

AcdB - AcdGetNoAnswerCallsAgent_Group

AcdB - AcdGetNoAnswerCallsAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND (b.CONNRES NOT IN (1, 3, 4, 5, 6) OR (b.CONNRES = 1 AND acdb.dtAgentConnect IS NULL))	<p>All inbound calls routed to the ACD group(s) in which the current agent was logged in and that were not connected to the him within a particular time slice because</p> <ul style="list-style-type: none">• the destination did not answer the telephone or• an error occurred when calling the destination or• the destination number was blocked in the restricted numbers table. The call was not made.. <p>See also Value Reference - CONNRES</p>