

AcdB - AcdGetBreakingDurationAgentMax_Group

AcdB -AcdGetBreakingDurationAgentMax_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
login.bGroupLoggedIn = 1 AND AcdAgentStatus.bPause = 1	Maximum breaking time of the current agent in the ACD group(s) in which he was logged in within a particular time slice.