## A - AcdGetHangupsBeforeQueue\_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs )	Description
a.bCallerHangup = 1	The total number of inbound and outbound calls which were made through a service number within a particular time slice and which were hung up by the caller before the the queue started.
acdb.dtQueueStart IS NULL	trie queue starteu.