

## B - AcdGetACDTransferAgentTakenCalls\_Agent

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Criteria Used (see also <a href="#">B - ACD Agents KPIs</a> )	Description
b.bTransferAgent = 1  OR b.bTransferExternalNumber = 1  b.CONNRES = 1	Total inbound and outbound calls transferred to the agent from another agent and which were answered.