

Cutover morning is a checklist, not a mood

The morning the numbers move, the domain should already contain skills, a script, a running inbound campaign, loaded lists, dispositions, DNC, an assigned profile, and a desktop the agent has signed into. E911 addresses have to be dispatchable for the place the agent actually is. A stale office address is not a courtesy.

Keep a backout that does not depend on a disabled Five9 domain's DIDs surviving past their retention window. Test one DNIS, one outbound record, one pop, and one 911 procedure in the lab domain before the carrier repoints the range.

Run one DNIS, one dial, one pop, one location

Stop the repoint when any line fails

Sources and go deeper

Planning your implementation. vendor.

<https://documentation.five9.com/bundle/basic-admin/page/basic-admin/intro/planning-your-implementation.htm>.

last checked 2026-10.

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<https://www.five9.com/sites/default/files/2022-11/Data-sheet-Five9-emergency-services%20%28E911%29.PDF>.

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confirm. This checklist is a teaching bridge for cutover discipline. It is not an official

Five9 UCCE runbook. last checked 2026-10.