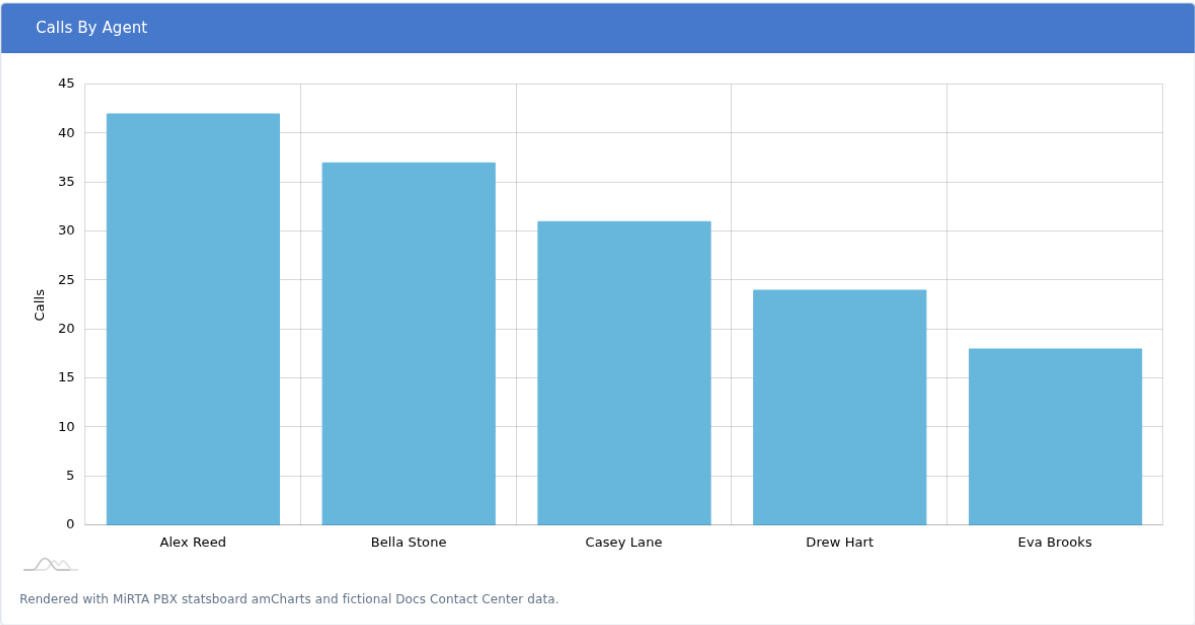


Calls By Agent

The **Calls By Agent** statsboard report adds a reusable card for **Calls by agent**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Agent example with fictional data.

Configuration

Field	Value
Statsboard box type	QUEUE_AGENT_METRIC
Metric	Calls by agent
Data source	Queue Log
Display	Top-N bar chart or table.

Calculation

Count distinct queue calls with agent-handled events grouped by agent.

When To Use

Shows the busiest queue agents.

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.

Revision #5

Created 2026-06-06 10:51:16 UTC by Admin

Updated 2026-06-06 13:06:29 UTC by Admin