

The badge we could verify is a sales badge

Five9 IVA Sales Certified is a Credly badge. The public badge says five modules and a 20-question final, with a passing mark of 80 percent. The partner blog describes it as a sales certification for partners.

It is not an engineering credential for VCC administration, IVR build, or dialer design.

Passing it does not make someone the person who should change Max Abandoned Call Percentage.

Describe the sales badge accurately

Do not use it as an admin license

Sources and go deeper

IVA Sales Certified badge. vendor.

<https://www.credly.com/org/five9/badge/five9-iva-sales-certified>. last checked 2026-10.

Partner IVA sales certification. vendor.

<https://www.five9.com/blog/five9-partners-can-now-become-sales-certified-five9-university-partners>. last checked 2026-10.

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

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

confirm. Badge details were read from the public Credly page and the partner blog. Confirm the current attempt rules before you depend on them. last checked 2026-10.