AcdB - AcdGetTransferredCallsByAgent_GroupServiceNumber

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Criteria Used (ACD Group Service Number KPIs)	Description
b.bOutbound = 0 AND b.TransferAcdSynonymsID IS NOT NULL AND b.bTransferExternalNumber = 1 AND b.bTransferAgent = 1	All inbound calls which entered an ACD group and service number within a particular time slice, which were either forward to another agent or to an external destination.