

Salesforce versions move

The technical requirements fetched for this lab say the Salesforce managed package is 2.46, SAML 2.0 is supported, and Lightning CTI is supported on Sales Cloud and Service Cloud for Professional, Enterprise, Unlimited, and Performance. Lightning Experience is supported for the Plus adapter.

2.46 is a line in a PDF, not a law. The next PDF can move it. Write 'as of the PDF we read' on any design that copies the number. Internet Explorer is ended except IE 11 for the Oracle Service Cloud adapter only, which is a different CRM.

Date every Salesforce version you copy

Do not keep IE for Salesforce

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.

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.

confirm. Managed package 2.46 and the edition list came from the technical requirements read in October 2026. They will move. last checked 2026-10.