

Statsboards

The **Statsboards** status page is used to inspect operational state and historical records without changing normal tenant configuration.

How to Use

1. Open **Status > Statsboards**.
2. Confirm that the selected tenant is correct, or use the available global view when your account allows it.
3. Use filters to narrow the result before exporting or reviewing detailed records.
4. For live status pages, refresh the page after making configuration changes that should affect the state.

Operational Notes

Status pages are diagnostic views. When a record points to a configuration object, open the related configuration page to make changes instead of editing the status view.

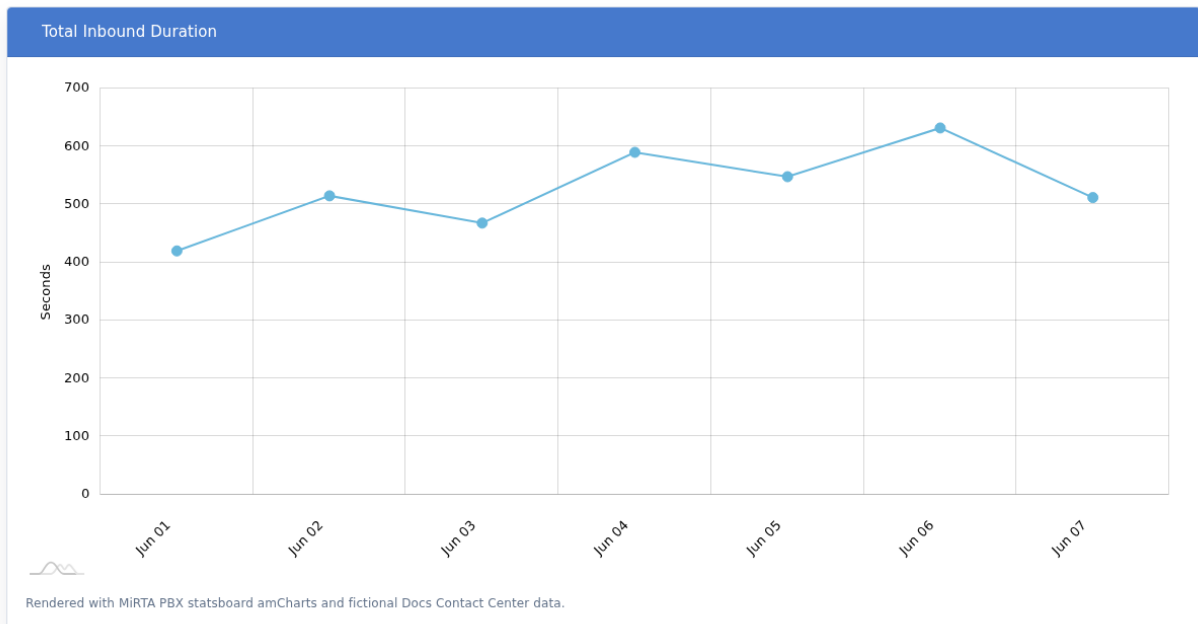
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- [Total Outbound Duration](#)
- [Average Inbound Duration](#)
- [Average Outbound Duration](#)
- [Total Talk Time](#)
- [Average Talk Time](#)
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Total Inbound Duration

The **Total Inbound Duration** statsboard report adds a reusable card for **Total inbound duration**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Total Inbound Duration example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Total inbound duration |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Sum sc_duration for Simple CDR rows where sc_direction is IN.

When To Use

Useful for seeing how much inbound traffic the tenant handled.

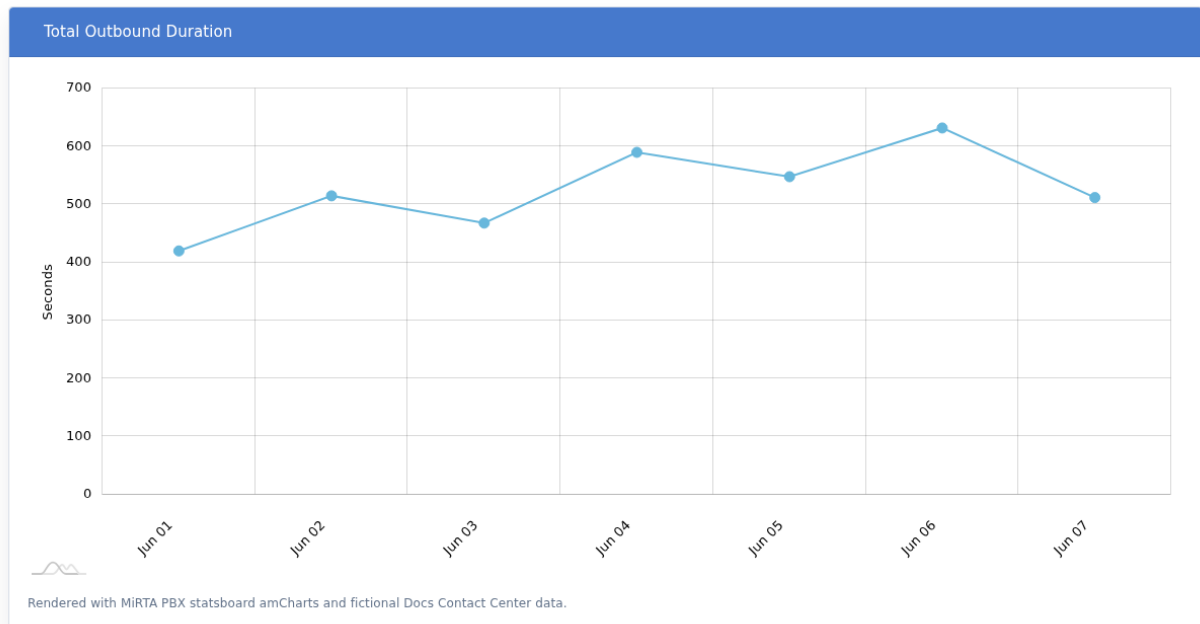
Notes

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- Queue reports can be limited to selected queues, or left empty to include all queues for the tenant.

Total Outbound Duration

The **Total Outbound Duration** statsboard report adds a reusable card for **Total outbound duration**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Total Outbound Duration example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Total outbound duration |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Sum sc_duration for Simple CDR rows where sc_direction is OUT.

When To Use

Useful for tracking outbound trunk usage and customer-callback workload.

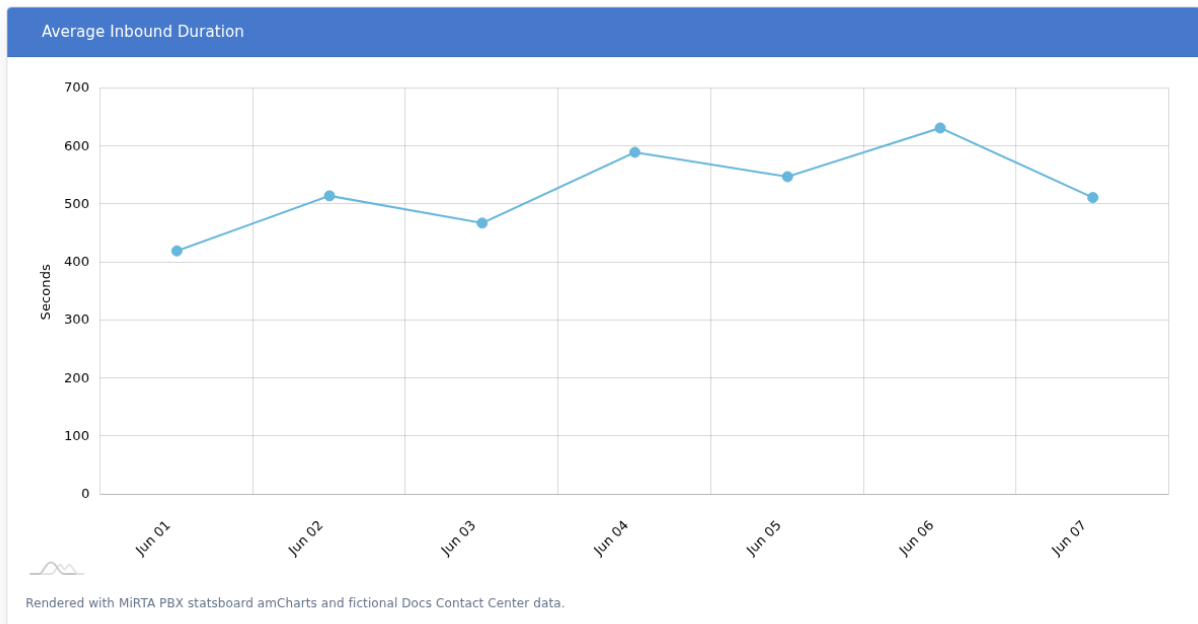
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Average Inbound Duration

The **Average Inbound Duration** statsboard report adds a reusable card for **Average inbound duration**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Inbound Duration example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Average inbound duration |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Average sc_duration for inbound Simple CDR rows.

When To Use

Helps spot days where inbound calls become longer than usual.

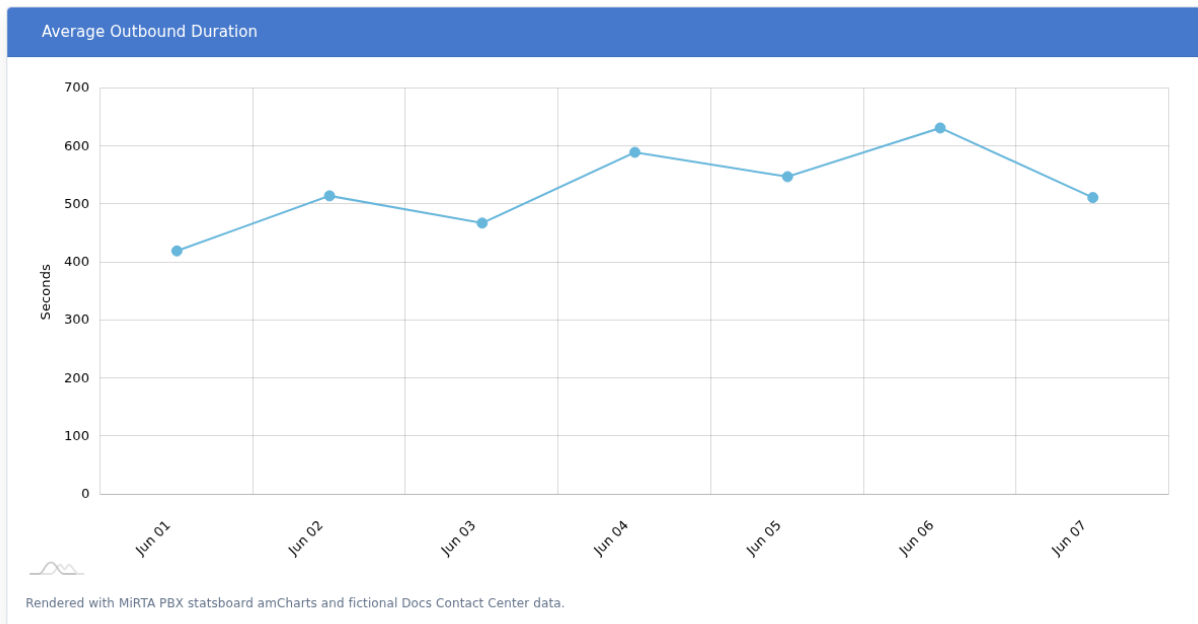
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Average Outbound Duration

The **Average Outbound Duration** statsboard report adds a reusable card for **Average outbound duration**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Outbound Duration example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Average outbound duration |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Average sc_duration for outbound Simple CDR rows.

When To Use

Helps compare outbound follow-up duration across periods.

