

AcdB - AcdGetErrorHangupCallsByGroupEndReason_GroupServiceNumber

AcdB - AcdGetErrorHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 AND acdb.AcdGroupEndReasonsID IS NULL OR acdb.AcdGroupEndReasonsID NOT IN (1, 2, 3, 4, 100, 101, 102, 105, 106, 107, 108, 109, 205, 206, 207) AND acdb.dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent because of an unspecified reason or reason other than the AcdGroupEndReasons with ID (1, 2, 3, 4, 100, 101, 102, 105, 106, 107, 108, 109, 205, 206 or 207). See also Value Reference - AcdGroupEndReasons .