

Workforce engagement

WEM tells you who should be there. The dialer should believe the schedule. Recordings do not last by hope. Five9 WEM and a Verint path both exist The workforce page says Five9 offers WEM natively and also partners with vendors such as Verint so a customer can fit the suite they already run. It says Five9 manages installation, configuration, maintenance, and upgrades for the WEM solution they deliver. Workforce management is the roster WFM, in the product language, is how you staff to the work: schedules, intraday changes, adherence. It is not the dialer mode and not the service level target, though it exists so those can be met. Quality management listens on purpose The product page describes multi-channel evaluations, desktop monitoring, and automated scoring. The desktop page says agents can review evaluations without leaving Plus. That is QM: a sample of work, a score, a conversation with the person. Analytics and surveys sit beside the call The data sheet and the product page put interaction analytics and customer surveys next to QM and WFM. Analytics is how you see topics across many calls. A survey is how the customer scores the one call. They are not the abandon rate and they are not a disposition, unless you deliberately map them. Recordings expire The retention page says VCC audio recordings are kept for the sooner of 30 days or a successful SFTP or FTP offload, or as the contract says. E911 call recordings are listed at 30 days. Agent data is 60 days. Campaign state is 120 days. Disabled domains are listed at 120 days after closure. DIDs and toll-free numbers are listed at 90 days after closure. The agent should not need a second login The desktop page's point is that schedules, adherence, time off, shift bidding, and evaluations are reachable in Plus and, through connectors, in the CRM. A second password for WEM is a design smell if the connector was in the contract. What this lab will not pretend to run This lab has no live WEM tenant. You cannot approve a real time-off request here. You can say which product page promised the button, which retention clock will delete the evidence, and which dialer mistake a bad roster causes.

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.

WEM data sheet. vendor. <https://www.five9.com/resources/data-sheet/five9-wem>. last checked 2026-10.

confirm. This lab does not know which suite a given customer bought. The product page says both native WEM and partners such as Verint are offered. last checked 2026-10.

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

End user license agreement. vendor. <https://www.five9.com/legal/end-user-license-agreement>. last checked 2026-10.

confirm. Screen names inside a partner analytics tool are not copied here. last checked 2026-10.

Data retention. vendor. <https://www.five9.com/legal/dataretention>. last checked 2026-10.

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

confirm. Contracts can override the published table. Read the agreement for the domain you are in. last checked 2026-10.

confirm. Bidding rules are suite-specific and were not copied from a manual. last checked 2026-10.