



Deployment Instructions for QueueLogs database

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**Version 3.0
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Welcome to the QueueLogs database documentation!

The QueueLogs database has been upgraded with new features to help monitor the traffic of chat conversations coming into your QueueBot. Here is a breakdown of what's new:

- Dashboard is a new tool which is designed to produce graphical representations of the volume of chats coming in, and is divided up to show how many chats were accepted by each agent. This can be broken down into daily, weekly, or monthly time periods.
- Options now exist to mail the graphical dashboard results to an e-mail address on either a daily or weekly basis.
- Chat logs can now be viewed from an e-mail account rather than through the Notes database. This is for anyone who does not wish to use the Notes client.
- Not directly related to the chat logs, but the QueueLogs database now contains the forms which can be used with the QueueBot-STLinks integration to get information from the customer before a chat is started and to mail out a chat transcript to the customer after the chat has ended.

Deployment Instructions for QueueLogs Template

Log in with the Administrator's ID or an ID that has rights to make changes to the server document.

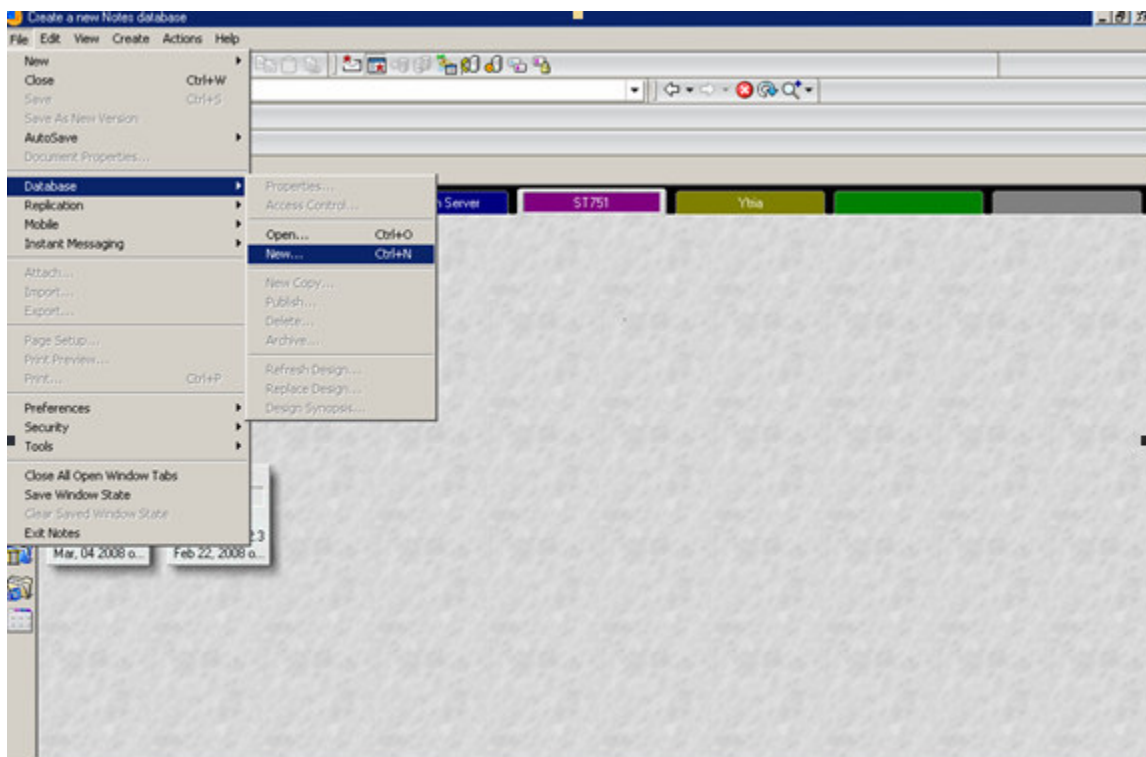
Create QueueLogs.nsf

Copy 'QueueLogs_v2.10.ntf' from 'Notes database template' directory of installed IAF QueueManager path to the Lotus\Domino\Data directory

Login with the administrator's id in the Lotus Notes Client

Follow the steps to create QueueLogs.nsf from QueueLogs_v2.10.ntf

Click on File->Database->New



Sign the database with the Administrator ID or an ID that has rights to run agents on server.

