

## B - AcdGetPostCalls\_Agent

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Criteria Used (see also <a href="#">B - ACD Agents KPIs</a> )	Description
b.PostCallInterval > 0 b.CONNRES = 1	Total number of inbound calls distributed to agents and outbound calls distributed to the destination within a particular time slice were in status manual postcall and/or automatic postcall after the call end.  See also <a href="#">Value Reference - CONNRES</a>