

AcdB - AcdGetAgentTotalTimeCalls_Group

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Criteria Used (see also ACD Groups KPIs (AcdB))	Description
SUM(b.dtCallEnd - b.dtCallConnect) acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL b.CONNRES = 1	The total answered time of all inbound calls which entered an ACD group within a particular time slice and were successfully connected to an agent.