

ACDB - ACD Group Service Number KPIs

- Acdb - AcdbGetAgentCalls_GroupServiceNumber
- Acdb - AcdbGetAnswerDuration_GroupServiceNumber
- Acdb - AcdbGetAnswerDurationMax_GroupServiceNumber
- Acdb - AcdbGetCallbackVoiceMailBooked_GroupServiceNumber
- Acdb - AcdbGetCallDuration_GroupServiceNumber
- Acdb - AcdbGetCallDurationMax_GroupServiceNumber
- Acdb - AcdbGetCallerHangupCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetCallerHangupCallsDuration_GroupServiceNumber
- Acdb - AcdbGetCallerHangupCallsDurationMax_GroupServiceNumber
- Acdb - AcdbGetDurationEdit_GroupServiceNumber
- Acdb - AcdbGetErrorHangupCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetGroupCalls_GroupServiceNumber
- Acdb - AcdbGetInServiceCallsByParam_GroupServiceNumber
- Acdb - AcdbGetInTimeHangupCallsByParam_GroupServiceNumber
- Acdb - AcdbGetMaxDurationTimeInQueue_GroupServiceNumber
- Acdb - AcdbGetMaxDurationTimeInQueueUntilAbort_GroupServiceNumber
- Acdb - AcdbGetNotInServiceCallsByParam_GroupServiceNumber
- Acdb - AcdbGetNotInTimeHangupCallsByParam_GroupServiceNumber
- Acdb - AcdbGetPostCallCount_GroupServiceNumber
- Acdb - AcdbGetPostCallDuration_GroupServiceNumber
- Acdb - AcdbGetQueueClosedCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetQueueFullCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetQueueLeaveByDtmfCallsGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetSystemHangupCallsByGroupEndReason_GroupServiceNumber
- Acdb - AcdbGetTransferredCallsByAgent_GroupServiceNumber