

AcdB - AcdGetHangupsQueue_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 a.bCallerHangup = 1 acdb.dtGroupEnd IS NOT NULL acdb.dtQueueStart IS NOT NULL acdb.dtAgentConnect IS NULL	The total number of inbound calls which entered a group within a particular time slice and which were hung up in the queue by the caller.