Important about the 3 "call contact first" modes and Silent calls

Progressive, Power and Predictive mode should only be used if the agents use the Puzzel Softphone (the Puzzel agent application will automatically auto-answer calls from such Dialler queues). Without immediate auto-answer from the agent's phone, these modes will result in almost only "silent calls".

*Automatic logoff after x error calls (default = 5)*should not be turned off for agent user groups that answer Dialler calls, since this will cause lots of silent calls if an agent leaves his seat without clicking *Pause* or *Log off*. See Users - Products -[Logon to Queue](#)

What is a silent call?
The definitions and rules around silent calls vary between countries. Two cases where agent is not connected:

1. If the Dialler calls to a contact's phone and receives an answer and then disconnects due to no agent connected within a few seconds, or if the contact who answered hangs up before an agent is connected, and <u>no announcement is played</u> to the contact, this is a "real"***silent call***.

2. If a contact answers and the Dialler plays a (silent call) announcement to the contact after a few seconds (since no agent was connected), this is often seen as an ***Abandoned* call,** and not as a real Silent call.

Both these 2 cases are reported as Silent calls in Puzzel. If you play a silent call announcement for the contact when no agent is connected within x sec, one could argue that all the reported Silent calls are actually "Abandoned" and not "Silent".

Also, since some of the calls reported as silent by Puzzel might be the contact's answering machine that Puzzel disconnected due to no agent available, so the real silent call rate might be lower than Puzzel reported also if no silent call announcement is played.

With Power and Predictive mode, The Dialler will call one contact for each ready agent, and in addition, the Dialler may "**overdial**", that is, call x more contacts than there are ready agents now (x can be 0 or more). The Dialler overdials because lots of outgoing calls will not be answered, and possibly also since agents in status Wrap-up will soon become Ready.

The overdial calculation assumes that the agents logged on only answer this queue, so an agent profile containing the skill for a "call contact first" campaign must include only this skill (and phone).

> ### Note
>
> Do not include a "call contact first" queue's skill in a profile together with inbound skills, since this will result in silent calls.