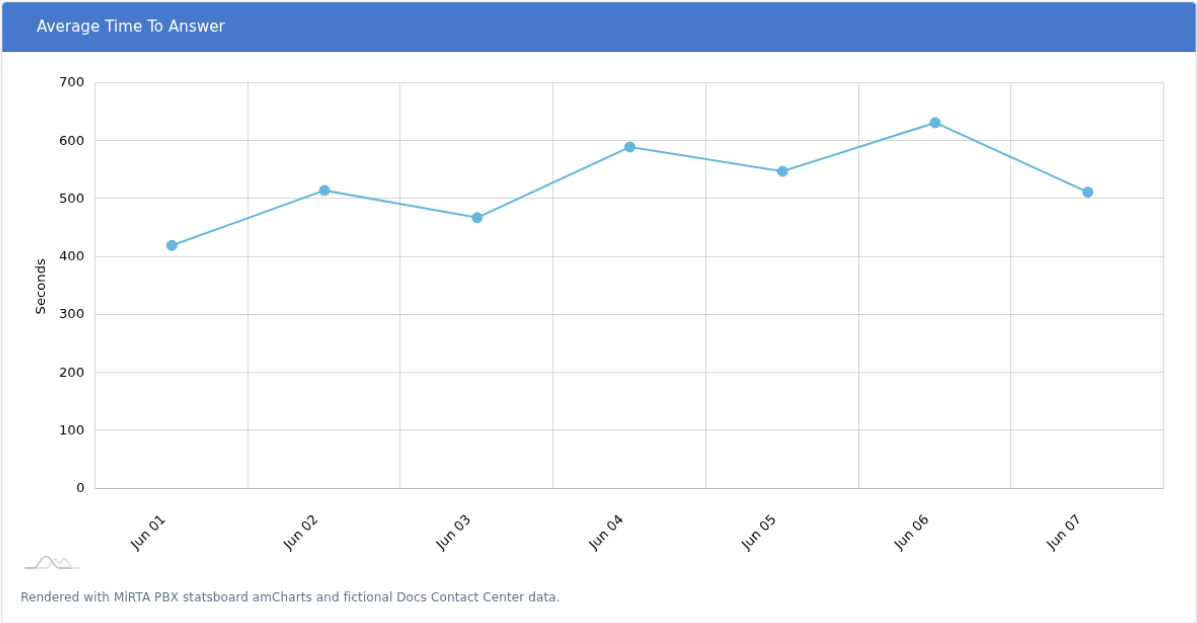


Average Time To Answer

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	CALLS_METRIC
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.

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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