

Local caller ID is a profile choice Learn it in 5 minutes

The outbound product page lists local caller ID as a business-efficiency tool, and campaign profiles are the documented place to override the default ANI. Showing a local number is a profile and number-plan problem, not a skill-group problem.

Certified Caller, on its own page, is the STIR/SHAKEN story. A local ANI does not by itself mean the call is signed. Keep those projects separate.

Sources and go deeper

Outbound product page. vendor.

<https://www.five9.com/products/capabilities/outbound-contact-center>. last checked 2026-10.

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Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. last checked 2026-10.

RFC 8224, Authenticated Identity Management in SIP. rfc.

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