

A - AcdGetInServiceCalls_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
<p>acdb.dtAgentConnect IS NOT NULL</p> <p>(acdb.dtAgentConnect - acdb.dtGroupStart) <= ServiceLevelSeconds</p> <p>If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).</p>	<p>All inbound and outbound calls which were made through a service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds.</p>