

Flashcards

Outbound, what comes first?

Skill groups, then users, lists, dispositions, profiles, campaigns.

Planning your implementation

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.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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

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Interactive voice response. wikipedia.

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

Which builds add IVR?

Inbound and autodial.

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Interactive voice response. wikipedia.

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

What is a skill group?

Agents and supervisors for a campaign queue.

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Interactive voice response. wikipedia.

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

What is a domain?

The VCC tenant.

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Interactive voice response. wikipedia.

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

Domain boundary?

Users, lists, skills, and campaigns stay in that domain.

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Skill groups. vendor.

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last checked 2026-10.

confirm. This lesson's CUCM comparison is a teaching map. Five9 does not publish it as a migration product. last checked 2026-10.

CUCM partition equivalent?

There isn't one. Teach domain, skills, campaigns.

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confirm. This lesson's CUCM comparison is a teaching map. Five9 does not publish it as a migration product. last checked 2026-10.

Skill membership?

Agent or supervisor users, and a user may have several skills.

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Multiple skills on a campaign?

Yes.

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Reporting menu missing?

Check the Reporting role and a reporting permission.

Skill groups

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last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Supervisor in a skill?

Yes, the skill topic allows it.

Skill groups

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Call variable permission?

User Can Edit Call Variables.

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<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Who edits IVR?

An administrator.

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<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked

2026-10.

Three types?

Inbound, outbound, autodial.

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Inbound campaigns. vendor.

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

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Outbound product page. vendor.

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

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Interactive voice response. wikipedia.

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

Stopped inbound?

Busy signal.

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Interactive voice response. wikipedia.

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What is blended?

Agents working inbound and outbound, not a fourth type.

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Autodial needs?

List plus prompts and IVR, per the planning topic.

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Interactive voice response. wikipedia.

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

Final disposition?

Stops all numbers on that record for the campaign.

List dialing modes

Sources and go deeper

List dialing modes. community.

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Managing campaign dispositions. vendor.

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Which types load lists?

Outbound and autodial.

List dialing modes

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List dialing modes. community.

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What is number1?

The first phone field the dial order can use.

List dialing modes

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List dialing modes. community.

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Does upload start dialing?

No.

List dialing modes

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List dialing modes. community.

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Default system redials?

Often five, if the default count is left in place.

Managing campaign dispositions

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Managing campaign dispositions. vendor.

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List dialing modes. community.

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What does reset change?

Selected codes on lists currently loaded.

Managing campaign dispositions

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Managing campaign dispositions. vendor.

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List dialing modes. community.

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Safe reset rule?

Only codes you are willing to dial.

Managing campaign dispositions

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Managing campaign dispositions. vendor.

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List dialing modes. community.

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Batch update?

Manual rows or scheduled CSV.

Managing campaign dispositions

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Managing campaign dispositions. vendor.

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List dialing modes. community.

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Profiles per campaign?

One.

Campaign profiles

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Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

Assign a campaign profile. community.

https://community.five9.com/s/article/Administrator-How-to-Create-Add-a-Campaign-Profile-and-Assign-it-to-a-Campaign?language=en_US

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.

Can a profile be shared?

Yes, across campaigns.

Campaign profiles

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Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

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ITU-T E.164, international public telecommunication numbering. standard.
<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

What can it override?
Defaults such as the ANI.

Campaign profiles
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Campaign profiles. vendor.
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ITU-T E.164, international public telecommunication numbering. standard.
<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

How can it change later?
Workflow rules.

Campaign profiles
Sources and go deeper
Campaign profiles. vendor.
https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.
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ITU-T E.164, international public telecommunication numbering. standard.
<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

Mac ARM and Java admin?
Not supported. Use the web administrator.

Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
last checked 2026-10.

confirm. The fetched PDF names JRE 8 updates 421, 451, and 461, and macOS 15 Sequoia, 26
Tahoe, and 27 Golden Gate. Those lines are time-specific. last checked 2026-10.

Why Plus?
Web apps do not need Java SE.

Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
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Tahoe, and 27 Golden Gate. Those lines are time-specific. last checked 2026-10.

Plus transport?

HTTPS and WSS.

Technical requirements PDF

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Technical requirements PDF. vendor.

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Tahoe, and 27 Golden Gate. Those lines are time-specific. last checked 2026-10.

IE exception?

IE 11 for Oracle Service Cloud only.

Technical requirements PDF

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Technical requirements PDF. vendor.

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

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Tahoe, and 27 Golden Gate. Those lines are time-specific. last checked 2026-10.

Profile or account first?

Profile, then account.

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Skill groups. vendor.

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Who joins a skill?

Agent or supervisor users.

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Missing permission symptom?

It looks like a missing feature.

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Call variable edits?

A named permission on the administrator role.

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Inbound tab name?

Outbound Skills.

Skill groups

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Skill groups. vendor.

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Outbound tab name?

Skills.

Skill groups

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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Multiple skills per campaign?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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Multiple skills per user?

Yes.

Skill groups

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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Prompts before scripts?

Yes, on the inbound and autodial roadmap.

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Interactive voice response. wikipedia.

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

Skill greeting vs Play prompt?

Different objects.

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Stopped campaign?

Busy, prompt unheard.

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TTS?

The query example uses a TTS prompt on Play.

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IVR module?

Set DNC.

IVR modules

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IVR modules. vendor.

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confirm. Public pages do not spell out, in one paragraph, whether a custom disposition named DNC writes the same list as the Set DNC module. Confirm in your domain. last checked 2026-10.

Is a disposition the same?

Not documented as the same object.

IVR modules

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Report category?

Do Not Call Reports.

IVR modules

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Product grouping?

With time-zone rules and Certified Caller.

IVR modules

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last checked 2026-10.

Outbound product page. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Public pages do not spell out, in one paragraph, whether a custom disposition named DNC writes the same list as the Set DNC module. Confirm in your domain. last checked 2026-10.

Efficiency Mode?

Off for live calls.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

confirm. Headset model numbers are not listed in the section this lab read. The PDF points at a separate recommended-headsets note. last checked 2026-10.

Analog headsets?

Not supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

confirm. Headset model numbers are not listed in the section this lab read. The PDF points at a separate recommended-headsets note. last checked 2026-10.

5G?

Not supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

confirm. Headset model numbers are not listed in the section this lab read. The PDF points at a separate recommended-headsets note. last checked 2026-10.

ADP bandwidth?

128 kbps in the table, G.711 default.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

confirm. Headset model numbers are not listed in the section this lab read. The PDF points

at a separate recommended-headsets note. last checked 2026-10.

Skill voicemail?

Yes, with its own greeting.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

TCPA timeout state?

Not Ready, no auto-dial.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

Where do dialer settings live?

On the campaign, not in a side spreadsheet.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

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Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

Profiles and pop-ups?

Profiles can control them.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

Stopped inbound?

Busy.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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.

Interactive voice response. wikipedia.

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

What runs after answer?

The campaign IVR.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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.

Interactive voice response. wikipedia.

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

What is DNIS?

The called number presented to the campaign.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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.

Interactive voice response. wikipedia.

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

First busy check?

Is the campaign running?

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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.

Interactive voice response. wikipedia.

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

Script after agent connect?

Complete.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. A post-call survey exists as a campaign-admin topic title in the docs tree. This

lesson does not describe its screens. Open that topic before you design one. last checked 2026-10.

Long queue options?

Voicemail and third-party forward.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

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

confirm. A post-call survey exists as a campaign-admin topic title in the docs tree. This

lesson does not describe its screens. Open that topic before you design one. last checked 2026-10.

Priority?

Supported in the inbound topic.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Interactive voice response. wikipedia.

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

confirm. A post-call survey exists as a campaign-admin topic title in the docs tree. This

lesson does not describe its screens. Open that topic before you design one. last checked

2026-10.

Branching?

In the IVR script.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Interactive voice response. wikipedia.

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

confirm. A post-call survey exists as a campaign-admin topic title in the docs tree. This

lesson does not describe its screens. Open that topic before you design one. last checked

2026-10.

Hold vs voicemail?

Different.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Third party module?

Third Party Transfer.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Voicemail module?

Voicemail Transfer.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Stopped campaign as overflow?

No. Callers hear busy.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Where is service level?

