

TCPA manual touch is a physical control

On domains where TCPA manual touch is enabled, other dialing modes are not available. Agents type the external number. Paste and drag are blocked. Dial enables only when the typed number matches. If preview times out, the agent goes Not Ready and nothing auto-dials. The community article says this covers click-to-dial, previews, queue callbacks, and voicemail callbacks. Internal speed dial and a third-party transfer do not make you retype. The permission User Can Skip Contact Records in TCPA Manual Touch is how skipping is allowed. The pacing lab includes this drill so your hands learn the rule.
Type external numbers in manual touch
Treat a grey Dial button as the control working

Sources and go deeper

TCPA manual touch. community.

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

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Default campaign settings. vendor.

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Telephone Consumer Protection Act of 1991. wikipedia.

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