

Progressive Dialer

Automatic outbound campaign with operators. Before dialing the subscriber, the system first reserves the operator.

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 succeeded call duration (in seconds)** will be taken into account.

Request example HTTP REST

Agents

Agents to work in the dealer are assigned from the **Agents** section to the **Tiers** section. Additionally, it is possible to set **Skills** and the dealer will automatically include all agents that have the given Skill in the settings: