

CRM and CTI integrations

Public pages name the CRMs and the CTI API. Admin feature lists that did not open stay blank. CTI is a named API, not a vibe The APIs and SDKs page lists a Computer Telephony Integration (CTI) Web Services API next to Configuration, Reporting, Statistics, Web2Campaign, the CRM SDK, and Web Connectors. CTI, on that page, is one of those names. The prebuilt CRM names are a list The APIs page says it has pre-built integrations with Salesforce, ServiceNow, Microsoft Dynamics 365, Oracle Service Cloud, Oracle NetSuite, and Zendesk. A later line says robust pre-built integrations with Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk. Plus and a prebuilt adapter share a technology story The desktop page says that whether you deploy Agent Desktop Plus or a pre-built CRM integration, you get the same underlying technology. It also describes the Agent Desktop Toolkit as REST APIs, reference UIs, and other tools to embed agent functionality in a custom CRM or another CRM. Workforce tools can show up inside the CRM The desktop page says WFO connectors reach schedules, adherence, time-off requests, shift bidding, and evaluation review from inside the CRM. The WFM page says you can embed WFM in the CRM and extend it to CRM digital channels, and its pre-built CRM card names Oracle and ServiceNow. Zoom Phone and Teams are on the same API page The APIs page also lists pre-built integrations with Zoom Phone and Microsoft Teams. It says those connections are so agents can reach someone to resolve a question or consult an expert. That is a UC story, not a CRM adapter. Salesforce and ServiceNow are names until the admin page opens Salesforce and ServiceNow are on the API list, the desktop line, and the quality list. ServiceNow is also on the WFM CRM card with Oracle. That is what this chapter can say about them. A CRM note you can defend A defendable note names the surface, the list, and the gap. Surface: Plus, prebuilt, toolkit, or bookmark. List: the API CRM names, the UC names, or the WFO actions. Gap: anything from an admin guide that did not open, marked confirm, with no URL and no guessed field.

Sources and go deeper

APIs and SDKs. vendor.

<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. last checked 2026-10.

confirm. Salesforce screen pop, click-to-dial, and package versions were not on the pages this chapter could read. last checked 2026-10.

Agent Desktop. vendor.

<https://www.five9.com/platform/self-service-and-engagement/agent-desktop>. last checked 2026-10.

confirm. This chapter does not restate Salesforce package numbers. The technical-requirements PDF was not the page quoted here. last checked 2026-10.

Workforce management. vendor.

<https://www.five9.com/platform/insights-and-analytics/workforce-management>. last checked 2026-10.

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.
confirm. This lab did not open the partner marketplace, so over 55 is the API page's

sentence and not a fresh count. last checked 2026-10.

confirm. ServiceNow workspace names, Salesforce Lightning editions, screen pop, and click-to-dial did not return a body in this check. last checked 2026-10.

confirm. Project size is not on the API page. Minimal coding is their phrase, not an estimate. last checked 2026-10.