

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.

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