

Priority and service level Learn it in 5 minutes

The inbound topic says you can prioritize inbound traffic. Skill Transfer has a Priority tab in the community write-up. Skill groups themselves have service-level settings in the basic admin topic.

Priority is not the same number as a service-level target. One decides who gets the next agent when several calls wait. The other is how you measure whether the wait was acceptable. The public pages name both. They do not, in the text this lab read, give you a formula that mixes them.

Sources and go deeper

Inbound campaigns. vendor.

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

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm
last checked 2026-10.

confirm. The exact numeric interaction between skill service level and Skill Transfer priority is not stated in the pages this lab quoted. last checked 2026-10.