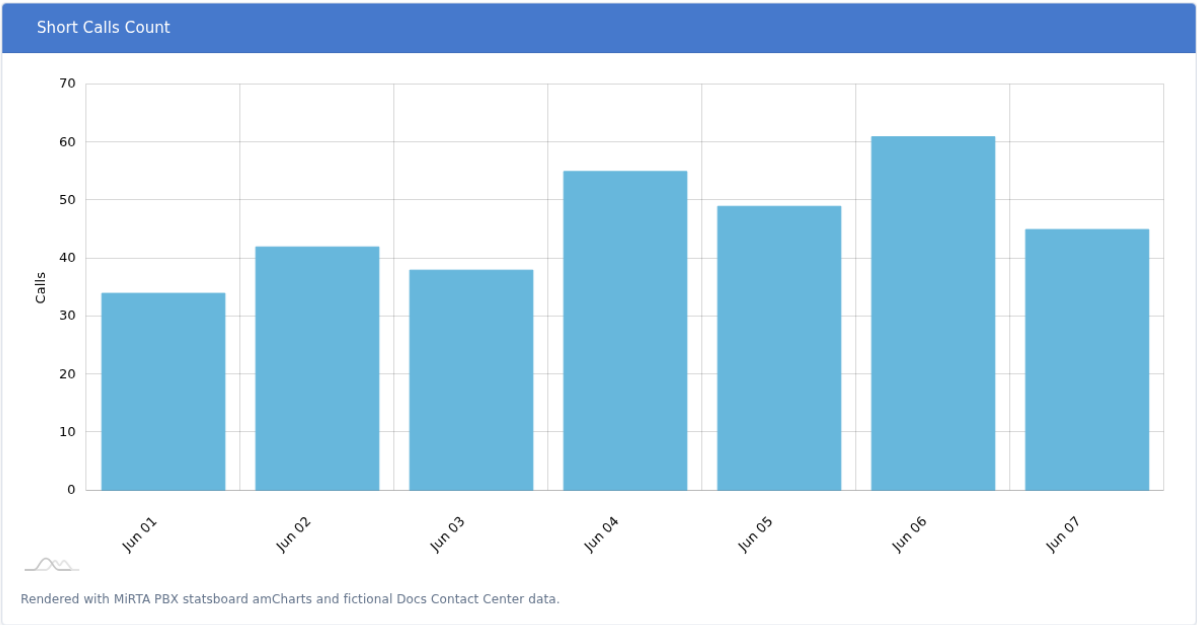


Short Calls Count

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

Statsboard - Docs Contact Center



Short Calls Count example with fictional data.

Configuration

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

Calculation

Count Simple CDR rows with `sc_duration` greater than zero and under the configured short-call threshold.

When To Use

Helps detect wrong-number calls, failed conversations, or nuisance traffic.

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 10:50:24 UTC by Admin

Updated 2026-06-06 13:05:42 UTC by Admin