

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	, .