

QueueMetrics integration

This page reorganizes the operational steps for **QueueMetrics integration**.

You should have received from QueueMetrics the Web interface and API credentials, something like:

```
QM-Live ID:    YourCompany
Access URL:    https://my.queuemetrics-live.com/YourCompany
Login:        demoadmin
Initial passw: 171432321

URI=https://my.queuemetrics-live.com/YourCompany
LOGIN=webqloader
PASS=171432321
TOKEN=
```

Now you should enable the QueueMetrics integration in the Admin/Settings page and set a delay. I suggest starting with 5 seconds (5000).

400px

Don't forget the URL to enter in the Queue Metrics section contains the full API URL, like

```
https://my.queuemetrics-live.com/YourCompany/jsonQLoaderApi.do
```

You need to enable a queue to use the QueueMetrics and at the same time to configure QueueMetrics to manage the data being sent.

In the queue of your choice, enable the QueueMetrics integration

400px

Take note of the Queue ID, on the link of the page. In this case, it is 340

400px

Now you can move in the QueueMetrics website and assign the ID of the queue to the Queue you want to monitor

Current Verification

After applying the change, verify the related MiRTA PBX page, the Asterisk logs, and the relevant Status menu entry. Recheck tenant selection before testing tenant-specific behavior.

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