

# A -AcdGetRingingAgentDurationAvg\_ServiceNumbers

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Criteria Used (see also <a href="#">A - Service Number KPIs</a> )	Description
<p>AVR(IFNULL( b.dtCallConnect, b.dtCallEnd ) - b.dtCallStart)</p> <p>If the call ended without connection to an Agent or other destination (b.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (b.dtCallEnd) else it is calculated with the call connection timestamp.</p>	<p>The average ringing duration of all inbound and outbound calls which were made through a service number within a particular time slice, from the initiation on an agent extension line until the answer by the agent or destination, or until the call end at the called agent or destination.</p>