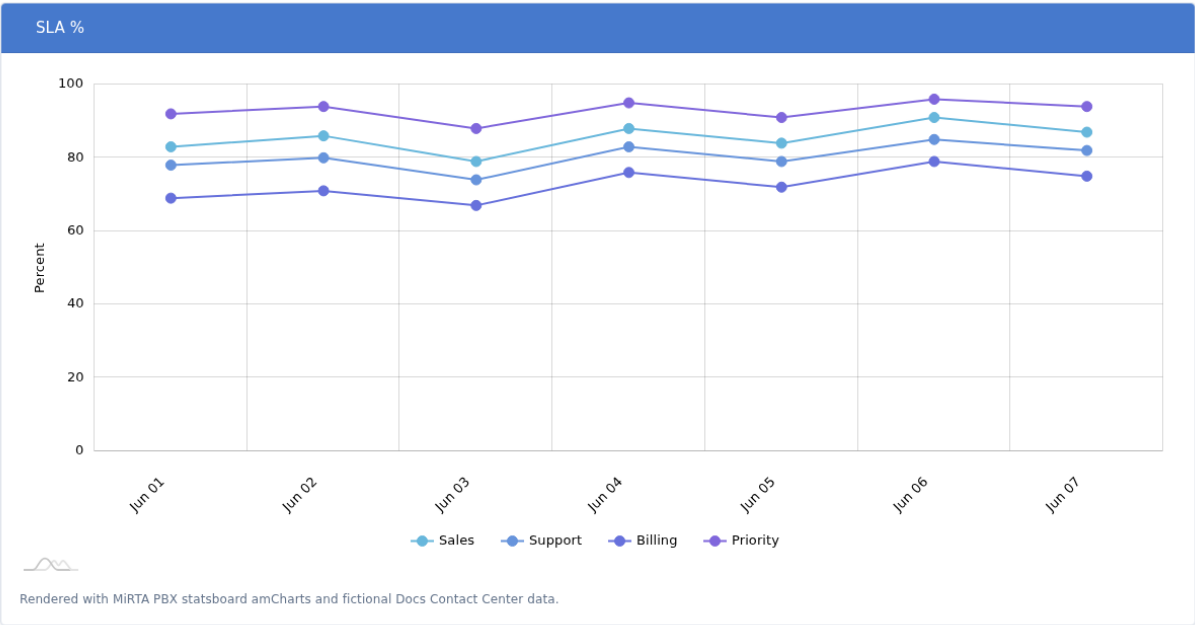


SLA %

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

Statsboard - Docs Contact Center



SLA % example with fictional data.

Configuration

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

Calculation

Answered queue calls within servicelevel seconds divided by entered calls, multiplied by 100.

When To Use

Tracks service-level compliance using the queue service level when available.

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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