

Acdb - AcdbGetWaitingTimeLongHangup_Group

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Criteria Used (see also ACD Groups KPIs (Acdb))	Description
SUM(acdb.dtGroupEnd - acdb.dtQueueStart) acdb.bOutbound = 0 a.bCallerHangup = TRUE acdb.AcdGroupEndReasonsID IS NULL or = 4 (acdb.dtGroupEnd - acdb.dtQueueStart) > ShortHangUpSeconds	The total waiting time of all inbound calls which entered an ACD group within a particular time slice and exited the ACD group after the chosen ShortHangUpSeconds with no group end reason or a AcdGroupEndReasonsID 4. See also Value Reference - AcdGroupEndReasons