

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	QUEUE_METRIC
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

- 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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