Silent call callbacks can be turned on

For Predictive and power mode and possibly for progressive mode, there will be some silent calls:

- contact answers, but no agent is available within x seconds, so Puzzel (plays an announcement and) disconnects

- contact answers, but hangs up while waiting for agent (might happen if "Abandon if no agent within sec" is too high or if the call to an allocated agent is not answered immediately or fails)

When a silent call happens, the default is that the Dialler does not call this contact again.

If you turn on "Silent call callback" (under General settings), Puzzel will, as soon as possible after a silent call happened, call an agent and then the contact that experienced a silent call.

The agent that receives a "Silent call callback" will (in the screen-pop variable reschedule_comment) receive the text defined as "Screenpop to agent for silent call callbacks", e.g. "Contact experienced a silent call".

If this silent call callback to the contact is not answered, the Dialler will not call the contact again.

If the contact (or an answering machine) answers the "silent call callback", the agent can order rescheduling, but if the agent chooses "Mark as unanswered", the contact will not be called again.