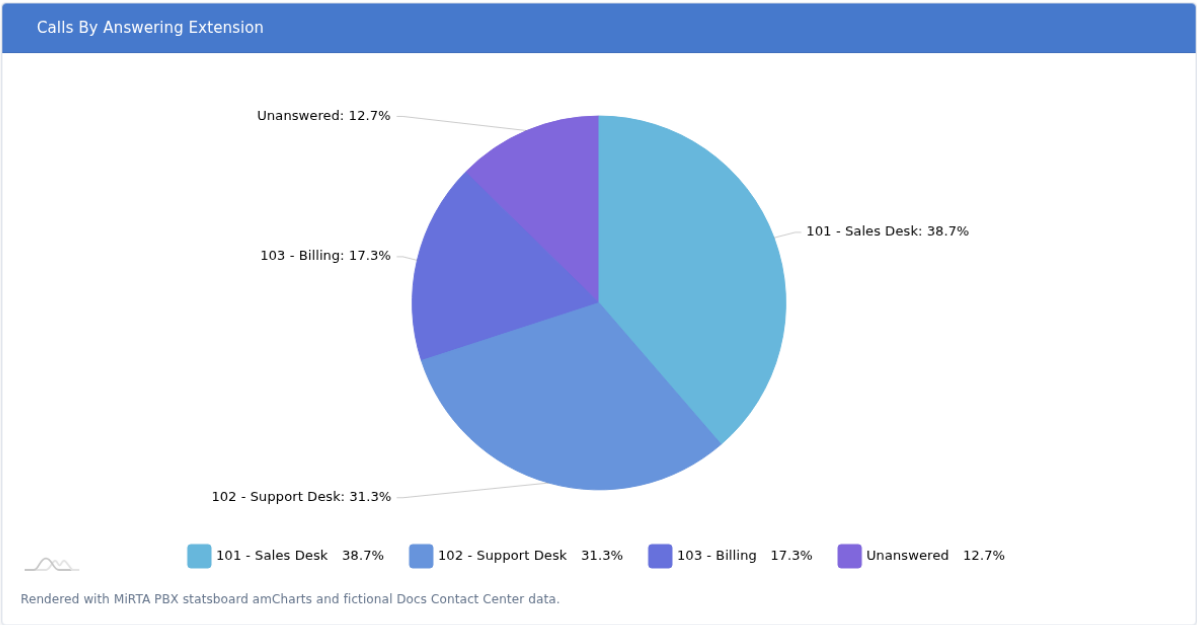


Calls By Answering Extension

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

Statsboard - Docs Contact Center



Calls By Answering Extension example with fictional data.

Configuration

Field	Value
Statsboard box type	<code>CALLS_BREAKDOWN</code>
Metric	Calls by answering extension
Data source	Simple CDR
Display	Pie chart, bar chart, or table.

Calculation

Group Simple CDR rows by sc_whoanswered, using Unanswered when empty.

When To Use

Shows where answered calls landed.

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 10:50:35 UTC by Admin

Updated 2026-06-06 13:05:54 UTC by Admin