Copy the files 'jcommon-1.0.10.jar' and 'jfreechart-1.0.6.jar' from the 'Notes database template' directory of the installed IAF QueueManager directory to 'Lotus\Domino\jvm\lib\ext' on the Domino server.

Copy the files 'QueueLogs.class' and 'QueueLogs\$CustomBarRenderer3D.class' from the 'Notes database template\Servlets' directory of the IAF QueueManager directory to 'Lotus\Domino\Data\domino\servlet' in the Domino server. If the servlet folder does not exist, create one.

Copy the file 'servlet.properties' from the 'Servlets' directory of installed IAF QueueManager directory to 'Lotus\Domino\Data' in the Domino server.

Open the Server document from the Address book and navigate to Internet protocols >> Domino Web Engine

Basics Security Ports Server Tasks Internet Protocols MTAs Miscellaneous Transactional Logging Shared Mail Administration	
HTTP Domino Web Engine DIIOP LDAP	
HTTP Sessions	
Session authentication:	Disabled
Generating References to this Server	
Does this server use IIS?	
Protocol:	
Host name:	
Port number:	80
Java Servlets	
Java servlet support:	Domino Servlet Manager
Servlet URL path:	/servlet
Class path:	domino\servlet
Servlet file extensions:	
Session state tracking:	Enabled
Idle session time-out:	30 minutes
Maximum active sessions:	1000
Session persistence:	Disabled

Ensure that the following values are selected or entered as shown in the "Java Servlet" section.

The HTTP task needs to be restarted once the files are copied. It can be done via the command "tell http restart" from the Domino server console.

If a "servlet" folder was created afresh, then the Domino server needs to be restarted.

Once the HTTP task or the server reboots, you should see the following line on the server console.

```
11/16/2007 12:22:28 PM Servlet engine initialization was successful
11/16/2007 12:22:28 PM HTTP JUM: QueueLogs: init
11/16/2007 12:22:29 PM HTTP Server: Restarted
```

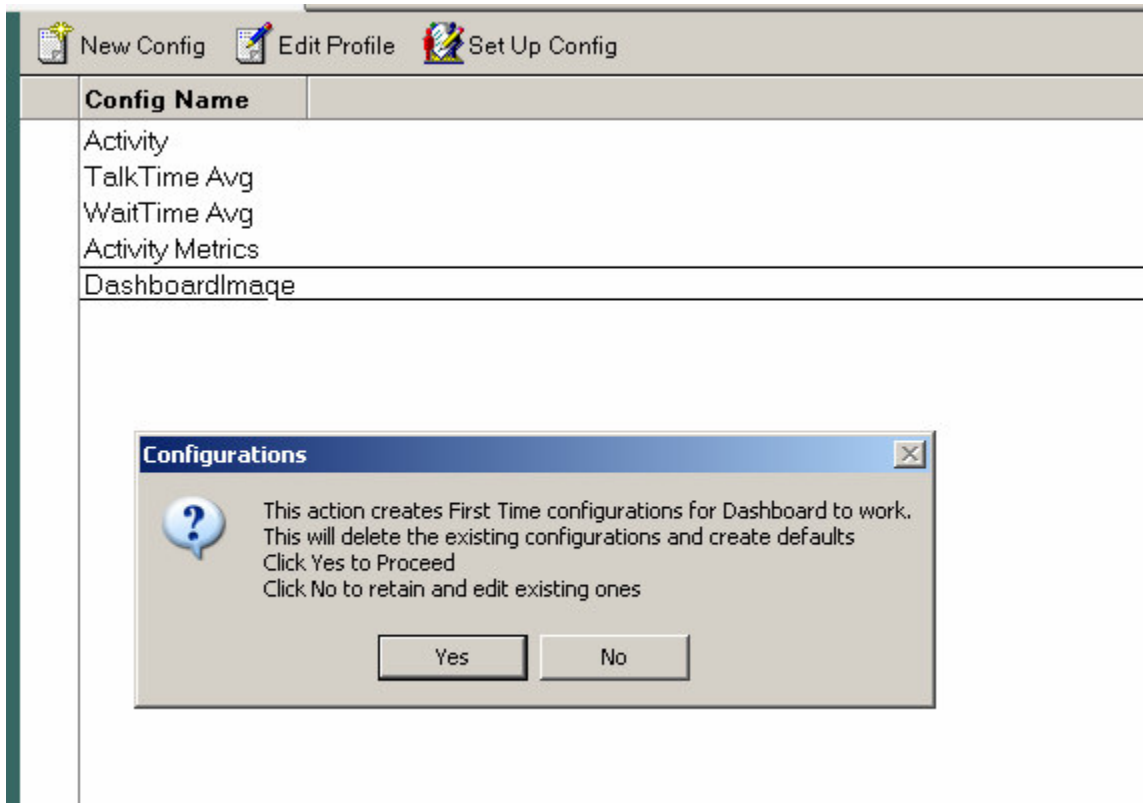
Now, open the QueueLogs database from a Notes client. Goto “Dashboard Config” view from the Left Navigator

