

# AcdB - AcdGetWaitingTimeTotalAnswered\_Group

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Criteria Used (see also <a href="#">ACD Groups KPIs (AcdB)</a> )	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM(acdb.dtAgentConnect - acdb.dtQueueStart)	The total waiting time of all inbound calls which entered an ACD group within a particular time slice and was not successfully connected to an agent.