A - AcdGetNotInServiceCalls_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
acdb.dtAgentConnect IS NOT NULL (dtAgentConnect - dtGroupStart) > ServiceLevelSeconds	All inbound and outbound calls which were made through a service number within a particular time slice, which were connected to an agent outside the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is 0.