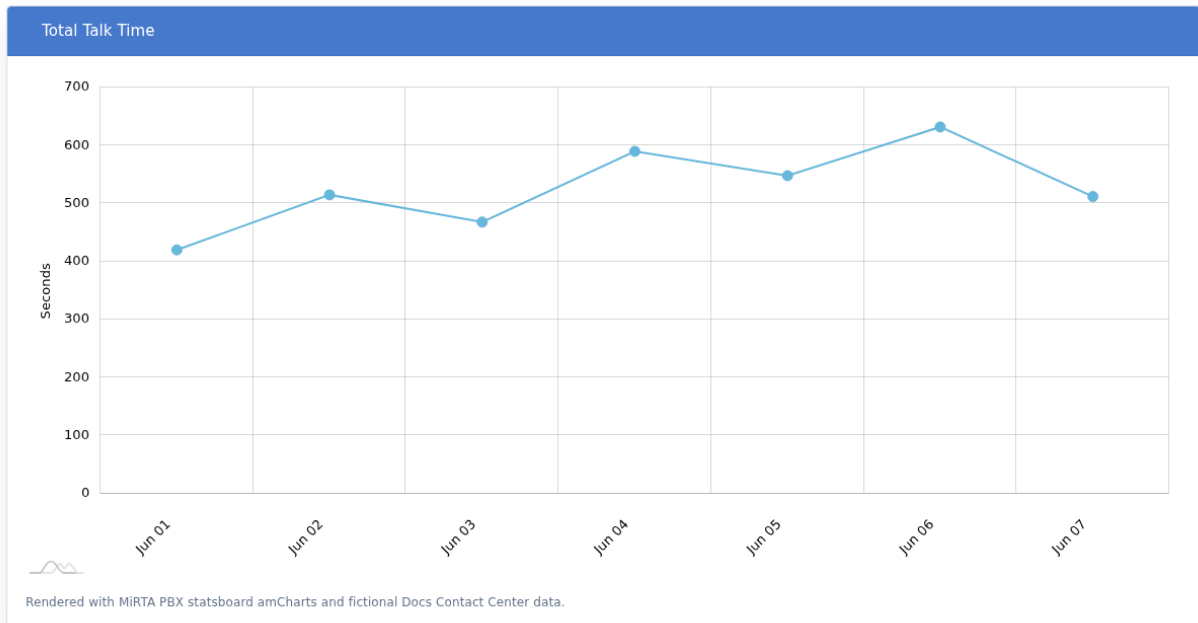
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Total Talk Time

The **Total Talk Time** statsboard report adds a reusable card for **Total talk time**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Total Talk Time example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Total talk time |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Sum sc_billsec for Simple CDR rows in the selected period.

When To Use

Measures real answered conversation time instead of total call setup time.

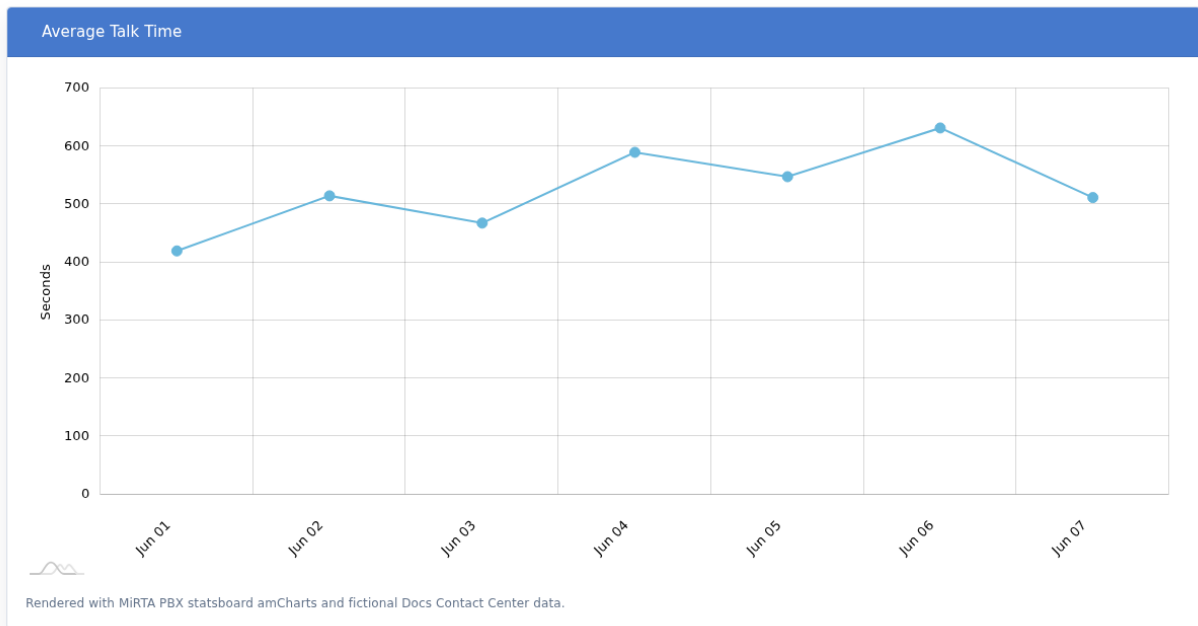
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Average Talk Time

The **Average Talk Time** statsboard report adds a reusable card for **Average talk time**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Talk Time example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Average talk time |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Average sc_billsec for answered Simple CDR rows.

When To Use

Useful when comparing agent or tenant conversation patterns.

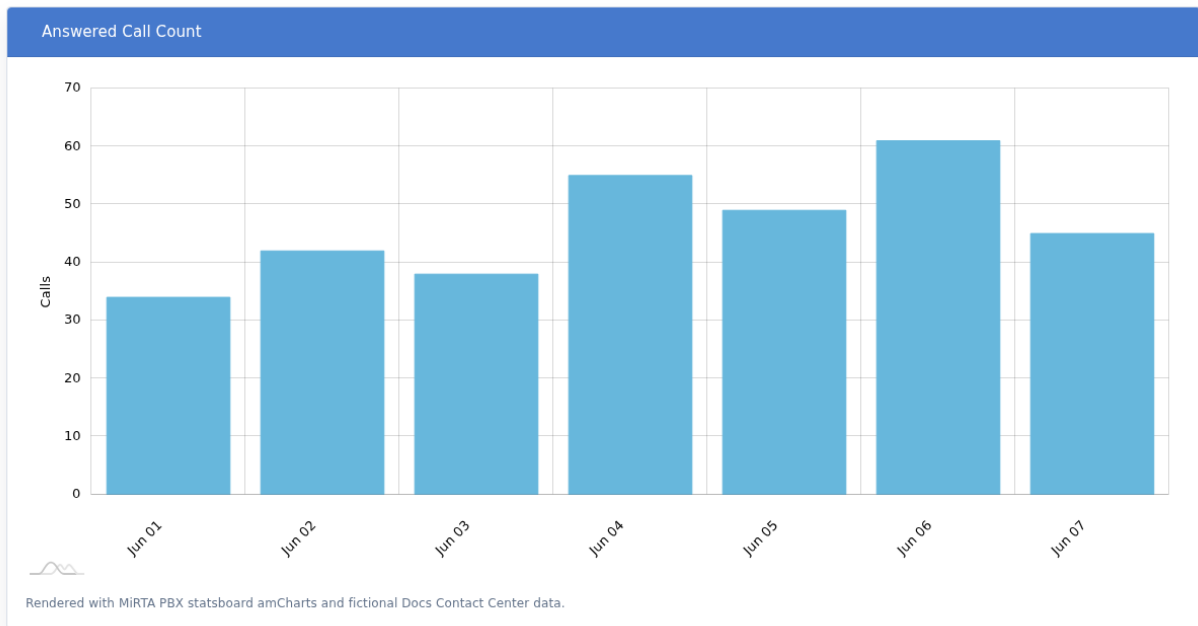
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Answered Call Count

The **Answered Call Count** statsboard report adds a reusable card for **Answered call count**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Answered Call Count example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Answered call count |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Count Simple CDR rows where sc_billsec is greater than zero or disposition is ANSWERED.

When To Use

Gives a tenant-level answered call volume trend.

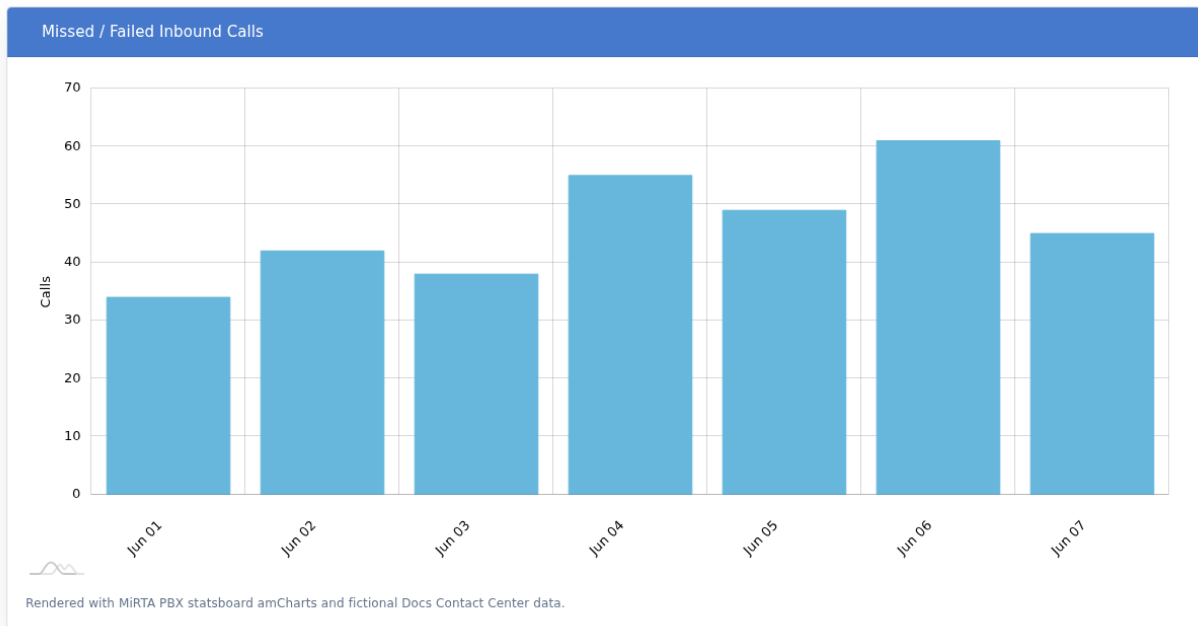
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Missed / Failed Inbound Calls

The **Missed / Failed Inbound Calls** statsboard report adds a reusable card for **Missed / failed inbound calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Missed / Failed Inbound Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Missed / failed inbound calls |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Count inbound Simple CDR rows that were not answered.

When To Use

Highlights inbound demand that did not reach a successful conversation.

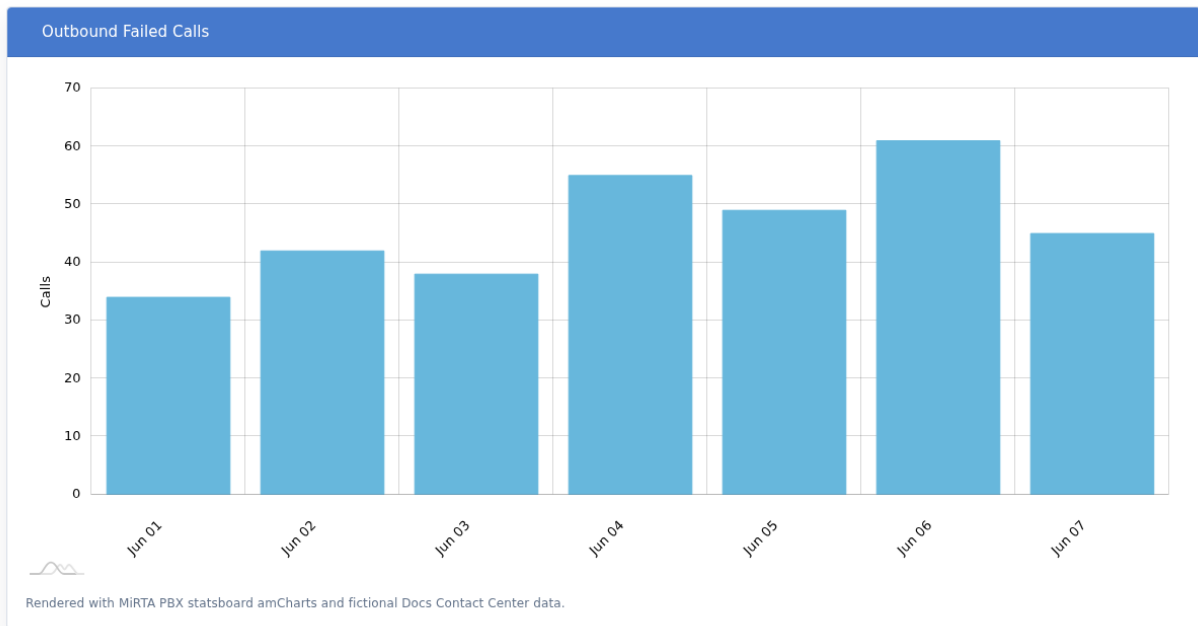
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Outbound Failed Calls

The **Outbound Failed Calls** statsboard report adds a reusable card for **Outbound failed calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Outbound Failed Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Outbound failed calls |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Count outbound Simple CDR rows with failed, busy, no-answer, congestion, or unavailable disposition.

