

Predictive Dialer

A predictive dialer is a system that automatically makes calls to multiple numbers at once. It uses algorithms to predict when call center agents are available.

- [Query](#)

Query

- **Check Campaign calls** SELECT

```
id,  
campaign_id,  
agent_id,  
customer_id,  
call_id,  
status,  
CASE  
  WHEN status = 1 THEN 'Call Finished'  
  WHEN status = 2 THEN 'BUSY'  
  WHEN status = 3 THEN 'CallFailed'  
  WHEN status = 4 THEN 'FAILED'  
  WHEN status = 5 THEN 'NO ANSWER'  
  WHEN status = 6 THEN 'NO RESPONSE'  
  WHEN status = 7 THEN 'PENDING'  
  WHEN status = 8 THEN 'CALL_ANSWER_AGENT'  
  WHEN status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'  
  ELSE 'PENDING'  
END AS status_description,  
start_time,  
call_duration,  
talk_duration  
FROM  
  campaign_calls  
WHERE  
  campaign_id = [ID]
```

- **Check No Answer -- status = 5 OR Answer - status = 1**

```
SELECT  
  id,  
  campaign_id,  
  agent_id,  
  customer_id,  
  call_id,  
  status,  
CASE  
  WHEN status = 1 THEN 'Call Finished'
```

```

        WHEN status = 2 THEN 'BUSY'
        WHEN status = 3 THEN 'CallFailed'
        WHEN status = 4 THEN 'FAILED'
        WHEN status = 5 THEN 'NO ANSWER'
        WHEN status = 6 THEN 'NO RESPONSE'
        WHEN status = 7 THEN 'PENDING'
        WHEN status = 8 THEN 'CALL_ANSWER_AGENT'
        WHEN status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'
    ELSE 'PENDING'
    END AS status_description,
    start_time,
    call_duration,
    talk_duration
FROM
    campaign_calls
WHERE
    campaign_id = [id] and status=5;

```

Campaign customers

```
select * from campaign_customers where campaign_id = [id]
```

Campaign Agents

```
select * from campaign_agents where campaign_id = [id];
```

Check Available Queue

```
select * from queue;
```

Check last campaign details

```
select * from campaigns order by id desc limit 1;
```

Campaign call details with customer phone number

```
select cc.campaign_id, cc.agent_id, cc.customer_id, cc.call_id ,cc.status, c.phone from
campaign_calls cc left join customers c on c.id = cc.customer_id where cc.campaign_id=[id];
```

Campaign, customer and agent details

```

SELECT
    cc.id,
    cc.campaign_id,
    a.staff_id,
    a.extension,
    cc.customer_id,

```

```
c.phone,
cc.status,
CASE
  WHEN cc.status = 1 THEN 'Call Finished'
  WHEN cc.status = 2 THEN 'BUSY'
  WHEN cc.status = 3 THEN 'CallFailed'
  WHEN cc.status = 4 THEN 'FAILED'
  WHEN cc.status = 5 THEN 'NO ANSWER'
  WHEN cc.status = 6 THEN 'NO RESPONSE'
  WHEN cc.status = 7 THEN 'PENDING'
  WHEN cc.status = 8 THEN 'CALL_ANSWER_AGENT'
  WHEN cc.status = 9 THEN 'ANSWER_CUSTOMER_AND_CUT'
  ELSE 'PENDING'
END AS status_description,
cc.start_time,
cc.call_duration,
cc.talk_duration
FROM
  campaign_calls cc
  LEFT JOIN
    agents a ON a.id = cc.agent_id
  LEFT JOIN
    customers c ON c.id = cc.customer_id
WHERE
  cc.campaign_id = [id];
```

