

# AcdB - AcdGetPostCallDuration\_GroupServiceNumber

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Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
bOutbound = 0 b.CONNRES = 1 b.PostCallInterval > 0	The PostCallInterval from StatisticsPartB for all calls connected to agents for which post call work was performed (PostCallInterval > 0).  See also <a href="#">Value Reference - CONNRES</a> .