On the skill group.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The exact numeric interaction between skill service level and Skill Transfer

priority is not stated in the pages this lab quoted. last checked 2026-10.

Where is IVR priority?

Skill Transfer's priority tab.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The exact numeric interaction between skill service level and Skill Transfer priority is not stated in the pages this lab quoted. last checked 2026-10.

Are they the same knob?

No.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The exact numeric interaction between skill service level and Skill Transfer priority is not stated in the pages this lab quoted. last checked 2026-10.

Who says inbound can be prioritized?

The inbound campaign topic.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The exact numeric interaction between skill service level and Skill Transfer priority is not stated in the pages this lab quoted. last checked 2026-10.

When is the schedule set?

After scripts exist.

Planning your implementation

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.

Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Nightly stop?

Causes busy, not a closed prompt.

Planning your implementation

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.

Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Which types have the schedule topic?

Autodial and inbound.

Planning your implementation

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.

Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Campaign state at night?

Running, with a different script.

Planning your implementation

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.

Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Where?

Skill Transfer General tab.

Pause before transfer

Sources and go deeper

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Default?

0.

Pause before transfer

Sources and go deeper

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

On Hold in reports?

No.

Pause before transfer

Sources and go deeper

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Why set it above 0?

A gap before the next call.

Pause before transfer

Sources and go deeper

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Are the seven checks trunk settings?

No.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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Planning your implementation. vendor.

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

last checked 2026-10.

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

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.

Wrong skill tab?

Empty queue.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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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.

Night busy?

State or schedule.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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Skill groups. vendor.

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

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

Then what?

Trunk and topology.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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

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.

Does upload dial?

No.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Which lists does reset touch?

Lists loaded in the campaign.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

number1?

A phone field.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Sales list campaign type?

Outbound or autodial.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Filter vs vertical?

Different.

Campaign profiles

Sources and go deeper

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

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.

Profiles at once?

One.

Campaign profiles

Sources and go deeper

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

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

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

ANI override?

On the profile.

Campaign profiles

Sources and go deeper

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

List dialing modes. community.

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

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

Pop-ups?

A profile can control them.

Campaign profiles

Sources and go deeper

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

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

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

Default list mode?

List penetration.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Vertical list dialing chapter. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-list-dialing-modes>.

last checked 2026-10.

confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.

Vertical in one sentence?

Finish one record's numbers, then move on.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Vertical list dialing chapter. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-list-dialing-modes>.

last checked 2026-10.

confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.

Compass words?

Use the definitions, not 'vertical' as a direction.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Vertical list dialing chapter. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-list-dialing-modes>.

last checked 2026-10.

confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.

Final disposition?

Stops the whole record.

List dialing modes

Sources and go deeper

List dialing modes. community.

https://community.five9.com/s/article/Administrator-List-Dialing-Modes-and-its-Differences?language=en_US.

last checked 2026-10.

Vertical list dialing chapter. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-list-dialing-m>

last checked 2026-10.

confirm. The documentation portal has a vertical-dialing chapter. This lesson follows the community article's definitions because that page returned readable text. Confirm the portal chapter in your own admin guide. last checked 2026-10.

Reset Sale?

Only if you mean to call them again.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>

last checked 2026-10.

Which lists?

Currently loaded.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>

last checked 2026-10.

Position reset?

Back toward the top.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>

last checked 2026-10.

Proof?

List details.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>

last checked 2026-10.

US abandon window?

Rolling 30 days.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mod>

last checked 2026-10.

confirm. The exact hour-by-hour time zone matrix is in the campaign guide and was not copied

here. Local telemarketing law is not Five9's default screen. last checked 2026-10.

UK window?

24 hours.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mod>

last checked 2026-10.

confirm. The exact hour-by-hour time zone matrix is in the campaign guide and was not copied

here. Local telemarketing law is not Five9's default screen. last checked 2026-10.

Who sets US vs UK?

A Five9 representative, per the topic.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mod>

last checked 2026-10.

confirm. The exact hour-by-hour time zone matrix is in the campaign guide and was not copied

here. Local telemarketing law is not Five9's default screen. last checked 2026-10.

Numeric default in this lab?

Not stated. Read the domain.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mod>

last checked 2026-10.

confirm. The exact hour-by-hour time zone matrix is in the campaign guide and was not copied

here. Local telemarketing law is not Five9's default screen. last checked 2026-10.

Where is voice detection level?

Campaign dialing defaults.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mod>

last checked 2026-10.

Outbound product page. vendor.

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

Published accuracy?

Not in this lab.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Outbound product page. vendor.

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

Automatic voicemail?

Named on the outbound product page.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Outbound product page. vendor.

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

False machine?

A live person misses the agent.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Outbound product page. vendor.

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

Where is local caller ID marketed?

Outbound product page.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm.

last checked 2026-10.

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. 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.

Which object overrides ANI?

Campaign profile.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm. last checked 2026-10.

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. 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.

Is that STIR/SHAKEN?

No. Certified Caller is separate.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm. last checked 2026-10.

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. 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.

Unassigned profile?

No effect.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm. last checked 2026-10.

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. 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.

Why preview?

Context before the dial.

Dialer product page

Sources and go deeper

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.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Same as TCPA?

No. TCPA removes automatic dialing.

Dialer product page

Sources and go deeper

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.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Overdial?

Not the design.

Dialer product page

Sources and go deeper

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.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Still needs a list?

Yes.

Dialer product page

Sources and go deeper

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.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

One per agent?

That is the outbound page.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build implements. last checked 2026-10.

Ten-agent hint?

Dialer page guidance, not a proven hard limit.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build implements. last checked 2026-10.

Why low abandon?

The agent is reserved.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build

implements. last checked 2026-10.

Simulator?

Teaching model.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. Five9 publishes both 'one customer per available agent' and 'adaptively control dialing pace' for progressive. This lab does not know which sentence the current build implements. last checked 2026-10.

Who sets the ratio?

The administrator.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Who is it for?

Small team, large list.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Extra live answer?

An abandon.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Where is the brake?

Abandon monitor and max percent.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Ten-agent line?

Dialer page guidance.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Dialing modes live testing. community.

<https://community.five9.com/s/article/Administrator-Campaign-Dialing-Modes-and-Live-Testing-Results>.
last checked 2026-10.

confirm. The exact throttle curve is not specified on the default-settings page. The community test article disagrees with itself about an instant drop to 1:1. last checked 2026-10.

US window?

30 days.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Dialing modes live testing. community.

<https://community.five9.com/s/article/Administrator-Campaign-Dialing-Modes-and-Live-Testing-Results>.
last checked 2026-10.

confirm. The exact throttle curve is not specified on the default-settings page. The community test article disagrees with itself about an instant drop to 1:1. last checked 2026-10.

Test article?

Mixed field note.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Dialing modes live testing. community.

<https://community.five9.com/s/article/Administrator-Campaign-Dialing-Modes-and-Live-Testing-Results>.
last checked 2026-10.

confirm. The exact throttle curve is not specified on the default-settings page. The
community test article disagrees with itself about an instant drop to 1:1. last checked
2026-10.

Simulator window?

Not Five9's 30 days.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Dialing modes live testing. community.

<https://community.five9.com/s/article/Administrator-Campaign-Dialing-Modes-and-Live-Testing-Results>.
last checked 2026-10.

confirm. The exact throttle curve is not specified on the default-settings page. The
community test article disagrees with itself about an instant drop to 1:1. last checked
2026-10.

Where does the mode exist?

Domains enabled for it, with no other mode.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.
last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked
2026-10.

Paste?

Blocked.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Dial enables when?

The typed number matches.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Timeout?

Not Ready, no auto-dial.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Why defaults?

A stated compliance posture.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Example warning?

Max abandon percent.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

US vs UK?

30 days vs 24 hours.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Where is the legal text?

The agency rule, not this lab.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

No consent?

TCPA manual touch on an enabled domain.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

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last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Forty agents?

Predictive, eyes open.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

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https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

No drops, small team?

Progressive.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
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TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

System of record?

The domain dialog.

Dialer product page

Sources and go deeper

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

What is blended?

Agents moving across inbound and outbound.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Planning your implementation. vendor.

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

last checked 2026-10.

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. A community test note says predictive agents should not also be skilled for inbound. That is consistent with the product story and is still a field note, not a settings screenshot. last checked 2026-10.

