

Interview prompts

Generic study answers. Not a person's work history. What do you build before an outbound campaign? Skill groups, user profiles, users, contact fields, lists, dispositions, and campaign profiles. Then the campaign. Which builds add IVR scripts on the planning roadmap? Inbound and autodial. What is a Five9 domain? The tenant boundary. Lists and skills do not leak into the next domain. Does Five9 use CUCM partitions? Not in the admin model this lab cites. The boundary is the domain. Mapping partitions to anything is a teaching bridge. Who can be in a skill group? Users with the agent or supervisor role. A user can be in more than one skill, and a campaign can have more than one skill. How many campaign profiles can a campaign use at once? One. A profile can still be reused by several campaigns. Assign it in Advanced mode. What can a campaign profile override? Defaults such as the ANI. Workflow rules can swap the profile. What happens if an inbound campaign is stopped? It does not answer. Callers can hear busy. Name the three campaign types. Inbound, outbound, and autodial. Blended is how you staff, not a fourth type. What is list penetration? The default walk: the first number on every record, then the next. What is vertical list dialing? The dialer finishes the numbers on one record before it moves on. What does a final disposition do to the other numbers on a record? It stops them for that campaign. Name the dialing modes on the product pages. Preview, progressive, power, predictive, and manual touch. How does the outbound page describe progressive? One customer call per available agent. Why will you not state a numeric abandon default? The defaults page warns if Max Abandoned Call Percentage changes. It does not give this lab a percent worth repeating. What abandon windows does the defaults page describe? A US rolling 30 days and a UK window of 24 hours, set with a Five9 representative. What does TCPA manual touch block? Paste and drag. The agent types the external number. Dial enables when it matches. Preview timeout sets Not Ready and does not auto-dial. Which permission allows skipping records in TCPA manual touch? User Can Skip Contact Records in TCPA Manual Touch. Name four IVR modules. Play, Menu, If/Else, and Skill Transfer are in the modules chapter, among others. Where does a Skill Transfer with no skill go? The community article says the Default queue. Are call variables historical? No. Enable reporting before the calls you need. Apply to All Dispositions skips custom dispositions. Who can run standard reports? A user with the Reporting role and at least one reporting permission. Why is a matrix a bad CSV? The reporting article treats matrix as a layout, not a direct CSV export. How long is the call log, per the July 2026 article? About 60 days unless retention is extended. Audio follows a different clock. How long does the retention page keep VCC audio? The sooner of 30 days, a successful SFTP or FTP offload, or the contract. How long are DIDs kept after a domain closes? 90 days. A disabled domain itself is 120 days after closure. Name two API families without guessing SOAP versus REST. Reporting Web Services and Statistics Web Services. The overview also says REST. The transport per family stays unconfirmed here. What is the default codec? G.711, described as uncompressed. DNS SRV is preferred for SIP targets. Which TLS versions matter? TLS 1.2 is required. TLS 1.1 is not supported. TLS 1.3 inbound ciphers are listed. Is satellite a supported agent path? No. Cellular and 5G are not supported either. One-way latency should stay under 150 ms. What does the E911 data sheet say you dial? 911 directly, with no prefix, and a dispatchable location. The partner named is RedSky. What does MyE911 history show an org admin? Time, user, number, location, recording, and the SIP invite. Is a campaign-profile ANI the same as Certified Caller? No. Certified Caller is the STIR/SHAKEN

program associated with FCC and CRTC. What is on the WEM product page? Workforce management, quality, analytics, surveys, recording, and a Verint partnership. Does this lab name GenAI Studio's default model? No. The page describes an engine-agnostic studio and names Agent Assist summaries as an early consumer. What credential will you not invent? An administrator exam code. IVA Sales Certified is a partner sales badge: 5 modules, 20 questions, 80 percent.

Sources and go deeper

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