

## From UCCX and UCCE

There is no import button. Rebuild the domain, then move a number. There is no import button. This track is a teaching bridge. Five9's public pages name Cisco as a SIP gateway type. They do not publish a wizard that reads a UCCX script or a UCCE dial plan and emits a domain. CSQs, skills, and the partition you will not find. In this teaching map, a UCCX contact service queue is closest to a Five9 skill group: the people who can take that work. A UCCE skill group is a similar idea with a different name. Precision queues and attributes do not have a one-field equivalent you should invent. Scripts are rebuilt in modules. A UCCX script is a document in Cisco's editor. A Five9 IVR script is a chain of modules from the IVR Administrator's Guide: Menu, Get Digits, If/Else, Skill Transfer, Play, and the rest of that chapter. The lab's builder speaks those names and exports a learning JSON that VCC will not import. Dialing modes do not survive the move by osmosis. UCCE outbound has its own pacing words. Five9's product pages talk about Preview, Progressive, Power, Predictive, and Manual Touch. The simulator in this lab is a classroom clock, not either vendor's algorithm. Numbers, lists, and ANI are a data project. DNIS values, calling lists, dispositions, and do-not-call entries are domain data. They are not inside the Cisco script file. A cutover that moves only the IVR still has nothing to dial and nowhere legal to send a call. The gateway cut, without pretending to be the CUBE guide. When the third SIP story is a Cisco gateway, the technical requirements are still the Five9 side: DNS SRV preferred, G.711 as the default codec, TLS 1.2, no double NAT. What the gateway itself must rewrite: number format, a normalization script, early media. Lives in Cisco's documentation. Cutover morning is a checklist, not a mood. The morning the numbers move, the domain should already contain skills, a script, a running inbound campaign, loaded lists, dispositions, DNC, an assigned profile, and a desktop the agent has signed into. E911 addresses have to be dispatchable for the place the agent actually is. A stale office address is not a courtesy.

### Sources and go deeper

Planning your implementation. vendor.

<https://documentation.five9.com/bundle/basic-admin/page/basic-admin/intro/planning-your-implementation.htm>.  
last checked 2026-10.

SIP trunk options chapter. vendor.

[https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/\\_ch-five9-sip-trunk-options.htm](https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/_ch-five9-sip-trunk-options.htm).  
last checked 2026-10.

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.  
last checked 2026-10.

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

confirm. Five9 publishes Cisco as a SIP gateway type. This lab did not find an official UCCX or UCCE migration wizard. Mappings below are instructional. last checked 2026-10.

Skill groups. vendor.

[https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/\\_ch-skill-groups.htm](https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm).  
last checked 2026-10.

confirm. The CSQ-to-skill mapping is a teaching bridge, not a Five9 migration utility. last

checked 2026-10.

IVR modules. vendor.

[https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/\\_ch-modules.htm](https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm).

last checked 2026-10.

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound>

last checked 2026-10.

Interactive voice response. wikipedia.

[https://en.wikipedia.org/wiki/Interactive\\_voice\\_response](https://en.wikipedia.org/wiki/Interactive_voice_response). last checked 2026-10.

confirm. Module mapping from UCCX steps is instructional. Validate every script in a domain.

last checked 2026-10.

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last

checked 2026-10.

Outbound product page. vendor.

<https://www.five9.com/products/capabilities/outbound-contact-center>. last checked 2026-10.

IANA service names and port numbers. ports.

<https://www.iana.org/assignments/service-names-port-numbers/service-names-port-numbers.xhtml>.

last checked 2026-10.

confirm. The dialer product page and the outbound product page describe progressive pacing in different words. Quote the page you use. last checked 2026-10.

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

RFC 8224, Authenticated Identity Management in SIP. rfc.

<https://www.rfc-editor.org/rfc/rfc8224>. last checked 2026-10.

ITU-T E.164, international public telecommunication numbering. standard.

<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

RFC 3550, RTP. rfc. <https://www.rfc-editor.org/rfc/rfc3550>. last checked 2026-10.

RFC 3551, RTP profile for audio and video. rfc. <https://www.rfc-editor.org/rfc/rfc3551>. last checked 2026-10.

ITU-T G.711. standard. <https://www.itu.int/rec/T-REC-G.711>. last checked 2026-10.

RFC 8446, TLS 1.3. rfc. <https://www.rfc-editor.org/rfc/rfc8446>. last checked 2026-10.

RFC 1035, domain names. rfc. <https://www.rfc-editor.org/rfc/rfc1035>. last checked 2026-10.

RFC 2782, DNS SRV. rfc. <https://www.rfc-editor.org/rfc/rfc2782>. last checked 2026-10.

RFC 1918, private internet addresses. rfc. <https://www.rfc-editor.org/rfc/rfc1918>. last checked 2026-10.

RFC 4787, NAT behavior for UDP. rfc. <https://www.rfc-editor.org/rfc/rfc4787>. last checked 2026-10.

confirm. NANP versus E.164, 20 ms ptime, and 'no internal extensions' are practitioner cautions. They are not quoted here as Five9 requirements. last checked 2026-10.

E911 data sheet. vendor.

<https://www.five9.com/sites/default/files/2022-11/Data-sheet-Five9-emergency-services%20%28E911%29.PDF>.

last checked 2026-10.

Enhanced 9-1-1. wikipedia. [https://en.wikipedia.org/wiki/Enhanced\\_9-1-1](https://en.wikipedia.org/wiki/Enhanced_9-1-1). last checked 2026-10.

confirm. This checklist is a teaching bridge for cutover discipline. It is not an official Five9 UCCE runbook. last checked 2026-10.