

B - AcdGetACDOutdialCallsDurationAvg_Agent

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