The screenshot displays the Instant Technologies dashboard configuration interface. On the left is a vertical navigation sidebar with the Instant Technologies logo at the top. Below the logo are several menu items, each with an icon: a clock for 'by Date & Time' (sub-items: by Date & Agent, by Date & Customer), a group of people for 'by Agent & Date' (sub-items: by Customer & Date, By Queue Name, By Location), a calendar for 'Totals by Month and Agent' (sub-item: Totals by Customer), a question mark for 'Offline Queries' (sub-items: Open Queries, Closed Queries), and a gear for 'Test Results' (sub-items: Dashboard, **Dashboard Config**). The 'Dashboard Config' item is highlighted with a dark green background. At the top of the main content area is a toolbar with three buttons: 'New Config' (with a plus icon), 'Edit Profile' (with a pencil icon), and 'Set Up Config' (with a gear icon). Below the toolbar is a table with a header row 'Config Name' and a list of configurations: 'Activity', 'TalkTime Avg', 'WaitTime Avg', 'Activity Metrics', and 'DashboardImage'. The 'DashboardImage' row is highlighted with a dark border.

Config Name
Activity
TalkTime Avg
WaitTime Avg
Activity Metrics
DashboardImage

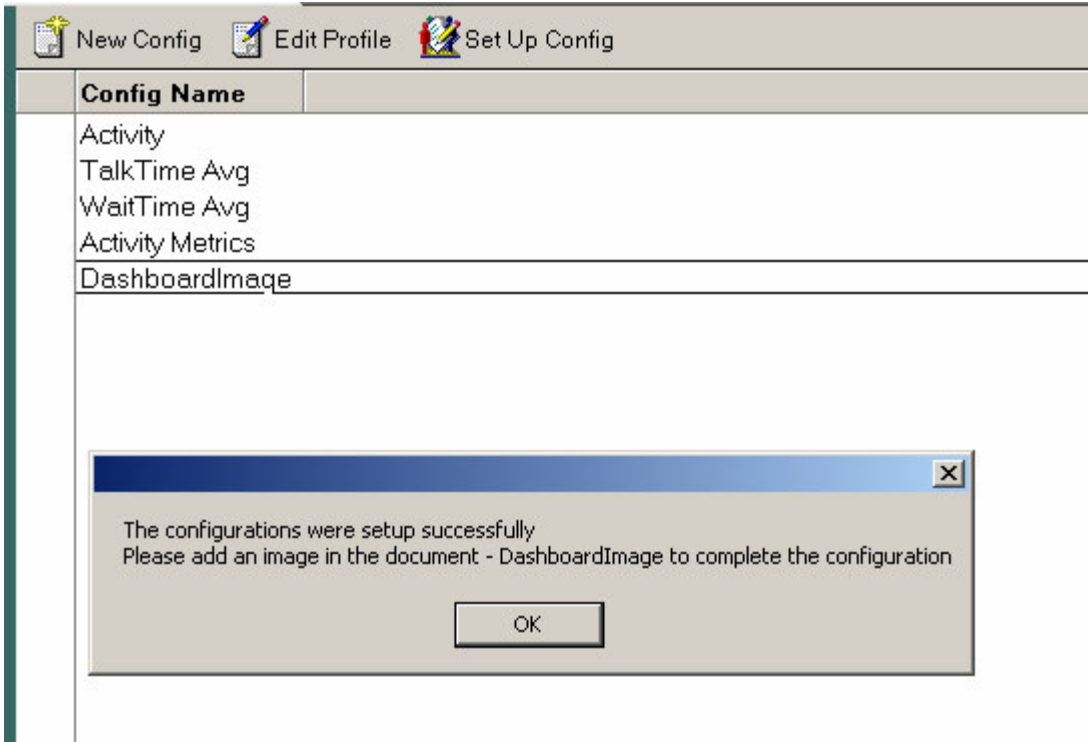
Click on the “Set up config” button. This basically creates the default configurations for Dashboard to work.

