

# A - AcdGetVoiceMailCalls\_ServiceNumbers

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Criteria Used (see also <a href="#">A - Service Number KPIs</a> )	Description
acdb.AcdGroupActionTypesID = 3 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 3 (voice-mail) - and which were not answered by an agent or other destination.  See also <a href="#">Value Reference - AcdGroupActionTypes</a> .