

Dialing modes do not survive the move by osmosis

UCCE outbound has its own pacing words. Five9's product pages talk about Preview, Progressive, Power, Predictive, and Manual Touch. The simulator in this lab is a classroom clock, not either vendor's algorithm.

Progressive on the outbound product page is one call per available agent. The dialer page also describes an adaptive pace and a smaller team. Quote the page you mean. Do not copy a Cisco lines-per-port number into Max Abandoned Call Percentage. This lab does not state a numeric default for that field.

Choose a Five9 mode by its own definition

Keep the simulator in the classroom

Sources and go deeper

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

Outbound product page. vendor.

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

IANA service names and port numbers. ports.

<https://www.iana.org/assignments/service-names-port-numbers/service-names-port-numbers.xhtml>. last checked 2026-10.

confirm. The dialer product page and the outbound product page describe progressive pacing in different words. Quote the page you use. last checked 2026-10.