

Agent Desktop Plus

Plus is the agent's instrument. Voice, pop, text, and the schedule fail in different ways. One screen is the product Agent Desktop Plus is described as a single screen so the agent can stay with the customer. The Engage page adds real-time transcription, AI Agent Assist, and case context on that screen. The same underlying technology is what the desktop page says you get from Plus or from a pre-built CRM adapter. Plus adapters speak HTTPS and WSS. The technical requirements say Plus adapters use HTTPS and Secure WebSocket. If a proxy is in the path, it must support WSS. The PDF also says Five9 does not support TLS 1.1, and that browsers need TLS 1.2. Unencrypted API connections are refused. Transcription and assist are features you turn on. The Engage page describes transcription, sentiment language, and Agent Assist suggestions on the desktop. GenAI Studio's page says it powers Five9 AI applications and initially focuses on Agent Assist summaries, with control over the output. WEM lives in the same desktop. The desktop page says Plus can show schedules, adherence, time-off requests, and evaluations without another app. CRM connectors can surface the same WFO actions inside Salesforce and the other named CRMs. Digital text can be blocked. The technical requirements say some antivirus software, naming Avast as an example, can stop chat, social, or email text from loading. Voice can continue. The symptom is a blank digital pane, not a busy DNIS. Headsets and the path under the desk USB noise-canceling headsets are the recommendation. Analog is not supported. Wireless is discouraged above about ten active agents because of delay. Wired LAN is preferred. Wi-Fi is tolerated only when bandwidth holds. Satellite and cellular, including 5G, are not supported. The desktop review. A desktop review is short: one screen, WSS through the proxy, TLS 1.2, the schedule visible, text not blocked, USB headset, supported path, Efficiency Mode off, and the bandwidth rows added up. Each line is from the product page or the PDF.

Sources and go deeper

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confirm. The iPad supervisor section says G711U and G711A are primary and that GSM or iLBC may be used but have not been tested. That sentence is about that app, not a blanket codec menu. last checked 2026-10.

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