

AcdB - AcdGetCallerHangupCallsByGroupEndReason_GroupServiceNumber

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Criteria Used (See also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 AND acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) AND a.bCallerHangup = 1 AND acdb.dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and the caller hung up the call for the reason 1, 2, 3 or 4. See also Value References - AcdGroupEndReasons