AcdB - AcdGetEnquiryDurationAgent_Group

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Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description

IF (b.dtEnquiryEnd IS NULL) THEN
 	
sum (b.dtCallEnd - b.dtEnquiryStart)
 	
ELSE
 	
sum (b.dtEnquiryEnd - b.dtEnquiryStart)
 	
WHERE
 	
acdb.bOutbound = 0
	Total duration of the enquiry calls of the current agent in the ACD group(s) in which he was logged in within a particular time slice.