

Outbound lists

Outbound dials a loaded list under a mode. Resets and ANI changes are explicit. A list is not a campaign Outbound and autodial campaigns dial lists of contact records. The list has an order. The campaign has a run state and a dialing mode. Uploading a CSV does neither of those. Profiles filter the list the agent sees Campaign profiles filter and sort lists, control agent pop-ups, and manage disposition counts. They also override defaults such as the ANI. One campaign, one profile. Workflow rules can swap the profile. List penetration and vertical dialing List penetration is the default. The dialer tries the first phone on every record, then the next phone on a later pass. Vertical dialing stays with one contact and moves across that contact's numbers before it moves on. Reset is a loaded gun Reset list position sends the dialer back to the top. Reset Disposition clears selected outcomes so those rows can dial again. Both act on lists currently loaded. The disposition topic says to reset only codes you know are safe. Time zone and call analysis are guarded defaults The campaign admin tree includes time zone dialing options, and the default-settings topic says call analysis and voice detection level ship with vendor defaults. Changing defaults can raise a compliance warning. The same topic says US domains watch abandon rate for 30 rolling days and UK domains for 24 hours, and that a Five9 representative sets which kind of domain you have. Call analysis is not a guarantee Call analysis and voice detection level are defaulted campaign fields. Product pages also list answering-machine detection and automatic voicemail as agent-efficiency tools. None of those pages give you a percent accuracy you can put in a contract. Local caller ID is a profile choice The outbound product page lists local caller ID as a business-efficiency tool, and campaign profiles are the documented place to override the default ANI. Showing a local number is a profile and number-plan problem, not a skill-group problem.

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

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<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

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Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

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confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-modes>.

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confirm. The exact hour-by-hour time zone matrix is in the campaign guide and was not copied here. Local telemarketing law is not Five9's default screen. last checked 2026-10.

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