

Three ways a call can enter Learn it in 5 minutes

The technical requirements describe three SIP stories. Five9 can provide ITSP trunks. Your ITSP can connect to Five9 session border controllers, and there is a checklist for that. Or a gateway you already own Avaya, Cisco, or Asterisk can talk to Five9 over the internet, a VPN, or Direct Connect.

Cisco in that sentence is a gateway type, not a promise that a UCCX script will import. Pick the story before you draw a codec or a DNIS.

Sources and go deeper

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
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SIP trunk options chapter. vendor.

https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/_ch-five9-sip-trunk-options.htm.
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RFC 3261. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. last checked 2026-10.

RFC 3550, RTP. rfc. <https://www.rfc-editor.org/rfc/rfc3550>. last checked 2026-10.

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ITU-T G.711. standard. <https://www.itu.int/rec/T-REC-G.711>. 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.