

Glossary

Domain The VCC tenant. Skills, users, lists, and campaigns stay inside it. Planning your implementation Skill group Agents or supervisors who can take a campaign's work. A user and a campaign can have more than one. Skill groups User profile The permission template for a person. Not a campaign profile. Planning your implementation Campaign profile Overrides defaults such as ANI. One profile is assigned to a campaign. The same profile can be reused. Campaign profiles Campaign Inbound, outbound, or autodial. Blended is staffing language, not a fourth type. Inbound campaigns DNIS The number an inbound campaign answers. A stopped campaign does not answer. Inbound campaigns Disposition The outcome code on a call. Final disposition stops the other numbers on that record for the campaign. List dialing modes List penetration The default list walk: first number on every record, then the next number. List dialing modes Vertical dialing Finishes the numbers on one record before moving on. Community notes say the compass wording is easy to misread. List dialing modes Preview The agent sees CRM history before the dial. Dialer product page Progressive The outbound page describes one customer call per available agent. The dialer page also says adaptive pace. Quote the page you mean. Outbound product page Power A configured number of calls per agent, with an abandon throttle. Dialer product page Predictive Algorithmic pacing. Product guidance talks about teams larger than about ten agents. Dialer product page Manual touch No automatic dial. TCPA manual touch adds typing, blocks paste, and enables Dial on a match. TCPA manual touch Max Abandoned Call Percentage A campaign field with a warning if you change it. This lab does not state a numeric default. Default campaign settings IVR module A named block in the IVR Administrator's Guide, such as Menu, Play, If/Else, or Skill Transfer. IVR modules Skill Transfer Sends the call toward one or more skills. No skill selected means the Default queue in the community write-up. Skill Transfer functions Default queue Where a Skill Transfer with no skill goes, per the community article. Skill Transfer functions Call variable Reportable only after the edit permission and the reporting flag. Not historical. Call variables for reporting Reporting role Required, with a reporting permission, before standard reports appear. Generating standard reports Call log A report with filters. A July 2026 community article describes about 60 days unless retention is extended. Call log filters Web2Campaign One of the API names on the APIs and SDKs page. APIs and SDKs CRM SDK The path for a CRM that is not a named Plus adapter. APIs and SDKs Web Connector Opens a URL. Not the same object as a Plus adapter. APIs and SDKs Plus adapter The listed CRM integrations, using HTTPS and Secure WebSocket. Technical requirements PDF G.711 The default codec in the technical requirements, described as uncompressed. Technical requirements PDF DNS SRV The preferred lookup for SIP targets in the technical requirements. Technical requirements PDF TLS 1.2 The required TLS version. TLS 1.1 is not supported. Technical requirements PDF Direct Connect Layer-3 handoff, full duplex, BGP failover, in the technical requirements. Technical requirements PDF Certified Caller Five9's STIR/SHAKEN program. Not the same thing as a local ANI on a profile. Certified Caller E911 Direct 911 with a dispatchable location. The data sheet names RedSky. E911 data sheet Dispatchable location The place responders can find the caller. A stale HQ address fails that test. E911 data sheet MyE911 Org-admin history: time, user, number, location, recording, SIP invite. MyE911 call history WEM Workforce, quality, analytics, surveys, and recording. Native suite and a Verint partnership are both on the product page. Workforce engagement management GenAI Studio Knowledge and prompts for Five9 AI apps. This lab does not name a default model.

GenAI Studio Studio task key The key copied from a ChatBot task into VCC for a digital IVA.
Studio digital IVA with VCC Agent Desktop Plus The single agent screen. Same underlying
technology as the prebuilt CRM adapters, per the desktop page. Agent Desktop Retention
Separate clocks for audio, E911 recordings, agent data, campaign state, domains, and DIDs.
Data retention RFC 3261 The SIP specification. It does not choose your dial plan. RFC 3261
RFC 4733 Telephone events, the usual way DTMF rides in the media. RFC 4733 ACD
Wikipedia's name for a device that answers and distributes incoming calls to a group of
agents. Not a Five9 field by itself. Automatic call distributor Forecast The WFM page's
base for staffing: multiskill, multichannel, several algorithms it does not name. Workforce
management Adherence Plan versus what the person did. The WFM page lists historical and
real-time views, plus alerts. Workforce management CTI Web Services API One name on the APIs
page. Not a screen-pop field list. APIs and SDKs

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