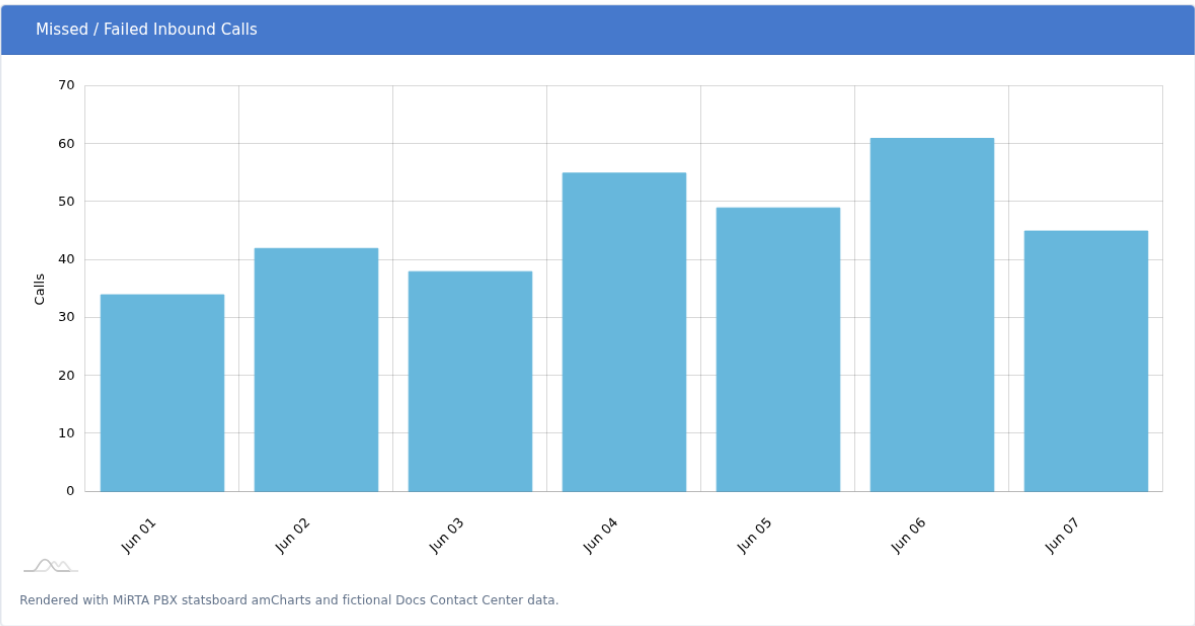


Missed / Failed Inbound Calls

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

Statsboard - Docs Contact Center



Missed / Failed Inbound Calls example with fictional data.

Configuration

Field	Value
Statsboard box type	CALLS_METRIC
Metric	Missed / failed inbound calls
Data source	Simple CDR
Display	Line or bar chart by selected date bucket.

Calculation

Count inbound Simple CDR rows that were not answered.

When To Use

Highlights inbound demand that did not reach a successful conversation.

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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