

Autodial is the IVR's outbound

Autodial is the third campaign type. The planning topic groups it with inbound when it tells you to record prompts and build IVR scripts. It still uses lists, like outbound. Think of it as the dialer reaching a person and then handing them a script, not an agent, unless the script transfers.

Skill assignment for autodial uses the same oddly named tab as inbound: Outbound Skills. An autodial campaign that is not running will not place those calls.

Choose autodial for scripted outbound

Use the inbound-style skill tab

Sources and go deeper

Planning your implementation. vendor.

<https://documentation.five9.com/bundle/basic-admin/page/basic-admin/intro/planning-your-implementation.htm>.

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound>

last checked 2026-10.

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.