

??

Vtiger CRM ??? Asterisk

??

- ? Asterisk ?????VtigerCRM ???????????????
- ?????(Agent) ?????? VtigerCRM > Leads ???????????????

????

- PIAF 1.7.5.5
- Asterisk 1.6.2.17
- CentOS 5.5
- VtigerCRM 5.2/5.3/5.4
- ??? VtigerCRM 5.3+Asterisk 1.8

????

- [Running AsteriskClient.php as an Daemon](#)
- [VtigerCRM 6 \(Hosted Service\)](#)
- [VtigerCRM 6 \(Open Source\)](#)
- [VtigerCRM with SOAP](#)
- [??~VtigerCRM ??? New Lead ??????? User](#)
- [??~???CallerID](#)
- [????? AsteriskClient.php](#)
- [?? Starface IP PBX](#)

VtigerCRM 5.2

?????

- <http://wiki.vtiger.com/index.php/Vti...e> Installation
- <http://www.vtiger.com/index.php>
- <http://www.vtiger.com/get-started/download>
- <http://trac.vtiger.com/svn/vtiger/vtigercrm/branches/>

????????? VtigerCRM 5.3????? PHP 5.2.x ??????

????

?????????

yum install libpng libpng-devel libjpeg libjpeg-devel freetype freetype-devel xfree Xfree86-dev openssl openssl-devel kbr5 kbr5-devel make zlib krb5-devel binutils automake gcc flex autoconf bison libxml2-devel gcc-c++ perl-XML-LibXML

```
cd /usr/src
wget https://sourceforge.net/projects/vtigercrm/files/vtiger%20CRM%205.2.0/Core%20Product/
vtigercrm-5.2.0.tar.gz/download
tar xzf vtigercrm-5.2.0.tar.gz
```

```
?? VtigerCRM ?????? /var/www/html/vtigercrm
```

```
mv vtigercrm /var/www/html
```

```
?? VtigerCRM
```

```
????
```

```
chmod -R a+rw /var/www/html/vtigercrm/
chown -R asterisk:asterisk /var/www/html/vtigercrm/
```

```
?? PHP ??????
```

```
cd /var/www/html/vtigercrm
mv htaccess.txt .htaccess
vi .htaccess
```

```
.htaccess :
```

```
Options -Indexes
php_value max_execution_time 600
php_flag display_errors on
php_flag allow_call_time_pass_reference on
php_flag log_errors off
php_value error_reporting "2 8 192"
```

```
???? Apache ???
```

```
/etc/httpd/conf.d/vtigercrm.conf?Ubuntu?/etc/apache2/conf.d?
```

```
<Directory "/var/www/html/vtigercrm">
  Options Indexes FollowSymLinks
  AllowOverride Options
  Order allow,deny
  Allow from all
</Directory>
```

```
Tips:
```

? /var/www/html/vtigercrm ?

? Apache FreePBX ?

?? Apache ??

???????? 123.123.123.123/vtigercrm????????

?? Install > Agree > PHP ??????

????????????????????IMAP Support ????? Webmail ???

Next >

Database Information

HostName = localhost

UserName = db_user

Password = db_pass

DatabaseName = db_name

[*] Create Database ?????????????????????? root ?????

CRM Configuration

URL = ????

Currnecy Name = ??

User Configuration

Password = ????

Email = ?????

?????? > Next > ?????? > Next >

??????

Finish

????????

1. ?? Asterisk ??

Vtiger Admin > Settings > Module Manager > PBX Manager Settings

Asterisk Server IP = localhost

Asterisk Server Port = 5038

Asterisk Username = vtigercrm

Asterisk Password = THISisPASS

Asterisk Version = ?????????????????? vtigercrm520.vtiger_asterisk?

2. ? admin ????????

Vtiger Admin > Settings > Users > Edit

Asterisk Extension = ???

Receive Incoming Calls = [??]

????????????????

