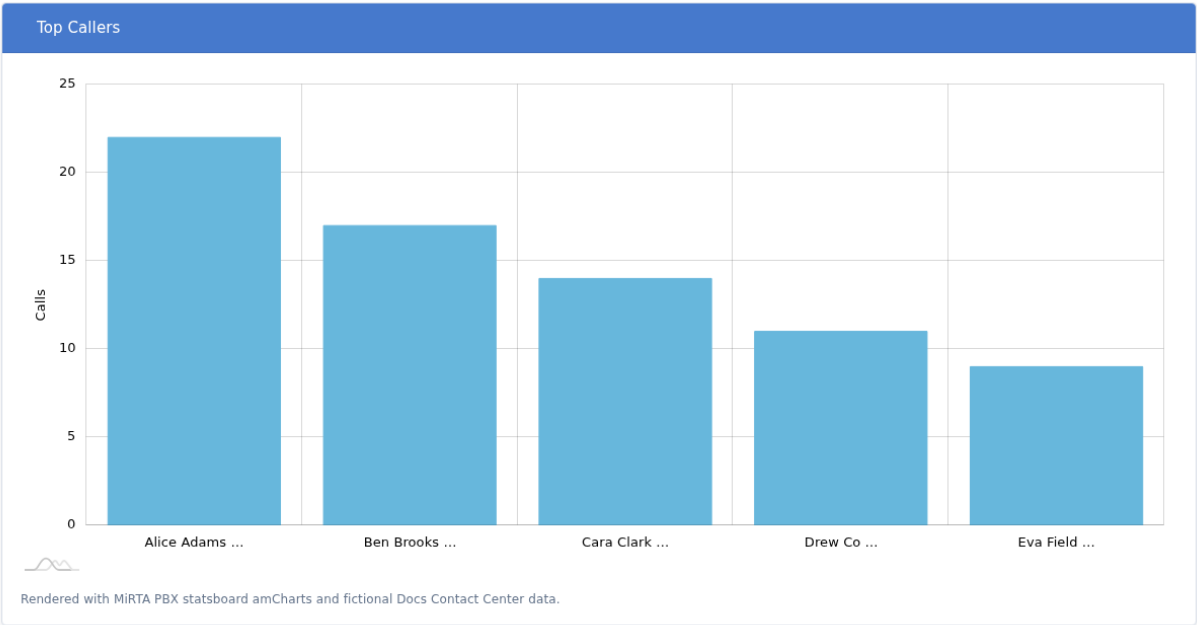


Top Callers

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

Statsboard - Docs Contact Center



Top Callers example with fictional data.

Configuration

Field	Value
Statsboard box type	<code>CALLS_TOP</code>
Metric	Top callers
Data source	Simple CDR
Display	Top-N bar chart or table.

Calculation

Group Simple CDR rows by caller number and caller name, then count calls.

When To Use

Identifies frequent callers or high-volume sources.

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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