

AcdB - AcdGetTotalOtherCalls_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 a.dtCallConnect IS NULL (a.bCallerHangup IS NULL) OR (a.bCallerHangup = 0)	All inbound calls which entered an ACD group within a particular time slice, which were neither connected to an agent nor hung up by the caller.