Is it a campaign type?

Not in the planning list.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Planning your implementation. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. A community test note says predictive agents should not also be skilled for inbound. That is consistent with the product story and is still a field note, not a settings screenshot. last checked 2026-10.

Predictive plus shared agents?

Availability gets stolen.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Planning your implementation. vendor.

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

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confirm. A community test note says predictive agents should not also be skilled for inbound. That is consistent with the product story and is still a field note, not a settings screenshot. last checked 2026-10.

How do you build it?

Skills and running campaigns.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Planning your implementation. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

confirm. A community test note says predictive agents should not also be skilled for inbound. That is consistent with the product story and is still a field note, not a settings screenshot. last checked 2026-10.

Planning extras?

Prompts and IVR.

Planning your implementation

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.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Needs a list?

Yes.

Planning your implementation

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.

Skill groups. vendor.

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Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Skill tab?

Outbound Skills.

Planning your implementation

Sources and go deeper

Planning your implementation. vendor.

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

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Skill groups. vendor.

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Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Read-first alternative?

Outbound preview.

Planning your implementation

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.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

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Inbound campaigns. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Numeric ratio in this lesson?

None.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The numeric behavior of campaign priority and ratio settings is in a guide topic

this lab did not quote. Do not copy a ratio from the simulator into that dialog. last

checked 2026-10.

Steal rule?

Write who may take the agent.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

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last checked 2026-10.

confirm. The numeric behavior of campaign priority and ratio settings is in a guide topic

this lab did not quote. Do not copy a ratio from the simulator into that dialog. last

checked 2026-10.

Predictive on a shared pod?

Exposed.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

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last checked 2026-10.

confirm. The numeric behavior of campaign priority and ratio settings is in a guide topic

this lab did not quote. Do not copy a ratio from the simulator into that dialog. last

checked 2026-10.

Service level?

A measure, not the dialer.

Inbound campaigns

Sources and go deeper

Inbound campaigns. vendor.

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

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The numeric behavior of campaign priority and ratio settings is in a guide topic

this lab did not quote. Do not copy a ratio from the simulator into that dialog. last

checked 2026-10.

TCPA timeout?

Not Ready, no dial.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Count them as free?

No.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

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Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Which report category?

Agent reports.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Adding lines?

Makes abandon worse.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked 2026-10.

Final code?

Stops the record.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Pause vs wrap?

Different gaps.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Default system redials?

Often five.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Simulator wrap?

Teaching delay.

Managing campaign dispositions

Sources and go deeper

Managing campaign dispositions. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dispositions>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

Blend includes digital?

The outbound page says so.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

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

Plus promise?

One screen.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

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

checked 2026-10.

Technical requirements PDF. vendor.

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

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Text blocked?

Antivirus is a documented suspect.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

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

Chat and predictive?

The agent is busy.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

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

No screen, no design?

Correct.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

Simulator equals domain?

No.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

Default campaign settings. vendor.

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last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

US window?

30 days.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
last checked 2026-10.

Planning your implementation. vendor.

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

Dedicated pod?

Outside the steal rule.

Outbound product page

Sources and go deeper

Outbound product page. vendor.

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

Dialer product page. vendor. <https://www.five9.com/products/capabilities/dialer-system>. last checked 2026-10.

Default campaign settings. vendor.

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last checked 2026-10.

Planning your implementation. vendor.

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

Is Hangup in the chapter list?

Not in the list this lab read.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.
last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.
last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter
quoted here. last checked 2026-10.

When does Skill Transfer finish the script?

When an agent connects.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.
last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.
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https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter quoted here. last checked 2026-10.

Bench JSON?

Not a VCC import.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Skill Transfer functions. community.

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

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter quoted here. last checked 2026-10.

Menu exists?

Yes.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

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Interactive voice response. wikipedia.

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

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter quoted here. last checked 2026-10.

ZIP module?

Input.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Menu module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/menu-module.htm>.

last checked 2026-10.

XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

last checked 2026-10.

RFC 4733. rfc. <https://www.rfc-editor.org/rfc/rfc4733>. last checked 2026-10.

Interactive voice response. wikipedia.

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

Why No Match?

Wrong input needs an exit.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Menu module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/menu-module.htm>.

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Interactive voice response. wikipedia.

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

Speech modules?

Voice Input and Natural Language Processing.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Menu module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/menu-module.htm>.

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Interactive voice response. wikipedia.

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

TTS?

Yes, in the example.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Menu module. vendor.

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Interactive voice response. wikipedia.

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

Two ways?

If/Else.

If/Else module

Sources and go deeper

If/Else module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/ifelse-module.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Three ways?

Case.

If/Else module

Sources and go deeper

If/Else module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/ifelse-module.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Who writes the condition?

You do.

If/Else module

Sources and go deeper

If/Else module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/ifelse-module.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Caller choice?

Menu, not If/Else.

If/Else module

Sources and go deeper

If/Else module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/ifelse-module.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Either skill or both?

Either.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill Transfer module chapter. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/skill-transfer-module.htm>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.

Report recommendation?

One skill per module.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill Transfer module chapter. vendor.

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last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.

No skill?

Default queue.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill Transfer module chapter. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/skill-transfer-module.htm>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.

Article's default disposition?

Abandon.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill Transfer module chapter. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/skill-transfer-module.htm>.

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.

Example request?

XML web service POST.

XML web service IVR example

Sources and go deeper

XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Why script variables?

No agent on that call.

XML web service IVR example

Sources and go deeper

XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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Call variables for reporting. community.

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last checked 2026-10.

Interactive voice response. wikipedia.

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

History backfill?

No.

XML web service IVR example

Sources and go deeper

XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

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IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Lookup exists?

Yes.

XML web service IVR example

Sources and go deeper

XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Jump to another script?

Foreign Script.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.

Opt out?

Set DNC.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.

Digital keys?

Build permission plus a task key.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

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Interactive voice response. wikipedia.

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

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.

Third party stays on your skill?

No.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.

Which header?

X-Frame-Options.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. The PDF's browser matrix is historical. Current browser behavior has to be tested.

last checked 2026-10.

Trust the old browser table?

No. Retest.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. The PDF's browser matrix is historical. Current browser behavior has to be tested.

last checked 2026-10.

Who turns it on?

A VCC administrator.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. The PDF's browser matrix is historical. Current browser behavior has to be tested.

last checked 2026-10.

Voice versus visual?

Different surfaces.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. The PDF's browser matrix is historical. Current browser behavior has to be tested.

last checked 2026-10.

Membership?

Agent or supervisor.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Empty skill?

No delivery.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Service level?

On the skill.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Several skills per user?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Inbound tab?

Outbound Skills.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

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

last checked 2026-10.

Ready but wrong tab?

No offer.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

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

last checked 2026-10.

Autodial?

Same tab as inbound.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

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

last checked 2026-10.

Where documented?

Skill groups topic.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

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

last checked 2026-10.

Any or all?

Any one skill.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Report tip?

One skill.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Deliberate pool?

Allowed if intended.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

No selection?

Default.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Same number?

No.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

confirm. The article names the option. The exact screen where an agent's skill level is edited was not quoted in this lab. last checked 2026-10.

What does ignore-order do?

Uses agent skill level.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

confirm. The article names the option. The exact screen where an agent's skill level is edited was not quoted in this lab. last checked 2026-10.

Click-path quoted here?

No.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

confirm. The article names the option. The exact screen where an agent's skill level is edited was not quoted in this lab. last checked 2026-10.

Switch off?

List order stands.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

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No selection?

Default queue.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Label?

Default.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

User with no skills?

Catch-all eligible.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Safe pattern?

Name the skill.

Skill Transfer functions

Sources and go deeper

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Target without people?

Still misses.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Inbound campaigns. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound-campaigns>
last checked 2026-10.
What steers?
Priority.
Skill groups
Sources and go deeper
Skill groups. vendor.
https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.
last checked 2026-10.
Inbound campaigns. vendor.
<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound-campaigns>
last checked 2026-10.
Where is the target?
The skill.
Skill groups
Sources and go deeper
Skill groups. vendor.
https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.
last checked 2026-10.
Inbound campaigns. vendor.
<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound-campaigns>
last checked 2026-10.
Easier target?
A new definition, not new staff.
Skill groups
Sources and go deeper
Skill groups. vendor.
https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.
last checked 2026-10.
Inbound campaigns. vendor.
<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound-campaigns>
last checked 2026-10.
Greeting object?
Skill audio.
Skill groups
Sources and go deeper
Skill groups. vendor.
https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.
last checked 2026-10.
Skill Transfer functions. community.
<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.
last checked 2026-10.
Default callback code?
Abandon. Replace it.
Skill groups
Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Why a specific code?

