

AcdB - AcdGetRuleBeforeQueueOthersCallsByGroupEndReason_Group

AcdB - AcdGetRuleBeforeQueueOthersCallsByGroupEndReason_Group

Criteria Uses (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 acdb.AcdGroupEndReasonsID IS NULL or IN (100, 101, 102) acdb.AcdGroupActionTypesID IS NULL or NOT IN (3, 8, 10)	All inbound calls that entered the selected ACD groups within a particular time slice and leaved with either an unknown group reason, an AcdGroupEndReasonsID 100, 101, 102 or leaved with an unknown action type or without an AcdGroupActionTypesID 3, 8, 10. See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes