

B - AcdGetPostCallDuration_Agent

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Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallStart) b.PostCallInterval > 0 b.CONNRES = 1	<p>Total duration of inbound calls distributed to agents and outbound calls distributed to the destination within a particular time slice - in status manual Post Call and/or automatic Post Call after the end .</p> <p>See also Value Reference - CONNRES</p> <p>Agents that were in manual Post Call Time processing and/or automatic Post Call Time processing status after the call ended. It should be noted that as of Release 3.29 manual Post Call Time processing, which is selected during the call by selecting the related agent status, is not counted statistically until the call is ended. This is because the agent is not considered in Post Call Time processing during the call.</p>