You should see a prompt like the one shown below.

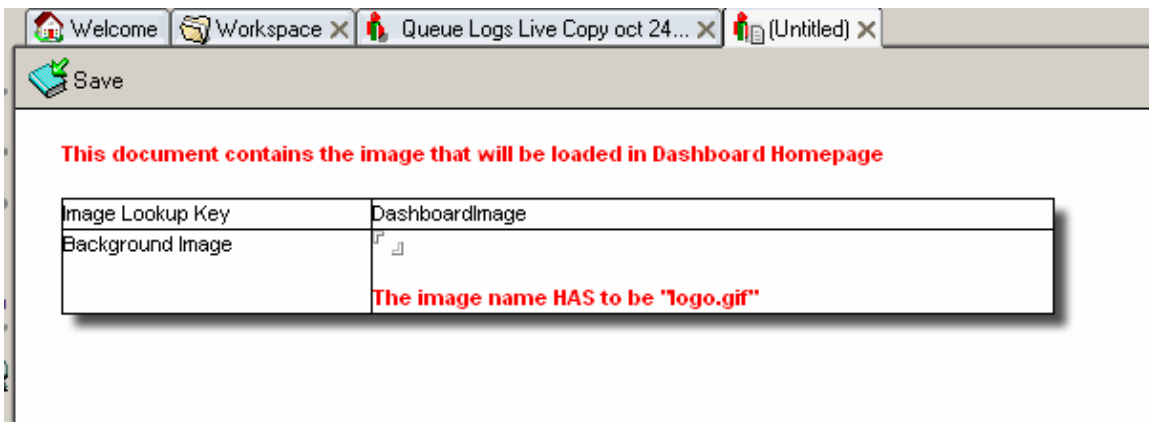


Clicking "Yes" would delete the existing configuration documents and reload the defaults. You should see 5 config documents in the view shown above.

