

Inbound design review

A review you can finish in one sitting: DNIS, running campaign, script, skill on the Outbound Skills tab, overflow module, schedule, and pause. Each one has a public page. None of them is a trunk setting.

If all seven are right and the caller still hears silence or reorder, then you have a carrier or SBC symptom. The topology bench is the next tool, not another copy of the greeting.

Run a seven-point inbound review

Escalate to the trunk only after they pass

Sources and go deeper

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound-campaigns>
last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm
last checked 2026-10.

Planning your implementation. vendor.

<https://documentation.five9.com/bundle/basic-admin/page/basic-admin/intro/planning-your-implementation.htm>
last checked 2026-10.

RFC 3261, SIP: Session Initiation Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc3261>.
last checked 2026-10.

ITU-T E.164, international public telecommunication numbering. standard.
<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.