

Progressive keeps one call per free agent

The outbound product page says progressive dialing automatically dials one customer per available agent and is what centers use when they want to avoid dropped outbound calls. The dialer product page also says progressive is appropriate when fewer than 10 agents are active, and that it adapts pace to campaign performance.

Those two sentences are both public and they are not the same sentence. One says one call per available agent. The other says the pace adapts. Reconcile them in the admin UI of your domain. This lab's simulator uses the one-call reservation so you can see abandon stay near zero.

Quote the one-call sentence

Check the other sentence in the UI

Sources and go deeper

Outbound product page. vendor.

<https://www.five9.com/products/capabilities/outbound-contact-center>. last checked 2026-10.

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build implements. last checked 2026-10.