

AcdB - AcdGetInServiceCallsByParam_GroupServiceNumber

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Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 (dtAgentConnect - dtGroupStart) <= ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).