

# AcdB - AcdGetInTimeHangupCallsByParam\_GroupServiceNumber

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Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN ( 1, 2, 3, 4 ) ( dtGroupEnd - dtGroupStart ) <= HangupSeconds	All inbound calls which entered an ACD group and 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 within the specified HangupSeconds.  See also <a href="#">Value Reference - AcdGroupEndReasons</a> .