AcdB - AcdGetVoiceMailCalls_Group

AcdB - AcdGetCallbackVoiceMailBooked_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
bOutbound = 0 AcdGroupActionTypesID = 3 bCallbackVoiceMailBooked in (0, 1)	All inbound calls which entered an ACD group within a particular time slice, which exited the group via a ACD group action of type 3 (voice-mail), whether booked or not. See also Value Reference - AcdGroupActionTypes