

A - AcdGetNotInTimeHangupCalls_ServiceNumbers

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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 after the sepcified HangupSeconds. See also Value Reference - AcdGroupEndReasons .