

List penetration and vertical dialing

List penetration is the default. The dialer tries the first phone on every record, then the next phone on a later pass. Vertical dialing stays with one contact and moves across that contact's numbers before it moves on.

The community article's wording is easy to twist: it says the physical direction of list penetration is vertical, while the industry phrase vertical dialing means walking numbers across a record. Use the article's definitions, not the compass words. A final disposition stops every number on the record in either mode.

Walk both list modes on paper

Respect a final disposition

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Vertical list dialing chapter. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-list-dialing-m>

last checked 2026-10.

confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.