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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