

# AcdB - AcdGetHangupsBeforeQueue\_Group

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Criteria Used (see also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
acdb.bOutbound = 0 a.bCallerHangup = 1 acdb.dtQueueStart IS NULL	The total number of inbound calls which entered an ACD group within a particular time slice and which were hung up by the caller before the the queue started.