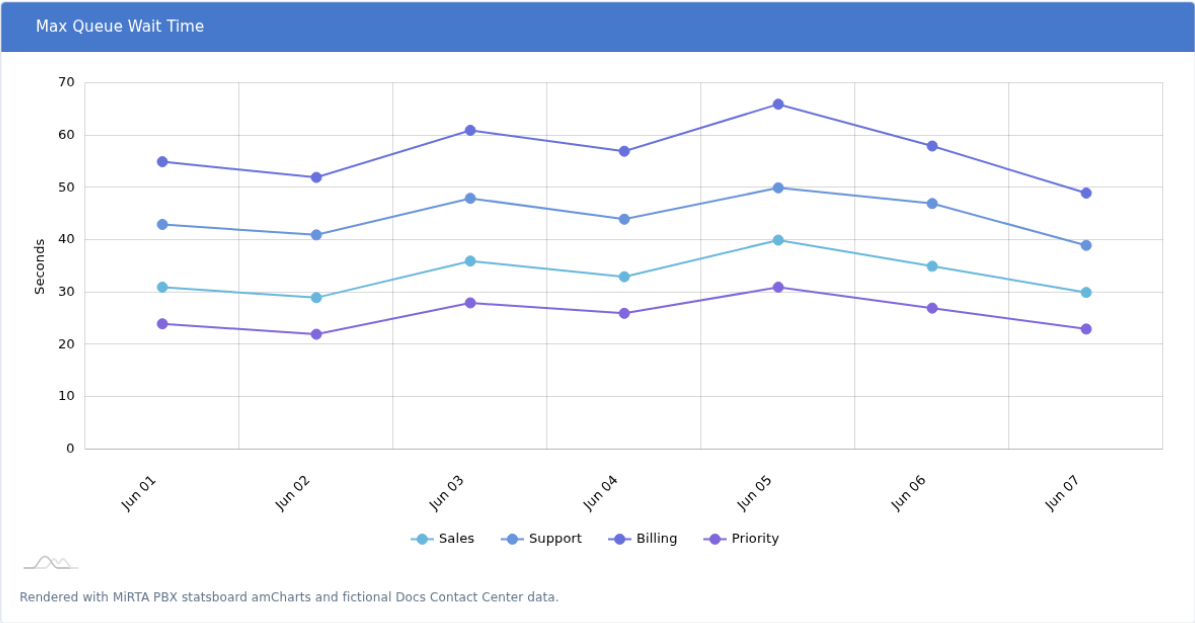


Max Queue Wait Time

The **Max Queue Wait Time** statsboard report adds a reusable card for **Max queue wait time**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Max Queue Wait Time example with fictional data.

Configuration

Field	Value
Statsboard box type	QUEUE_METRIC
Metric	Max queue wait time
Data source	Queue Log
Display	Multi-queue time-series chart.

Calculation

Maximum wait time across answered, abandoned, timed-out, and transferred queue events.

When To Use

Highlights worst-case queue waiting time.

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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