A - AcdGetHangupsQueue_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
a.bCallerHangup = 1 acdb.dtGroupEnd IS NOT NULL acdb.dtQueueStart IS NOT NULL acdb.dtAgentConnect IS NULL	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 in the queue by the caller.