

AcdB - AcdGetInTimeHangupCalls_Group

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Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) a.bCallerHangup = 1 acdb.dtAgentConnect IS NULL acdb.bOutbound = 0 (acdb.dtGroupEnd - acdb.dtGroupStart) <= HangupSeconds	All inbound calls which entered an ACD group in a particular time slice, which were connected to an agent within (less than or equal to) the specified HangupSeconds, and where the caller exited the group with the reason 1, 2, 3 or 4 . See also: Value Reference - AcdGroupEndReasons If HangupSeconds is 0, then this value is set to all calls connected to agents (i.e. HangupSeconds is ignored).