

## B - AcdGetACDOutdialTakenCalls\_Agent

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Criteria Used (see also <a href="#">B - ACD Agents KPIs</a> )	Description
b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total outbound calls made by agents and answered by the destination within a particular time slice. Except calls transferred by an agent to another agent or to an external number.