So the promise is visible.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Cell mailbox?

Not this object.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Form factor?

One screen.

Agent Desktop

Sources and go deeper

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

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

Transcription source?

Engage page.

Agent Desktop

Sources and go deeper

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

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

Adapter voice stack?

Same underlying technology, per the desktop page.

Agent Desktop

Sources and go deeper

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

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

Assist bandwidth?

12 kbps extra.

Agent Desktop

Sources and go deeper

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

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

Adapter transport?

HTTPS and WSS.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r> last checked 2026-10.

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.

Proxy?

Must support WSS.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r> last checked 2026-10.

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.

TLS 1.1?

Not supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.

Pop down, voice up?

Look at WSS.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.

Where is Assist named?

Engage.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

confirm. GenAI Studio is described as engine-agnostic. This lab does not name the default model for a new domain. last checked 2026-10.

Studio's first named app?

Summaries, among Agent Assist.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

confirm. GenAI Studio is described as engine-agnostic. This lab does not name the default model for a new domain. last checked 2026-10.

Universal model name?

Do not assume one.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

confirm. GenAI Studio is described as engine-agnostic. This lab does not name the default model for a new domain. last checked 2026-10.

Why the same screen?

So the agent sees it.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

confirm. GenAI Studio is described as engine-agnostic. This lab does not name the default model for a new domain. last checked 2026-10.

What does Plus show from WEM?

Schedules, adherence, time off, evaluations.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

Break equals idle?

No.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

CRM path?

WFO connectors, per the desktop page.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

Adherence?

Plan versus actual.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

Avast example means?

AV can block text.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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.

Blank text suspect?

Antivirus.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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.

Dropped call suspect?

Efficiency Mode, among others.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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.

Change both at once?

No.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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.

Analog?

Not supported.

Technical requirements PDF

Sources and go deeper

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 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.

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.

5G agent path?

Not supported.

Technical requirements PDF

Sources and go deeper

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 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.

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.

Default codec in that table?

G.711.

Technical requirements PDF

Sources and go deeper

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 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.

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.

One-way latency?

Under 150 ms.

Technical requirements PDF

Sources and go deeper

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 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.

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.

One-way audio next stop?

NAT and SIP.

Agent Desktop

Sources and go deeper

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

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.

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

last checked 2026-10.

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. 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.

Efficiency Mode?

Desktop review.

Agent Desktop

Sources and go deeper

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

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<https://www.iana.org/assignments/service-names-port-numbers/service-names-port-numbers.xhtml>. last checked 2026-10.

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RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. 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.

WSS?

Desktop review.

Agent Desktop

Sources and go deeper

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

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
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IANA service names and port numbers. ports.

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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.

Skip the schedule?

You will mis-count people.

Agent Desktop

Sources and go deeper

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

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

RFC 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. 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.

Verint?

A named partner path, not the only path.

Workforce engagement management

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.

Data sheet pieces?

Recording, QM, WFM, analytics, surveys, connectors.

Workforce engagement management

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.

Who upgrades?

Five9, per the page.

Workforce engagement management

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.

Guess the vendor?

No.

Workforce engagement management

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.

Does WFM pick preview vs power?

No. It staffs.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

Break?

Not available.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

Adherence?

Plan versus actual.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

Service level needs?

The people.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

Where do agents read evaluations?

Plus, per the desktop page.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. 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.

Hold recorded?

Yes, per the EULA.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. 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.

Who handles consent?

The customer, per the EULA.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. 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.

Wrong form?

Teaches the wrong work.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. 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.

Survey versus abandon?

Different.

Workforce engagement management

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

A topic without an owner?

A poster.

Workforce engagement management

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

Screens identical?

Do not assume.

Workforce engagement management

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

Surveys in the data sheet?

Yes.

Workforce engagement management

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

VCC audio rule?

30 days or successful offload, or the contract.

Data retention

Sources and go deeper

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.

Failed copy?

The clock continues.

Data retention

Sources and go deeper

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.

E911 audio?

30 days on that page.

Data retention

Sources and go deeper

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.

Agent data?

60 days on that page.

Data retention

Sources and go deeper

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.

Time off in Plus?

Named.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.
confirm. Bidding rules are suite-specific and were not copied from a manual. last checked 2026-10.

Shift bidding?

Named, rules not copied here.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.
confirm. Bidding rules are suite-specific and were not copied from a manual. last checked 2026-10.

Bid without a schedule change?

The dialer never sees it.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.
confirm. Bidding rules are suite-specific and were not copied from a manual. last checked 2026-10.

Second login?

Connector probably unused.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.
confirm. Bidding rules are suite-specific and were not copied from a manual. last checked 2026-10.

Approve time off here?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

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

Pacing bench?

A model.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

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

Roster of record?

The suite.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

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

Recording after the clock?

The offload.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

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

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

Region matters?

Yes. Use the matching portal.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

RFC 3261, SIP: Session Initiation Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. 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 9293, Transmission Control Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc9293>. last checked 2026-10.

RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio signaling ports in the PDF are easy to misread as universal VCC trunk ports.

Confirm which SBC your domain uses. last checked 2026-10.

Legacy hosts listed?

Yes.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

IANA service names and port numbers. ports.

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RFC 9293, Transmission Control Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc9293>. last checked 2026-10.

RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio signaling ports in the PDF are easy to misread as universal VCC trunk ports.

Confirm which SBC your domain uses. last checked 2026-10.

How to find SIP?

DNS SRV.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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

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RFC 9293, Transmission Control Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc9293>. last checked 2026-10.

RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio signaling ports in the PDF are easy to misread as universal VCC trunk ports.

Confirm which SBC your domain uses. last checked 2026-10.

Paste Studio ports onto every trunk?

No. Confirm the family.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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

last checked 2026-10.

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

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 9293, Transmission Control Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc9293>. last checked 2026-10.

RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio signaling ports in the PDF are easy to misread as universal VCC trunk ports.

Confirm which SBC your domain uses. last checked 2026-10.

Digital key permission?

Build.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Voice IVA Transfer property names are not copied key-for-key from the digital article. last checked 2026-10.

Task type in that article?

ChatBot.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Voice IVA Transfer property names are not copied key-for-key from the digital article. last checked 2026-10.

Where does the key go?

The VCC side.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Voice IVA Transfer property names are not copied key-for-key from the digital article. last checked 2026-10.

Same as voice?

Do not assume.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Voice IVA Transfer property names are not copied key-for-key from the digital article. last checked 2026-10.

No failure branch?

The caller is stranded.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

No skill selected?

Default.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.
last checked 2026-10.

Interactive voice response. wikipedia.
https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

History?

Enable a reporting call variable. New calls only.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

IVR modules. vendor.
https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.
last checked 2026-10.

Call variables for reporting. community.
https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.
last checked 2026-10.

Interactive voice response. wikipedia.
https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

Engage handoff?

With context.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

IVR modules. vendor.
https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.
last checked 2026-10.

Call variables for reporting. community.
https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.
last checked 2026-10.

Interactive voice response. wikipedia.
https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

Engine-agnostic?

Yes.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

First named app?

Agent Assist summaries.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Test data?

Real calls, per the page.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Untested prompt?

Not the control the page describes.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Same block?

No.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Studio handoff?

IVA Transfer.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Short speech menu?

An IVR module can do it.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Wrong name?

Wrong system.

IVR modules

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Prompt edit?

A release.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Test on?

Call data.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Same as a WAV?

No.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

Interactive voice response. wikipedia.

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

Invented policy?

Not ready.

GenAI Studio

Sources and go deeper

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

Planning your implementation. vendor.

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

Interactive voice response. wikipedia.

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

Skip region?

The review is incomplete.

Studio digital IVA with VCC

Sources and go deeper

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

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Interactive voice response. wikipedia.

