

B - ACD Agents KPIs

- B - AcdGetACDCalls_Agent
- B - AcdGetACDCallsDuration_Agent
- B - AcdGetACDCallsDurationAvg_Agent
- B - AcdGetACDOutdialCalls_Agent
- B - AcdGetACDOutdialCallsDuration_Agent
- B - AcdGetACDOutdialCallsDurationAvg_Agent
- B - AcdGetACDOutdialTakenCalls_Agent
- B - AcdGetACDTakenCalls_Agent
- B - AcdGetACDTransferAgentCalls_Agent
- B - AcdGetACDTransferAgentCallsDuration_Agent
- B - AcdGetACDTransferAgentCallsDurationAvg_Agent
- B - AcdGetACDTransferAgentTakenCalls_Agent
- B - AcdGetAgentCalls_ServiceNumbers
- B - AcdGetPostCallDuration_Agent
- B - AcdGetPostCallDurationAvg_Agent
- B - AcdGetPostCalls_Agent
- B - AcdGetPostTakenCalls_Agent