

Blended is a staffing plan

The outbound product page says outbound works with inbound digital channels and that blended behavior lets agents move between inbound and outbound as inbound rises and falls. It does not add a campaign type named Blended to the planning roadmap.

You blend by which skills an agent holds and which campaigns are running, not by a secret fourth object. If inbound and a predictive book share the same people, the dialer is predicting availability it does not have.

Define blended from the product page

Keep predictive agents dedicated

Sources and go deeper

Outbound product page. vendor.

<https://www.five9.com/products/capabilities/outbound-contact-center>. 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.

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. A community test note says predictive agents should not also be skilled for inbound. That is consistent with the product story and is still a field note, not a settings screenshot. last checked 2026-10.