AcdB - AcdGetBusyCallsAgent_Group

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Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.CONNRES IN (3, 5, 6)	All inbound calls routed to the ACD group(s) in which the current agent was logged in, that were distributed to him within a particular time slice and - the destination's line was busy or - a reason other than busy was received from the called destination or - the agent hungup during the whisper prompt before caller and destination were connected. See also Value Reference - CONNRES