

Screen pop down, voice up

This is the signature adapter incident. The caller is heard. The record is not on screen.

Causes you can cite: WSS blocked, TLS 1.1, the wrong CRM chapter, an unassigned campaign profile that was supposed to control pop-up behavior, or a connector pointed at a dead URL.

Campaign profiles can control pop-up windows. That is a second place, besides the adapter, where a pop is configured. Check both.

Split voice from the pop

Check the profile's pop-up control

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.

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

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.

RFC 8446, TLS 1.3. rfc. <https://www.rfc-editor.org/rfc/rfc8446>. last checked 2026-10.

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.