

Cutover morning is a checklist, not a mood Worked example

Seven lines, each with a name who will check it.

Voice

Data

Screen

E911

A failed line is a stop.

Sources and go deeper

Planning your implementation. vendor.

<https://documentation.five9.com/bundle/basic-admin/page/basic-admin/intro/planning-your-implementation.htm>.

last checked 2026-10.

Inbound campaigns. vendor.

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

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E911 data sheet. vendor.

<https://www.five9.com/sites/default/files/2022-11/Data-sheet-Five9-emergency-services%20%28E911%29.PDF>.

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Data retention. vendor. <https://www.five9.com/legal/dataretention>. last checked 2026-10.

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.

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Enhanced 9-1-1. wikipedia. https://en.wikipedia.org/wiki/Enhanced_9-1-1. last checked 2026-10.

confirm. This checklist is a teaching bridge for cutover discipline. It is not an official

Five9 UCCE runbook. last checked 2026-10.