

ACD indicator

The **average call duration (ACD)** is a measurement in telecommunications that reflects an average length of telephone calls transmitted on telecommunication networks.

The measurement is typically based on the reporting by telecommunication equipment via call detail records. Samples are collected to determine traffic demand and forecast call volumes, serving also as a tool for infrastructure monitoring of switches and cables.

The formula is

$$\text{ACD} = \text{total_answered_calls_duration} / \text{answered_calls}$$

[[Показатель ACD|Русский перевод]]