose the call center type to `QueueMetrics Live`.
3. Click **I wanna create a QueueMetrics ID**.

Not running

Enable QueueMetrics Integration

Please choose the call center type: QueueMetrics Live QueueMetrics On-Premise

[I wanna create a QueueMetrics ID.](#)

QueueMetrics Live ID ⓘ:

Password ⓘ:

4. Enter your desired ID, password and other information.

[I already have a QueueMetrics ID. Skip this step.](#)

QueueMetrics Live ID ⓘ:

QueueMetrics Login Username ⓘ:

Password ⓘ:

Confirm Password ⓘ:

Number Of Agents ⓘ:

Long Name ⓘ:

Contact ⓘ:

Contact Email ⓘ:

Time Zone ⓘ:

5. Click **Next**.

The PBX will send you an email to activate your QueueMetrics Live ID.

Tryout QueueMetrics Live Integration

After you apply an ID of QueueMetrics Live, you can try the integration of Yeastar S-Series VoIP PBX and the Queue Metrics Live.

1. Log in the PBX web interface, go to **QueueMetrics Integration**.
2. Check the option **Enable QueueMetrics Live Integration**.
3. Choose call center type to `QueueMetrics Live`.
4. Enter your demo ID and password.
5. Click **Save**.
6. Click **Visit** to visit the login page of QueueMetrics.



Note: If the web page is not opened, copy the link and paste it in your web browser to visit it.

QueueMetrics Integration

Running

Enable QueueMetrics Integration

QueueMetrics Live ID:

QueueMetrics Login Address ⓘ:

7. On the login page of QueueMetrics, enter the user name and password, click **Log in**.

User Logon

Login:

Password:

Language: ▾

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

- **Login:** Enter demoadmin



Note: Do not enter your QueueMetrics ID.

- **Password:** Enter the password of your QueueMetrics ID.

Activate QueueMetrics Integration

You can activate the QueueMetrics Integration App directly or activate it after you try out the integration App and the QueueMetrics functions.

1. Provide the following information to Yeastar.

We will activate the integration App and provide a QueueMetrics ID for you.

Table 1:

Wanna turn Demo Id to Subscription Live ID	Wanna a New ID
PBX SN (Serial Number)	PBX SN (Serial Number)
PBX MAC	PBX MAC
PBX Model	PBX Model
QueueMetrics Live ID	QueueMetrics Live ID
Agent Number	Agent Number
/	Time Zone
/	Contact Person
/	Contact Email
/	Long Name

Wanna turn Demo Id to Subscription Live ID	Wanna a New ID
/	Password: Generate randomly

2. Log in the PBX web interface, go to **App Center**.
3. Choose QueueMetrics Integration App, click **License**.
4. Enter your license, click **Activate**.

QueueMetrics On-Premise Integration

Set up QueueMetrics On-Premise

Before you start to integrate the QueueMetrics to your PBX, you need to install QueueMetrics, edit the system parameters on QueueMetrics, and edit QueueMetrics users.

Install QueueMetrics

Refer to [Installation Guide of QueueMetrics](#) to install QueueMetrics on your server.



Note: The time zone, date and time of your QueueMetrics server should be the same with the PBX.

Edit System Parameters on QueueMetrics

Edit the system parameters on QueueMetrics to make QueueMetrics work with your PBX.

1. Log QueueMetrics web interface, click **Administrator Tools**→**Edit system parameters**.
2. Change the following parameters:

```
callfile.dir=tcp:admin:password@127.0.0.1
default.queue_log_file=sql:P001
callfile.customdial.channel=PJSIP/$EM
```

3. Add the parameter:

```
default.webloaderpbx=true
```

4. Delete the following parameters:

```
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}
Platform.directami.verbose=false
```

5. Click **Save**.

Edit QueueMetrics Users

1. Log QueueMetrics web interface, click **Settings**→**Users**.
2. Enable the user `robot`.

User Detail

User Id:	<input type="text" value="35"/>
Login:	<input type="text" value="robot"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Real name:	<input type="text" value="Ro Bot"/>
Enabled:	<input type="text" value="Yes"/>
E-mail:	<input type="text"/>
Masterkey:	<input type="text" value="No"/>
Class:	<input type="text" value="ROBOTS"/>

3. Create a WQLOADER type of user.



Note: You need use this username and password to connect to your PBX.

