

Dialler modes

There are 4 available Dialler modes:

Dialler mode	Comment
Preview (call agent first)	When agent answers the call, the contact is called
Progressive (call contact first)	No overdial. 1 contact called for each ready agent
Power (call contact first)	The customer admin configures the overdial
Predictive (call contact first)	The Dialler predicts how much overdial to do.

For Power and Predictive mode, the overdial temporarily stops if the *Silent call rate* so far today now is greater than the defined *Target Silent call rate*.

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