

Headsets and the path under the desk

USB noise-canceling headsets are the recommendation. Analog is not supported. Wireless is discouraged above about ten active agents because of delay. Wired LAN is preferred. Wi-Fi is tolerated only when bandwidth holds. Satellite and cellular, including 5G, are not supported.

Agent Desktop Plus and the adapters are listed at 128 kbps for G.711, which the PDF says is the default codec. Agent Assist adds 12 kbps. CRM in the same session adds another 64 kbps in that table. A VPN adds 64 kbps. Latency to the data center should be under 150 ms one way.

Budget the kilobits

Refuse a cellular agent path

Sources and go deeper

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>. last checked 2026-10.

RFC 3550, RTP. rfc. <https://www.rfc-editor.org/rfc/rfc3550>. last checked 2026-10.

RFC 3551, RTP profile for audio and video. rfc. <https://www.rfc-editor.org/rfc/rfc3551>. last checked 2026-10.

ITU-T G.711. standard. <https://www.itu.int/rec/T-REC-G.711>. last checked 2026-10.

confirm. The iPad supervisor section says G711U and G711A are primary and that GSM or iLBC may be used but have not been tested. That sentence is about that app, not a blanket codec menu. last checked 2026-10.