

AcdB - AcdGetTranferredCalls_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0	All inbound calls which entered an ACD group within a particular time slice, which exited the group via a ACD group action type whether booked or not.
acdb.AcdGroupActionTypesID IS NULL	See also Value Reference - AcdGroupActionTypes