

# Performance and Scalability

This section covers the key factors that ensure the campaign runs efficiently and maintains optimal system performance.

- **Concurrent Call Limits**

Defines the maximum number of calls that can be handled at the same time, preventing system overload and ensuring stability.

- **Load Balancing Across Dialers**

Distributes call traffic evenly across multiple dialers, optimizing resource usage and avoiding bottlenecks.

- **Queue Management**

Controls how calls and leads are organized in queues, ensuring proper handling order and minimizing wait times.

- **Resource Allocation (Channels, Trunks)**

Determines how system resources such as channels and trunks are assigned, ensuring sufficient capacity for call operations.

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