User Detail

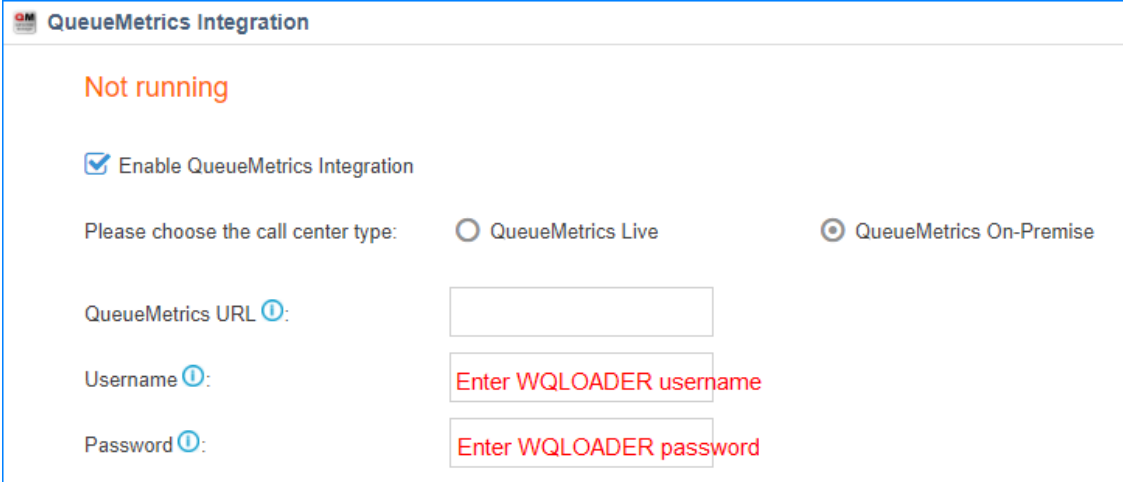
User Id:	<input type="text"/>
Login:	<input type="text" value="connectYeastar"/>
Password:	<input type="password" value="....."/>
Confirm Password:	<input type="password" value="....."/>
Real name:	<input type="text"/>
Enabled:	<input type="text" value="Yes"/>
E-mail:	<input type="text"/>
Masterkey:	<input type="text" value="No"/>
Class:	<input type="text" value="WQLOADER"/>
User keys:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

- **Login:** Set a username according to your preference.
- **Password:** Set a password.
- **Confirm Password:** Type the password again to confirm.
- **Enabled:** Select *Yes*.
- **Class:** Select *WQLOADER*.

Tryout QueueMetrics On-Premise Integration

You can apply a trial license of QueueMetrics On-Premise from Yeastar to test the integration with Yeastar S-Series VoIP PBX.

1. On your QueueMetrics server, enter the trial license of QueueMetrics.
2. Log in the PBX web interface, enter the **QueueMetrics Integration**.
3. Check the option **Enable QueueMetrics Live Integration**.
4. Choose the call center type to QueueMetrics On-Premise.
5. Enter the QueueMetrics login information.



