

AcdB - AcdGetTotalTimeHangupCalls_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) a.bCallerHangup = 1 acdb.dtAgentConnect IS NULL acdb.bOutbound = 0	The total number of inbound calls that entered an ACD group within a particular time slice and were hung up by the caller before reaching an agent. See also Value Reference - AcdGroupEndReasons