AcdB - AcdGetInServiceCallsByParam_Group_QueueStart

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