

AcdB - AcdGetQueueLeaveByDtmfCallsGroupEndReason_GroupServiceNumber

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Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.AcdGroupEndReasonsID = 109 acdb.dtAgentConnect IS NULL acdb.AcdGroupActionTypesID IS NULL	<p>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 left the queue because the caller pressed a valid DTMF whilst in the queue which was associated with a rule configured at the checkpoint “Queue Leave on DTMF” which was then executed..</p> <p>See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes .</p>