

# AcdB - AcdGetPostCallCounter\_Group

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Criteria Used (see also <a href="#">ACD Groups KPIs (AcdB)</a> )	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL b.CONNRES = 1 b.PostCallInterval > 0	All inbound calls which entered an ACD group within a particular time slice and where at least 1 second in status manual postcall and/or automatic postcall after the end of the call flow.  See also <a href="#">Value Reference - CONNRES</a>