

Predictive Dialer

Dialer.

Waiting for result status, , (HTTP REST API). , **Minimum succeed call duration (in seconds).**

HTTP REST

Agents

;

$$\vdots$$

6 :

1. **random** - .
2. **agent-with-fewest-calls** - .
3. **agent-with-least-talk-time** - .
4. **longest-idle-agent** - (.)
5. **With least utilization** - .
6. **With highest waiting time** - .



Predictive 6 .

• , [Directory](#)

1	Strategy	
2	Call timeout	().
3	Wrap up time	. .
4	Max no answer	, .
5	Busy delay time	, .
6	Reject delay time	, .
7	No answer delay time	, .