AcdB - AcdGetRingingDuration_Group

AcdB - AcdGetRingingDuration_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 SUM (b.dtCallStart - IFNULL(b.dtCallConnect, b.dtCallEnd))	Total duration of ringing time on the phone line of the current agent in the ACD group(s) he is logged in within a particular time slice. If the call ended without connection to an agent (b.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (b.dtCallEnd) else it is calculated with the call connection timestamp.