If the Config program runs successfully then you should see a prompt like this

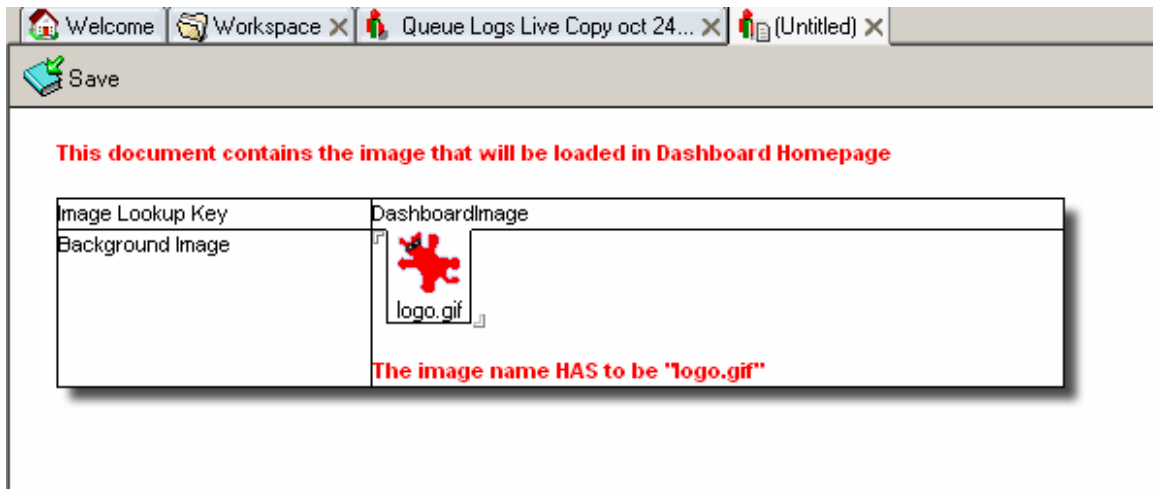
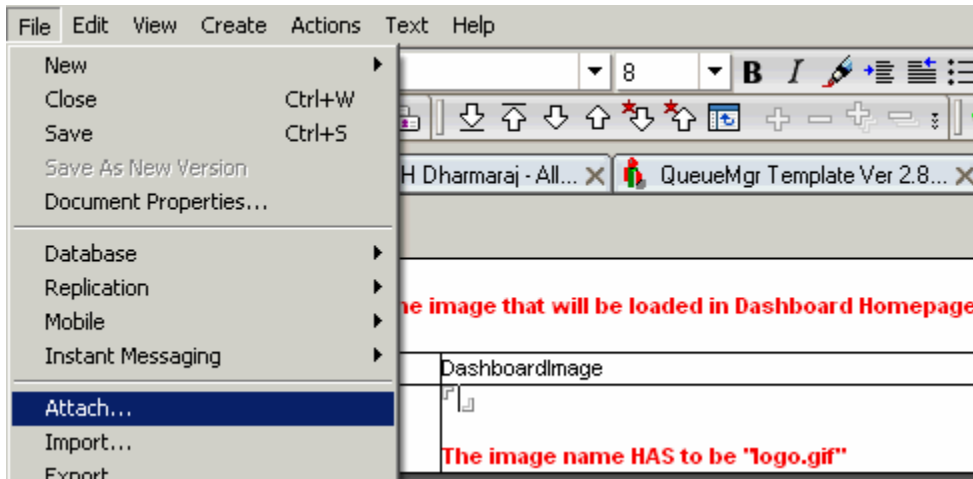


Open the "DashboardImage" document to attach a logo for the Dashboard.



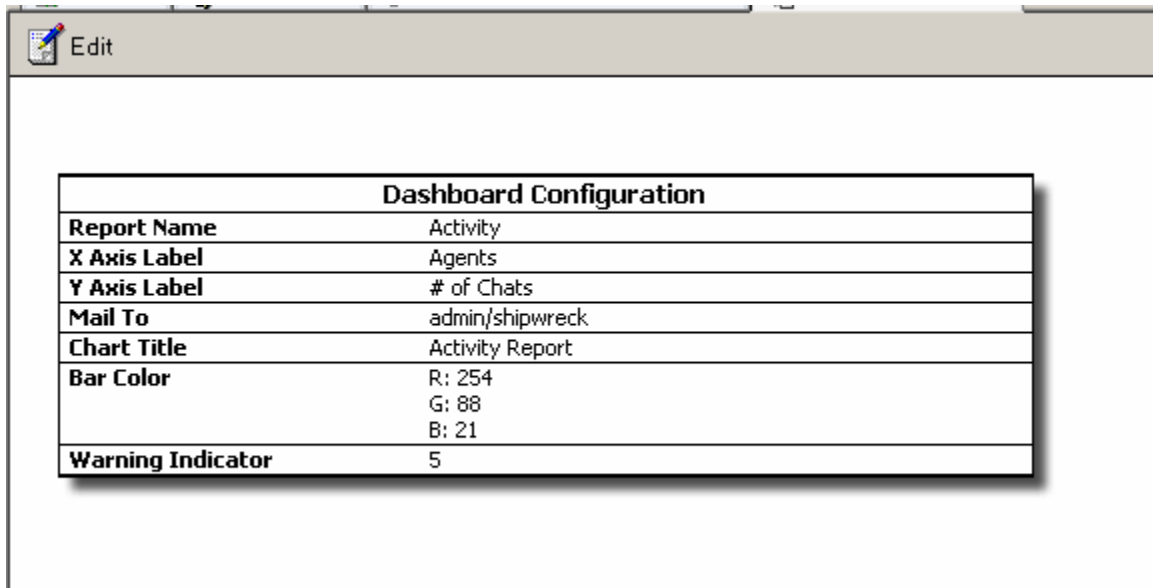
Attach an image in the field "Background Image" field. The logo name has to be "logo" and of gif image type.

