

AI agents are a handoff with a name Learn it in 5 minutes

Five9 Engage talks about self-service and the agent desktop together. Studio holds a digital IVA task. GenAI Studio is where knowledge and prompts are tested, and the product page says it powers Five9 AI applications, starting with Agent Assist summaries. This lab does not name a default model.

An AI agent that cannot transfer to a real skill is a dead end. The IVR module list includes IVA Transfer. Digital IVA uses a Studio task key placed into VCC. Those are the handoffs you can cite.

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Agent Desktop. vendor. <https://www.five9.com/products/capabilities/agent-desktop>. last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. GenAI Studio's product page describes an engine-agnostic studio and names Agent Assist summaries as an initial consumer. It does not name a default model for this lab to repeat. last checked 2026-10.