

# Outbound Dialing Modes

Topic	Detail
Navigation	<a href="#">Admin → Outbound → Campaign Management</a>
Purpose	Select the dialing strategy that determines how the system places calls and connects agents
Default Mode	Preview
Number of Modes	6 — Preview, Progressive, Power, Predictive, Agentless, External

“ ” Verified against Genesys Cloud Resource Center — March 2026

## Dialing Mode Comparison

Mode	Who Dials	Agent Required	Best For	Min Agents
<b>Preview</b>	Agent manually	Yes	High-value sales, debt collections, B2B	1+
<b>Progressive</b>	System — 1 call per agent	Yes	Compliance-sensitive, moderate volume	Any
<b>Power</b>	System — multiple per agent	Yes	High volume with controlled abandonment	15+ recommended
<b>Predictive</b>	System — AI-paced	Yes	Maximum efficiency, large call centers	<b>15+ required</b>
<b>Agentless</b>	System — no agent	No	Notifications, surveys, IVR delivery, reminders	None
<b>External</b>	System — routes to external	Yes	Routing to external agents or systems	Any

## Preview Mode

In Preview mode, the agent receives a contact record and **manually decides when to dial**.

Feature	Detail
Agent control	Agent reviews contact info before calling
Timer	Optional countdown — system auto-dials when timer expires
Agent-owned records	Agents can own specific contacts and handle all retries
Efficiency	Lowest efficiency — highest quality per contact
Compliance	Safest mode — no risk of abandoned calls from over-dialing
Best use	Collections, high-value B2B sales, sensitive outreach requiring personalization

“ ⚠ Preview campaigns ignore pacing options — the agent controls the pace entirely.

## Progressive Mode

In Progressive mode, the system automatically dials **exactly one call per available agent**.

Feature	Detail
Dialing ratio	1 call : 1 available agent — always
Abandoned calls	Near-zero risk — there is always an agent ready when a contact answers
Call analysis	Detects live person vs. answering machine before connecting to agent
Efficiency	Moderate — no wasted agent time waiting for answers, but no over-dialing
Compliance	Excellent — guarantees agent availability; no abandoned call risk
Best use	Compliance-sensitive environments, smaller agent pools, regulated industries

“ ☐ Progressive is the recommended mode when you have **fewer than 15 agents** and cannot use Predictive.

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# Power Mode

Power mode dials **multiple calls per available agent** using a pacing algorithm.

Feature	Detail
Dialing ratio	More than 1 call per agent — determined by pacing algorithm
Pacing	Algorithm predicts when an agent becomes available and pre-dials accordingly
Call analysis	Required — system drops or routes unanswered/machine calls
Abandoned calls	Risk exists — compliance abandon monitoring required
Efficiency	High — maximizes agent talk time
Compliance	Monitor abandon rate carefully — FTC/OFCOM limits apply
Best use	High-volume campaigns where efficiency is more important than zero abandons
Min agents recommended	<b>15+</b>

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# Predictive Mode

Predictive mode uses a **patented stage-based AI algorithm** to forecast agent availability and pre-dial contacts accordingly.

Feature	Detail
Dialing	System automatically places calls based on predicted agent availability
Algorithm	Patented pacing — adjusts dynamically based on real-time agent stats
Call analysis	Full detection — live person, answering machine, busy, no answer
Efficiency	Highest — maximizes talk time, minimizes idle time
Abandoned calls	Risk exists — pacing must be tuned to stay within compliance thresholds
Min agents required	<b>15 agents minimum</b> — smaller pools make predictions inaccurate

Feature	Detail
Best use	Large-volume outbound operations (sales, collections, surveys) with 15+ agents

“ ⚠ With fewer than 15 agents, Predictive's algorithm lacks sufficient data — use Progressive instead.

## Agentless Mode

Agentless mode dials contacts and delivers pre-recorded messages, surveys, or IVR flows **without connecting to a live agent**.

Feature	Detail
Agent required	No
Content	Recorded voice messages, IVR flows, opt-out prompts
Opt-out	Include "Press 9 to opt out" in the IVR flow to manage DNC compliance
Answering machine	System can detect and play a different message for machines vs. live answers
Live party	Call is transferred to an Architect Inbound Call Flow for IVR handling
Requires Inbound	Agentless campaigns require Inbound call routing to be implemented
Best use	Appointment reminders, payment notifications, fraud alerts, surveys, outage notifications

## External Calling Mode

External calling routes answered calls to an **external phone number or SIP destination** instead of an internal Genesys Cloud queue.

Feature	Detail
Routing	Calls are bridged to an external system or phone number

Feature	Detail
Use case	Third-party agent environments, outsourced contact centers

# Call Analysis

Call Analysis (also called AMD — Answering Machine Detection) is the process of detecting what answered the call before connecting it to an agent or playing a message.

Detection Result	Default Action
Live Person	Connect to agent or play IVR
Answering Machine	Disconnect, play message, or leave voicemail
Busy Signal	Record result, retry based on attempt control
No Answer	Record result, retry based on attempt control
Invalid Number	Mark uncallable

Call analysis is configured in a **Call Analysis Response Table**, which is then assigned to a campaign.

# Campaign Priority

When multiple campaigns share the same ACD queue, priority determines how lines are distributed:

Priority	Effect
1	Lowest — fewest calls per agent relative to other campaigns
5	Highest — proportionally more calls per agent

Agents participate in multiple campaigns automatically via the queues they are active in. No manual assignment per campaign is needed.

# Choosing the Right Dialing Mode

Scenario	Recommended Mode
High-value B2B sales — agent needs to personalize each call	Preview
Collections — compliance-sensitive, regulated	Progressive
High-volume sales, 15+ agents, moderate compliance risk	Power
Maximum efficiency, large center, 15+ agents	Predictive
Appointment reminders, payment alerts, fraud notifications	Agentless
Fewer than 15 agents, need auto-dialing	Progressive

# Interview Cheat Sheet

Question	Answer
What is the default campaign dialing mode?	Preview
Which mode dials 1 call per available agent?	Progressive
Which mode requires minimum 15 agents?	Predictive (and recommended for Power)
Which mode has no agents involved?	Agentless
What is Call Analysis?	Detection of live person, answering machine, busy, or no answer before connecting to agent
What is the abandoned call risk in Progressive mode?	Near-zero — one call per agent guarantees availability
What happens with fewer than 15 agents in Predictive mode?	Pacing predictions become inaccurate — use Progressive instead
What must Agentless campaigns implement?	Inbound call routing (Architect flow)

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