

Dialer modes and pacing

Five modes. The simulator is a classroom. The campaign dialog is the system of record. Preview lets the agent read first Preview delivers the contact and, on the product page, CRM history before the call is placed. It is the mode for conversations that need context. It does not over dial, so abandon from extra ringing lines is not the design. Progressive keeps one call per free agent The outbound product page says progressive dialing automatically dials one customer per available agent and is what centers use when they want to avoid dropped outbound calls. The dialer product page also says progressive is appropriate when fewer than 10 agents are active, and that it adapts pace to campaign performance. Power dials a ratio you chose The dialer page says power dials a user-configured number of calls per available agent and adjusts from abandon rates. It points that mode at a small group with a large list. The outbound page says the same shape: a small sales team and a large prospect list. Predictive fills idle time, and it can drop calls The dialer page says predictive mode uses algorithms to predict agent availability and is suited to more than 10 active agents. The outbound page says it increases time spent talking to people instead of dialing. Both are marketing descriptions of an over dial. TCPA manual touch is a typed number TCPA manual touch exists only on domains enabled for it. The community article says those domains are generally for telemarketing to cell phones without express consent, and that no other dialing mode is available. Contacts are shown and not dialed. The agent must type the external number. Paste and drag-and-drop are not allowed. The Dial button enables when the typed number matches. The defaults are the compliance posture For every dialing mode, the default-settings topic says options start at values Five9 recommends for FCC, FTC, and UK Ofcom telemarketing rules. If you change them you can see a warning. The example field is Max Abandoned Call Percentage. Pick a mode in one page Use the person's job, not the logo. Context before the call is preview. A promise of no dropped calls and a small team is progressive. A small team and a huge list, with eyes on abandon, is power. A large team whose idle time is the enemy is predictive, with dedicated agents. A cell book without consent is TCPA manual touch, and only if the domain is enabled.

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.

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. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build implements. last checked 2026-10.

Default campaign settings. vendor.

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

last checked 2026-10.

Dialing modes live testing. community.

<https://community.five9.com/s/article/Administrator-Campaign-Dialing-Modes-and-Live-Testing-Results>.

last checked 2026-10.

confirm. The exact throttle curve is not specified on the default-settings page. The

community test article disagrees with itself about an instant drop to 1:1. last checked

2026-10.