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

Build permission source?

The digital IVA article.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US. last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Why the clock?

Audio expires.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

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GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

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

Interactive voice response. wikipedia.

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

Does this lab host Studio?

No.

Studio digital IVA with VCC

Sources and go deeper

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

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GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

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Interactive voice response. wikipedia.

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

ServiceNow listed?

Yes.

Web adapter requirements

Sources and go deeper

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>. last checked 2026-10.

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

APIs and SDKs. vendor.

<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. 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 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked 2026-10.

Homegrown CRM?

CRM SDK.

Web adapter requirements

Sources and go deeper

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

Agent Desktop. vendor. <https://www.five9.com/products/capabilities/agent-desktop>. last
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APIs and SDKs. vendor.
<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. 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 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked
2026-10.

URL pop versus adapter?
Name which one.
Web adapter requirements
Sources and go deeper
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

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

APIs and SDKs. vendor.
<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. 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 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked
2026-10.

Proxy?
Must support WSS.
Web adapter requirements
Sources and go deeper
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.

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

APIs and SDKs. vendor.
<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. 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 6455, The WebSocket Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc6455>. last checked
2026-10.

Is 2.46 forever?

No. Recheck the PDF.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>

last checked 2026-10.

confirm. Managed package 2.46 and the edition list came from the technical requirements read

in October 2026. They will move. last checked 2026-10.

SAML?

2.0 in that PDF.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>

last checked 2026-10.

confirm. Managed package 2.46 and the edition list came from the technical requirements read

in October 2026. They will move. last checked 2026-10.

Lightning?

Supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>

last checked 2026-10.

confirm. Managed package 2.46 and the edition list came from the technical requirements read

in October 2026. They will move. last checked 2026-10.

IE 11 remains for Salesforce?

No. The exception is Oracle Service Cloud.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

Web adapter requirements. vendor.

<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>

last checked 2026-10.

confirm. Managed package 2.46 and the edition list came from the technical requirements read in October 2026. They will move. last checked 2026-10.

Workspaces?

Service Operations and Configurable.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

ServiceNow Plus adapter. vendor.

https://documentation.five9.com/bundle/servicenowadmins/page/crm-admins/ServiceNow/introduction/_ch-configuring-the-five9

last checked 2026-10.

confirm. Australia, Zurich, and Yokohama were the names in the PDF read for this lab.

Confirm the current list before an upgrade. last checked 2026-10.

Those three names?

Releases in the PDF.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

ServiceNow Plus adapter. vendor.

https://documentation.five9.com/bundle/servicenowadmins/page/crm-admins/ServiceNow/introduction/_ch-configuring-the-five9

last checked 2026-10.

confirm. Australia, Zurich, and Yokohama were the names in the PDF read for this lab.

Confirm the current list before an upgrade. last checked 2026-10.

Off-list release?

Do not call it supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

ServiceNow Plus adapter. vendor.

https://documentation.five9.com/bundle/servicenowadmins/page/crm-admins/ServiceNow/introduction/_ch-configuring-the-five9

last checked 2026-10.

confirm. Australia, Zurich, and Yokohama were the names in the PDF read for this lab.

Confirm the current list before an upgrade. last checked 2026-10.

Forever?

No.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

ServiceNow Plus adapter. vendor.

https://documentation.five9.com/bundle/servicenowadmins/page/crm-admins/ServiceNow/introduction/_ch-configuring-the-five9
last checked 2026-10.
confirm. Australia, Zurich, and Yokohama were the names in the PDF read for this lab.
Confirm the current list before an upgrade. last checked 2026-10.
Epic listed?
Yes.
Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
last checked 2026-10.
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.
Salesforce package fixes Zendesk?
No.
Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
last checked 2026-10.
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.
NetSuite package in this lab?
Not stated.
Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
last checked 2026-10.
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.
IE exception scope?
Oracle Service Cloud only.
Technical requirements PDF
Sources and go deeper
Technical requirements PDF. vendor.
<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
last checked 2026-10.
Web adapter requirements. vendor.
<https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/agent-integrations/web-based-adapters/application-r>
last checked 2026-10.
SDK named?
Yes.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

Connectors named?

Yes.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

Who retests custom code?

You.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

URL pop scope?

Smaller than a full adapter.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

Voice proves the pop?

No.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

Campaign profiles. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/campaign-profiles/_ch-campaign-profiles.htm. last checked 2026-10.

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Profiles and pop-ups?

Yes, they can control them.

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TLS 1.1?

Unsupported.

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Dead URL?

Blank screen.

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IVR Salesforce module?

A script block.

IVR modules

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Einstein module?

Named in the chapter.

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ZIP example?

Query, not the Salesforce module.

IVR modules

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After connect?

The adapter.

IVR modules

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Five9 ITSP?

One of the three stories.

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Customer ITSP lands on?

Five9 SBCs.

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Gateway names?

Avaya, Cisco, Asterisk.

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Sources and go deeper

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Does Cisco here import UCCX?

No.

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DNS?

SRV preferred.

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Default codec?

G.711.

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20 ms?

Practitioner, uncertain, not a PDF quote here.

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Digit RFC?

4733.

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Plus?

128 kbps.

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Java agent?

88 kbps.

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Assist?

About +12.

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Satellite?

Not supported.

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Double NAT?

No.

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UDP idle?

30 seconds.

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Shorter timer?

Keepalives.

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Split tunnel?

Do not exclude Five9.

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Handoff?

Layer 3.

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last checked 2026-10.

confirm. CH3, DC10, LD5, AM4, FR8, SP4, TY11, and SY5 are the Equinix Fabric edges in the technical requirements read in October 2026. last checked 2026-10.

Failover?

BGP.

Technical requirements PDF

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technical requirements read in October 2026. last checked 2026-10.

London?

LD5 in that PDF.

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confirm. CH3, DC10, LD5, AM4, FR8, SP4, TY11, and SY5 are the Equinix Fabric edges in the
technical requirements read in October 2026. last checked 2026-10.

Is the list forever?

No.

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confirm. CH3, DC10, LD5, AM4, FR8, SP4, TY11, and SY5 are the Equinix Fabric edges in the
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TLS floor?

1.2.

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confirm. Studio TCP 5061 is described as beta in the PDF read for this lab. Confirm before you depend on it. last checked 2026-10.

TLS 1.1?

Not supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

RFC 3261, SIP: Session Initiation Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. 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 9293, Transmission Control Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc9293>. last checked 2026-10.

RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio TCP 5061 is described as beta in the PDF read for this lab. Confirm before you depend on it. last checked 2026-10.

Studio 5060 on every trunk?

No.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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

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RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio TCP 5061 is described as beta in the PDF read for this lab. Confirm before you depend on it. last checked 2026-10.

5061 caveat?

Beta in that PDF.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.
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SIP trunk options chapter. vendor.

https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/_ch-five9-sip-trunk-options.htm.
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.

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

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RFC 768, User Datagram Protocol. rfc. <https://www.rfc-editor.org/rfc/rfc768>. last checked 2026-10.

confirm. Studio TCP 5061 is described as beta in the PDF read for this lab. Confirm before you depend on it. last checked 2026-10.

Headset?

USB noise-canceling.

Technical requirements PDF

Sources and go deeper

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>.

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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 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.

Analog?

Not supported.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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last checked 2026-10.

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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.

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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.

Wireless at scale?

Not recommended.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

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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 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.

Efficiency Mode?

Can drop live calls.

Technical requirements PDF

Sources and go deeper

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.

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 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.

Web2Campaign?

A named API.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

confirm. The overview page says REST and also lists Web Services families. This lab does not assign a transport to each family. last checked 2026-10.

Reporting versus Statistics?

Both named, not the same label.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

confirm. The overview page says REST and also lists Web Services families. This lab does not assign a transport to each family. last checked 2026-10.

Homegrown CRM?

CRM SDK.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

confirm. The overview page says REST and also lists Web Services families. This lab does not assign a transport to each family. last checked 2026-10.

SOAP or REST?

Do not guess per family.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

confirm. The overview page says REST and also lists Web Services families. This lab does not assign a transport to each family. last checked 2026-10.

Role?

Reporting, plus a permission.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/c>. last checked 2026-10.

Interactive voice response. wikipedia.

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

Automatic call distributor. wikipedia.

