A - AcdGetTotalOtherCalls_ServiceNumbers

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Criteria Used (see also A - Service Number KPIs)	Description
a.dtCallConnect IS NULL (a.bCallerHangup IS NULL) OR (a.bCallerHangup = 0)	All inbound and outbound calls which were made through an service number within a particular time slice, which were neither connected to an agent nor hung up by the caller.