

Queue Metrics Integration Guide

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

Restrictions

Yeastar S-Series VoIP PBX V4.0 does NOT support the QueueMetrics Integrations.

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 **Click here to apply a QueueMetrics Live ID from Loway**.

You'll be redirected to QueueMetrics page.

QueueMetrics Integration

Not running

☐ Enable QueueMetrics Integration

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

[Click here to apply a QueueMetrics Live ID from Loway.](#)

QueueMetrics Live ID ⓘ: *This field should contain 6-30 characters

Password ⓘ: *This field should contain 8-20 characters, and only alphanumerics, -, _/()+\$!^?.,@: are allowed.

4. On **QueueMetrics** page, request your QueueMetrics-Live Trial License for the Yeastar S PBX.

First Name *
Sunny

Company Name *
Yeastar

Corporate e-mail *
[Redacted]

Your Time-zone *
America/Boa_Vista

Yeastar Product *
Yeastar S100

Last Name *
Yeah

Instance Name *
TEST

Confirm e-mail *
[Redacted]

Number of agents (between 5 and 100) *
50

Yeastar Serial Number *
[Redacted]

Please describe your needs*
Are you a new customer? Insert here any other notes or needs.

Request Demo

5. Click **Request Demo**.

You will receive a confirmation email, and obtain a QueueMetrics ID and password.

Connect Yeastar PBX with QueueMetrics-Live

After you apply an ID of QueueMetrics Live, you can connect Yeastar PBX with QueueMetrics-Live.

1. Log in the PBX web interface, go to **QueueMetrics Integration**.
2. Check the option **Enable QueueMetrics 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: carol123

QueueMetrics Login Address ⓘ: [Visit](#)

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

User Logon

Login:

Password:

Language: ▼

[Log In »](#)

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.

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:	35
Login:	robot
Password:	
Confirm Password:	
Real name:	Ro Bot
Enabled:	Yes
E-mail:	
Masterkey:	No
Class:	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:	
Login:	connectYeastar
Password:	
Confirm Password:	
Real name:	
Enabled:	Yes
E-mail:	
Masterkey:	No
Class:	WQLOADER
User keys:	

- **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.

Integrate Yeastar PBX with QueueMetrics On-Premise

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

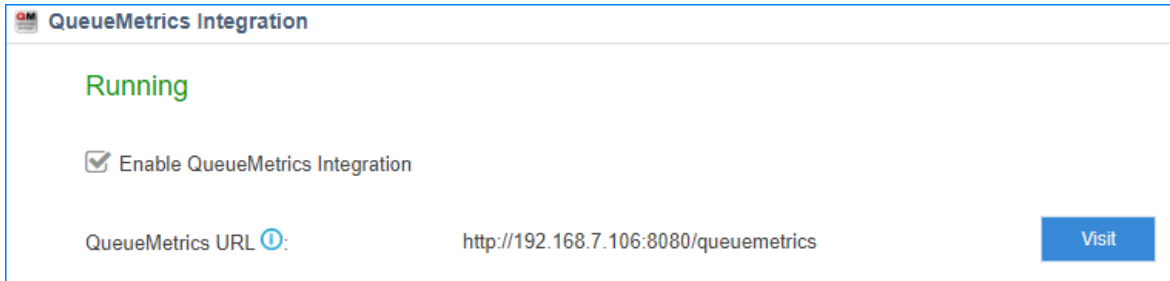
1. On your QueueMetrics server, enter the trial license of QueueMetrics.
2. Log in the PBX web interface, go to **QueueMetrics Integration**.
3. Check the option **Enable QueueMetrics Live Integration**.
4. Choose the call center type to QueueMetrics On-Premise.
5. Enter the QueueMetrics login information.

- **QueueMetrics 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.



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

 A screenshot of the "User Logon" page. It has a title "User Logon". Below it are three fields: "Login:" with the text "demoadmin" (the input box is highlighted with a red rectangle), "Password:" with masked characters "*****", and "Language:" with a dropdown menu showing "English". Below these fields is a "Log In »" button. At the bottom, it says "Welcome to system QMQM. Please log in."

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

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**.
3. Configure the **Agent Detail** according to the extension settings on your PBX.
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 **Edit 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 **Cfg Queues** tab at the top navigation to view the created queue.

6. On the **Queues Configuration** page, click  to assign agents to the queue.
7. Select the agents, and click **Save**.

Agents for queue: Support Team

Agent code	Description	Main	Wrap	Spill
agent/101	John Doe (101)	☒	☐	☐
agent/102	Mike Boo (102)	☒	☐	☐

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

- **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: ▼