QueueMetrics Integration

Not running

Enable QueueMetrics Integration

Please choose the call center type: QueueMetrics Live QueueMetrics On-Premise


QueueMetrics URL ⓘ:

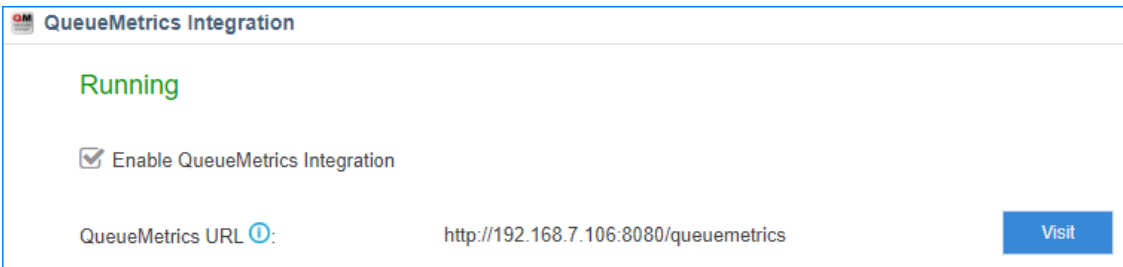
Username ⓘ:

Password ⓘ:

- **QueueMetrics URL:** Enter the URL of your QueueMetrics server.
- **Username:** Enter the username of the **WQLOADER** of QueueMetrics.
- **Password:** Enter the password of the **WQLOADER** user.

6. Click **Save**.
7. Click **Visit** to visit the login page of the QueueMetrics.

 **Note:** If the web page is not opened, copy the link and paste it in your web browser to visit it.



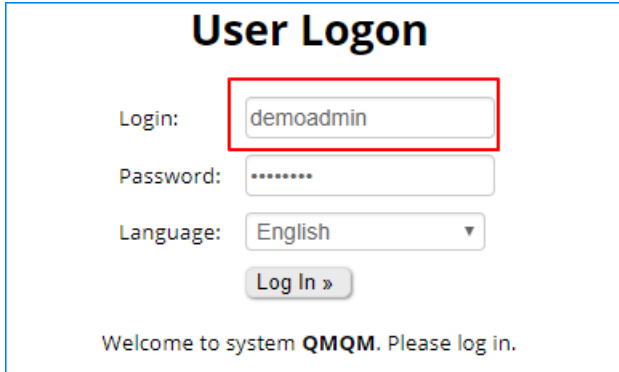
QueueMetrics Integration

Running

Enable QueueMetrics Integration

QueueMetrics URL ⓘ: [Visit](http://192.168.7.106:8080/queuemetrics)

8. On the login page of QueueMetrics, enter the administrator's user name and password, click **Log In**.



User Logon

Login:

Password:

Language:

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

- **Login:** Enter `demoadmin`
- **Password:** Default password is `demo`.

Activate QueueMetrics On-Premise Integration

You can activate the QueueMetrics Integration App directly or activate it after you try out the integration App and the QueueMetrics functions.

1. Provide the following information to Yeastar to activate QueueMetrics Integration App and buy a license of QueueMetrics On-Premise.
 - PBX SN (Serial Number)
 - PBX MAC address
 - PBX Model
 - Your desired agent numbers on the QueueMetrics call center
2. Log in the PBX web interface, go to **App Center**.
3. Choose QueueMetrics Integration App, click **License**.
4. Enter your license, click **Activate**.

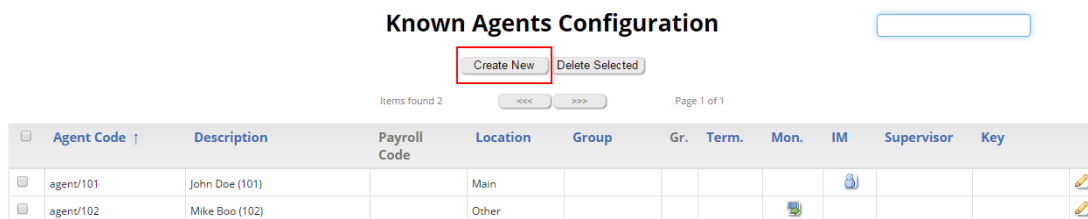
Initial Settings on QueueMetrics

We introduce initial settings on the QueueMetrics. For more information of how to use QueueMetrics, refer to QueueMetrics User Manual.

Create Agents on QueueMetrics

You need to tell QueueMetrics on which queues our agents will be working. The agents should be configured according to the extensions on your PBX.

