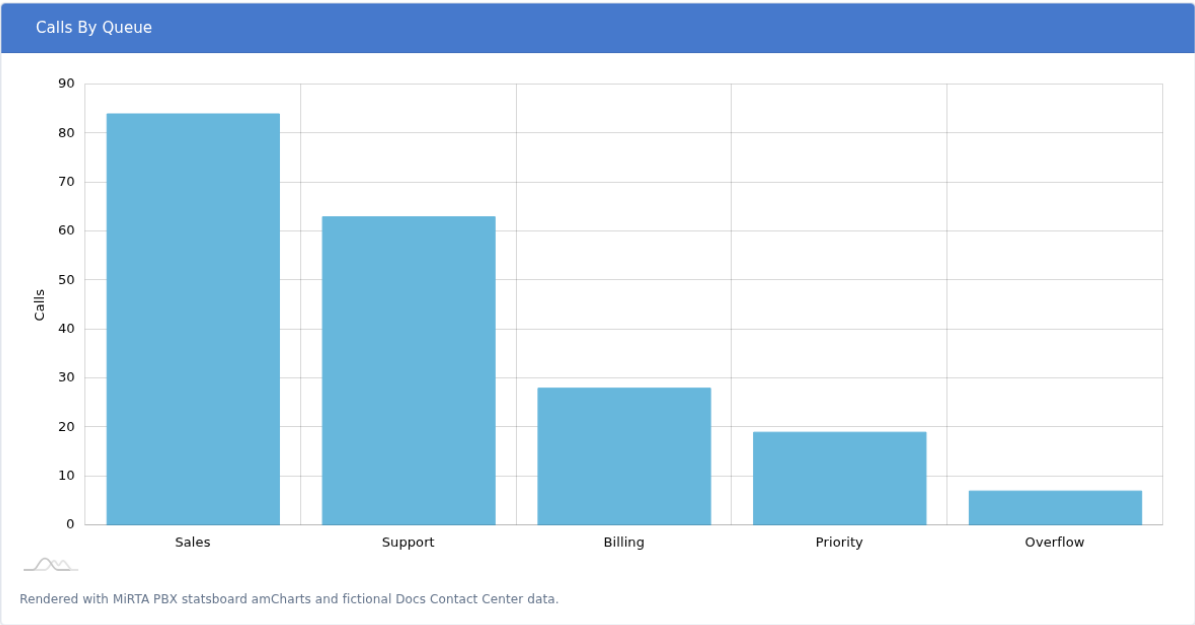


Calls By Queue

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

Statsboard - Docs Contact Center



Calls By Queue example with fictional data.

Configuration

Field	Value
Statsboard box type	QUEUE_METRIC
Metric	Calls by queue
Data source	Queue Log
Display	Bar chart or table.

Calculation

Count ENTERQUEUE events grouped by queue.

When To Use

Compares traffic among queues in the selected period.

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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