?? [AsteriskClient.php for Vtiger 5.2.0](#)

```
cp 520AsteriskClient.php /var/www/html/vtigercrm/cron/modules/PBXManager/
chown asterisk:asterisk /var/www/html/vtigercrm/cron/modules/PBXManager/520AsteriskClient.php
chmod 0755 /var/www/html/vtigercrm/cron/modules/PBXManager/520AsteriskClient.php
```

?? 520AsteriskClient.php

```
cd /var/www/html/vtigercrm/cron/modules/PBXManager/
php 520AsteriskClient.php
```

????????

```
Connecting to asterisk server @ 2011-08-01 09:57:21
Connected successfully
```

```
Trying to login to asterisk
Logged in successfully to asterisk server
```

????????????

???????? PHP ? ? BASH

```
PHP: /var/www/html/vtigercrm/cron/modules/PBXManager/cron-inbound-popup.php
```

```
reference to undefined name 'syntax' Exception of type
'MindTouch.Deki.Script.Runtime.DekiScriptUndefinedNameException' was thrown. (click for details)
```

```
BASH: /var/www/html/vtigercrm/cron/modules/PBXManager/cron-inbound-popup.sh
```

```
reference to undefined name 'syntax' Exception of type
'MindTouch.Deki.Script.Runtime.DekiScriptUndefinedNameException' was thrown. (click for details)
```

Cron Job:

```
# for VtigerCRM
```

```
*/5 * * * * /usr/bin/php /var/www/html/vtigercrm/cron/modules/PBXManager/
cron-inbound-popup.php&
```

or

```
*/5 * * * * bash /var/www/html/vtigercrm/cron/modules/PBXManager/cron-inbound-popup.sh
```

??????

```
?? /var/www/html/vtigercrm/modules/PBXManager/utis/AsteriskClass.php
```

```
reference to undefined name 'syntax' Exception of type
'MindTouch.Deki.Script.Runtime.DekiScriptUndefinedNameException' was thrown. (click for details)
```

Tips:

from-internal ?? Asterisk ????? context?

Asterisk

?? Vtiger ? AMI ??

?? /etc/asterisk/manger.conf???????? (?? FreePBX ????? manager_custom.conf)

[vtigercrm]

secret = THISisPASS

deny = 0.0.0.0/0.0.0.0

permit = 127.0.0.1/255.255.255.0

read = system,call,log,verbose,command,agent,user write=system,call,log,verbose,command,agent,user

?? Asterisk

VtigerCRM ??

??????

1. ?? 520AsteriskClient.php ??????
2. VtigerCRM Admin > My Preferences > Edit > Asterisk Extension = ?????
Receive Incoming Calls = [??]
3. ????? Asterisk????????????????
4. ? VtigerCRM ?????????????????? Leads ??????????????????

Tips:

? ??? Queue?????

??????

- ??????????????????
- ?? VtigerCRM > SALES > Leads
???????????????? Phone ??????
- VtigerCRM ??????????????
- ???

Tips:

? Leads ?????????????? (800)677-5522?Asterisk ?????????????? Inbound Calls ????????????

FAQ

Q:???? incoming pop up

A: ????? SQL statement

```
INSERT INTO vtiger_asteriskincomingcalls  
(refuid,from_number,from_name,to_number,callertype,flag,timer)  
VALUES(1314450735.9,800677522,'alang',101,'SIP',0,1314450741);
```

Notes:

- refuid : ????? table vtiger_asteriskincomingevents?
- flag : ??? 0 -> pop up ? -> vtiger ??? 1?
- ?????? pop up ??????????

Q:??? pop up ????

A: ????? /var/www/html/vtigercrm/modules/PBXManager/TraceIncomingCall.php

????

- http://wiki.vtiger.com/index.php/vti...e_Asterisk_FAQ
- <http://amirshr.wordpress.com/2011/02...k-integration/>
- <http://crm.abc7.eu/articles/2-vtiger...s-problem.html>
- <http://crm.abc7.eu/articles/3-genera...ls-pop-up.html>
- <http://elastix.com.tr/en/component/k...all-popup.html>