AcdB - AcdGetTalkingDurationAgent_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description

IF (b.dtWhisperEnd IS NULL) THEN
 	
sum (b.dtCallEnd - b.dtCallConnect)
 	
ELSE
 	
sum (b.dtCallEnd - b.dtWhisperEnd)
 	
WHERE
 	
acdb.bOutbound = 0
 	
AND
 	
b.CONNRES = 1
 	
AND
 	
b.dtCallConnect IS NOT NULL
	Total call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice.
	
	See also Value Reference - CONNRES