

# AcdB - AcdGetEnquiryCountAgent\_Group

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Criteria Used (See Also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
SUM( IF( b.dtEnquiryStart IS NOT NULL, 1, 0 ) )  WHERE  acdb.bOutbound = 0	The amount of enquiry calls made by the current agent in the ACD group(s) in which he was logged in within a particular time slice.