

Longest Calls

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

Statsboard - Docs Contact Center

Longest Calls						
Label	Value	Start	Caller	Dialed	Disposition	Answered by
+1555010101 -> 101	1842	2026-06-06 09:18:04	+1555010101	101	ANSWERED	101 - Sales Desk
+1555010102 -> 102	1520	2026-06-06 10:42:37	+1555010102	102	ANSWERED	102 - Support Desk
100 -> +1555120101	1304	2026-06-06 11:07:15	100	+1555120101	ANSWERED	100 - Front Desk
+1555010103 -> 700	1198	2026-06-06 14:23:51	+1555010103	700	ANSWERED	700 - Sales Queue
104 -> +1555120104	1065	2026-06-06 15:36:29	104	+1555120104	ANSWERED	104 - Billing Desk
Rendered with MIRTH PBX statsboard amCharts and fictional Docs Contact Center data.						

Longest Calls example with fictional data.

Configuration

Field	Value
Statsboard box type	CALLS_TOP
Metric	Longest calls
Data source	Simple CDR
Display	Table by default, with caller, dialed number, disposition, and duration.

Calculation

Sort Simple CDR rows by `sc_duration` descending and return the configured top-N rows.

When To Use

Finds unusually long calls for review, billing, or quality checks.

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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