

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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