

The module list is the vocabulary

The IVR modules chapter names the blocks you may place. The list includes Play, Menu, Get Digits, Input, Voice Input, If/Else, Case, Set Variable, Lookup Contact Record, Query, Skill Transfer, IVA Transfer, Voicemail Transfer, Set DNC, Third Party Transfer, Foreign Script, Language, and others such as Conference, Iterator, and the Salesforce modules.

This lab's builder uses those names. It does not contain a module called Hangup, because that name is not in the chapter list this lab read. A transfer that completes the script is the ending the skill article describes.

Use published module names

Treat the bench file as a model

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter quoted here. last checked 2026-10.