

IVA, foreign scripts, DNC, and leaving the platform Learn it in 5 minutes

IVA Transfer hands the call to a Studio task. Foreign Script jumps to another IVR script. Set DNC is the removal action. Third Party Transfer leaves your agents. Language switches prompt language. These are five different exits. A diagram that says 'send to bot' does not say which one.

Digital IVA integration, in the March 2026 Studio article, needs a Studio API key with Build permission and a ChatBot task key pasted into the VCC side. Voice IVA Transfer is not automatically that digital article. Confirm which channel you are wiring.

Sources and go deeper

IVR modules. vendor.

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

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.