AcdB - AcdGetCallbackVoiceMailBooked_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID = 109 bCallbackVoiceMailBooked = 1	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the caller decided to leave the queue by pressing a DTMF and subsequently booked a callback or left a voice mail (which would have been initiated by an associated rule in the ACD group). See also Value Reference - AcdGroupActionTypes