

AcdB - AcdGetRingingDurationAgent_Group

AcdB - AcdGetRingingDurationAgent_Group

| Criteria Used (See Also AcdB - ACD Groups KPIs) | Description |
|---|--|
| sum (b. dtCallConnect - b.dtCallStart) WHERE acdb.bOutbound = 0 | Total ringing time on the line of the selected agent in the ACD group(s) he is logged in within a particular time slice. |