When To Use

Useful for identifying carrier or dialing-quality problems.

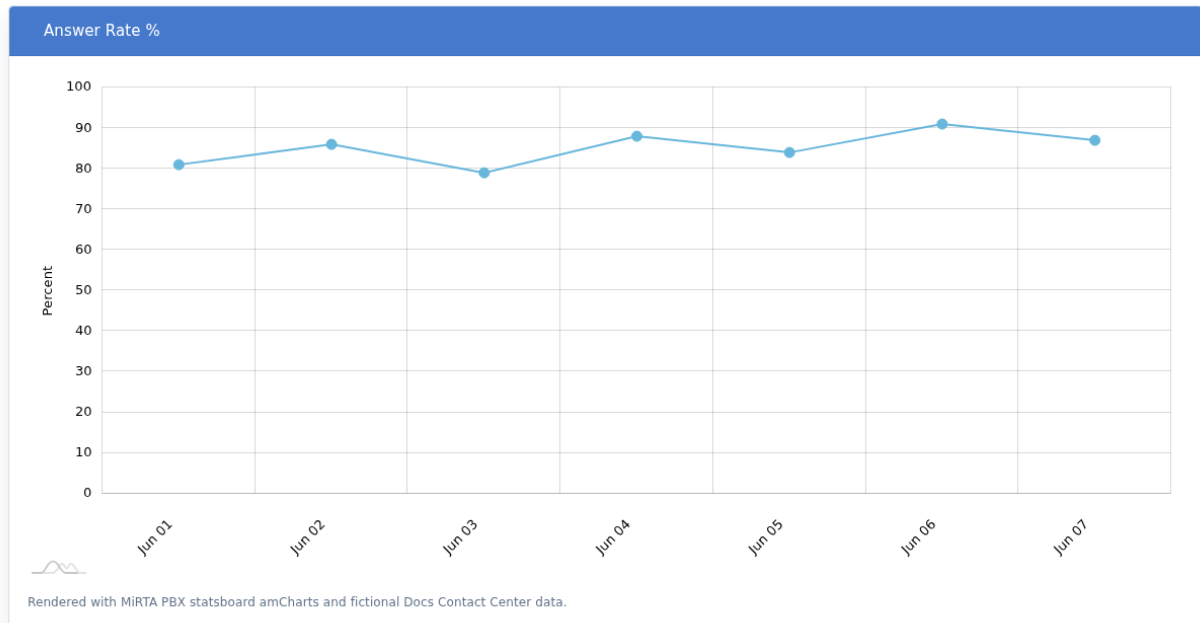
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Answer Rate %

The **Answer Rate %** statsboard report adds a reusable card for **Answer rate %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Answer Rate % example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Answer rate % |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Answered Simple CDR rows divided by all Simple CDR rows, multiplied by 100.

When To Use

Provides a fast tenant-level service-health indicator.

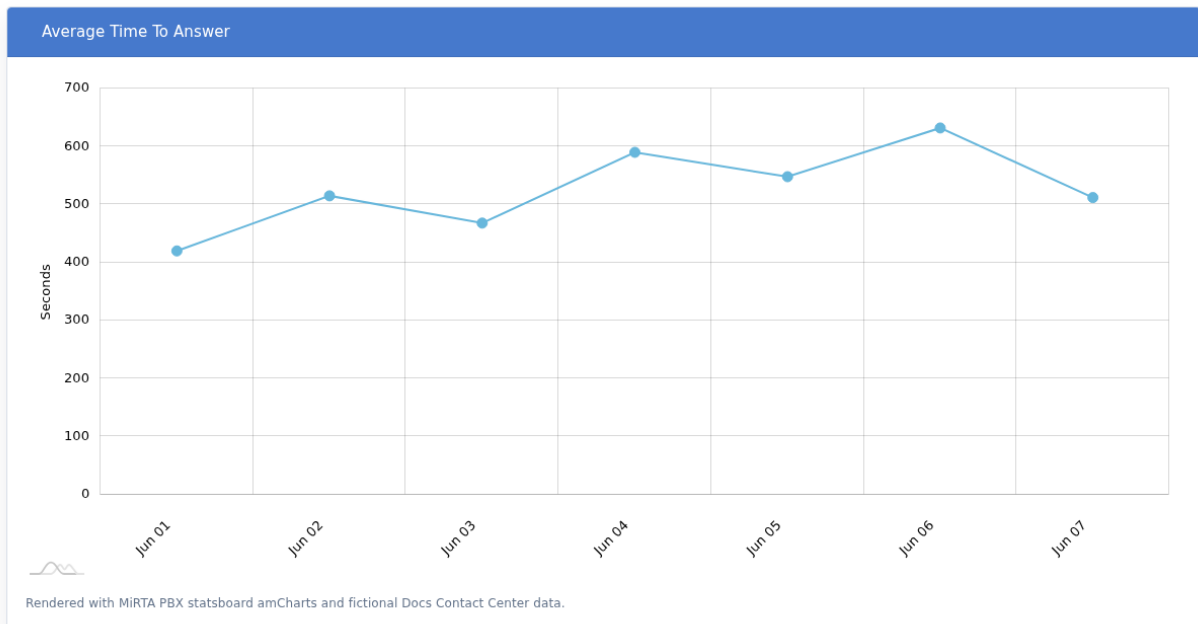
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Average Time To Answer

The **Average Time To Answer** statsboard report adds a reusable card for **Average time to answer**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Time To Answer example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Average time to answer |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Average seconds between sc_start and sc_whenanswered for answered rows.

When To Use

Shows how quickly answered calls are picked up.

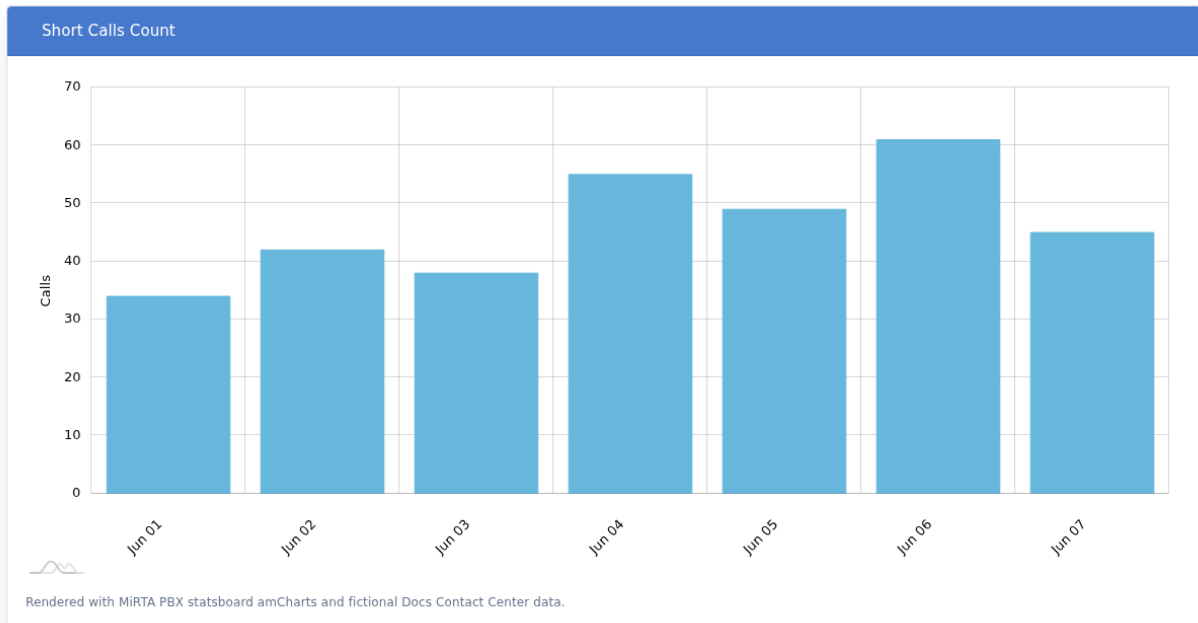
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Short Calls Count

The **Short Calls Count** statsboard report adds a reusable card for **Short calls count**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Short Calls Count example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_METRIC</code> |
| Metric | Short calls count |
| Data source | Simple CDR |
| Display | Line or bar chart by selected date bucket. |

Calculation

Count Simple CDR rows with `sc_duration` greater than zero and under the configured short-call threshold.

When To Use

Helps detect wrong-number calls, failed conversations, or nuisance traffic.

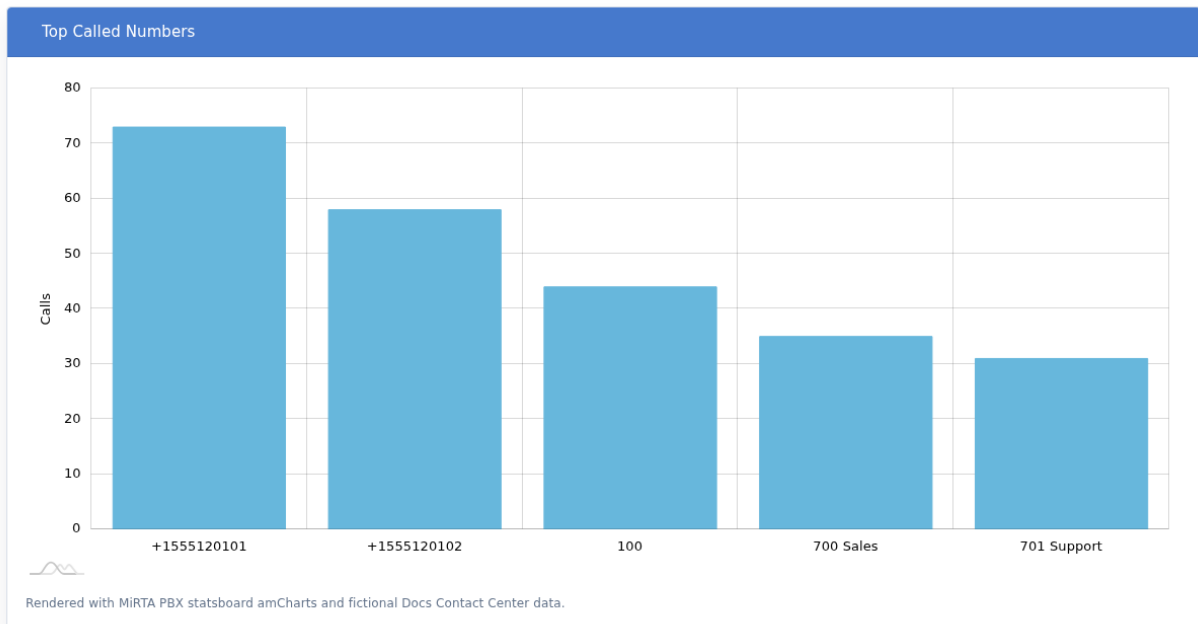
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Top Called Numbers

The **Top Called Numbers** statsboard report adds a reusable card for **Top called numbers**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Top Called Numbers example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------|
| Statsboard box type | <code>CALLS_TOP</code> |
| Metric | Top called numbers |
| Data source | Simple CDR |
| Display | Top-N bar chart or table. |

Calculation

Group Simple CDR rows by sc_dialednum and count each destination.

When To Use

Shows the destinations receiving the most calls.