Please use Lotus Notes menu 'File → Attach' to attach the image



Save and Close the document.

Description of fields in the Config form



Dashboard Configuration	
Report Name	Activity
X Axis Label	Agents
Y Axis Label	# of Chats
Mail To	admin/shipwreck
Chart Title	Activity Report
Bar Color	R: 254 G: 88 B: 21
Warning Indicator	5

Report Name: The name of the report that will appear on the charts

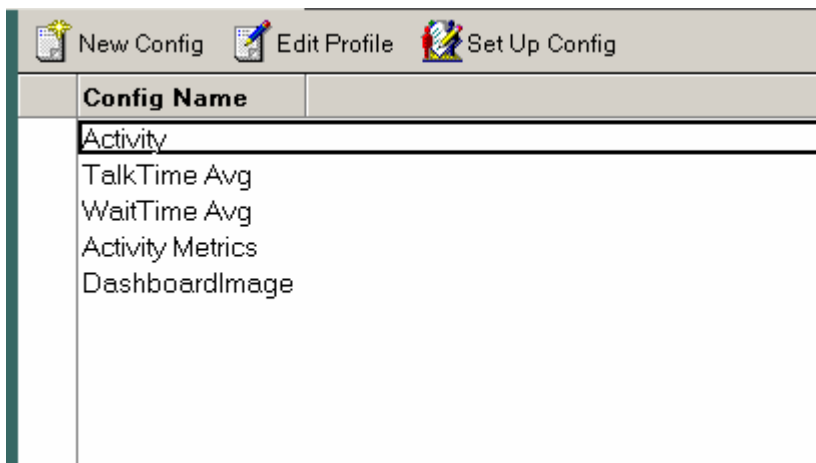
X Axis Label: This is the label that appears on the X axis on the chart.

Y Axis Label: This is the label that appears on the X axis on the chart.

Mail To: Enter the names of the people that the report needs to be mailed to, Multiple names can be entered separated by semi-colon. This e-mail address will receive the graphical report whenever the dashboard is used to view a chart. If you would rather not receive the graphs this often, leave this field blank. Later sections of this doc discuss how to setup the Dashboard to mail the graphs on a daily or weekly basis.

Warning Indicator: When viewing a graph, if an agent has less than this many chats, then their bar in the bar graph is displayed as a different color.

Click on the "Edit Profile" button in the Dashboard Config view.



Config Name
Activity
TalkTime Avg
WaitTime Avg
Activity Metrics
DashboardImage

Add the domino server fully qualified host name or the IP address in the "Server Name" field. For ex: "acme.domino.com"

Configuration for Dashboard	
BackGround Colour for Home page of Dashboard	#376864
Server Host Name	192.200.100.253:81
Descriptive Text for Activity	Display queue usage metrics summarizing the activity for the queue.
Descriptive Text for Talk Time	Display the average chat conversation time for a queue based conversation.
Descriptive Text for Wait Time	Display the wait time for a user to connect with a queue based operator.
Descriptive Text for Activity Metrics	Display the combination of the queue activity (counts) and wait time.

