

The script is the inbound product Learn it in 5 minutes

Once the campaign answers, the IVR script is the product the caller meets. The inbound topic lists custom greetings, loops and branching, collecting information, using contact data, voicemail when the queue is long, forward to a third party, and priority.

Skill Transfer is how that script hands the caller to a queue. The community article says that after an agent is connected, the IVR script is complete. A module after Skill Transfer is not a second conversation with the same caller.

Sources and go deeper

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound>
last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.
last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. A post-call survey exists as a campaign-admin topic title in the docs tree. This lesson does not describe its screens. Open that topic before you design one. last checked 2026-10.