

# AcdB - AcdGetAgentBusyCalls\_Group

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| Criteria Used (see also <a href="#">ACD Groups KPIs (AcdB)</a> ) | Description  |
|--|--|
| acdb.bOutbound = 0   | All inbound calls which entered an ACD group within a particular time slice and were not answered because all agent lines were busy. |
| b.CONNRES = 3  | See also <a href="#">Value Reference - CONNRES</a>   |