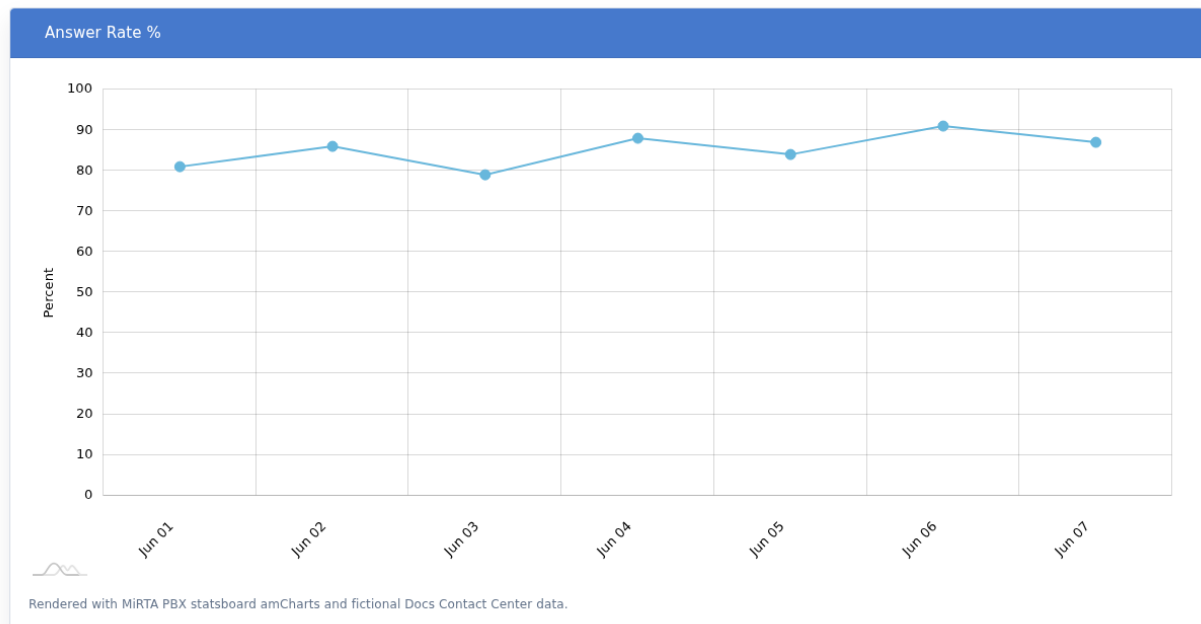


Answer Rate %

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.

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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