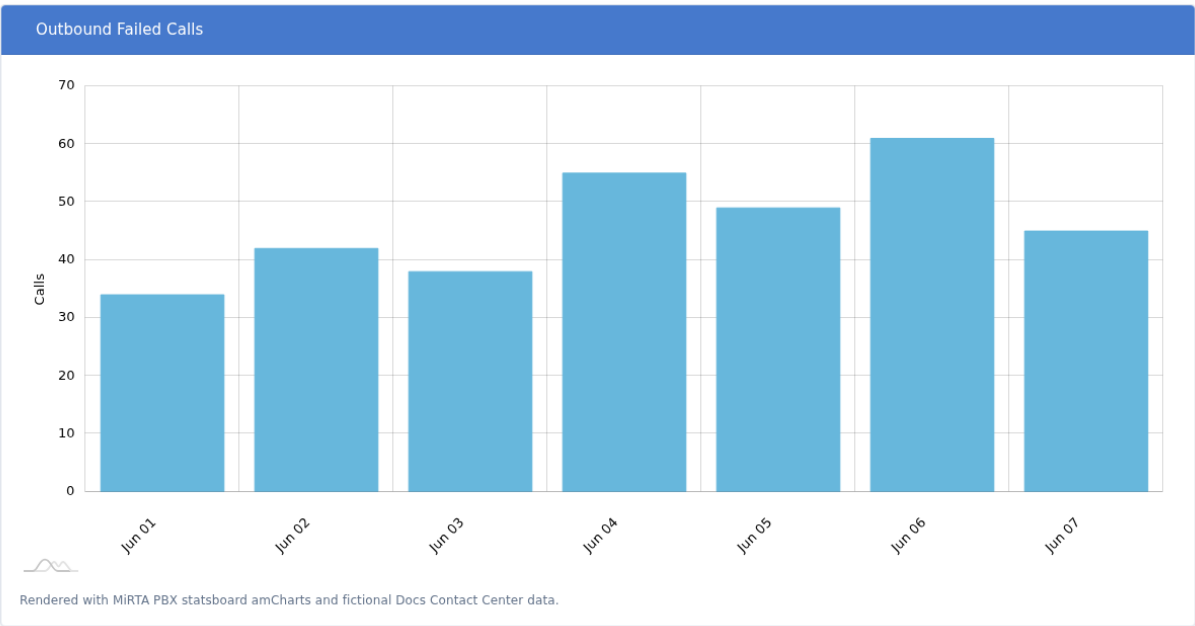


Outbound Failed Calls

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

Statsboard - Docs Contact Center



Outbound Failed Calls example with fictional data.

Configuration

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

Calculation

Count outbound Simple CDR rows with failed, busy, no-answer, congestion, or unavailable disposition.

When To Use

Useful for identifying carrier or dialing-quality problems.

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 10:50:17 UTC by Admin

Updated 2026-06-06 13:05:36 UTC by Admin