

???????? AEL ?? dialplan???????? AGI ??????? Static Queue ? Dynamic Queue ????

?????

- [??????](#)

AEL Script:

```
//
// Main IVR Scripts
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//

context from-internal {
    55 => {
        Playback(demo-echotest);
        Echo;
        Playback(demo-echodone);
    }
    1234 => {
        SayUnixTime();
        Hangup();
    }
    300 => Dial(SIP/300,20,t);
    301 => Dial(SIP/301,20,t);
    302 => Dial(SIP/302,20,t);
    //391 => Dial(SIP/391); /** this line is only used for debugging **
    //392 => Dial(SIP/392); /** this line is only used for debugging **
    _0. => {
        DIAL(SIP/${EXTEN}@faktortel);
        Congestion();
    }
    h => Hangup();
    includes {
        ael_queue-loginout;
    }
}

context ael_ivr-from-trunk {
    _X. => {
        Set(FROM_DID=${EXTEN});
        Set(CDR(accountcode)=${EXTEN});
        Set(CALLERID(name)=${SIP_HEADER(To)});
        // put the recordings on /var/lib/asterisk/sounds/custom/
        Set(MSG1=generic-voicemail);
        Set(CLIENT_MSG=recordings/${FROM_DID});
        Set(RINGGROUP=SIP/300&SIP/301&SIP/302);
        //Set(RINGGROUP=SIP/391); /** this line is only used for debugging **
    }
}
```

```

Set(DIAL_TIMEOUT=10);
set(VM_EMAIL=kd@virtualcto.com.au);
Set(Queue_NUMBER=802); // 801: static queue ; 802: dynamic queue
//Set(Queue_NUMBER=808); //** this line is only used for debugging **
AGI(agi://localhost/TimeOfDayHandler.agi);
//Set(X-YPIC-STATUS=OK); //** this line is only used for debugging **
Verbose(Returned from agi, status= ${X-YPIC-STATUS});
switch(${X-YPIC-STATUS}) {
case UNKNOWN:
    Verbose(YPIC-UNKNOWN);
    Playback(ss-noservice);
    goto ael_ivr-callterminated|s|1;
case UNAVAILABLE:
    Verbose(YPIC-UNAVAILABLE);
    goto ael_ivr-clientvoicemail|s|1;
default:
    Verbose(YPIC-OK);
    goto ael_ivr-findagent|s|1;
};
Hangup();
};
};

context ael_ivr-findagent {
    s => {
        Set(err=${Queue_VARIABLES(${Queue_NUMBER}}));
        Noop(----- Number of calls currently in the queue: ${QueueCALLS} -----);
        if( ${QueueCALLS} = 0 ) {
            Noop(----- Calling Ring-Group -----);
            Dial(${RINGGROUP},${DIAL_TIMEOUT},M(ael_callanswered));
        }
        Noop(----- There is any calls in the queue or no answered on Ring-Group, add the caller to queue
        -----);
        goto ael_ivr-queue|s|1;
        Hangup();
    };
    h => goto ael_ivr-callterminated|s|1;
};

context ael_ivr-queue {
    s => {
        Answer();
        Wait(1);
        Noop(----- Starting Queue -----);
        WaitExten(2,);
        Queue(${Queue_NUMBER},t,,,,ael_callanswered);
        Hangup();
    };
    1 => {
        goto ael_ivr-systemvoicemail|s|1;
    };
};

