Edge Cases

This section outlines common situations that may occur during campaign operation and how they impact system behavior.

- **No Available Agents**
  Occurs when there are no agents available to handle calls. In this case, calls may be queued, delayed, or not initiated depending on the campaign configuration.
- **Trunk/Channel Exhaustion**
  Happens when all available communication channels or trunks are in use. This prevents additional calls from being placed until resources become available.
- **Sudden Campaign Spikes**
  Refers to unexpected increases in call volume. The system must adjust resource usage and pacing to maintain stability and avoid overload.
- **Leads Exhausted Mid-Campaign**
  Occurs when all available leads are contacted before the campaign ends. The campaign may stop, recycle leads, or wait for new data depending on its configuration.
- **Callback Conflicts**
  Arises when multiple callbacks are scheduled at the same time, potentially exceeding agent availability and requiring proper queue or priority handling.

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