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

IVR category?

Yes.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked

2026-10.

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/ca>

last checked 2026-10.

Interactive voice response. wikipedia.

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

Automatic call distributor. wikipedia.

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

Admin without the role?

No standard reports.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/ca>

last checked 2026-10.

Interactive voice response. wikipedia.

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

Automatic call distributor. wikipedia.

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

Digital versus Legacy Digital?

Both named.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/ca>

last checked 2026-10.

Interactive voice response. wikipedia.

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

Automatic call distributor. wikipedia.

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

Three layouts?

Tabular, Summary, Matrix.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Matrix to CSV?

Not directly.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Row-level?

Tabular.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Totals?

Summary.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Call log window?

About 60 days unless extended, per that article.

Call log filters

Sources and go deeper

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. last checked 2026-10.

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

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/c> last checked 2026-10.

confirm. The 60-day call log window is from a community article dated 14 July 2026. Confirm the current window before you promise it. last checked 2026-10.

Audio?

30 days, offload, or contract whichever is sooner.

Call log filters

Sources and go deeper

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. last checked 2026-10.

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

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/c> last checked 2026-10.

confirm. The 60-day call log window is from a community article dated 14 July 2026. Confirm the current window before you promise it. last checked 2026-10.

Same clock?

No.

Call log filters

Sources and go deeper

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. last checked 2026-10.

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

Call log reports chapter. vendor.

<https://documentation.five9.com/bundle/reports-dashboards/page/reports-dashboards/description-standard-and-social-reports/c>
last checked 2026-10.

confirm. The 60-day call log window is from a community article dated 14 July 2026. Confirm the current window before you promise it. last checked 2026-10.

Why date the article?

The window can change.

Call log filters

Sources and go deeper

Call log filters. community.

<https://community.five9.com/s/article/Reporting-Apply-Filter-s-in-the-Call-Log-Report>. last checked 2026-10.

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

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last checked 2026-10.

confirm. The 60-day call log window is from a community article dated 14 July 2026. Confirm the current window before you promise it. last checked 2026-10.

Backfill?

No.

Call variables for reporting

Sources and go deeper

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.
last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Permission name?

User Can Edit Call Variables.

Call variables for reporting

Sources and go deeper

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.
last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

All dispositions includes custom?

No.

Call variables for reporting

Sources and go deeper

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked

2026-10.

Both switches?

Permission and the reporting flag.

Call variables for reporting

Sources and go deeper

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked

2026-10.

Prebuilt names?

Zoom Phone and Teams, among the product lines.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

checked 2026-10.

Local Teams client?

About 320 kbps.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

checked 2026-10.

URL pop?

Web Connector.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

Does prebuilt erase bandwidth?

No.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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

Agent data?

60 days.

Data retention

Sources and go deeper

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

APIs and SDKs. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Campaign state?

120 days.

Data retention

Sources and go deeper

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

APIs and SDKs. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

DIDs after closure?

90 days.

Data retention

Sources and go deeper

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

APIs and SDKs. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Disabled domain?

120 days after closure.

Data retention

Sources and go deeper

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

APIs and SDKs. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

Official importer?

None cited here.

Planning your implementation

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. last checked 2026-10.

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

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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.

Cisco in the PDF?

A gateway type.

Planning your implementation

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. last checked 2026-10.

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<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.

Build order?

Skills through profiles, then campaigns.

Planning your implementation

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.
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.

Blended?

Not a fourth campaign type.

Planning your implementation

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.
last checked 2026-10.

Technical requirements PDF. vendor.

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

CSQ maps toward?

A skill group, as a teaching map.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

confirm. The CSQ-to-skill mapping is a teaching bridge, not a Five9 migration utility. last checked 2026-10.

Partitions?

Not in Five9. Use domains.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

confirm. The CSQ-to-skill mapping is a teaching bridge, not a Five9 migration utility. last checked 2026-10.

Two tenants?

Two domains.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

confirm. The CSQ-to-skill mapping is a teaching bridge, not a Five9 migration utility. last checked 2026-10.

Precision attributes?

Redesign, do not invent a paste field.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Planning your implementation. vendor.

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

last checked 2026-10.

confirm. The CSQ-to-skill mapping is a teaching bridge, not a Five9 migration utility. last checked 2026-10.

Import the .aef?

No.

IVR modules

Sources and go deeper

IVR modules. vendor.

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-campaigns.htm>.

last checked 2026-10.

Interactive voice response. wikipedia.

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.

Greeting?

Play.

IVR modules

Sources and go deeper

IVR modules. vendor.

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-campaigns.htm>.

last checked 2026-10.

Interactive voice response. wikipedia.

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.

Queue?

Skill Transfer.

IVR modules

Sources and go deeper

IVR modules. vendor.

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-campaigns.htm>.

last checked 2026-10.

Interactive voice response. wikipedia.

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.

Builder JSON?

Learning model only.

IVR modules

Sources and go deeper

IVR modules. vendor.

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. last checked 2026-10.

confirm. Module mapping from UCCX steps is instructional. Validate every script in a domain.
last checked 2026-10.

Mode names?
Preview, progressive, power, predictive, manual touch.

Dialer product page
Sources and go deeper
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.

Simulator?
A teaching model.

Dialer product page
Sources and go deeper
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.

Copy the Cisco ratio into abandon %?
No.

Dialer product page
Sources and go deeper
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.

Numeric default?

Not stated here.

Dialer product page

Sources and go deeper

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.

Lists in the script file?

No.

Planning your implementation

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.

Inbound campaigns. vendor.

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

Interactive voice response. wikipedia.

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

ANI lives on?

The campaign profile.

Planning your implementation

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.

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<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/creating-campaigns/types-of-campaigns/inbound>. last checked 2026-10.

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<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.

Interactive voice response. wikipedia.

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

Certified Caller?

A separate project.

Planning your implementation

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.

Inbound campaigns. vendor.

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

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<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.

Interactive voice response. wikipedia.

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

Stopped inbound?

Does not answer.

Planning your implementation

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.

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

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

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Interactive voice response. wikipedia.

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

INVITE failures?

Check both sides.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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SIP trunk options chapter. vendor.

https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/_ch-five9-sip-trunk-options.htm.

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RFC 3261. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. 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.

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

<https://www.itu.int/rec/T-REC-E.164>. 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.

Extensions as DNIS?

Do not assume it.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

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https://documentation.five9.com/bundle/technical-reqs/page/technical-reqs/SIP-trunk-options/_ch-five9-sip-trunk-options.htm.

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

20 ms?

Uncertain practitioner note.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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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.

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

<https://www.itu.int/rec/T-REC-E.164>. 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.

SRV?

Preferred on the Five9 side.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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.

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RFC 3261. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. 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.

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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.

Busy DNIS?

Campaign not running.

Planning your implementation

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.

Inbound campaigns. vendor.

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

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.

Data retention. vendor. <https://www.five9.com/legal/dataretention>. 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.

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

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

Enhanced 9-1-1. wikipedia. 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.

E911 address?

Where the agent is.

Planning your implementation

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.

Inbound campaigns. vendor.

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

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Enhanced 9-1-1. wikipedia. 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.

Test one path first?

Yes.

Planning your implementation

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.

Inbound campaigns. vendor.

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

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>.

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

Technical requirements PDF. vendor.

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

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

Enhanced 9-1-1. wikipedia. 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.

Why test the pop?

It is a separate channel.

Planning your implementation

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.

Inbound campaigns. vendor.

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

Enhanced 9-1-1. wikipedia. 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.

Prefix?

None. Dial 911.

E911 data sheet

Sources and go deeper

E911 data sheet. vendor.

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

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

last checked 2026-10.

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

2026-10.

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.

Partner on the sheet?

RedSky.

E911 data sheet

Sources and go deeper

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.

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

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

2026-10.

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.

Wrong address?

The EULA says the call can fail.

E911 data sheet

Sources and go deeper

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.

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

last checked 2026-10.

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

2026-10.

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.

Same map on both docs?

No. Cite which one.

E911 data sheet

Sources and go deeper

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.

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

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

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.

Dispatchable?

Where responders can find the person.

E911 data sheet

Sources and go deeper

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.

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

MyE911 call history. community.

https://community.five9.com/s/article/MyE911-Call-History?language=en_US. last checked
2026-10.

