

AcdB - AcdGetCallerHangupCallsDuration_GroupServiceNumber

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Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 dtAgentConnect IS NULL bCallerHangup = 1 AcdGroupEndReasonsID IN (1, 2, 3, 4)	The time difference between dtGroupStart and dtGroupEndfor calls where the caller did not speak to an agent and hung up before or whilst in the ACD queue. See also Value Reference - AcdGroupEndReasons .