

AcdB - AcdGetCallerHangupCallsDurationMax_GroupServiceNumber

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