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

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

History fields?

Time, user, number, location, recording, SIP invite.

E911 data sheet

Sources and go deeper

E911 data sheet. vendor.

<https://www.five9.com/sites/default/files/2022-11/Data-sheet-Five9-emergency-services%20%28E911%29.PDF>.
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https://community.five9.com/s/article/MyE911-Call-History?language=en_US. last checked
2026-10.

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

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

History instead of registration?

No.

E911 data sheet

Sources and go deeper

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.

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

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MyE911 call history. community.

https://community.five9.com/s/article/MyE911-Call-History?language=en_US. last checked 2026-10.

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

last checked 2026-10.

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

A move?

Register again.

E911 data sheet

Sources and go deeper

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.

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

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MyE911 call history. community.

https://community.five9.com/s/article/MyE911-Call-History?language=en_US. last checked 2026-10.

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

last checked 2026-10.

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

Who owns notice?

The customer.

End user license agreement

Sources and go deeper

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Hold recorded?

The EULA says it can be.

End user license agreement

Sources and go deeper

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Transfer?

Can still be recorded.

End user license agreement

Sources and go deeper

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

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

Interactive voice response. wikipedia.
https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

Universal script?
No.

End user license agreement
Sources and go deeper

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

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

Interactive voice response. wikipedia.
https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

E911 recordings?
30 days.

Data retention
Sources and go deeper

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.

Agent data?
60 days.

Data retention
Sources and go deeper

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.

DIDs?
90 days after closure.

Data retention
Sources and go deeper

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.

Audio?
Sooner of 30 days, offload, or contract.

Data retention
Sources and go deeper

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.

Certified Caller?
STIR/SHAKEN program.

Certified Caller
Sources and go deeper

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
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.

Profile ANI equals attestation?

No.

Certified Caller

Sources and go deeper

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
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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.

Regulators named?

FCC and CRTC.

Certified Caller

Sources and go deeper

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
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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.

Can you say the profile signs calls?

No.

Certified Caller

Sources and go deeper

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>
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.

Warning?

Yes, if you change the max abandon percentage.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

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.

US window?

Rolling 30 days.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

TCPA manual touch. community.

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2026-10.

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.

UK window?

24 hours.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

TCPA manual touch. community.

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Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

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.

Who sets the window?

A Five9 representative.

Default campaign settings

Sources and go deeper

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

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.

Paste?

Blocked.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Default campaign settings. vendor.

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last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

When does Dial enable?

When the typed number matches.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

Timeout?

Not Ready, no auto dial.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

Skip permission?

User Can Skip Contact Records in TCPA Manual Touch.

TCPA manual touch

Sources and go deeper

TCPA manual touch. community.

https://community.five9.com/s/article/Administrator-TCPA-Manual-Touch-Dialing-Mode?language=en_US.

last checked 2026-10.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

last checked 2026-10.

Telephone Consumer Protection Act of 1991. wikipedia.

https://en.wikipedia.org/wiki/Telephone_Consumer_Protection_Act_of_1991. last checked

2026-10.

WEM equals the dialer?

No.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

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

last checked 2026-10.

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

E911?

Its own location service.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

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

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

last checked 2026-10.

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

Pop equals trunk?

No.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

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

last checked 2026-10.

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

Uncited boxes?

Leave them off.

Agent Desktop

Sources and go deeper

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

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

last checked 2026-10.

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

last checked 2026-10.

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

What does the page include?

WFM, QM, analytics, surveys, recording, Verint.

Workforce engagement management

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.

Scores move skills by themselves?

No.

Workforce engagement management

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.

Who upgrades the delivered solution?

Five9, per the page.

Workforce engagement management

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.

Which retention text?

The retention page.

Workforce engagement management

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.

Wallboard versus report?

Different pipes.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked

2026-10.

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.

Statistics API?

A named family.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

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.

Reporting role?

Gates standard reports.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

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.

Matrix as CSV?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. last checked 2026-10.

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.

Default model named here?

No.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

Interactive voice response. wikipedia.

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

confirm. GenAI Studio's product page describes an engine-agnostic studio and names Agent Assist summaries as an initial consumer. It does not name a default model for this lab to repeat. last checked 2026-10.

IVA Transfer?

A real module.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

Interactive voice response. wikipedia.

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

confirm. GenAI Studio's product page describes an engine-agnostic studio and names Agent Assist summaries as an initial consumer. It does not name a default model for this lab to repeat. last checked 2026-10.

Digital handoff?

A Studio task key.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

Interactive voice response. wikipedia.

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

confirm. GenAI Studio's product page describes an engine-agnostic studio and names Agent Assist summaries as an initial consumer. It does not name a default model for this lab to

repeat. last checked 2026-10.

No exit?

A dead end.

Five9 Engage

Sources and go deeper

Five9 Engage. vendor. <https://www.five9.com/platform/self-service-and-engagement>. last checked 2026-10.

GenAI Studio. vendor. <https://www.five9.com/products/capabilities/gen-ai-studio>. last checked 2026-10.

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

Interactive voice response. wikipedia.

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

confirm. GenAI Studio's product page describes an engine-agnostic studio and names Agent Assist summaries as an initial consumer. It does not name a default model for this lab to repeat. last checked 2026-10.

Epic listed?

Yes.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

APIs and SDKs. vendor.

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

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

Local Teams?

About 320 kbps.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

APIs and SDKs. vendor.

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

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

Blank card, live voice?

Adapter incident.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

APIs and SDKs. vendor.

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

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

SDK?

Unlisted CRMs.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

APIs and SDKs. vendor.

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

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

No page?

Mark the word local.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. 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.

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

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

Two profiles?

Different objects.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. 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.

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

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

Blended?

Not a campaign type.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. 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.

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

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

Partition?

A visiting word.

Generating standard reports

Sources and go deeper

Generating standard reports. community.

<https://community.five9.com/s/article/Reporting-I-Generating-Standard-Reports>. 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.

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

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

Missing row?

No citation yet.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Certified Caller. vendor. https://www.five9.com/resources/five9_certified_caller. last checked 2026-10.

Workforce engagement management. vendor.

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

Technical requirements PDF. vendor.

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

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

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

Interactive voice response. wikipedia.

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

RedSky versus ITSP?

Different roles.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

E911 data sheet. vendor.

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Interactive voice response. wikipedia.

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

Studio versus Equinix?

Different lists.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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Workforce engagement management. vendor.

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

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Interactive voice response. wikipedia.

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

Two Salesforces?

Module versus adapter.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

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Interactive voice response. wikipedia.

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

Exam code in this lab?

None.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US. last checked 2026-10.

University curriculum brief, April 2023. vendor.

https://www.five9.com/sites/default/files/2023-04/Five9_University_Curriculum_Brief_v5.pdf. last checked 2026-10.

confirm. The curriculum brief is from April 2023. Course lists move. This lab found no public administrator exam code to quote. last checked 2026-10.

Formats?

Online, webinars, ILT, train-the-trainer, custom.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US. last checked 2026-10.

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confirm. The curriculum brief is from April 2023. Course lists move. This lab found no public administrator exam code to quote. last checked 2026-10.

Assessments?

Mentioned, no code quoted.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US. last checked 2026-10.

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confirm. The curriculum brief is from April 2023. Course lists move. This lab found no public administrator exam code to quote. last checked 2026-10.

Invented codes?

Ignore them.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US. last checked 2026-10.

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What is the badge?

IVA sales, for partners.

IVA Sales Certified badge

Sources and go deeper

IVA Sales Certified badge. vendor.

<https://www.credly.com/org/five9/badge/five9-iva-sales-certified>. last checked 2026-10.

Partner IVA sales certification. vendor.

<https://www.five9.com/blog/five9-partners-can-now-become-sales-certified-five9-university-partners>. last checked 2026-10.

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Badge details were read from the public Credly page and the partner blog. Confirm the current attempt rules before you depend on them. last checked 2026-10.

Questions?

20.

IVA Sales Certified badge

Sources and go deeper

IVA Sales Certified badge. vendor.

<https://www.credly.com/org/five9/badge/five9-iva-sales-certified>. last checked 2026-10.

Partner IVA sales certification. vendor.

<https://www.five9.com/blog/five9-partners-can-now-become-sales-certified-five9-university-partners>. last checked 2026-10.

