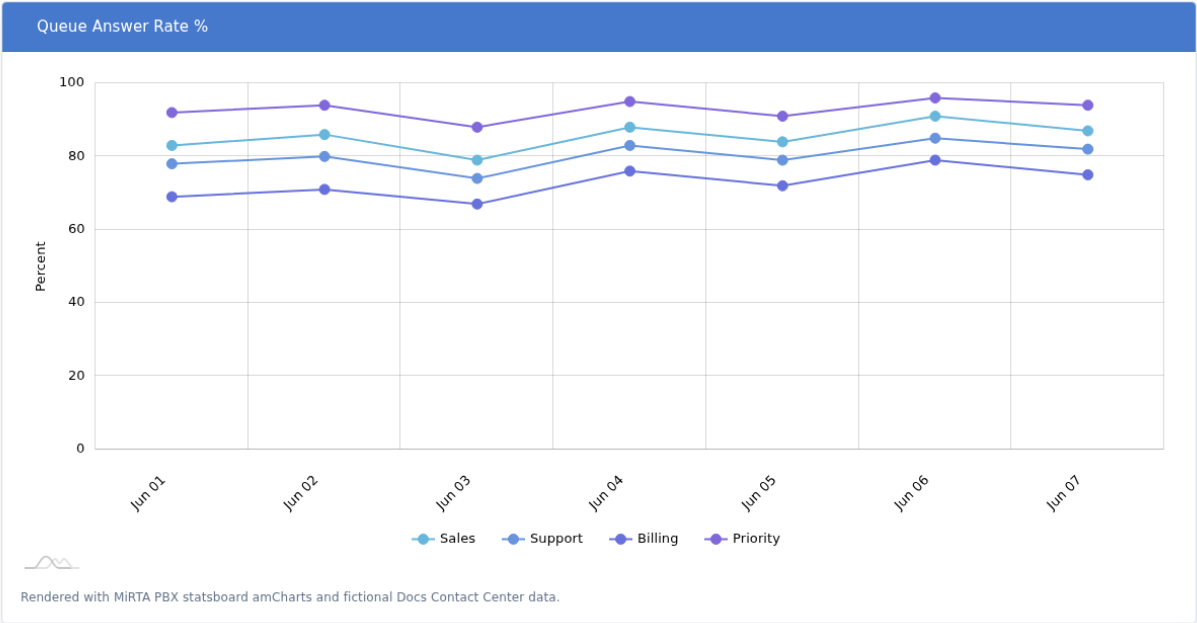


Queue Answer Rate %

The **Queue Answer Rate %** statsboard report adds a reusable card for **Queue answer rate %**. Use it inside **Status > Statsboards** when the selected tenant needs this metric on a custom operations board.

Statsboard - Docs Contact Center



Queue Answer Rate % example with fictional data.

Configuration

Field	Value
Statsboard box type	QUEUE_METRIC
Metric	Queue answer rate %
Data source	Queue Log
Display	Multi-queue time-series chart.

Calculation

CONNECT calls divided by ENTERQUEUE calls, multiplied by 100.

When To Use

Measures queue answer effectiveness.

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 10:50:57 UTC by Admin

Updated 2026-06-06 13:06:12 UTC by Admin