

Abandon rate is a regulated posture

Default campaign settings call out a warning if you change Max Abandoned Call Percentage. Other fields on that page include Max Queue Time, Show Out of Numbers Alert, Monitor Abandoned Call Percentage, Call Analysis, Voice Detection level, and Action on Max Queue Time Expiration.

The measurement window is not a number you type for fun. The page describes a US rolling 30 days and a UK window of 24 hours, set with a Five9 representative. This lab does not invent the numeric default inside Max Abandoned Call Percentage. TCPA manual touch is a different control: type the number, no paste, Dial enables only on a match.

Read the abandon warning

Keep the US 30-day and UK 24-hour windows straight

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.
last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked
2026-10.

confirm. This lab does not publish a numeric default for Max Abandoned Call Percentage. The defaults page describes the windows and the warning, not a percent we are willing to repeat.
last checked 2026-10.