B - AcdGetACDCallsDuration_Agent

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Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallConnect) b.bOutbound = 0 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total duration of inbound calls answered by agents within a particular time slice. Except calls transferred by an agent to another agent or to an external number.