

# Inbound calls (CC)

Incoming calls to the call center - if you use the module [Automatic Call Distributor](#), this dashboard will help you understand the general trends in customer service.

- **Answered/Missed calls from queue** - the number of answered and lost calls from the queue in the time section.
- **Inbound talk metriks** - total duration of calls, average talk time, hold and call waiting.
- **Avg duration by extensions** - average talk, standby and hold times across the operators.
- **Answered calls by top 10 extension** - Top 10 operators by the number of answered calls
- **Inbound calls from queue by extensions** - The table with the numbers of operators, the number of distributed calls from the queue, answered, missed, total hold and talk time.
- **The last 50 abandoned calls** - List of lost calls (did not wait for the connection with the operator from the queue): time, phone number and waiting time in the queue.
- **Hangup disposition for queue calls** - Who initiated the call end:
  - **Send hangup** - the operator ended the call
  - **Recieve hangup** - the subscriber ended the call
  - **Recieve cancel** - the subscriber canceled the call during the distribution to the operator
  - **Send refuse** - operator rejected call distribution from queue
- **Abandoned calls on the 5/20 sec** - the number of lost calls with waiting times up to 5 seconds, up to 20 seconds and over 20 seconds.
- **Unique inbound calls** - Repeated calls to the queue. The table allows you to understand how many incoming calls re-arrive.
- **Inbound calls by extensions per time** - This table visualizes the number of calls distributed from the queue by operator. The darker the fill - the more calls.