

## Progressive mode (call contact first)

Progressive mode is 1 of the 3 Dialler *call contact first* modes available.

With Progressive mode, the Dialler calls 1 contact per Ready agent only, that is, no overdial is done.

Please note that there may be some silent calls due to other reasons than overdial. If an agent in status *Ready* clicks *Pause*, starts an outbound call or receives a consult/transferred call and the contact the Dialler called answers, or if the agent's Puzzel Softphone (browser) is not available when a Dialler call is offered, this will be a silent call. To avoid silent calls, agents should click *Pause/Log off* only while in Wrap-up.

Please see article [Important about the 3 "call contact first" modes and Silent calls](#)