

A - AcdGetCallBackCalls_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
acdb. AcdGroupActionTypesID in (8, 10, 11, 12) acdb.dtAgentConnect IS NULL	All inbound and outbound calls which were made through a service number within a particular time slice, which left an ACD group via an ACD group action of type 8 (Request Callback), 10 (Request Callback 2), 11 (Request Callback or Voice-Mail) or 12 (Request Callback 3) - and which were not answered by an agent or other destination. See also Value Reference - AcdGroupActionTypes .