

University is a catalog, not a secret exam code

Five9 University is the public training front door: online classes, webinars, instructor-led classes, train-the-trainer, and custom programs. The curriculum brief this lab read is dated April 2023. Treat the mix of courses as a dated brochure.

Administrator classes exist, and the community article says administrator assessments exist. It does not publish an exam code this lab can repeat. If a study guide invents Five9-CA-100 or any cousin, close it.

Say that assessments exist without inventing a code

Date the curriculum brief

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US. last checked 2026-10.

University curriculum brief, April 2023. vendor.

https://www.five9.com/sites/default/files/2023-04/Five9_University_Curriculum_Brief_v5.pdf. last checked 2026-10.

confirm. The curriculum brief is from April 2023. Course lists move. This lab found no public administrator exam code to quote. last checked 2026-10.