Predictive Dialer

Automatic outbound campaign with operators. The system calculates the free operators and makes the necessary number of outgoing calls to ensure the maximum workload of the operators.

General options are shown on the Dialer page.

If the **Waiting for result status** parameter is enabled, then only the call at the end of which the system received confirmation from the operator (from any client application using the HTTP REST API) will be considered successful. Otherwise, the duration of the call from the parameter **Minimum succeed call duration (in seconds)** will be taken into account.

 Request example HTTP REST

Agents

List of operators that are connected to this campaign.

Algorithm of call distribution to operators:

> ⚠️ A campaign in Predictive mode starts with 6 or more operators.

The parameters for the Agents are taken into account from the settings of the dialer. If they are not specified in the dialer settings, then they are taken from the agent card in the Directory

	Parameter	Value
1	Strategy	Algorithm for distributing a call to a free operator
2	Call timeout	Maximum duration of the subscriber's connection with the operator (dialing the operator).
3	Wrap up time	Post-processing time at the end of the call. At this time, the dialer does not distribute the call to the operator.
4	Max no answer	The maximum number of consecutive calls without an operator's response, after which the system will take the operator to a break.
5	Busy delay time	
6	Reject delay time	
7	No answer delay time	