

A routing review you can finish

A routing note can be finished with the pages that opened. Say that a skill group is agent or supervisor users on a campaign queue. Say whether the user and the campaign have one group or several. Say which tab the campaign type uses. Say that service level and voicemail are topic titles.

Then stop. Availability, caller ID, ANI, IVR, and DNIS are routing inputs on the Wikipedia page, not a Five9 field list. Competency-based routing is a sentence on the quality page, in the quality chapter, not a skill-group setting this page printed.

Finish the note

Leave the unread fields blank

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Automatic call distributor. wikipedia.

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

ITU-T E.164, international public telecommunication numbering. standard.

<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

Interactive voice response. wikipedia.

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