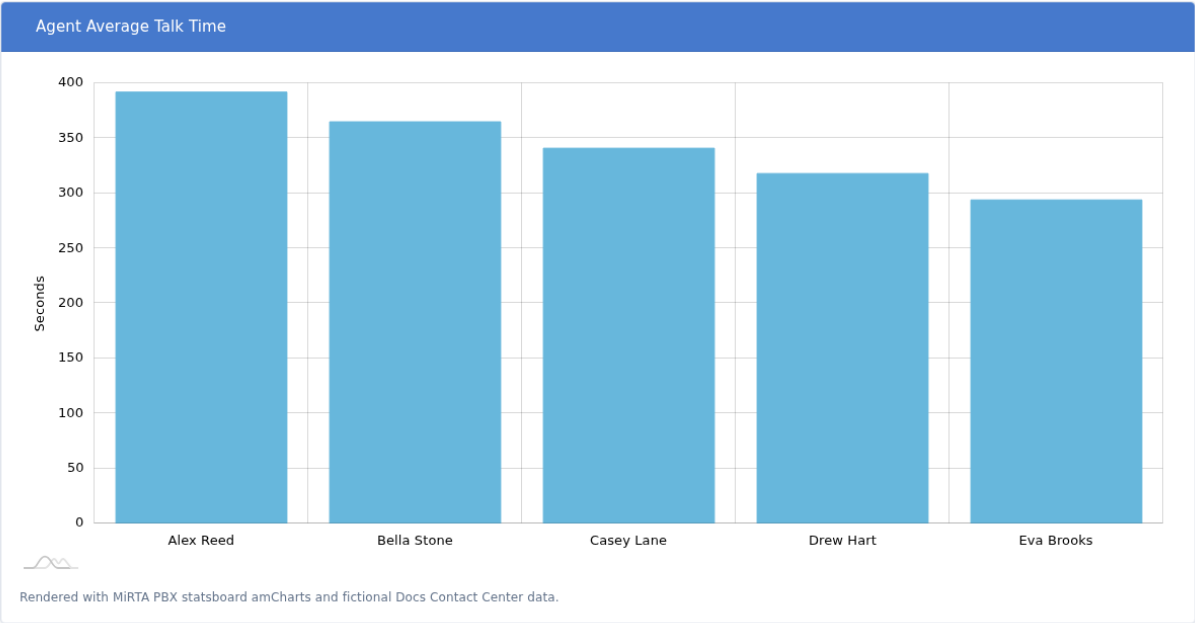


Agent Average Talk Time

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	QUEUE_AGENT_METRIC
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.
- 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.

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