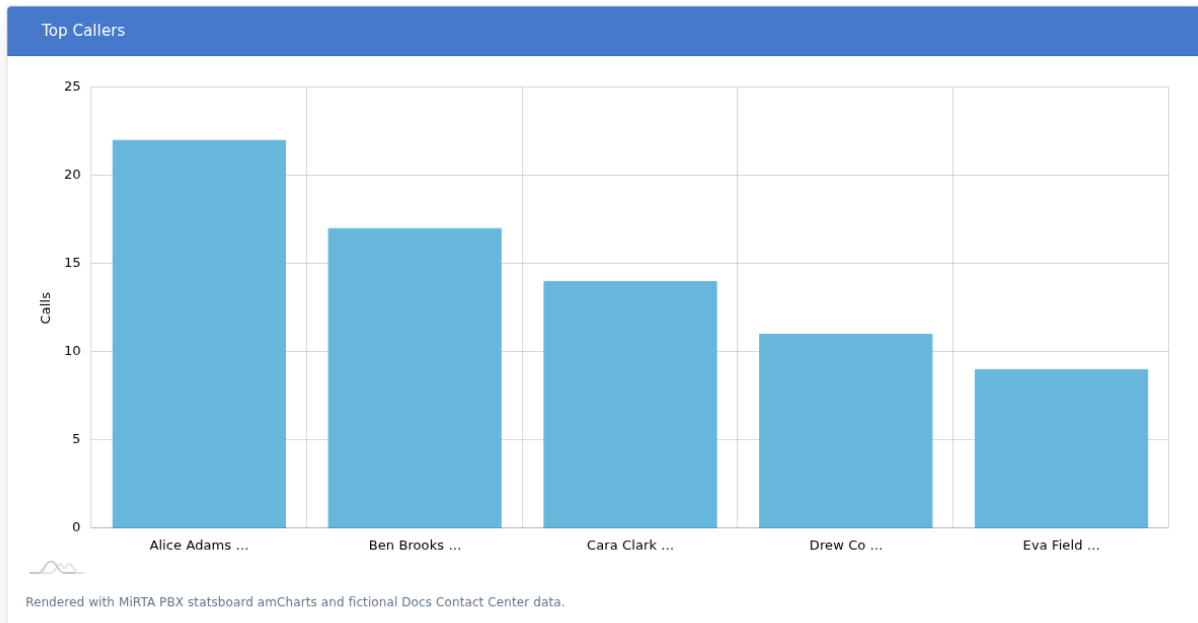
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Top Callers

The **Top Callers** statsboard report adds a reusable card for **Top callers**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Top Callers example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------|
| Statsboard box type | <code>CALLS_TOP</code> |
| Metric | Top callers |
| Data source | Simple CDR |
| Display | Top-N bar chart or table. |

Calculation

Group Simple CDR rows by caller number and caller name, then count calls.

When To Use

Identifies frequent callers or high-volume sources.

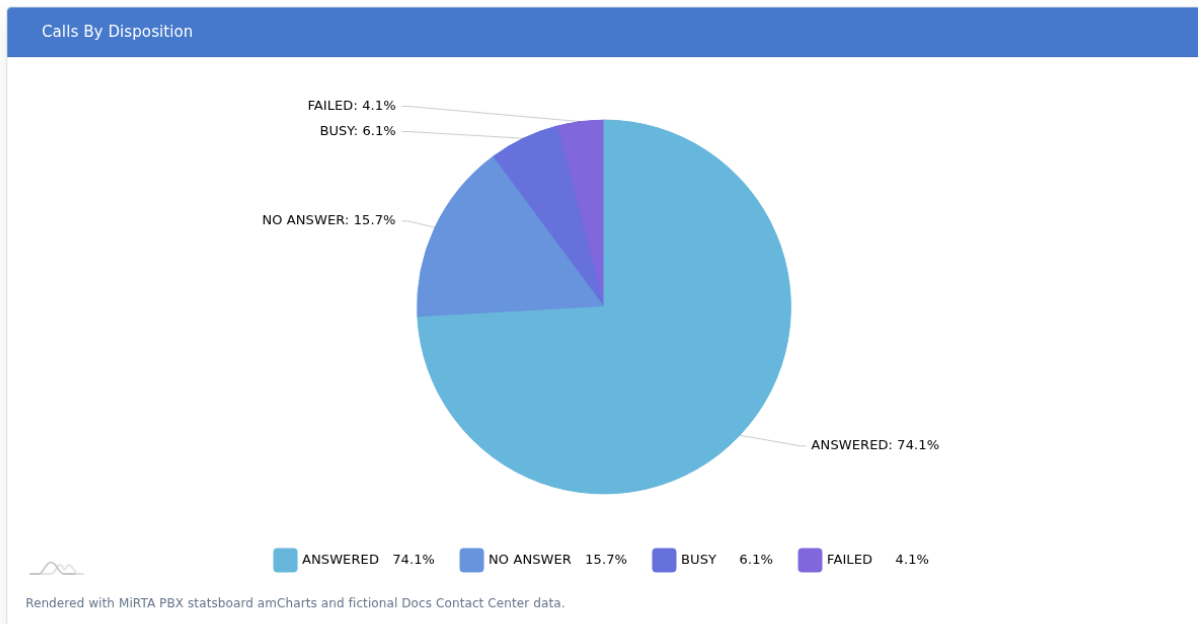
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Calls By Disposition

The **Calls By Disposition** statsboard report adds a reusable card for **Calls by disposition**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Disposition example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>CALLS_BREAKDOWN</code> |
| Metric | Calls by disposition |
| Data source | Simple CDR |
| Display | Pie chart, bar chart, or table. |

Calculation

Group Simple CDR rows by sc_disposition.

When To Use

Shows the result mix for the selected period.

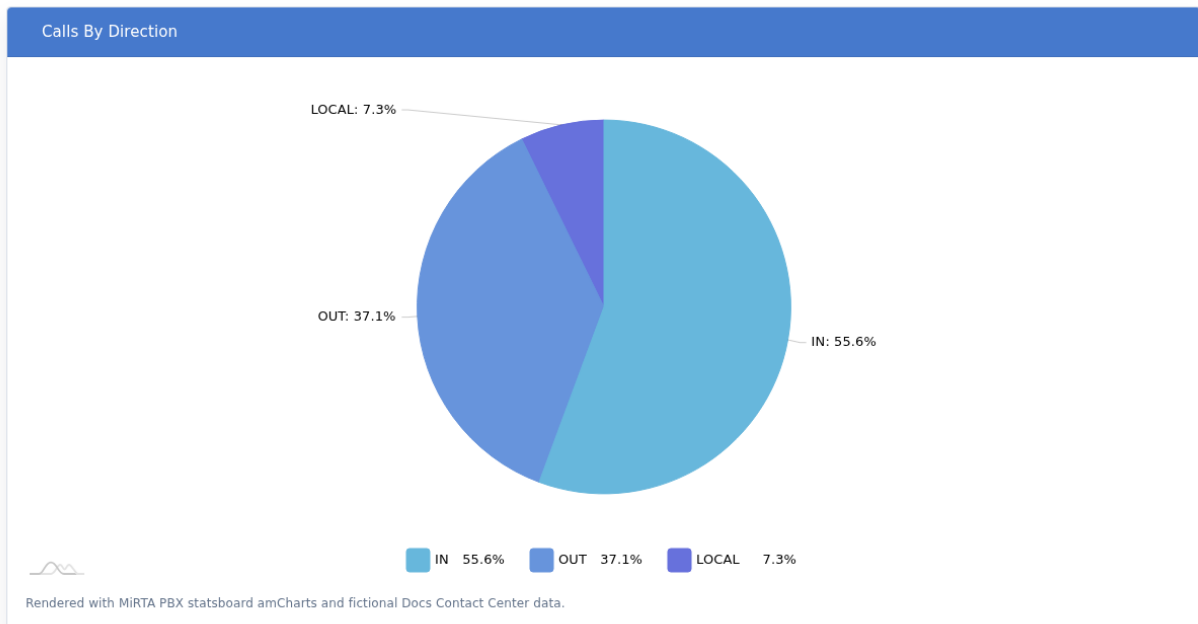
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Calls By Direction

The **Calls By Direction** statsboard report adds a reusable card for **Calls by direction**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Direction example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>CALLS_BREAKDOWN</code> |
| Metric | Calls by direction |
| Data source | Simple CDR |
| Display | Pie chart, bar chart, or table. |

Calculation

Group Simple CDR rows by sc_direction.

When To Use

Compares inbound, outbound, and local call flow.

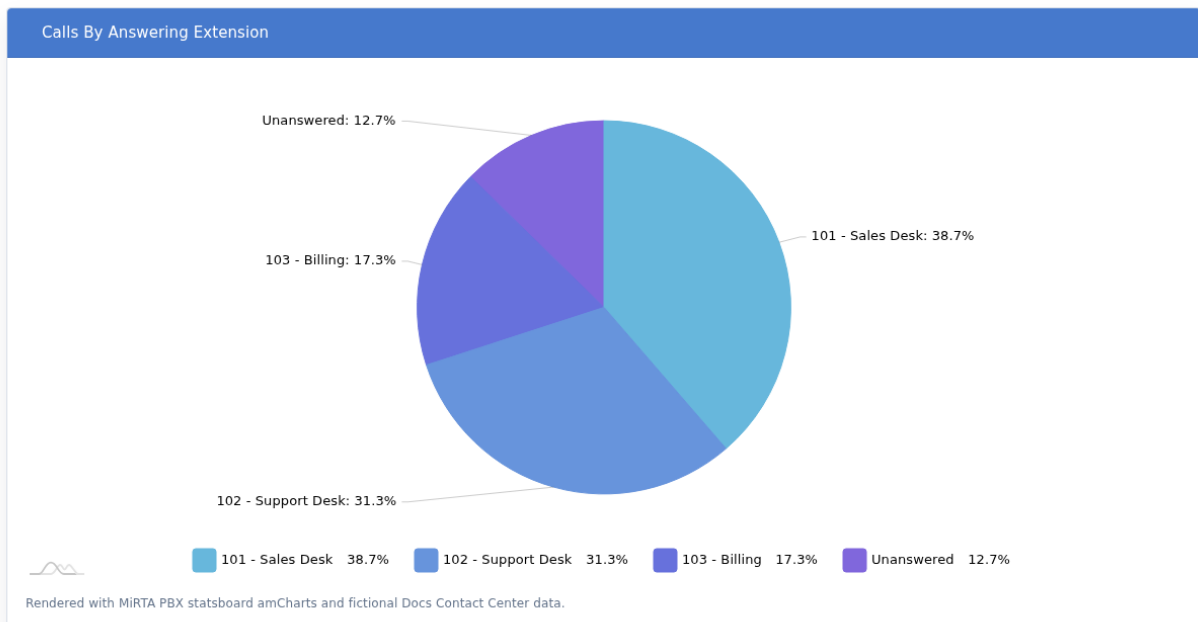
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Calls By Answering Extension

The **Calls By Answering Extension** statsboard report adds a reusable card for **Calls by answering extension**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Answering Extension example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>CALLS_BREAKDOWN</code> |
| Metric | Calls by answering extension |
| Data source | Simple CDR |
| Display | Pie chart, bar chart, or table. |

Calculation

Group Simple CDR rows by `sc_whoanswered`, using Unanswered when empty.

When To Use

Shows where answered calls landed.

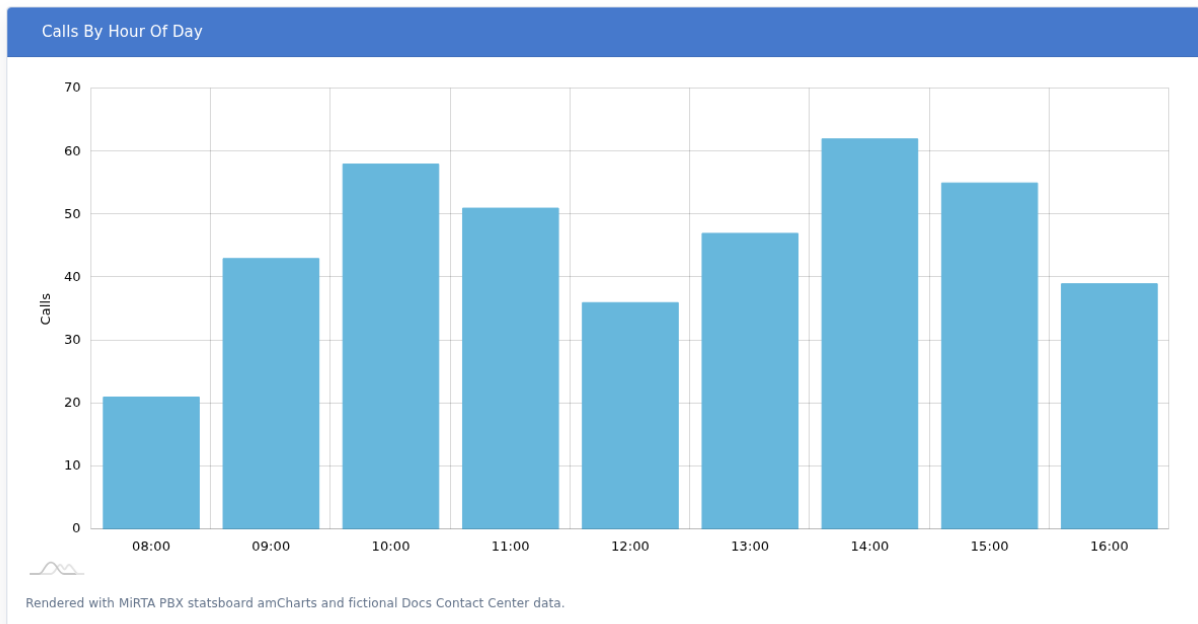
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Calls By Hour Of Day

The **Calls By Hour Of Day** statsboard report adds a reusable card for **Calls by hour of day**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Hour Of Day example with fictional data.

