

Value Reference - AcdGroupEndReasons

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Purpose

The purpose of AcdGroupEndReasons values is to identify why a call left an ACD group, i.e. what the reason for the end of processing in the group actually was.

Values

The following values are defined:

Value	Meaning	Hangup whilst in group call flow?	Did the caller speak to an agent?	Was a rule executed?	Comments
1	Hangup Announcement 1	Caller			Caller hangup in the ACD call flow before the check point Routing-Application.
2	Hangup Routing-Application	Caller			Caller hangup in the ACD call flow within the check point routing-application or within the routing application itself. Note: providing a routing application in the call flow is no longer supported, since it is possible to enter the ACD from the IVR.
3	Hangup Announcement 2	Caller			Caller hangup during the queue checkpoint, or during announcement 2 or call recording announcements, but before actually trying to enter the ACD queue.
4	Hangup Queue	Caller			Caller hangup whilst in the ACD queue.
5	Agent Call (HUP)	Caller	Yes		Caller hangup whilst connected to an agent. This is a successful agent call.
100	Group Start (Rule)			Yes	The call left the group due to a rule configured from group start up to (but not including) the checkpoint routing application which was then executed.
101	Routing-Application (Rule)			Yes	The call left the group due to a rule configured at the checkpoint routing application which was then executed.
102	Queue (Rule)			Yes	The call left the group due to a rule configured at the checkpoint queue which was then executed.
103	Agent Call (Rule)		Yes	Yes	The call left the group after an agent call. This implies that the agent hung up to end the call. Following this, a rule was found configured to the check point "After Agent Call" which was then executed.
104	Agent Call (Rule, Special Function)		Yes	Yes	The call left the group after an agent call. This implies that the agent hung up to end the call. Following this, a rule was found configured to the check point "After Agent Call" which was then executed. Note, that "special function" is no longer used. This value is only provided for legacy purposes.
105	Queue Full (Rule)			Yes	The call left the group because the queue was full - i.e. it was not possible to enter the queue, and a rule was configured to handle this at the checkpoint "Overflow Queue Full" which was then executed.
106	Queue Timeout (Rule)			Yes	The call left the group because a queue (or call) timeout was configured and occurred and a rule was configured to handle this at the checkpoint "Overflow Queue Timeout" which was then executed.
107	Queue No Agents (Rule)			Yes	The call left the group because no agents were logged into the ACD group and the queue was not configured to be open without logged in agents. A rule was configured to handle this at the checkpoint "Overflow Queue no Agents logged into ACD" which was then executed.
108	Queue All Tried (Rule)			Yes	The call left the group because all available and free agents had been called once, and no other agents were available to try. A rule was configured at the checkpoint "Overflow Queue All Agents Tried" which was then executed.

109	Queue DTMF (Rule)			Yes	The caller pressed a valid DTMF whilst in the queue which was associated with a rule configured at the checkpoint "Queue Leave on DTMF" which was then executed.
200	Error (SHUP)	System			A fatal error occurred during processing and the system was forced to hangup.
203	Agent Call (SHUP)	System	Yes		The call left the group after an agent call. This implies that the agent hung up to end the call. Following this, no rule was found configured to the check point "After Agent Call". The system therefore hungup the call.
204	Agent Call (SHUP, Special Function)	System	Yes		The call left the group after an agent call. This implies that the agent hung up to end the call. Following this, no rule was found configured to the check point "After Agent Call". The system therefore hungup the call. Note, that "special function" is no longer used. This value is only provided for legacy purposes.
205	Queue Full (SHUP)	System			The call left the group because the queue was full - i.e. it was not possible to enter the queue, and no rule was configured to handle this at the checkpoint "Overflow Queue Full". The system therefore hungup the call.
206	Queue Timeout (SHUP)	System			The call left the group because a queue (or call) timeout was configured and occurred but no rule was configured to handle this at the checkpoint "Overflow Queue Timeout". The system therefore hungup the call.
207	Queue no Agents (SHUP)	System			The call left the group because no agents were logged into the ACD group and the queue was not configured to be open without logged in agents. No rule was configured to handle this at the checkpoint "Overflow Queue no Agents logged into ACD". The system therefore hungup the call.

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