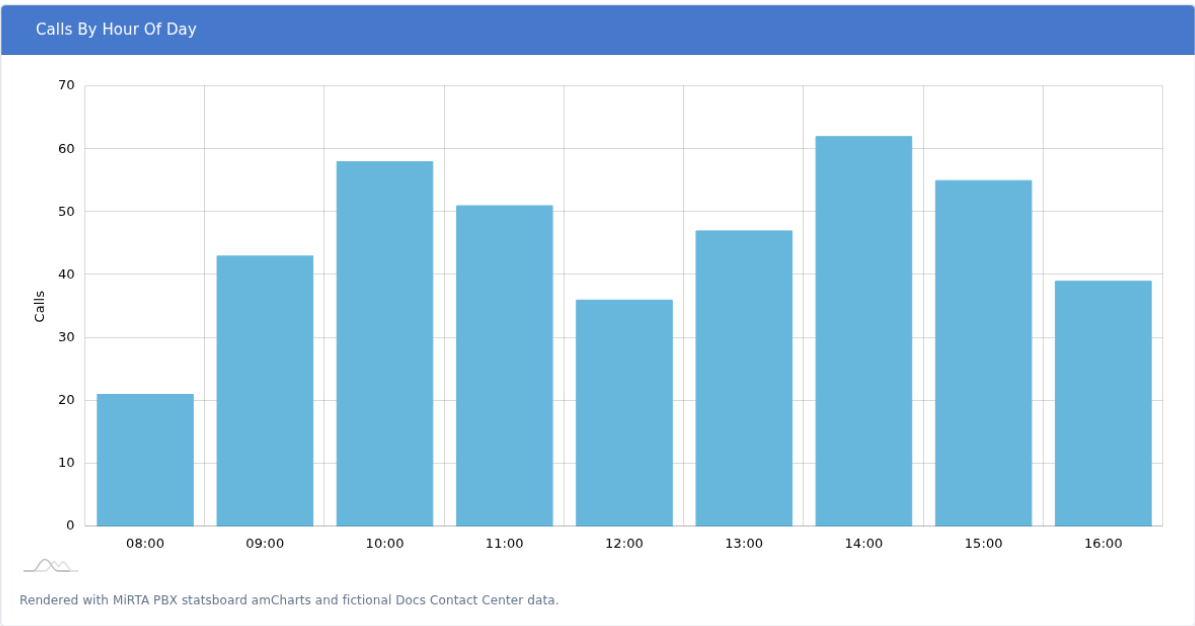


Calls By Hour Of Day

The **Calls By Hour Of Day** statsboard report adds a reusable card for **Calls by hour of day**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Calls By Hour Of Day example with fictional data.

Configuration

Field	Value
Statsboard box type	<code>CALLS_BREAKDOWN</code>
Metric	Calls by hour of day
Data source	Simple CDR
Display	Bar chart or table.

Calculation

Group Simple CDR rows by the hour extracted from sc_start.

When To Use

Finds the busiest hours for staffing and routing decisions.

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 10:50:38 UTC by Admin

Updated 2026-06-06 13:05:57 UTC by Admin