

B - AcdGetACDTransferAgentCallsDuration_Agent

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Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallConnect) b.bTransferAgent = 1 OR b.bTransferExternalNumber = 1 b.CONNRES = 1	Total duration of inbound and outbound calls transferred to the agent from another agent.