

AcdB - AcdGetPostCallCount_GroupServiceNumber

AcdB - AcdGetPostCallCount_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 b.CONNRES = 1 b.PostCallInterval > 0	The Total number post calls performed for all incoming calls to destination (b.CONNRES = 1) within an ACD group, a service number and a particular time slice. See also Value Reference - CONNRES .