
Development of the automated system of calls in progressive and predictive operating modes

© A.A. Karyshev, D.S. Molchanov

Kaluga Branch of Bauman Moscow State Technical University, Kaluga, 248000, Russia

The study tested call-centers' work automation system. We examined the program developed on the basis of the open FreeSwitch platform, realizing progressive and predictive algorithms of dialing numbers when calling. We describe interfaces and structures of databases of the automated system.

Keywords: *IP-telephony, progressive algorithm, predictive algorithm, call-center, interface, database structure.*

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Karyshev A.A. (b. 1979) graduated from Kaluga branch of Bauman Moscow State Technical University in 2002. Ph.D., Assoc. Professor at Department of Computer-Aided Design Systems at Kaluga branch of Bauman Moscow State Technical University. Research interests: application of IT for business processes automation and control.
e-mail: a_karyshev@mail.ru

Molchanov D.S. (b. 1991) is 6th year student of the Department of Computer-Aided Design Systems at Kaluga branch of Bauman Moscow State Technical University. Research interests: application of IT for manufacturing processes, ERP systems.
e-mail: ak9105252055@yandex.ru
