Predictive - Call contact first

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

With Predictive mode, the Dialler tries to minimise the agents' idle time (waiting for an answered contact) while trying to keep the silent call rate below the defined target. If the number of agents logged on is less than 10, the idle time for agents might be long, and the silent call rate might be higher than the defined target.

The Dialler continuously calculates the optimal overdial value primarily based on the number of agents, the answer rate, and actual Silent call rate so far today compared to the Target silent call rate, 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](#)