

Safety and compliance

Quote the document. Quote the clock. Do not invent a percent or a coverage map. 911 is a location, not a prefix The E911 data sheet says agents dial 911 directly, with no prefix, and that the service sends a dispatchable location. It names the United States and its territories, Kari's Law, and RAY BAUM'S Act. The partner named on that sheet is RedSky. The address has to be the room they are in A dispatchable location is the place responders can find a person. A headquarters address while the agent is at home is the failure the EULA describes. Remote and hybrid floors have to register the location the agent is actually using. Recording is the customer's duty too The EULA treats recordings as customer data. It says calls can be recorded while the caller is on hold and after a transfer. It puts notice and consent on the customer, who has to follow the laws that apply to their calls. Retention is several clocks The public retention page splits the clocks. VCC audio is the sooner of 30 days, a successful SFTP or FTP offload, or the contract. E911 recordings are 30 days. Agent data is 60 days. Campaign state is 120 days. A disabled domain is 120 days after closure. DIDs and toll-free numbers are 90 days after closure. Attestation is not an ANI field Certified Caller is Five9's published STIR/SHAKEN program, tied to FCC and CRTC expectations. A campaign profile that overrides ANI changes what you present. It does not, by itself, mean the call is attested. Abandon rate is a regulated posture Default campaign settings call out a warning if you change Max Abandoned Call Percentage. Other fields on that page include Max Queue Time, Show Out of Numbers Alert, Monitor Abandoned Call Percentage, Call Analysis, Voice Detection level, and Action on Max Queue Time Expiration. TCPA manual touch is a physical control On domains where TCPA manual touch is enabled, other dialing modes are not available. Agents type the external number. Paste and drag are blocked. Dial enables only when the typed number matches. If preview times out, the agent goes Not Ready and nothing auto-dials.

Sources and go deeper

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confirm. The 2022 data sheet says US and territories. The EULA text this lab read also says US or Canada. Re-read both before you publish a coverage map. last checked 2026-10.

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confirm. This lab does not publish a numeric default for Max Abandoned Call Percentage. The defaults page describes the windows and the warning, not a percent we are willing to repeat.

last checked 2026-10.