

AcdB - AcdGetQueueNoImmediateDistributeCalls_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 acdb.dtQueueStart IS NOT NULL acdb.dtDistributeStart IS NULL (acdb.dtDistributeStart - acdb.dtQueueStart) > ShortHangUpSeconds	All inbound calls which entered an ACD group within a particular time slice, where the caller waited inside the queue before an agent or the destination answered the call.