

AcdB - AcdGetAgentAutoLogOffNoAnswer_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 9	<p>The amount of time the current agent were automatically logged off from the ACD group(s) in which he was logged in because the “maximum missed calls - no answer” set in this ACD group was reached.</p> <p>see also Value Reference - AcdLoginType / LoginActionCode</p>