

Power mode (call contact first)

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

With Power mode, you can configure the dialling pace yourself. The parameters that influences the pace (in addition to Target Silent call rate) are:

- Calls per ready agent: Recommended value 1.6 (1.0 means no overdial, max value is 3)
- Calls per agent in wrap-up. Default 0

If you have lots of agents and/or a very short average wrap-up time, you can set the *Number of contacts to call per agent in wrap-up* to e.g. 0.2 or 0.3.

The Dialler continuously calculates the correct overdial number based on these 2 parameters and the number of agents in status Ready and Wrap-up, and the calculated value is rounded down before deciding if a new contact should be called.

If the Silent call rate so far today is greater than the target, the overdial temporarily stops.

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