

# OpenACD Queues

## Configure queues

Here we will configure a single queue

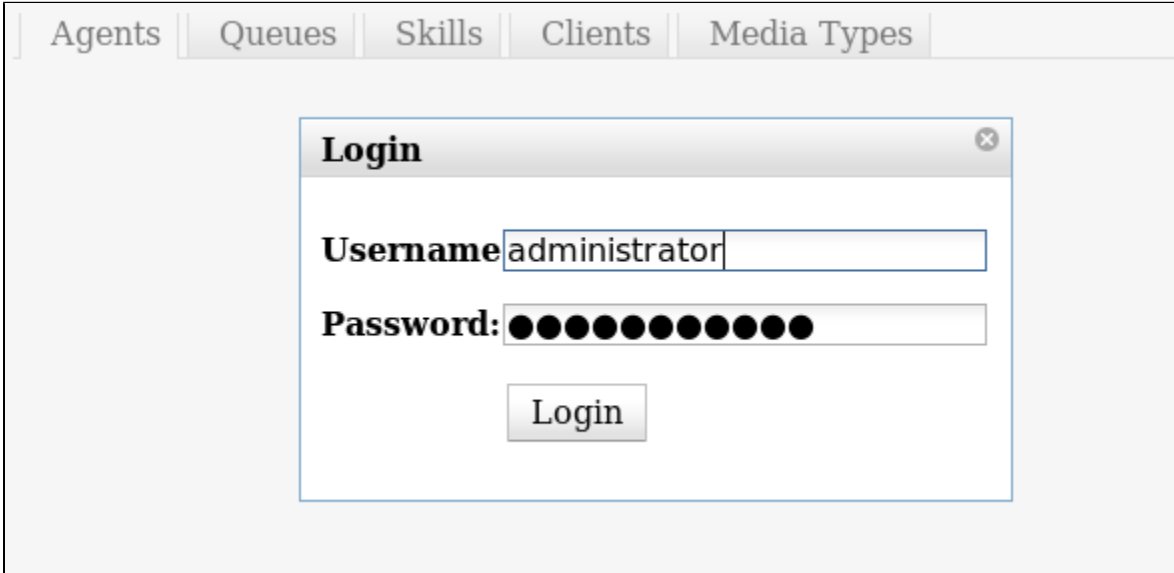
You can log into the administration user interface with

<http://starling.hubler.us:9999>

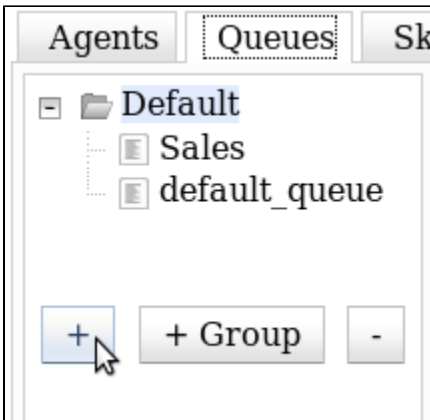
with default user name and password:

Username: administrator

Password: Password123



Now create a sales queue by selecting "Queues" and clicking on the "+" sign in the



Define the queue for english agents as such. I won't describe Magic here, but select all magic.

Agents Queues Skills Clients Media Types

[-] Default  
[-] Sales  
[-] default\_queue

**Name:** Sales

**Group:** Default

**Skills:** Language  
English  
German  
**Magic**  
Brand  
Node  
Queue  
All  
**\_profile**

Now click on the agents tab and create an agent. Be sure to select English as language and Sales as queue. You'll also want to pick a user id that matches a phone that is registered with your sipxecs system.

Agents
Queues
Skills
Clients
Media Types

Agent Modules

Release Codes

Default

- 201
- administrator
- agent

**Login Name:**

**Last Integrated:** undefined

**Password:**

**Confirm:**

**First name:**

**Last name:**

**Profile Name:**  ▼

**Security:**  ▼

**Skills:**

**Language**

English

German

**Magic**

Agent Name

Agent Profile

Node

All

**\_queue**

Sales

default\_queue

**\_brand**

Demo Client

+

+ Profile

-

## OpenACD to FreeSWITCH SIP communication



This is only for sipXecs 4.2 version. Starting with sipXecs 4.4 enabling FreeSWITCH module can be done from sipXecs interface.

This allows OpenACD to call agent from FreeSWITCH to phones registered on sipXregistrar

Go to Media Types tab, select freeswitch\_media\_manager node

FreeSWITCH Enabled: Must be checked

C Node: freeswitch@starling

Dial String: {ignore\_early\_media=true}sofia/starling.hubler.us/\$1

where you replace:

1. starling.hubler.us with your FQDN

Agents	Queues	Skills	Clients	Modules
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- testme@starling
  - cpx\_monitor\_grapher
  - cpx\_monitor\_passive
  - cpx\_supervisor
  - email\_media\_manager
  - freeswitch\_media\_manager
  - gen\_cdr\_dumper
  - cpx\_monitor\_kgb\_eventlog
  - cpx\_web\_management

FreeSWITCH Enabled

**C Node:**

**Dial string:**

**Agent Endpoint Dialstrings**

**Sip Endpoint:**

**Iax2 Endpoint:**

**H323 Endpoint:**

Do SIP authentication