

# AcdB - AcdGetCallbackCalls\_Group

## AcdB - AcdGetCallbackVoiceMailBooked\_Group

Criteria Used (see also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
bOutbound = 0  AcdGroupActionTypesID in (8, 10, 11, 12)  bCallbackVoiceMailBooked in (0, 1)	All inbound calls which entered an ACD group within a particular time slice, which left the ACD group via an ACD group action of type 8 (Request Callback), 10 (Request Callback 2), 11 (Request Callback or Voice-Mail) or 12 (Request Callback 3) - whether the callback or voice mail was booked or not.  See also <a href="#">Value Reference - AcdGroupActionTypes</a> .