Configuration

| Field | Value |
|---------------------|------------------------------|
| Statsboard box type | <code>CALLS_BREAKDOWN</code> |
| Metric | Calls by hour of day |
| Data source | Simple CDR |
| Display | Bar chart or table. |

Calculation

Group Simple CDR rows by the hour extracted from sc_start.

When To Use

Finds the busiest hours for staffing and routing decisions.

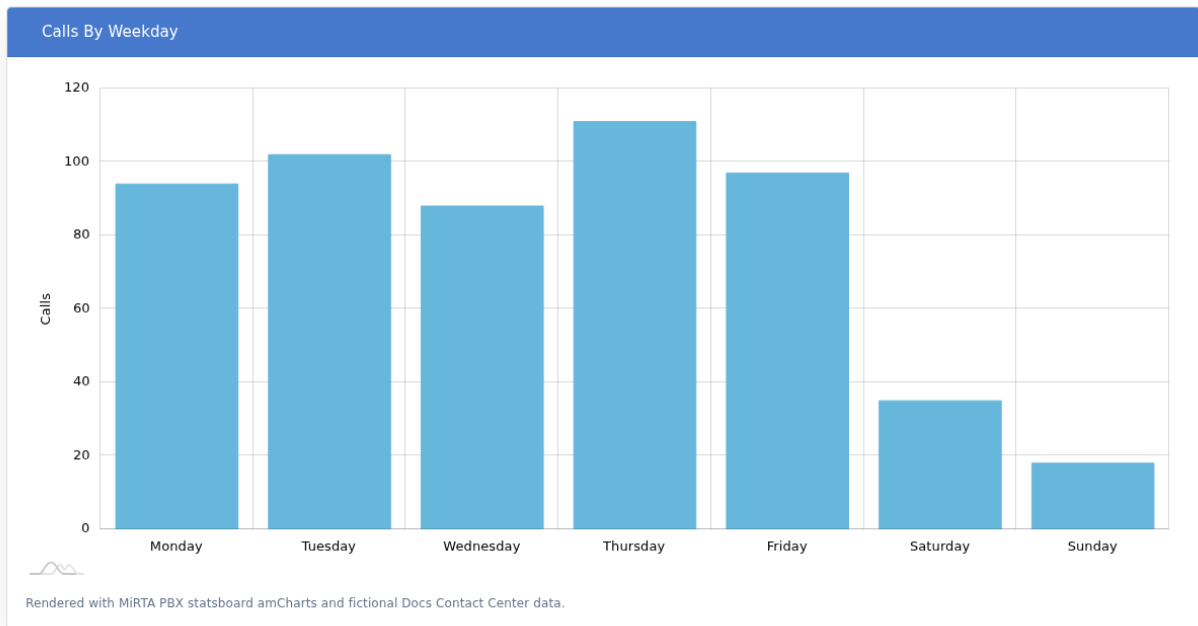
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Calls By Weekday

The **Calls By Weekday** statsboard report adds a reusable card for **Calls by weekday**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Weekday example with fictional data.

Configuration

| Field | Value |
|---------------------|------------------------------|
| Statsboard box type | <code>CALLS_BREAKDOWN</code> |
| Metric | Calls by weekday |
| Data source | Simple CDR |
| Display | Bar chart or table. |

Calculation

Group Simple CDR rows by weekday extracted from sc_start.

When To Use

Compares traffic patterns across the week.

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Longest Calls

The **Longest Calls** statsboard report adds a reusable card for **Longest calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center

| Longest Calls | | | | | | |
|--------------------|-------------|---------------------|-------------|-------------|-------------|--------------------|
| Label | Value | Start | Caller | Dialed | Disposition | Answered by |
| +1555010101 -> 101 | 1842 | 2026-06-06 09:18:04 | +1555010101 | 101 | ANSWERED | 101 - Sales Desk |
| +1555010102 -> 102 | 1520 | 2026-06-06 10:42:37 | +1555010102 | 102 | ANSWERED | 102 - Support Desk |
| 100 -> +1555120101 | 1304 | 2026-06-06 11:07:15 | 100 | +1555120101 | ANSWERED | 100 - Front Desk |
| +1555010103 -> 700 | 1198 | 2026-06-06 14:23:51 | +1555010103 | 700 | ANSWERED | 700 - Sales Queue |
| 104 -> +1555120104 | 1065 | 2026-06-06 15:36:29 | 104 | +1555120104 | ANSWERED | 104 - Billing Desk |

Rendered with MIRTA PBX statsboard amCharts and fictional Docs Contact Center data.

Longest Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--|
| Statsboard box type | <code>CALLS_TOP</code> |
| Metric | Longest calls |
| Data source | Simple CDR |
| Display | Table by default, with caller, dialed number, disposition, and duration. |

Calculation

Sort Simple CDR rows by `sc_duration` descending and return the configured top-N rows.

When To Use

Finds unusually long calls for review, billing, or quality checks.

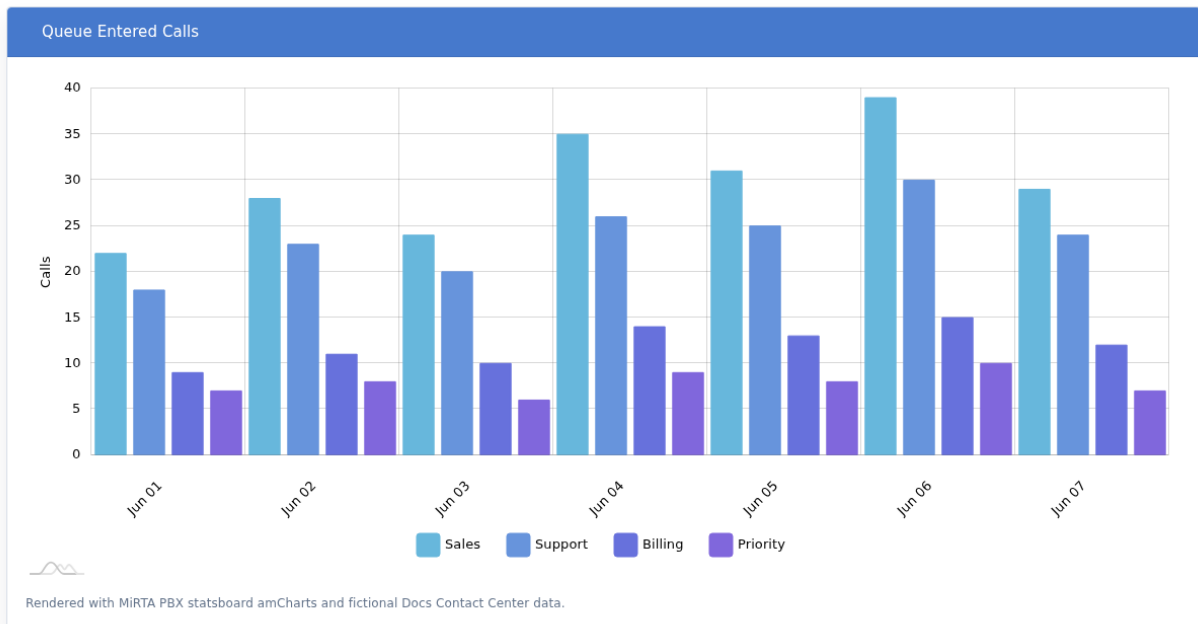
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Queue Entered Calls

The **Queue Entered Calls** statsboard report adds a reusable card for **Queue entered calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Entered Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue entered calls |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Count distinct queue_log callid values where event is ENTERQUEUE.

When To Use

Shows queue demand over time.

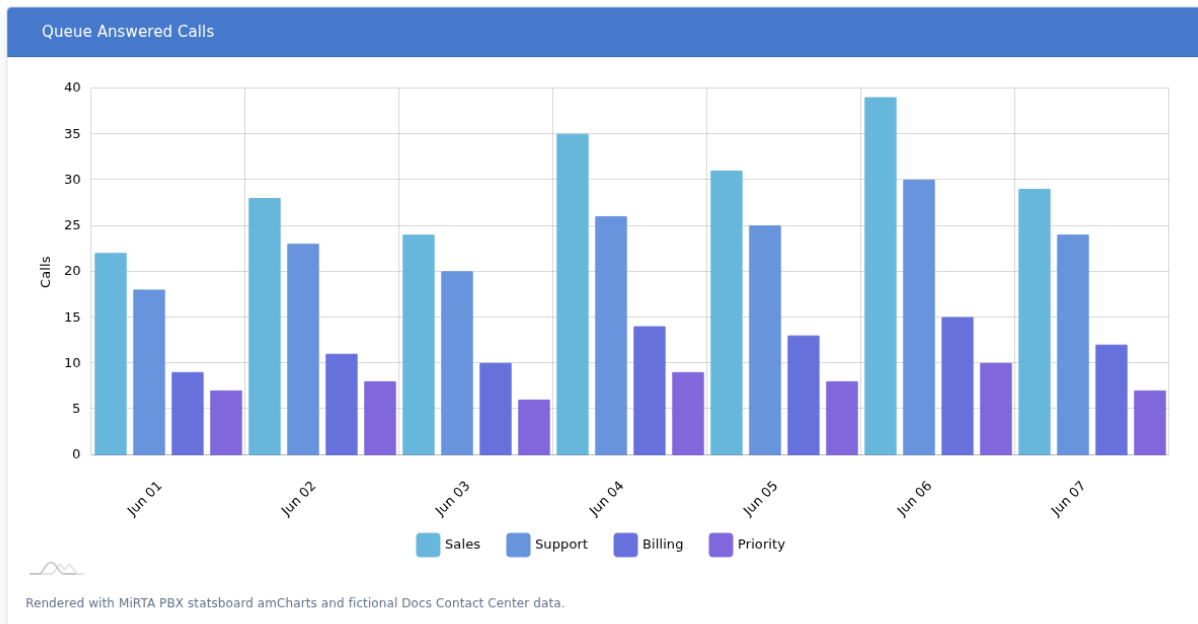
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Queue Answered Calls

The **Queue Answered Calls** statsboard report adds a reusable card for **Queue answered calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Answered Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue answered calls |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Count distinct queue_log callid values where event is CONNECT.

When To Use

Shows how many calls were answered by queue members.

