

OpenACD Queues

Configure queues

Here we will configure a single queue

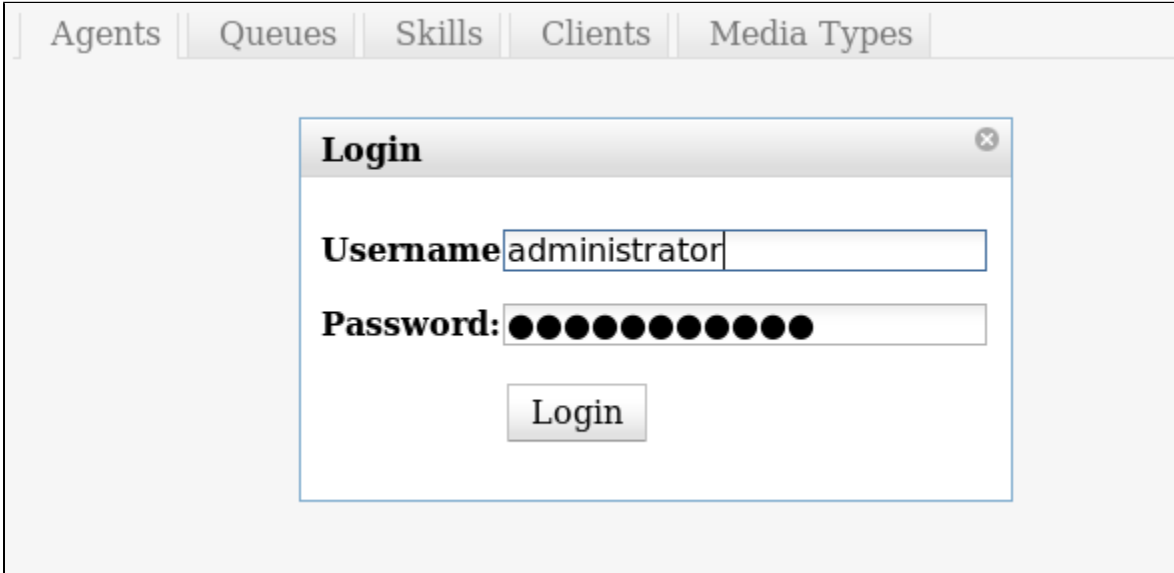
You can log into the administration user interface with

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

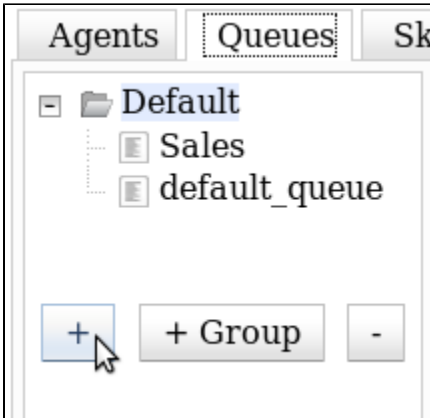
with default user name and password:

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