```

```
};
h => goto ael_ivr-callterminated|s|1;
};
```

```
context ael_ivr-systemvoicemail {
  s => {
    Playback(recordings/${MSG1});
    Noop(----- Minivm Record -----);
    minivmRecord(${VM_EMAIL},b);
    goto goahead|1;
  };
  goahead => {
    Verbose(Recording file name: ${MVM_FILENAME});
    Verbose(The duration of the message: ${MVM_DURATION});
    Set(X-YPC-VM-FILENAME=${MVM_FILENAME}.WAV);
    Set(X-YPC-VM-DURATION=${MVM_DURATION});
    AGI(agi://localhost/SystemVoicemail.agi);
    //AGI(agi://localhost/SystemVoicemail.agi,${MVM_FILENAME},${MVM_DURATION});
    goto ael_ivr-callterminated|s|1;
  };
  h => {
    Noop(----- HANGUP during voicemail recording -----);
    goto goahead|1;
    Noop(---Minivm DONE----);
  };
};
```

```
context ael_ivr-clientvoicemail {
  s => {
    Playback(${CLIENT_MSG});
    Noop(----- Minivm Record -----);
    minivmRecord(${VM_EMAIL},b);
    goto goahead|1;
  };
  goahead => {
    Verbose(Recording file name: ${MVM_FILENAME});
    Verbose(The duration of the message: ${MVM_DURATION});
    Set(X-YPC-VM-FILENAME=${MVM_FILENAME}.WAV);
    Set(X-YPC-VM-DURATION=${MVM_DURATION});
    AGI(agi://localhost/ClientVoicemail.agi);
    //AGI(agi://localhost/ClientVoicemail.agi,${MVM_FILENAME},${MVM_DURATION});
    goto ael_ivr-callterminated|s|1;
  };
  h => {
    Noop(----- HANGUP during voicemail recording -----);
    goto goahead|1;
    Noop(---Minivm DONE----);
  };
};
```

```
context ael_ivr-callterminated {
```

```
  s => {
    Noop(----- AGI: Call Terminated -----);
    AGI(agi://localhost/CallTerminated.agi);
    Hangup();
  };
};
```

```
context ael_queue-loginout {
```

```
  11 => {
    Answer();
    Set(queue-announce-success=1);
    Set(AGENT_NUMBER=${CALLERID(num)});
    Set(DYNAMIC_QUEUE=802);
    &ael_queue-addremove(${DYNAMIC_QUEUE},10,I${AGENT_NUMBER});
    &ael_queue-success(I${AGENT_NUMBER});
    Hangup();
  }
  22 => {
    Answer();
    Set(queue-announce-success=1);
    Set(AGENT_NUMBER=${CALLERID(num)});
    Set(DYNAMIC_QUEUE=802);
    &ael_queue-addremove(${DYNAMIC_QUEUE},10,O${AGENT_NUMBER});
    &ael_queue-success(O${AGENT_NUMBER});
    Hangup();
  }
};
```

```
context macro-ael_callanswered {
```

```
  s => {
    Wait(1);
    Noop(----- AGI: CallAnswered -----);
    AGI(agi://localhost/CallAnswered.agi);
  }
};
```

```
macro ael_queue-addremove(queueename,penalty,exten) {
```

```
  switch(${exten:0:1}) {
    case I: // Login
      AddQueueMember(${queueename},SIP/${exten:1},${penalty});
      break;
    case O: // Logout
      RemoveQueueMember(${queueename},SIP/${exten:1});
      break;
    case P: // Pause
      PauseQueueMember(${queueename},Local/${exten:1}@agents);
      break;
    case U: // Unpause
      UnpauseQueueMember(${queueename},Local/${exten:1}@agents);
```

```

    break;
default: // Invalid
    Playback(invalid);
    break;
}
}

macro ael_queue-success(exten) {
    if( ${queue-announce-success} > 0 ) {
        switch( ${exten:0:1} ) {
            case I:
                Playback(agent-loginok);
                Hangup();
                break;
            case O:
                Playback(agent-loggedoff);
                Hangup();
                break;
        }
    }
}
}

```

```
// EOF
```

queues.conf?

[general]

```

persistentmembers=yes
shared_lastcall=yes
updatecdr=no
monitor-type=MixMonitor

```

; Static Queue

[801]

```

announce-frequency=15
announce-holdtime=no
announce-position=yes
music=default
autofill=no
eventmemberstatus=no
eventwhencalled=no
joinempty=yes
leavewhenempty=no
maxlen=0
memberdelay=0
penaltymemberslimit=0
periodic-announce-frequency=15
queue-callswaiting=queue-callswaiting
queue-thankyou=queue-thankyou

```

queue-thereare=queue-thereare
 queue-youarenext=queue-youarenext
 repholdtime=no
 retry=5
 ringinuse=yes
 servicelevel=60
 strategy=ringall
 timeout=15
 timeoutpriority=app
 timeoutrestart=no
 weight=0
 wrapuptime=0
 context=ael_ivr-queue
 setqueuevar=yes
 member=SIP/300,1
 member=SIP/301,1
 member=SIP/302,1

; Dynamic Queue

[802]

announce-frequency=15
 announce-holdtime=no
 announce-position=no
 music=default
 autofill=no
 eventmemberstatus=no
 eventwhencalled=no
 joinempty=yes
 leavewhenempty=no
 maxlen=0
 memberdelay=0
 penaltymemberslimit=0
 periodic-announce-frequency=15
 queue-callswaiting=queue-callswaiting
 queue-thankyou=silence/1
 queue-thereare=queue-thereare
 queue-youarenext=queue-youarenext
 repholdtime=no
 retry=5
 ringinuse=yes
 servicelevel=60
 strategy=ringall
 timeout=15
 timeoutpriority=app
 timeoutrestart=no
 weight=0
 wrapuptime=0
 context=ael_ivr-queue
 setqueuevar=yes

???

- [Automatic Call Distribution \(ACD\) Queues](#)