

## B - AcdGetACDTransferAgentCallsDurationAvg\_Agent

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| Criteria Used (see also <a href="#">B - ACD Agents KPIs</a> )                                                                  | Description                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| AVG(b.dtCallEnd - b.dtCallConnect)<br><br>b.bTransferAgent = 1<br><br>OR<br>b.bTransferExternalNumber = 1<br><br>b.CONNRES = 1 | Average duration of inbound and outbound calls transferred to the agent from another agent. |