

# AcdB - AcdGetNotInServiceCallsByParam\_GroupServiceNumber

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Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
dtAgentConnect IS NOT NULL  ( acdb.dtAgentConnect - acdb.dtGroupStart ) > ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent outside of the specified ServiceLevelSeconds.  If ServiceLevelSeconds is 0, then this value is 0.