

## Preview - Call agent first

With this mode, the agent is called first, and information about the contact that will be called is presented in the Agent application's screen-pop and/or in the agent's CRM system.

When the agent has **answered** the call (e.g. after 15 seconds), the contact is called. The call might be answered, the number might be busy, or the contact may not answer within the defined max ringing time, or the agent concludes 'no answer' e.g. after 25 sec and hangs up when it's still ringing.

With this mode, the agent is prepared, and there will be **no** silent calls.

If the agent that's offered a Dialler Preview mode call clicks *Reject* or **do not answer** the call, the call is sent to the next available agent.

A Preview Dialler call is **offered/ringing on the agent's phone** for as long as defined in property *Preview Dialler agent ring time*, (shown on page *Users - Products* under *Call*) and if not defined, for as long as defined in property *Offer call to agent - sec*.

If the agent that's offered a Dialler Preview mode call clicks **Cancel** (ref the [agent user guide](#)), the call stops (not sent to another agent) and the contact is marked as 'disabled' (=do not call) in the [Dialler list](#).

### Note

The default Max ringing time for **calls to contact** (when agent is on the line) is 120 sec. On request, Puzzel can change this (ciq\_ringing\_timeout) value to e.g. 29 sec, so that you can tell agents to hold the line until answer or automatic disconnect due to ringing timeout!

To speed up the process, agents can turn on auto-answer on their Puzzel Softphone. This is sometimes called "forced preview".