

Practice is the domain, not the badge

The objects you must be able to touch are the ones in the planning topic and the IVR chapter: skill groups, users, lists, dispositions, profiles, campaigns, and modules. A certification that never had you start a stopped inbound campaign did not finish the job. Use this lab's lessons as the drill. Each one ends in a lab and a fault. The fault log is synthetic. The failure mode is the one the cited page describes.

Practice the objects

Treat invented codes as a negative signal

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.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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Administrator training classes. community.

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

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Interactive voice response. wikipedia.

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