

# AcdB - AcdGetEnquiryDurationAgentMax\_Group

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Criteria Used (See Also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
IF (b.dtEnquiryEnd IS NULL) THEN  max (b.dtCallEnd - b.dtEnquiryStart)  ELSE  max (b.dtEnquiryEnd - b.dtEnquiryStart)  WHERE  acdb.bOutbound = 0	Maximum duration of enquiry calls made by the current agent in the ACD group(s) in which he was logged in within a particular time slice.