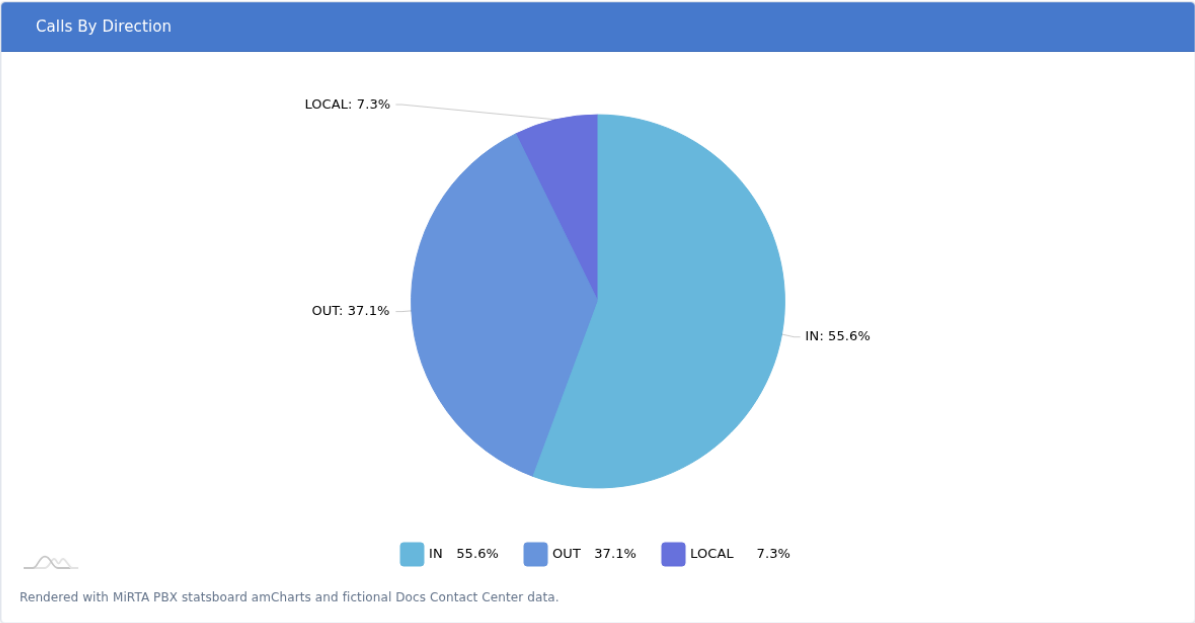


Calls By Direction

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

Statsboard - Docs Contact Center



Calls By Direction example with fictional data.

Configuration

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

Calculation

Group Simple CDR rows by sc_direction.

When To Use

Compares inbound, outbound, and local call flow.

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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