A - AcdGetTotalTimeHangupCalls_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) a.bCallerHangup = 1 acdb.dtAgentConnect IS NULL	The total number of inbound and outbound calls that were made through a service number within a particular time slice and were hung up by the caller before reaching an agent. See also Value Reference - AcdGroupEndReasons