E-mail Logging Options	
Format of the Summary Mail	<input type="radio"/> Plain Text <input checked="" type="radio"/> Graph
Recipients to receive log via E-Mail	Sudhir Venkatesh@INSOBIS; Prashanth H Dharmaraj@INSOBIS; Ravi Kumar G V@INSOBIS
Enable Daily Summary Agent	Disable Daily Summary Agent
Status Of Daily Summary Agent	Disabled
Enable Weekly Summary Agent	Disable Weekly Summary Agent
Status Of Weekly Summary Agent	Disabled
Recipients to receive Email on Every log Created	Ravi Kumar G V@INSOBIS
Enable:E-mail Every Log	Disable:E-mail Every Log
Status Of E-mail Every Log Agent	Disabled

Enter the Email addresses of the persons who want to receive QueueLogs Summary mails and the format of the summary mail (graphical format or plain text). The field is a multivalued field.

There are 3 agents that send summaries of QueueLogs

Daily Summary Agent – This agent is scheduled to run every night on the server. This agent mails QueueLogs summary for the current day. The agent can be enabled or disabled via the buttons “Enable Daily Summary Agent” or “Disable Daily Summary Agent”

Weekly Summary Agent – This agent is scheduled to run once every Friday night on the server. This agent mails QueueLogs summary for the past 7 days. The agent can be enabled or disabled via the buttons “Enable Weekly Summary Agent” or “Disable Weekly Summary Agent”

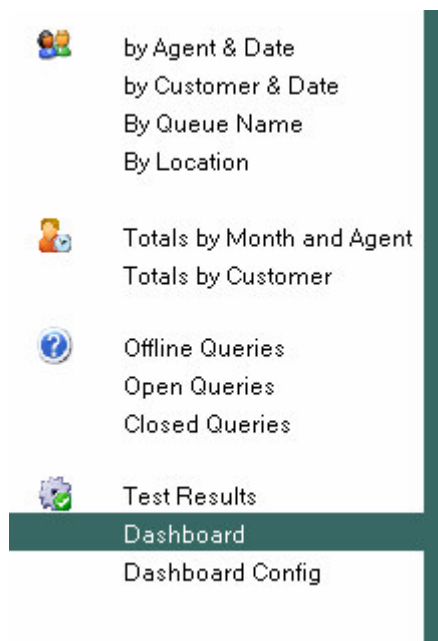
Agent to mail on every log – This agent, when enabled, will mail every new chat log created in the database to the recipients. This allows an alternative way to view the chat logs than accessing them through a Notes client and the QueueLogs database.

The Current Status of the agent is shown in the Status fields.

With the following settings you are ready to use the Dashboard

You can access the Dashboard via 3 ways

Click the "Dashboard" link from the left navigator



Or

Open Internet Explorer and type the following URL

<http://<servername>/<dbpath>/ITDashBoard?OpenForm>

The "servername" and "dbpath" is relative to the deployment site

Or

Open QueueLogs in the browser and click on the "Reports" link in the left navigator



Queue Manager

Search for:



[by Date & Time](#)
[by Date & Agent](#)
[by Date & Customer](#)



[by Agent & Date](#)
[by Customer & Date](#)
[by Location](#)
[by Queue Name](#)



[Totals by Agent](#)
[Totals by Customer](#)



[Offline Queries](#)
[Open Queries](#)
[Closed Queries](#)