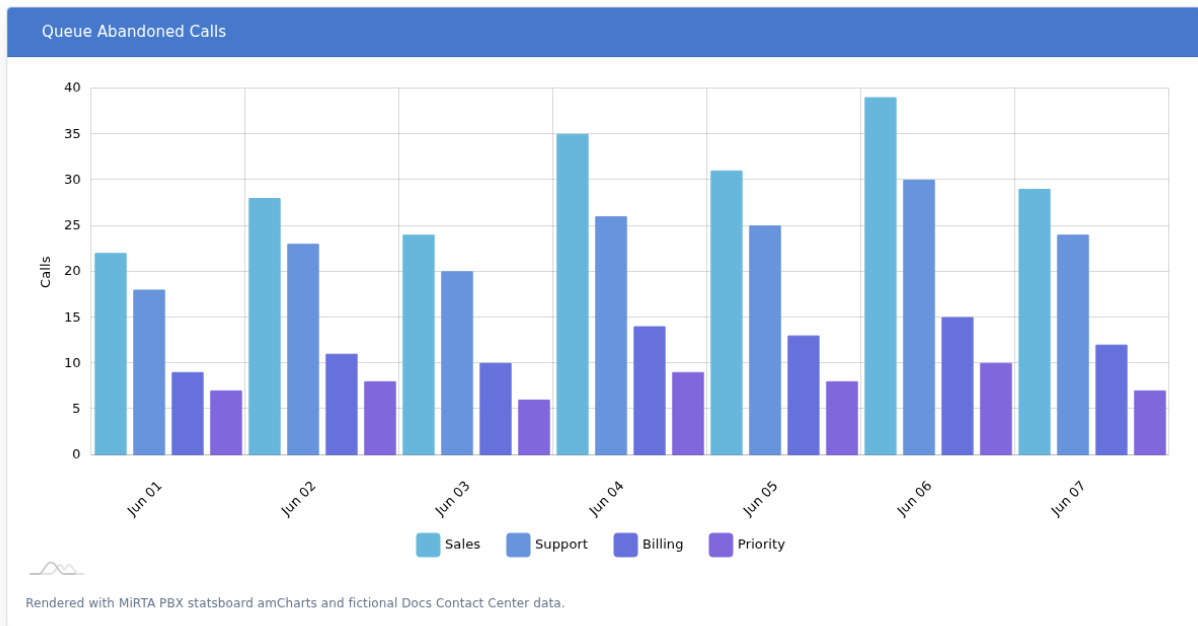
Notes

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- Queue reports can be limited to selected queues, or left empty to include all queues for the tenant.

Queue Abandoned Calls

The **Queue Abandoned Calls** statsboard report adds a reusable card for **Queue abandoned calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Abandoned Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue abandoned calls |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Count distinct queue_log callid values where event is ABANDON.

When To Use

Shows caller drop-off before answer.

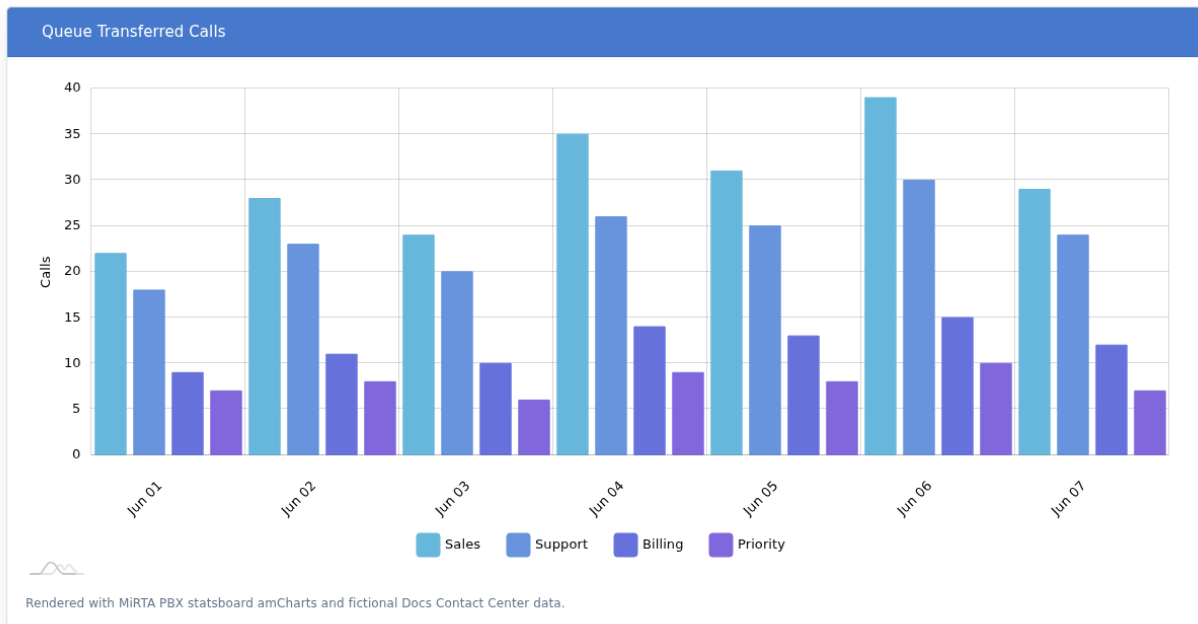
Notes

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Queue Transferred Calls

The **Queue Transferred Calls** statsboard report adds a reusable card for **Queue transferred calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Transferred Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue transferred calls |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Count distinct queue_log callid values for TRANSFER, BLINDTRANSFER, and ATTENDEDTRANSFER events.

When To Use

Shows how often queue calls are transferred after handling.

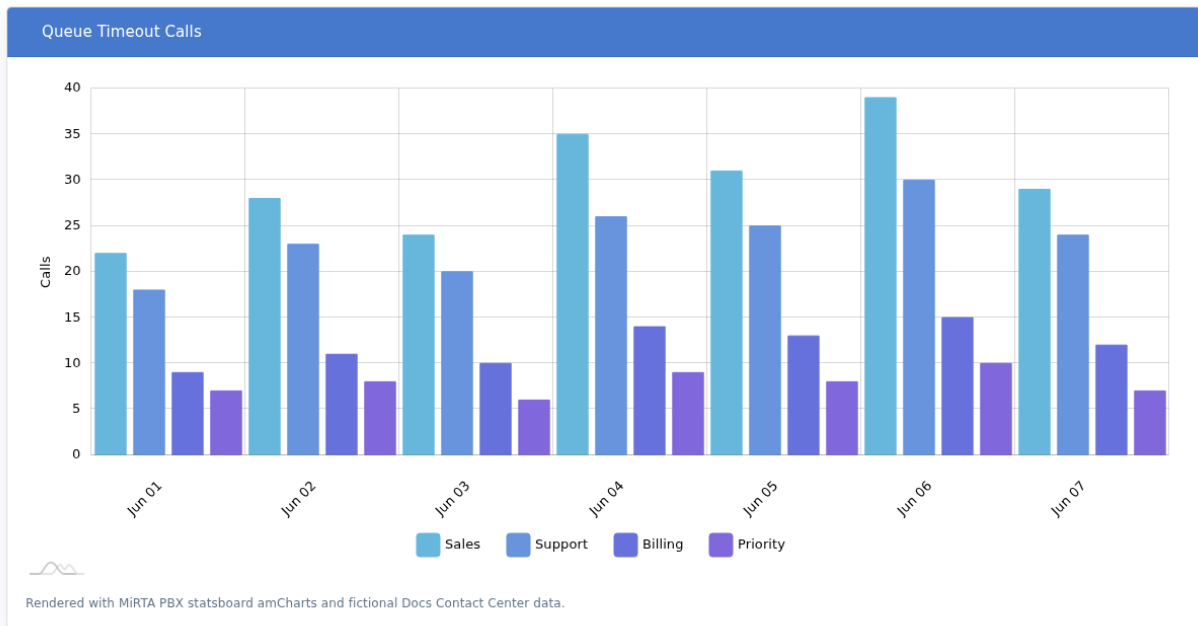
Notes

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Queue Timeout Calls

The **Queue Timeout Calls** statsboard report adds a reusable card for **Queue timeout calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Timeout Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue timeout calls |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Count distinct queue_log callid values where event is EXITWITHTIMEOUT.

When To Use

Shows calls leaving the queue due to timeout handling.

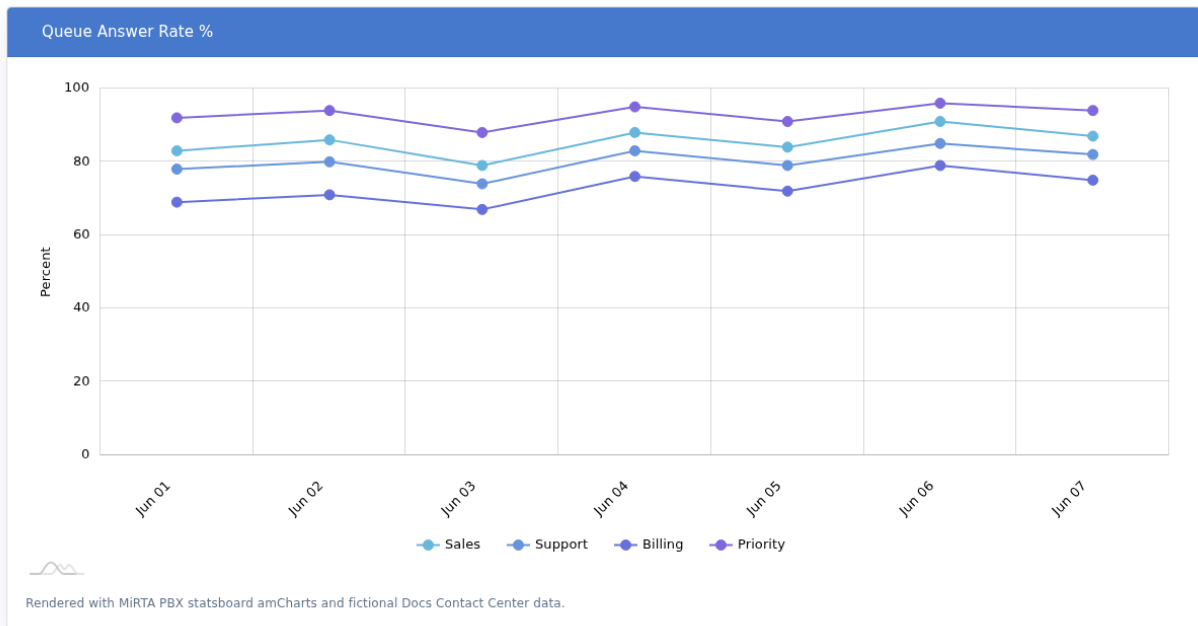
Notes

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Queue Answer Rate %

The **Queue Answer Rate %** statsboard report adds a reusable card for **Queue answer rate %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Answer Rate % example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | <code>QUEUE_METRIC</code> |
| Metric | Queue answer rate % |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

CONNECT calls divided by ENTERQUEUE calls, multiplied by 100.

When To Use

Measures queue answer effectiveness.

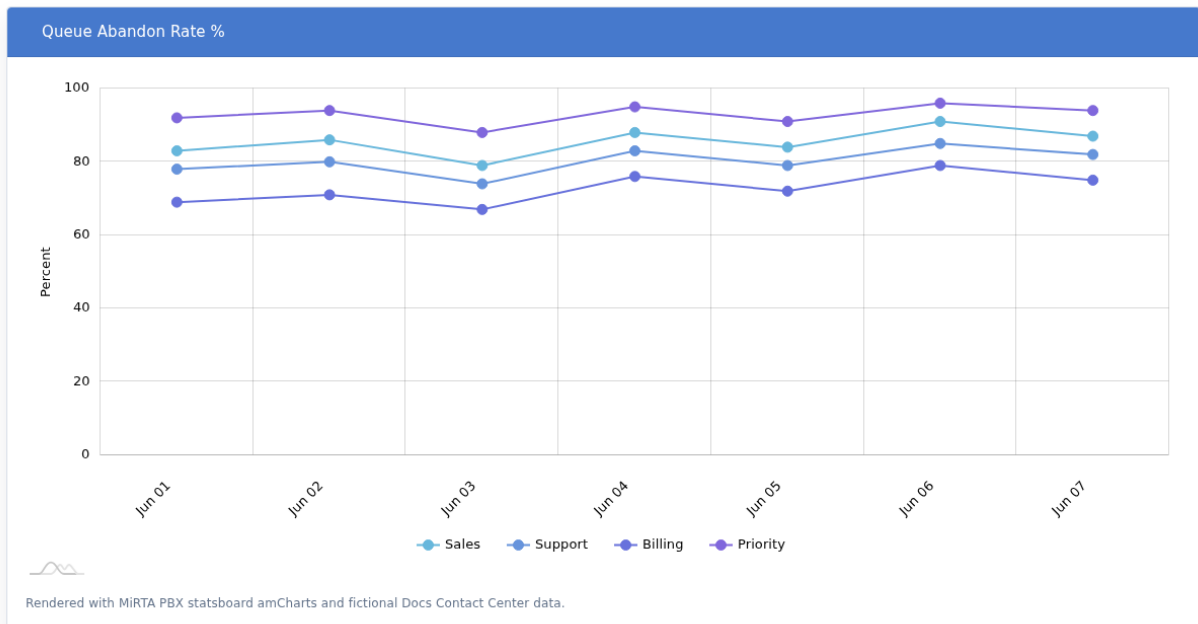
Notes

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Queue Abandon Rate %

The **Queue Abandon Rate %** statsboard report adds a reusable card for **Queue abandon rate %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Abandon Rate % example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue abandon rate % |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

ABANDON calls divided by ENTERQUEUE calls, multiplied by 100.

