AcdB - AcdGetCallDurationMax_GroupServiceNumber

AcdB - AcdGetCallDurationMax_GroupServiceNumber

This KPI references all data from the StatisticsPartB table (agent calls) related to seleected service numbers 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
acdb.bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.dtWhisperEnd IS NULL b.UsersID IS NOT NULL	The maximum time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEndfor calls answered by agents (UsersID NOT NULL).