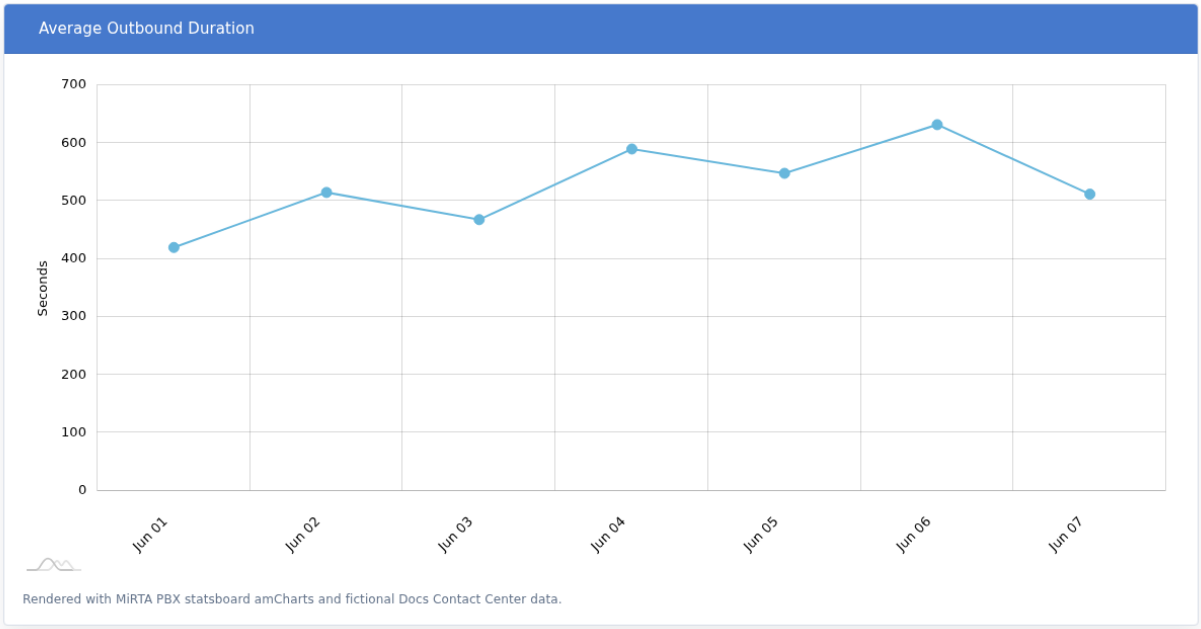
Average Outbound Duration

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	`CALLS_METRIC`
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.

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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