When To Use

Measures caller abandonment pressure.

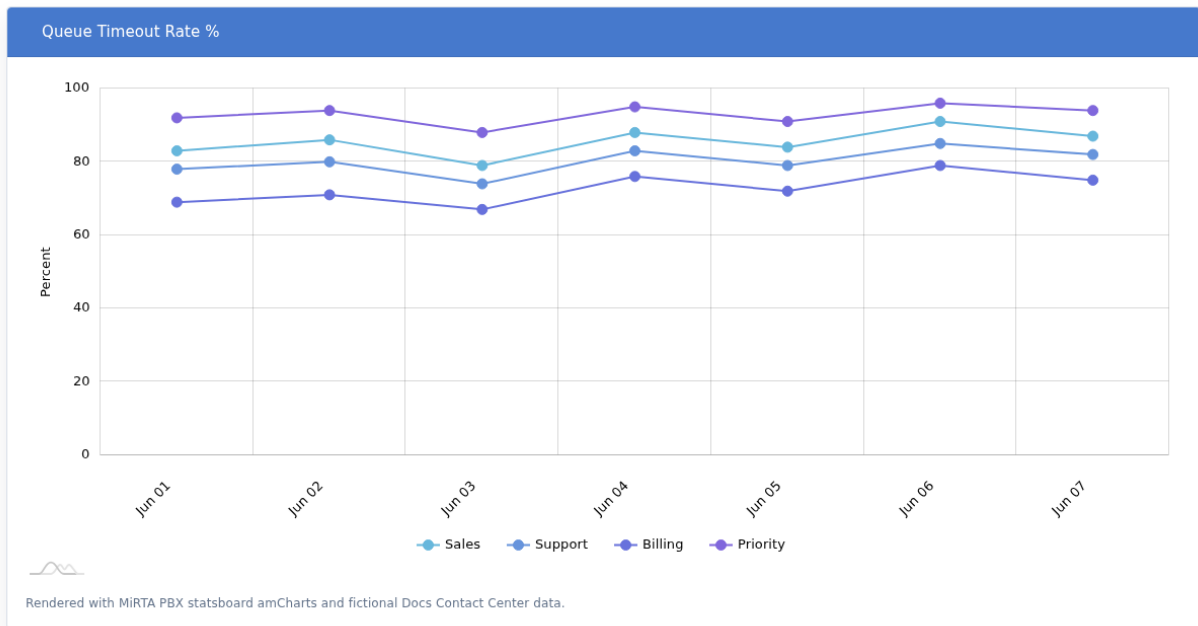
Notes

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Queue Timeout Rate %

The **Queue Timeout Rate %** statsboard report adds a reusable card for **Queue timeout rate %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Timeout Rate % example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Queue timeout rate % |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

EXITWITHTIMEOUT calls divided by ENTERQUEUE calls, multiplied by 100.

When To Use

Shows how often queue timeout routing is used.

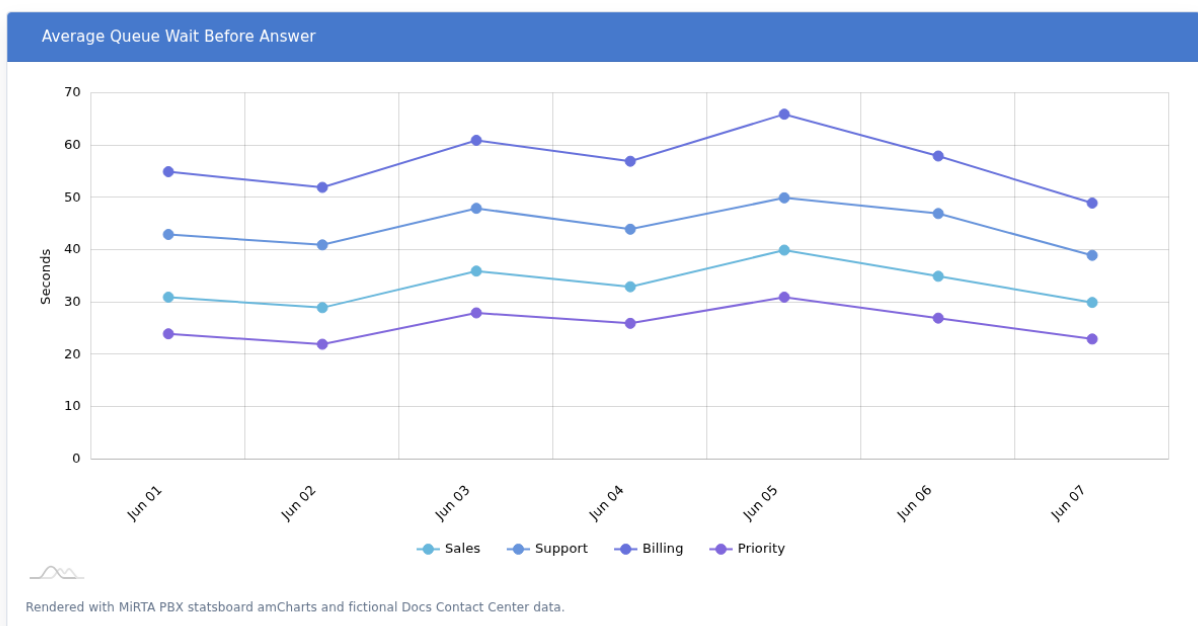
Notes

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Average Queue Wait Before Answer

The **Average Queue Wait Before Answer** statsboard report adds a reusable card for **Average queue wait before answer**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Queue Wait Before Answer example with fictional data.

Configuration

| Field | Value |
|---------------------|----------------------------------|
| Statsboard box type | <code>QUEUE_METRIC</code> |
| Metric | Average queue wait before answer |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Average completion hold time from COMPLETECALLER and COMPLETEAGENT data1.

When To Use

Shows how long answered callers waited before an agent took the call.

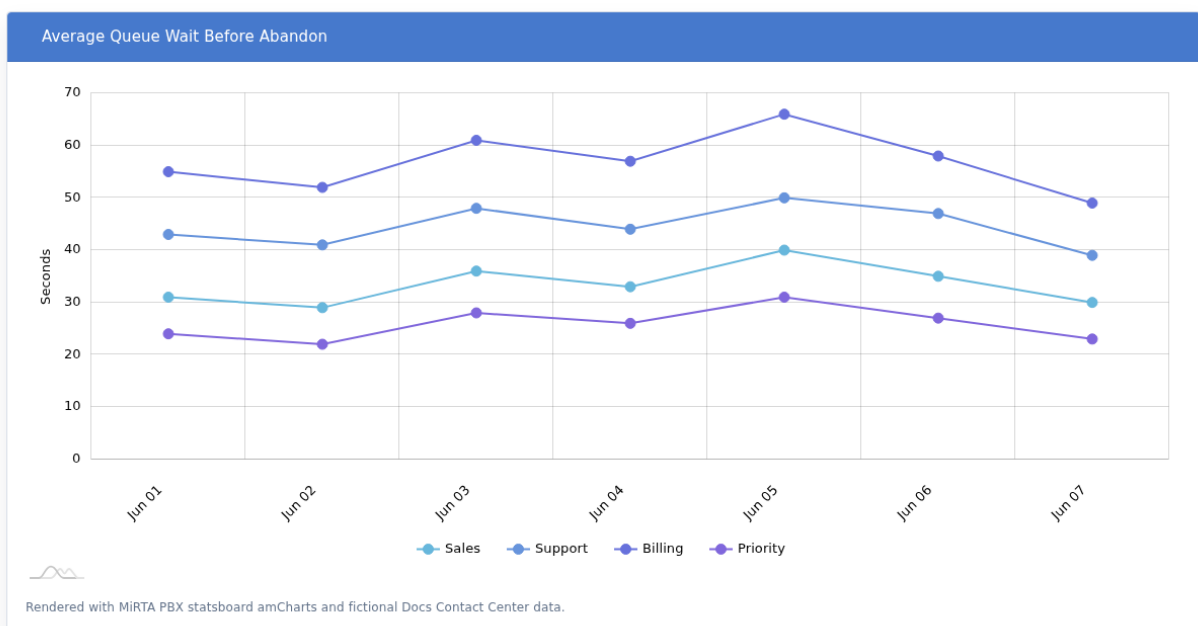
Notes

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Average Queue Wait Before Abandon

The **Average Queue Wait Before Abandon** statsboard report adds a reusable card for **Average queue wait before abandon**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Average Queue Wait Before Abandon example with fictional data.

Configuration

| Field | Value |
|---------------------|-----------------------------------|
| Statsboard box type | <code>QUEUE_METRIC</code> |
| Metric | Average queue wait before abandon |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Average ABANDON data3 wait time.

When To Use

Shows how long abandoned callers waited before leaving.

Notes

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Max Queue Wait Time

The **Max Queue Wait Time** statsboard report adds a reusable card for **Max queue wait time**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Max Queue Wait Time example with fictional data.

Configuration

| Field | Value |
|---------------------|--------------------------------|
| Statsboard box type | QUEUE_METRIC |
| Metric | Max queue wait time |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Maximum wait time across answered, abandoned, timed-out, and transferred queue events.

When To Use

Highlights worst-case queue waiting time.

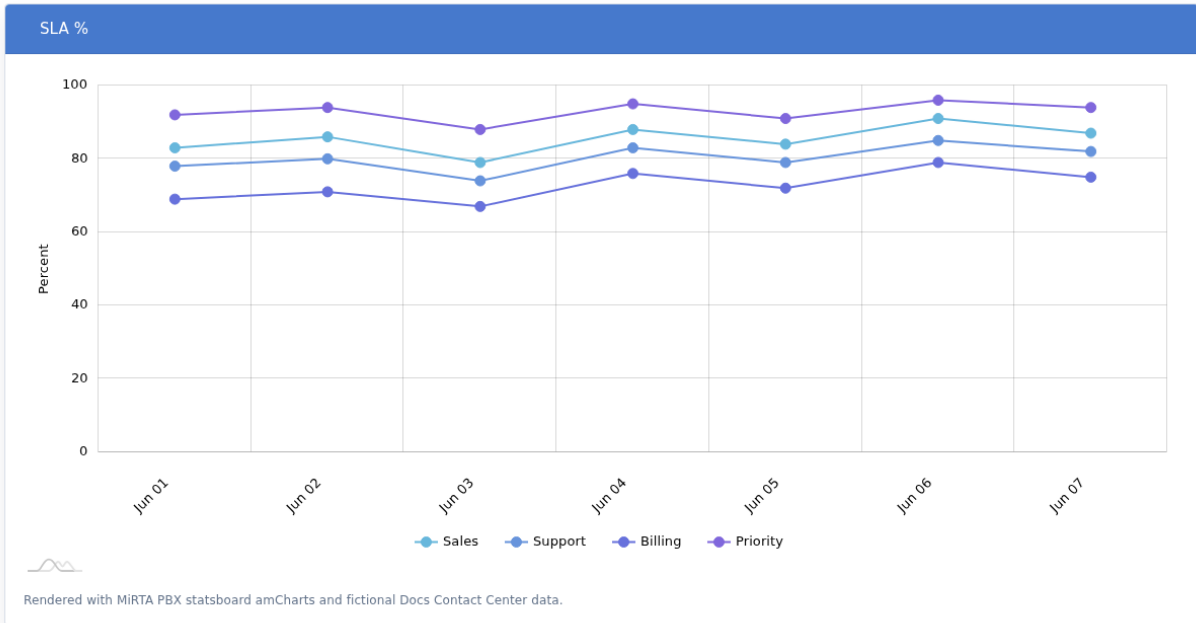
Notes

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SLA %

The **SLA %** statsboard report adds a reusable card for **SLA %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



SLA % example with fictional data.

