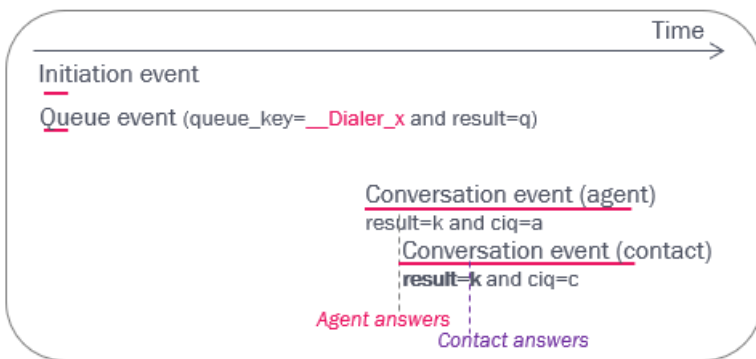


## Preview mode (Call agent first)

The queue first calls an agent (that gets screen-pop with information about the contact), and when the agent has answered, the queue calls the contact's number. This results in the same events as with ordinary outgoing calls.



### An answered call



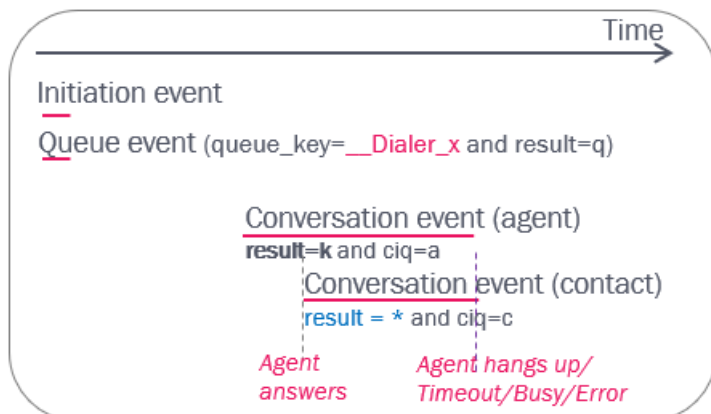
The queue event's result will be q, and the queue\_key will usually start with “\_\_Dialer”.

Please note that the conversation events will appear in the db (much) later than the initiation event and the queue event (and with another internal\_iq\_session\_id but the same call\_id), since it may take several minutes (or even hours) from a list contact is put into queue until it is called.

If the agent that's offered a Preview Dialler call clicks *Reject* or does not answer, the call is sent to the next ready agent, but if the agent clicks *Cancel*, the call stops and the contact is marked as 'disabled'.

### An unanswered call

When the agent answers, the contact is called, but the contact does not answer.



\* The different no-answer scenarios (result in conversation event for call to contact) are:

result_code	Description
t	alerting (ringing) timeout when calling contact
h	agent hangs up while the call to contact is in alerting phase
q	agent hangs up while call to contact is in set-up phase
b	the contact's number is busy (or called contact clicks Busy/Reject)
c	call to contact times out during set-up phase
e	error in network or number not in use. (result_response = 1 or 404 usually means number not in use)

If the Dialler call is answered, the agent can transfer the contact to another agent, to a phone number or to a queue. If the agent transfers to another agent, this new agent's conversation event will also get ciq='a' since this is in the same 'ciq' session.