

AcdB - AcdGetMaxDurationTimeInQueueUntilAbort_GroupServiceNumber

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Criteria Used	Description
<pre>acdb.bOutbound = 0 MAX (CASE WHEN (dtAgentConnect IS NULL AND acdb.AcdGroupEndReasonsID = 4) THEN (acdb. dtGroupEnd - acdb.dtQueueStart) ELSE 0 END)</pre>	The longest duration time of an inbound calls in an ACD group queue before the caller hangup in the queue within a particular time slice. See also Value Reference - AcdGroupEndReasons