

# A - AcdGetRingingIncomingDurationAvg\_ServiceNumbers

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Criteria Used (see also <a href="#">A - Service Number KPIs</a> )	Description
<p data-bbox="136 336 674 360">AVR(IFNULL( a.dtCallConnect, a.dtCallEnd) - a.dtCallStart )</p> <p data-bbox="136 384 987 453">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.</p>	<p data-bbox="1039 336 2092 405">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 the system until the successful connection to an IVR object otherwise the end of the call.</p>