

A - AcdGetRingingIncomingDuration_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
SUM(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart) If the call ended without connection to an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.	The total ringing duration of all inbound and outbound calls which were made through a service number within a particular time slice, from the initiation on the system until the successful connection to an IVR object otherwise the end of the call.