AcdB - AcdGetAgentAnsweredCalls_Group

AcdB - AcdGetAgentAnsweredCalls_Group

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