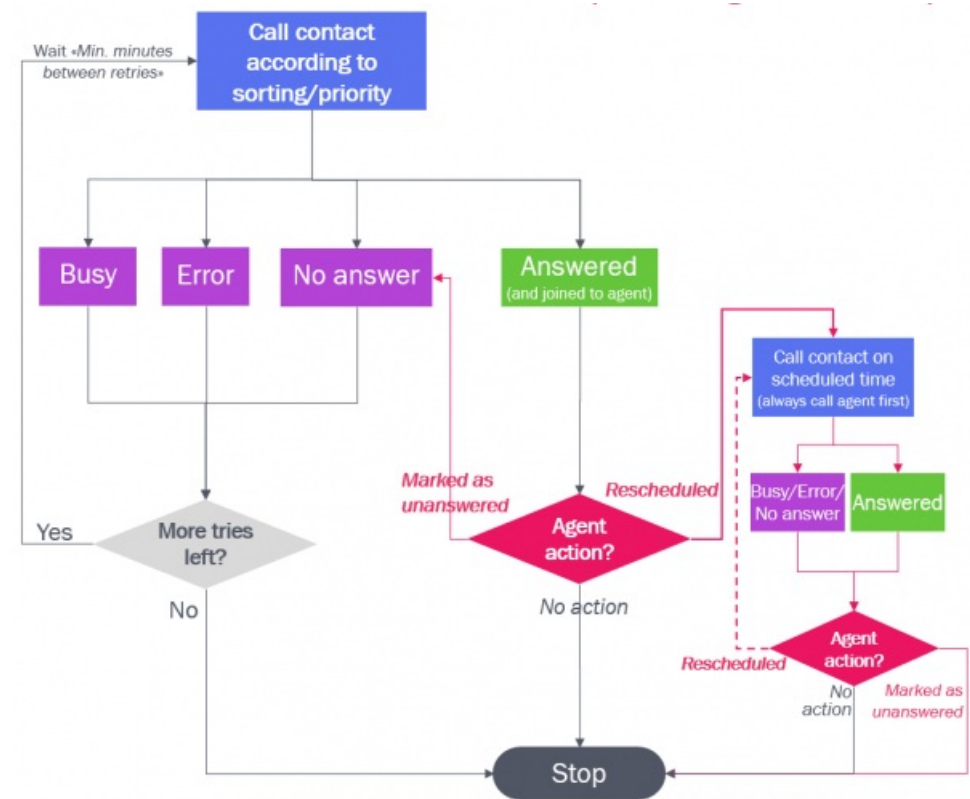


## The Dialler call logic

If a contact has a value for phone\_2 in addition to phone\_num, the 1st call to this contact will be to phone\_num, and if unanswered and more tries left, the 2nd call to the contact will be to phone\_2, and if unanswered and more tries left, the 3rd call will be to phone\_num etc.

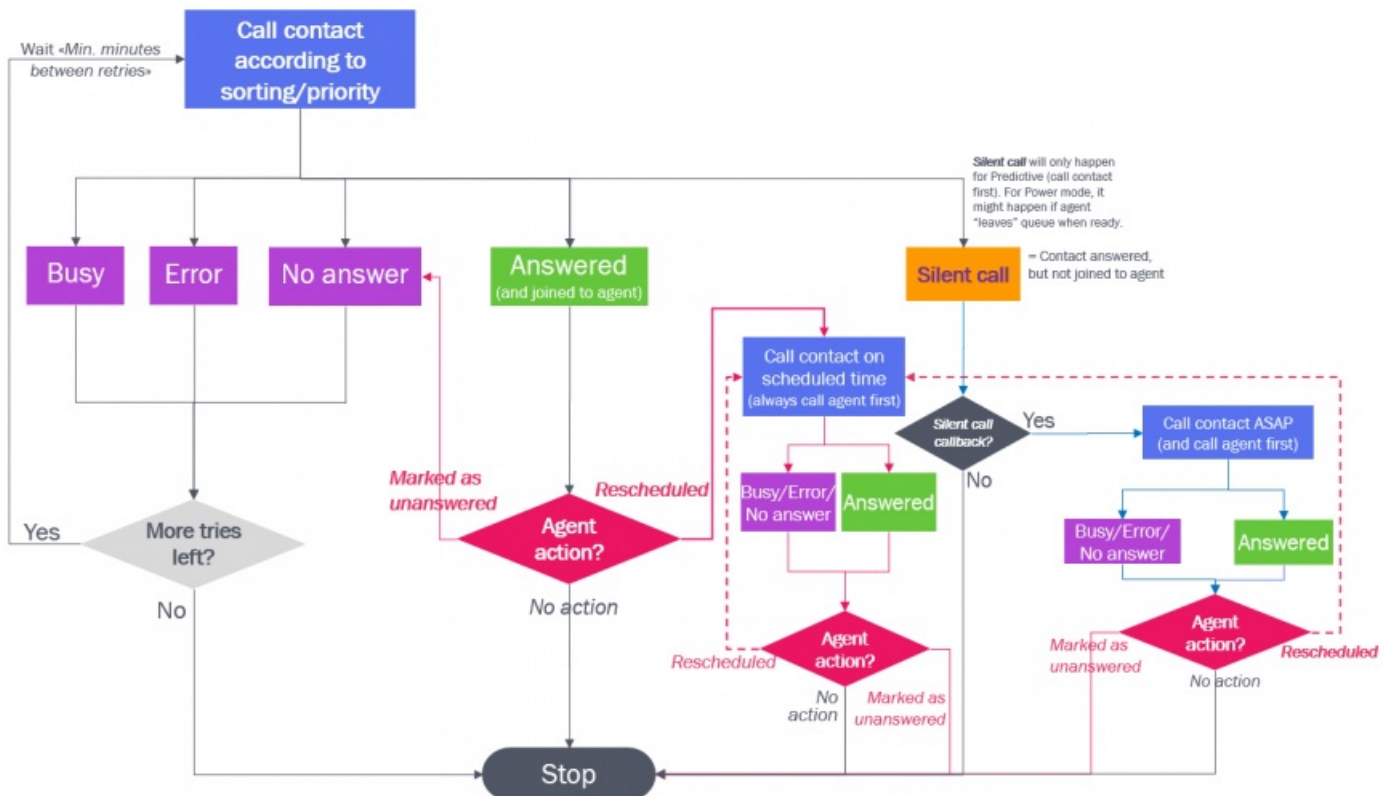
The Dialler logic for **Preview** (call agent first) mode:



Since the agent is called first (and usually answers), the 4 results shown (*Busy, Error, No answer, Answered*) refers to the result of the call to the contact, and the **Agent actions** available are *Mark as unanswered, Reschedule* or *no action*.

Please note that if the agent that is offered a Preview Dialler call clicks *Cancel* (new option from March 20th 2024), the call stops and this contact is marked as 'disabled'.

The Dialler logic for **Predictive/Power** (call contact first) mode:



Please note that a selected topic (e.g. "Voicemail" or "Not contacted") in Enquiry registration done by an agent does not affect the technical call result (e.g. Answered, Busy, Error, No answer)!

- The agent **action** *Mark as unanswered* makes the Dialler call to the answered contact once more if more tries are left and if this was not a rescheduled call or a silent call callback
- The agent **action** *Reschedule* makes the Dialler call to the contact on the scheduled time. If the contact has 2 numbers, the rescheduled call will be to the same number as was called when the agent ordered rescheduling.