B - AcdGetACDOutdialCalls_Agent

B - AcdGetACDOutdialCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0	Total outbound calls made by agents within a particular time slice. Except calls transferred by an agent to another agent or to an external number.