

A study week that stays inside the documents Learn it in 5 minutes

Six sessions cover the floor without a fake exam. One: planning order and skills. Two: inbound, lists, and the three campaign types. Three: dial modes and the abandon warning, plus the pacing lab. Four: IVR modules and the builder. Five: desktop, CRM, and WEM as neighbors. Six: SIP stories, E911, retention, and one boss incident. Each session ends by opening the page, not by highlighting this lab. The lab is a door.

Sources and go deeper

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<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>. last checked 2026-10.

RFC 3261, SIP: Session Initiation Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. last checked 2026-10.

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

Interactive voice response. wikipedia.

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