

AcdB - AcdGetInServiceCallsByParam_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL (acdb.dtAgentConnect - acdb.dtGroupStart) <= ServiceLevelSeconds	All inbound calls which entered an ACD group within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If <u>S</u> erviceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).