

The adapter family

The technical requirements list Plus adapters for Agent Desktop Toolkit, Epic, Microsoft Dynamics 365, NetSuite, Oracle, Salesforce, ServiceNow, and Zendesk. They use HTTPS and Secure WebSocket. The desktop page says a pre-built adapter and Plus share the same underlying technology, and that a CRM SDK exists when you bring your own CRM.

The product API page also names Web Connectors. A connector that pops a URL is not the same object as a full Plus adapter. Say which one you deployed.

Name the adapter, the SDK, or the connector

Keep WSS in the design

Sources and go deeper

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

Agent Desktop. vendor. <https://www.five9.com/products/capabilities/agent-desktop>. last checked 2026-10.

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<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. last checked 2026-10.

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
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RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.