

Acdb - AcdbGetAnswerDuration_GroupServiceNumber

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Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM (acdb.dtAgentConnect - acdb.dtGroupStart)	The total talking time duration between a caller and an agent or a destination in the selected ACD groups and via the selected service numbers within a particular time slice.