

AcdB - AcdGetAnsweredCallsAgent_Group

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Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.CONNRES = 1 AND acdb.dtAgentConnect IS NOT NULL	All inbound calls routed to the ACD group(s) in which the selected agent is logged in and that were successful connected to the selected agent within a particular time slice. See also Value Reference - CONNRES