

PBX Configuration

Queue Manager Enterprise interacts with the PBX through the standard SIP protocol; it also monitors the agents or the internal extensions through TAPI.

Basically, the PBX configurations steps are:

- Create a SIP trunk (without registration) pointing to the Application Suite server (standard SIP port 5062)
- Create the rules to route the calls to the queue pilot numbers (e.g. all the calls to 7xxx -> go to QME SIP trunk)
- Allow the calls coming from the QME SIP trunk to the PBX to reach the agent
- Create a rule to route Smart park calls (Camp-on) to reach QME (e.g. all the calls to *xxx -> go to QME SIP trunk)

Besides, you should install a TSP on the Application Suite server (for more information please refer to the installation section of this guide).

Configuring the SIP trunk

Queue Manager Enterprise is seen by the PBX as a standard SIP trunk answering on the standard SIP port 5062.

The trunk must be able to transfer calls, that is, SIP call transfer must be enabled. When you create the trunk, also ensure that the PBX sends information on the calls transferrer (for transferred calls).

Routing the calls

A routing rule is needed to route incoming calls to the Queue Manager Enterprise server. The rule pointing to *Imagicle QME SIP Trunk* should be defined accordingly with the PBX numbering plan and with the queues phone number. Two or more rules may be needed, depending on the PBX brand and model.

The route rules and the other rules used to send calls to QME should never change the called party number. This way QME will be able to tell which calls are coming back from the operators or other queues.

Another route pattern must be defined to match the Camp-On prefix. Ensure that it allows to reach the configured prefix followed by other possible digits (digits used by our application to identify the parked call)

Example:

Camp-on Queue *3000

The route pattern to configure is *3000! (this allow to route every call starting with *3000, example *300011111-*300011112-ecc)

TAPI devices association

To allow QME monitoring the telephony activity of targets (agents or other internal phones), such devices must be monitored through TAPI. In some PBXes not all extensions are monitored by default.

In this case:

- If you do not want to use the Camp-on feature in Blue's Attendant, let the TSP monitor only the agents extensions
- If you want to use the Camp-on feature in Blue's Attendant, let the TSP monitor all the extensions

Additional charges and licenses may be required to monitor internal extensions through TAPI, depending on the PBX brand and model.