



**Com.X**

**IP PBX / Gateway**

**Com.X Call Centre Analyser Setup**

Version 1.0 October 2016

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## Document History

Version	Date	Description of Changes
1.0	03/10/2016	Matthew Knight - initial draft



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# 1 Introduction

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## 1.1 Purpose of this Document

The purpose of this document is to instruct on the process of installing and licensing the Call Centre Analyser. It will end off with login into the home page of the analyser.



## 2 Package Installation and Licensing

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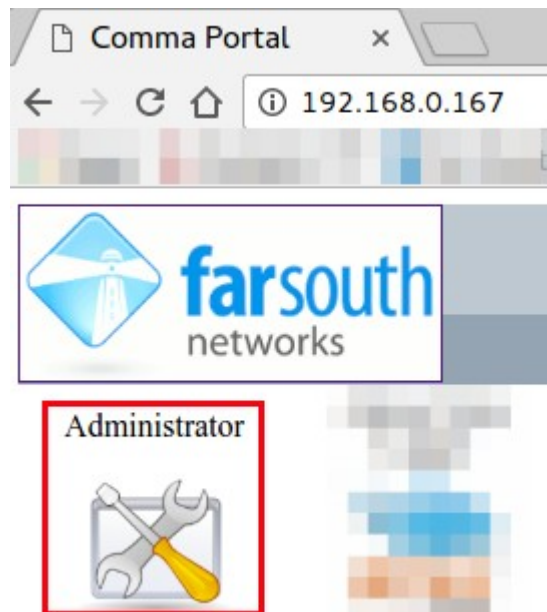


Illustration 1: ComX Landing Page

### 2.1 Installation via GUI

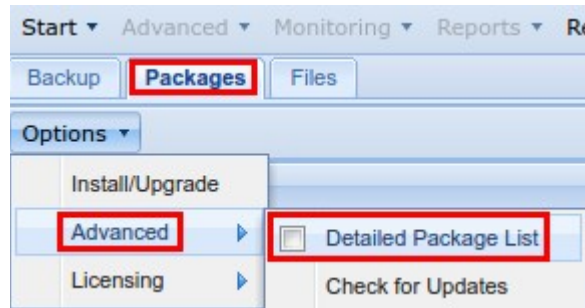
1. Log into the ComX's configuration page via web browser. (See illustration 1)

```
http://<ip_of_comx>/commagui  
default username: admin  
default password: admin
```

2. Once logged in, navigate to the packages tab: Click Start ->System Maintenance -> Packages.
3. When prompted to check for updates select 'Yes'



4. Check checkbox Options -> Advanced -> Detailed Package List



**Illustration 2: Detailed package list**

5. In the packages panel below select 'asternic-comma' (as shown in illustration 2) and click Options -> Install/Upgrade

Packages	
Name	Description
resolvconf	name server information h
comma-gui	Comma Management GUI
comma-gui-libs	Comma Management GUI
comx-iot	Com.X IOT Shell and Fran
callcabinet	Not Installed
<b>asternic-comma</b>	<b>Installed</b>
freepbx-comma-gui	Web-based management i
commaoppanel	commaoppanel FOP pack

**Illustration 3: The asternic-comma package**

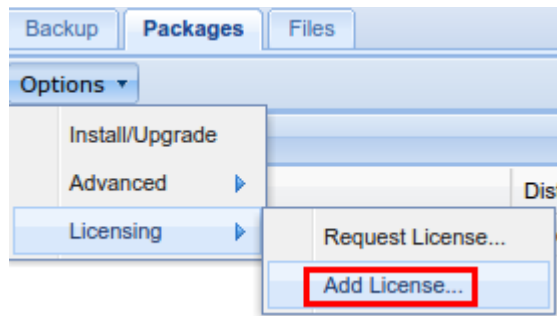


**Illustration 4: Options -> Install/Upgrade**

6. Get the updated license file (e.g. licenses\_FSN5X02495\_6205436148680915801.zip) from Farsouth Networks. This will be given to you once the product order has been placed and processed.



7. Load the new .zip license file via "Licensing-->Add License..."



**Illustration 5: Add license**

8. Log out and go back to the Com.X landing page, there should be a new "Call Centre Analyser" icon available. Click on this icon.



**Illustration 6: The Call Centre Analyser Icon**

9. Supplied with the FSN license files will be an activation code which you will now be prompted for, please insert this code and click 'activate'. You should now be presented with a login page. (default user: 'admin' and password 'admin'). This activation code will be of the form:

aGUtAXYVxyzPuWe7ABC



## 3 Logging Into the Call Centre Analyser

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### 3.1 Logging in

Now that the Call Centre Analyser has been installed and licensed we can login via the analyser's icon. Click the call centre analyser icon and login with default login details:

default username: admin

default password: admin

The screenshot shows a web browser window with the address bar containing '192.168.0.87/asternic/'. The page has a yellow header with the text 'Home'. Below the header is a 'Login Form' section. It contains two input fields: 'User' with the text 'admin' and 'Password' with five dots. A blue 'Login' button is positioned below the password field. Red boxes highlight the 'admin' text in the user field and the dots in the password field.

Illustration 7: Call centre analyser login screen





### 3.2 Successful Login

If your login was successful you should be presented with the following configuration screen:

The screenshot displays a web interface with a yellow header bar containing 'Home' and 'Setup' (with a dropdown arrow). Below the header is a section titled 'Select Queues' with a horizontal line underneath. It features two list boxes: 'Available' (empty) and 'Selected' (containing '500' and '600'). Between the boxes are four green arrows: two pointing right and two pointing left. Below this is a 'Select Date Range' section with a horizontal line. It includes 'Shortcuts' for 'Today', 'This week', 'This month', and 'Last three months'. The 'Start Date' and 'End Date' are each set to '3', 'October', and '2016' via dropdown menus. A blue 'Display Report' button is at the bottom.

Illustration 8: Successful login