AcdB - AcdGetRingingIncomingDurationAvg_Group

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Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
acdb.bOutbound = 0 AVR(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart)	The average ringing duration of all inbound calls which entered an ACD group within a particular time slice, from the initiation on the system until the successfull connection to an IVR object otherwise the end of the call. If the call ended without connection to an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.