AcdB - AcdGetRingingCalls_Group

AcdB - AcdGetRingingCalls_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
SUM(IF(b.dtCallConnect IS NOT NULL, 1, 0)) acdb.bOutbound = 0	The amount of time the phone line of the current agent rang in the ACD group(s) in which he was logged in within a particular time slice.