Agent Assignment

This section defines how agents are linked to campaigns and how their participation is managed within the system.

- **Assigned Agent Groups**
  Agents are organized into groups that are assigned to specific campaigns, allowing for structured distribution of workload.
- **Skill-Based Participation**
  Agents can be assigned to campaigns based on their skills or expertise, ensuring that the right agents handle the appropriate interactions.
- **Dynamic vs Static Assignment**
  Dynamic assignment automatically adjusts agent participation based on availability or system conditions, while static assignment keeps agents fixed to a campaign.
- **Max Concurrent Calls per Agent**
  Defines the maximum number of simultaneous calls an agent can handle, helping control workload and maintain performance.

Revision #2
Created 25 March 2026 16:51:42 by Aldo
Updated 25 March 2026 21:05:07 by Bruno

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