

# AcdB - AcdGetTalkingDurationAgentMax\_Group

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Criteria Used (see also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
IF (b.dtWhisperEnd IS NULL) THEN  max (b.dtCallEnd - b.dtCallConnect)  ELSE  max (b.dtCallEnd - b.dtWhisperEnd)  WHERE acdb.bOutbound = 0  AND b.CONNRES = 1  AND b.dtCallConnect IS NOT NULL	Maximum call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice.