

AcdB - AcdGetGroupCalls_Agent

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Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND acdb.AcdGroupsID = <ID current ACD group> AND b.UsersID = <ID current agent>	All inbound calls routed to the current group and that were distributed to the current agent within a particular time slice. See also Value Reference - CONNRES