AcdB - AcdGetRingingDurationMaxAgent_Group

AcdB - AcdGetRingingDurationMaxAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
max (b. dtCallConnect - b.dtCallStart)	Maximum duration of ringing time on the phone line of the current agent in the ACD group(s) in which he is logged in within a particular time slice.
acdb.bOutbound = 0	