

# AcdB - AcdGetQueueClosedCallsByGroupEndReason\_GroupServiceNumber

## AcdB - AcdGetQueueClosedCallsByGroupEndReason\_GroupServiceNumber

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
bOutbound = 0  AcdGroupEndReasonsID IN (100, 101, 102, 107, 108)  dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call was handled by a rule at one of the specified AcdGroupEndReasons:  Group Start, Routing Application, Queue, Queue No Agents, Queue All Tried.  See also <a href="#">Value Reference - AcdGroupEndReasons</a> .