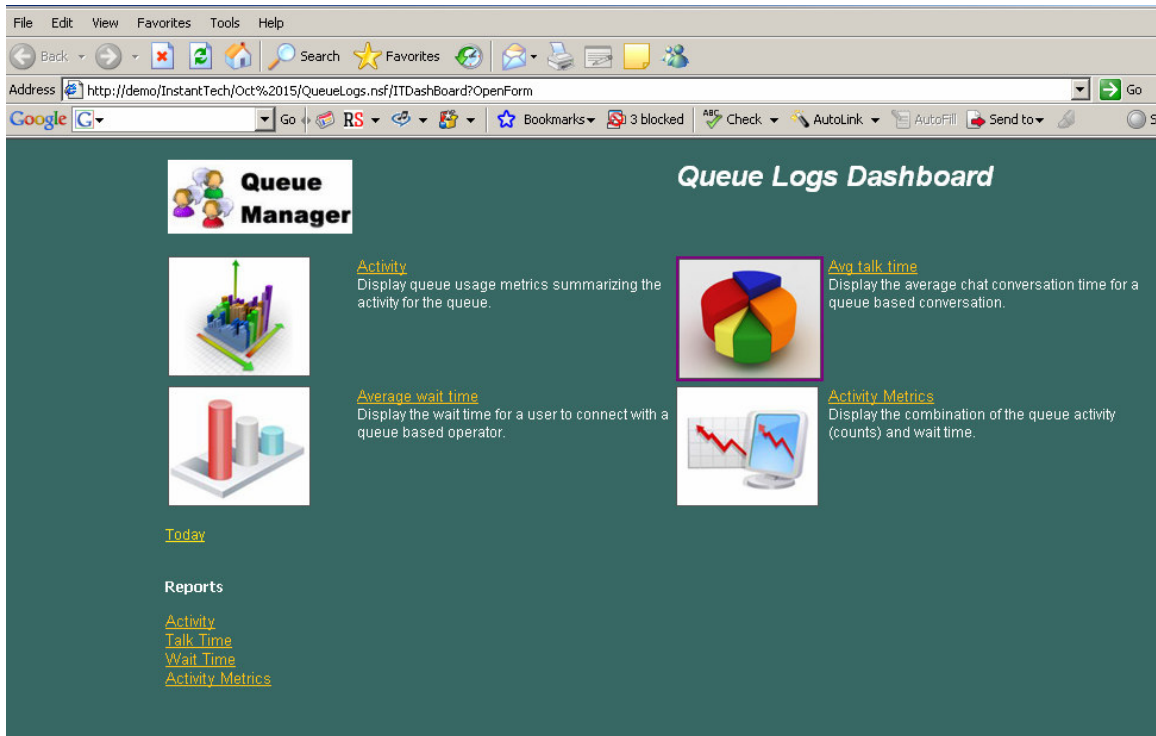


[Test Results](#)



[Reports](#)

You should see a screen like this



Basically there are 2 ways of viewing reports

One is in the form of Charts / graphs and the other is in the form of tabular reports.

Bar Color: The 3D bars in the chart can be shown in user defined colors. Change the R, G and B parameter for the same.

Warning Indicator: If the user intends to alert in a visual manner, mention a threshold number to flag off as a warning. Any number that fall under that number will be shown in red color bars.

Description of fields in the Config form

Edit


Dashboard Configuration	
Report Name	Activity
X Axis Label	Agents
Y Axis Label	# of Chats
Mail To	admin/shipwreck
Chart Title	Activity Report
Bar Color	R: 254 G: 88 B: 21
Warning Indicator	5

Report Name: The name of the report that will appear on the charts
X Axis Label: This is the label that appears on the X axis on the chart.
Y Axis Label: This is the label that appears on the X axis on the chart.
Mail To: Enter the names of the people that the report needs to be mailed to, Multiple names can be entered separated by semi-colon.

Usage of Reports

Click any of the links on the Dashboard homepage to initiate a chart / report

[Home >> Activity](#)


 Queue Manager	Queue Logs Reports - Activity
Select Report Type	<input type="text"/>
Exclude zeroes <small>(If 'No', then report will not display agents with zero activity)</small>	<input checked="" type="radio"/> Yes <input type="radio"/> No

Home

Chart

Select Report Type:

[Home >> Activity](#)

 Queue Manager	Queue Logs Reports - Activity
Select Report Type	<input type="text"/>
Exclude zeroes <small>(If 'No', then report will not display agents with zero activity)</small>	<input checked="" type="radio"/> Yes <input type="radio"/> No

Daily
Weekly
Monthly
Date Range

There are 4 possible values in this field

“Daily” Fetches records only for a single date

“Weekly” Fetches records between 2 Sundays

“Monthly” Fetches records for a particular month

“Date Range” Fetches records for a date range.

Exclude Zeroes: This parameter does not fetch records if a particular user does not have any records for the mentioned parameters.

Fill the corresponding fields based on the Report Type

[Home](#) >> [Activity](#)

Queue Manager		Queue Logs Reports - Activity	
Select Report Type	Monthly		
Select a Month	Oct		
Select a Year	2007		
Exclude zeroes <small>(If 'No', then report will not display agents with zero activity)</small>	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Click the Chart button to obtain the report.

