

AcdB - AcdGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber

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Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (106, 206) 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 left the queue because the configured queue timeout was reached. See also Value Reference - AcdGroupEndReasons .