

A - AcdGetInTimeHangupCalls_ServiceNumbers

A - AcdGetInTimeHangupCalls_ServiceNumbers

| Criteria Used (see also A - Service Number KPIs) | Description |
|---|--|
| bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) <= HangupSeconds | All inbound and outbound calls which were made through a service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue within the sepcified HangupSeconds. See also Value Reference - AcdGroupEndReasons . |