AcdB - AcdGetCallDuration_GroupServiceNumber

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This KPI references all data from the StatisticsPartB table (agent calls) for each found entry in the AcdStatisticsPartB table. This enables the times agents were actually connected with callers to be measured.

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UsersID IS NOT NULL	The time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEndfor calls answered by agents (UsersID NOT NULL).