Configuration

| Field | Value |
|---------------------|---|
| Statsboard box type | <input type="text" value="QUEUE_METRIC"/> |
| Metric | SLA % |
| Data source | Queue Log |
| Display | Multi-queue time-series chart. |

Calculation

Answered queue calls within servicelevel seconds divided by entered calls, multiplied by 100.

When To Use

Tracks service-level compliance using the queue service level when available.

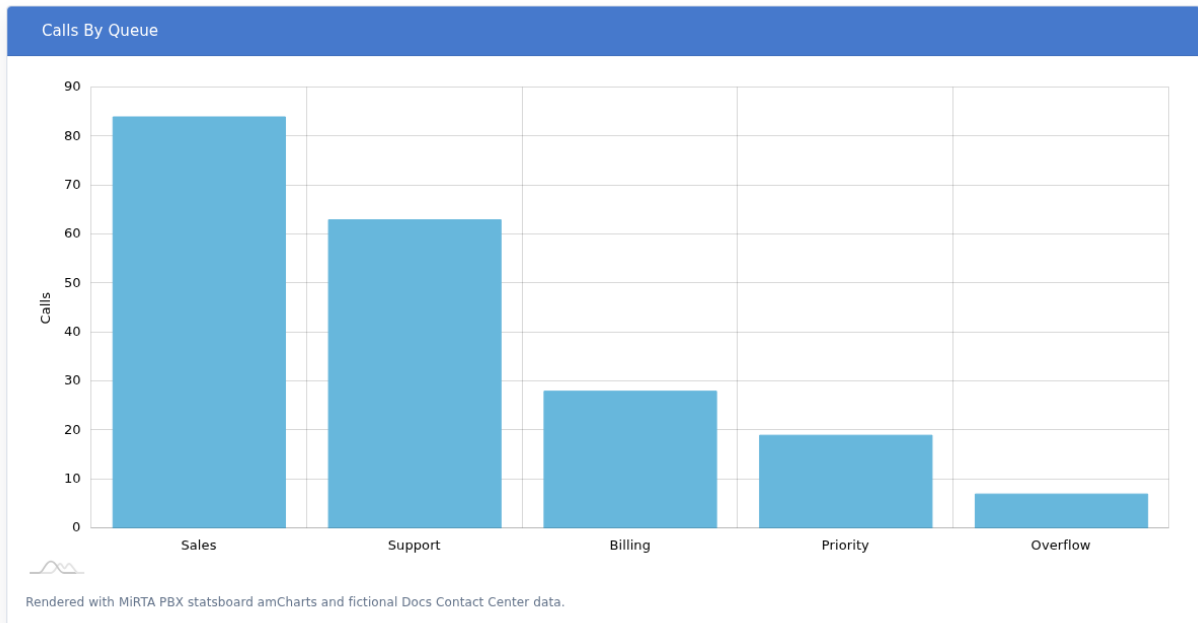
Notes

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Calls By Queue

The **Calls By Queue** statsboard report adds a reusable card for **Calls by queue**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Queue example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------|
| Statsboard box type | <code>QUEUE_METRIC</code> |
| Metric | Calls by queue |
| Data source | Queue Log |
| Display | Bar chart or table. |

Calculation

Count ENTERQUEUE events grouped by queue.

When To Use

Compares traffic among queues in the selected period.

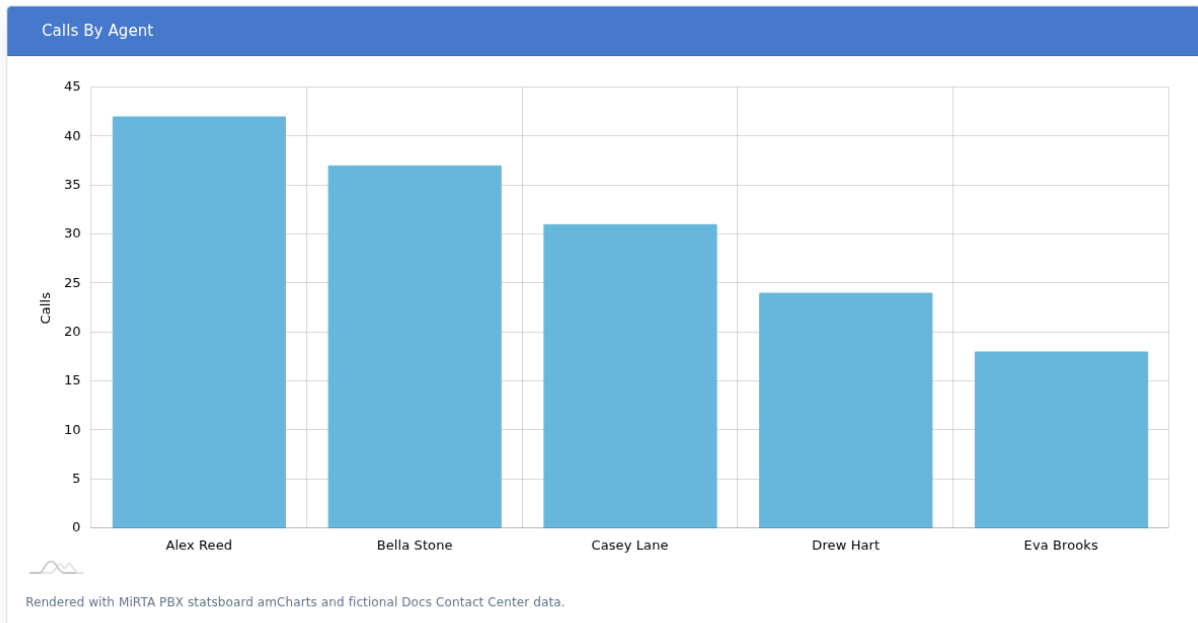
Notes

- The screenshot is rendered with MiRTA PBX statsboard amCharts and fictional Docs Contact Center data.
- The report follows the date range selected when opening the statsboard.
- Queue reports can be limited to selected queues, or left empty to include all queues for the tenant.

Calls By Agent

The **Calls By Agent** statsboard report adds a reusable card for **Calls by agent**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Agent example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>QUEUE_AGENT_METRIC</code> |
| Metric | Calls by agent |
| Data source | Queue Log |
| Display | Top-N bar chart or table. |

Calculation

Count distinct queue calls with agent-handled events grouped by agent.

When To Use

Shows the busiest queue agents.

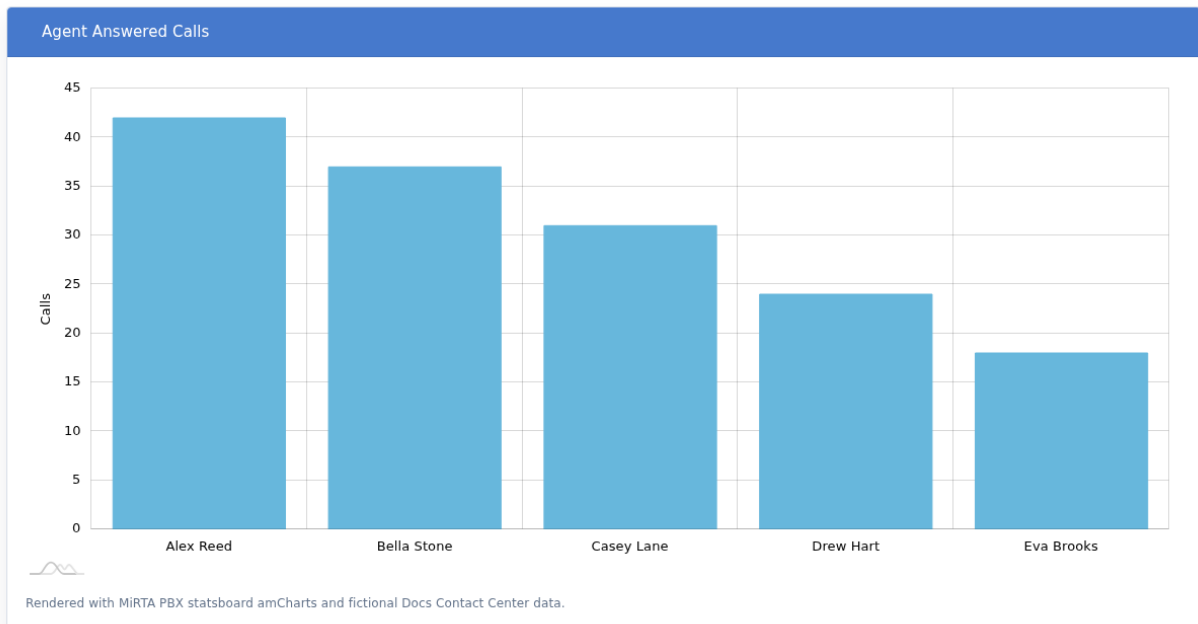
Notes

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Agent Answered Calls

The **Agent Answered Calls** statsboard report adds a reusable card for **Agent answered calls**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Agent Answered Calls example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>QUEUE_AGENT_METRIC</code> |
| Metric | Agent answered calls |
| Data source | Queue Log |
| Display | Top-N bar chart or table. |

Calculation

Count distinct CONNECT events grouped by queue_log agent.

When To Use

Shows answered call distribution among agents.

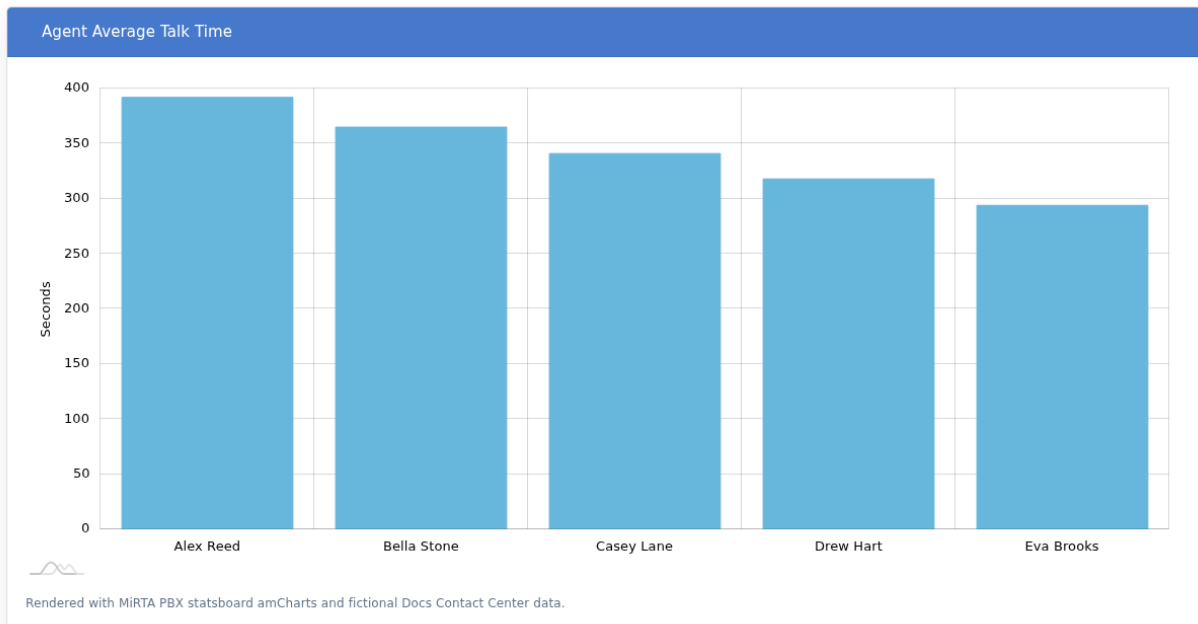
Notes

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Agent Average Talk Time

The **Agent Average Talk Time** statsboard report adds a reusable card for **Agent average talk time**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Agent Average Talk Time example with fictional data.

Configuration

| Field | Value |
|---------------------|---------------------------------|
| Statsboard box type | <code>QUEUE_AGENT_METRIC</code> |
| Metric | Agent average talk time |
| Data source | Queue Log |
| Display | Top-N bar chart or table. |

Calculation

Average COMPLETECALLER and COMPLETEAGENT data2 grouped by agent.

When To Use

Compares average queue conversation duration by agent.

Notes

- The screenshot is rendered with MiRTA PBX statsboard amCharts and fictional Docs Contact Center data.
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