1. On the QueueMetrics **Home** page, click **Edit agents**.
2. Click **Create New**.



Known Agents Configuration

Items found 2 <<< >>> Page 1 of 1

<input type="checkbox"/>	Agent Code ↑	Description	Payroll Code	Location	Group	Gr.	Term.	Mon.	IM	Supervisor	Key
<input type="checkbox"/>	agent/101	John Doe (101)		Main							
<input type="checkbox"/>	agent/102	Mike Boo (102)		Other							

3. Configure the **Agent Detail** according to the extension settings on your PBC.
Set the following parameters and leave all other parameters blank.


- **Asterisk agent code:** The format is `Agent/xxxx`. For example, the agent's extension number is 1000, the Asterisk agent code should be `Agent/1000`.
- **Agent description:** Enter the agent's name.
- **Current terminal:** Enter the agent's extension number.

4. Click **Save**.

Create Queues on QueueMetrics


Create queues according to the queue settings on your PBX.







1. Log in the QueueMetrics, click **Queues** tab at the top navigation.
2. Click **Create New**.
3. Configure the **Queue Detail**.

 **Note:** The format of **Queue** is `queue-xxx`. For example, if the queue number on the PBX is 6700, the Queue(s) should be `queue-6700`.

Queue Detail

Queue alias:	Support Team
Queue(s): Separate with ' '	queue-6700
Visibility key:	
Call flow:	Inbound calls
Shown on front page:	Yes
Chat group:	
Default queue URL:	
Main agents:	
Wrap agents:	
Spill agents:	

4. Click **Save**.
5. Click **Queues** tab at the top navigation to view the created queue.
6. On the **Queues Configuration** page, click  to assign agents to the queue.

<input type="checkbox"/>	 Sample Queue 301	301		2 - 0 - 0	
<input type="checkbox"/>	 Support Team	queue-6700			

Items found 4 <<< >>> Page 1 of 1 [Edit agents](#)

7. Select the agents, and click **Save**.

Agents for queue: Support Team

Agent code	Description	Main	Wrap	Spill
agent/101	John Doe (101)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agent/102	Mike Boo (102)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Save](#) [Back to all queues](#)


Create QueueMetrics System Users

QueueMetrics provides Agent's page, that is, a specialized page from which agents can log on, log off, go to pause, see processed calls and do other activities as well.

To enable the system users, you need to create a log-on for each agent that matches exactly the agent code you used in the agent definition, so e.g. for extension 5001 you would use Agent/5001.

1. Go to **Home**→**Edit QueueMetrics settings**→**Administer users**, click **Create New**.
2. Configure the **User Detail** and click **Save**.

User Detail

User Id	<input type="text" value="48"/>
Login	<input type="text" value="Agent/5001"/>
Password	<input type="text" value="46846871"/>
Real name	<input type="text" value="Maggie"/>
Enabled	<input type="text" value="Yes"/> ▼
E-mail	<input type="text"/>
Masterkey	<input type="text" value="No"/> ▼
Class	<input type="text" value="AGENTS"/> ▼
User keys	<input type="text"/>
	
Number of logons	<input type="text" value="2"/>
Last logon	<input type="text" value="2015-11-11 09:13:19.0"/>
Comment	<input type="text"/>
Token	<input type="text"/>
Creation	<input type="text" value="demoadmin, 10/11/2015, 19:34"/>
Update	<input type="text" value="demoadmin, 10/11/2015, 19:34"/>

[Save](#) [Back](#) [New](#) [Clone](#) [Delete](#)

- **Login:** The format is `Agent/{extension number}`. For example, `Agent/5001`.
- **Password:** Set a password for the user.
- **Real name:** Enter the agent's name.
- **Enabled:** Choose `Yes`.
- **Class:** Choose `AGENTS`.

3. To check if your changes have been successful, try to log in with the system user.

User Logon

Login:

Password:

Language: ▼