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Interactive voice response. wikipedia.

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Pass mark?

80 percent.

IVA Sales Certified badge

Sources and go deeper

IVA Sales Certified badge. vendor.

<https://www.credly.com/org/five9/badge/five9-iva-sales-certified>. last checked 2026-10.

Partner IVA sales certification. vendor.

<https://www.five9.com/blog/five9-partners-can-now-become-sales-certified-five9-university-partners>. last checked 2026-10.

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

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confirm. Badge details were read from the public Credly page and the partner blog. Confirm the current attempt rules before you depend on them. last checked 2026-10.

Admin substitute?

No.

IVA Sales Certified badge

Sources and go deeper

IVA Sales Certified badge. vendor.

<https://www.credly.com/org/five9/badge/five9-iva-sales-certified>. last checked 2026-10.

Partner IVA sales certification. vendor.

<https://www.five9.com/blog/five9-partners-can-now-become-sales-certified-five9-university-partners>. last checked 2026-10.

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Interactive voice response. wikipedia.

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

confirm. Badge details were read from the public Credly page and the partner blog. Confirm the current attempt rules before you depend on them. last checked 2026-10.

Practice equals the planning order?

Yes.

Planning your implementation

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.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Administrator training classes. community.

https://community.five9.com/s/article/Five9-University-Five9-Administrator-Training-Classes?language=en_US.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Stopped campaign?

Busy DNIS.

Planning your implementation

Sources and go deeper

Planning your implementation. vendor.

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

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IVR modules. vendor.

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last checked 2026-10.

Interactive voice response. wikipedia.

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

Invent a percent?

No.

Planning your implementation

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.

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Interactive voice response. wikipedia.

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

Reporting role?

Separate.

Planning your implementation

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.

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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Administrator training classes. community.

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Interactive voice response. wikipedia.

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

2.46?

Dated PDF fact.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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University curriculum brief, April 2023. vendor.

https://www.five9.com/sites/default/files/2023-04/Five9_University_Curriculum_Brief_v5.pdf.

last checked 2026-10.

confirm. Salesforce 2.46, ServiceNow Australia/Zurich/Yokohama, JRE 8 updates 421/451/461, and macOS Sequoia 15, Tahoe 26, and Golden Gate 27 are from the technical requirements read in October 2026. last checked 2026-10.

ServiceNow names?

Australia, Zurich, Yokohama, in that reading.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

last checked 2026-10.

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JRE updates?

421, 451, 461.

Technical requirements PDF

Sources and go deeper

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

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Curriculum brief equals the JRE list?

No.

Technical requirements PDF

Sources and go deeper

Technical requirements PDF. vendor.

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

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Four beats?

Object, behavior, page, gap.

Planning your implementation

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

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IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

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.

Interactive voice response. wikipedia.

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

Invent a port?

No. Stop.

Planning your implementation

Sources and go deeper

Planning your implementation. vendor.

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

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Interactive voice response. wikipedia.

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

Cisco map?

A teaching bridge.

Planning your implementation

Sources and go deeper

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last checked 2026-10.

Interactive voice response. wikipedia.

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

Versions?

Dated.

Planning your implementation

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.

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>

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IVR modules. vendor.

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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.

Interactive voice response. wikipedia.

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

Session goal?

Object plus the page.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>. last checked 2026-10.

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Skip uncertain notes?

No.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>. last checked 2026-10.

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Campaign types?

Three.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>. last checked 2026-10.

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Boss logs?

Synthetic.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Default campaign settings. vendor.

<https://documentation.five9.com/bundle/campaign-admin/page/campaign-admin/configuring-campaigns/configuring-dialing-mode>. last checked 2026-10.

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

last checked 2026-10.

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

Interactive voice response. wikipedia.

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

Can the lab edit your domain?

No.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

IVR export?

Learning file.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Outage?

Five9 support.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

Uncertain?

Confirm before you depend on it.

Five9 University

Sources and go deeper

Five9 University. vendor. <https://www.five9.com/contact-center-services/training>. last checked 2026-10.

Planning your implementation. vendor.

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

General word?

ACD, on Wikipedia.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

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

Interactive voice response. wikipedia.

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

Five9 queue?

A skill group.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

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

Interactive voice response. wikipedia.

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

Who is in it?

Agent or supervisor users.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

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

Interactive voice response. wikipedia.

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

Merge the pages?

No.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Interactive voice response. wikipedia.

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

Several skills per user?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Which skill wins when one agent is eligible for two ringing queues was not on the skill groups chapter this lab read. last checked 2026-10.

Several groups per campaign?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Which skill wins when one agent is eligible for two ringing queues was not on the skill groups chapter this lab read. last checked 2026-10.

Tie-break quoted?

No.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Which skill wins when one agent is eligible for two ringing queues was not on the skill groups chapter this lab read. last checked 2026-10.

Pool allowed?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Which skill wins when one agent is eligible for two ringing queues was not on the skill groups chapter this lab read. last checked 2026-10.

Inbound tab?

Outbound Skills.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Outbound tab?

Skills.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Autodial?

With inbound.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Ready on the wrong tab?

Not the assignment the page describes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Remove allowed?

Yes, the chapter says so.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Who gets the message?

Agents in the group.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Click-path quoted?

No.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Modify?

Named.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Service level on the contents?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The service-level and skill-voicemail child pages did not return a body in this check. No threshold and no click-path is stated. last checked 2026-10.

Formula quoted?

No.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The service-level and skill-voicemail child pages did not return a body in this check. No threshold and no click-path is stated. last checked 2026-10.

Voicemail topic?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The service-level and skill-voicemail child pages did not return a body in this check. No threshold and no click-path is stated. last checked 2026-10.

Child page body?

Did not return.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. The service-level and skill-voicemail child pages did not return a body in this check. No threshold and no click-path is stated. last checked 2026-10.

Pointer name?

Configuring Skills.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Configuring Skills and the Skill Transfer module page did not return a body in this check. No priority value is stated. last checked 2026-10.

Body read?

No.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Configuring Skills and the Skill Transfer module page did not return a body in this check. No priority value is stated. last checked 2026-10.

Priority number?

Not in this lesson.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Configuring Skills and the Skill Transfer module page did not return a body in this check. No priority value is stated. last checked 2026-10.

Safe sentence?

The chapter points elsewhere.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. Configuring Skills and the Skill Transfer module page did not return a body in this check. No priority value is stated. last checked 2026-10.

What must the note name?

Roles, membership, tab, topic titles.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. 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.

Interactive voice response. wikipedia.

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

Wikipedia inputs?

Not Five9 fields by themselves.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. 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.

Interactive voice response. wikipedia.

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

Unread tie-break?

Leave it blank.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. 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.

Interactive voice response. wikipedia.

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

Inbound tab?

Outbound Skills.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. 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.

Interactive voice response. wikipedia.

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

What does WFM align?

People with volume.

Workforce management

Sources and go deeper

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.

Right skills?

Named on the page.

Workforce management

Sources and go deeper

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.

Is it a dialing mode?

No.

Workforce management

Sources and go deeper

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.

Intraday?

On the WEM line.

Workforce management

Sources and go deeper

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.

Multiskill?

Yes.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Erlang (unit). wikipedia. [https://en.wikipedia.org/wiki/Erlang_\(unit\)](https://en.wikipedia.org/wiki/Erlang_(unit)). last checked 2026-10.

confirm. The WFM page says multiple forecasting algorithms and does not name them. This lesson does not call the engine Erlang C. last checked 2026-10.

Algorithm names?

Not printed.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Erlang (unit). wikipedia. [https://en.wikipedia.org/wiki/Erlang_\(unit\)](https://en.wikipedia.org/wiki/Erlang_(unit)). last checked 2026-10.

confirm. The WFM page says multiple forecasting algorithms and does not name them. This lesson does not call the engine Erlang C. last checked 2026-10.

Blended on this list?

Yes, as an environment.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Erlang (unit). wikipedia. [https://en.wikipedia.org/wiki/Erlang_\(unit\)](https://en.wikipedia.org/wiki/Erlang_(unit)). last checked 2026-10.

confirm. The WFM page says multiple forecasting algorithms and does not name them. This lesson does not call the engine Erlang C. last checked 2026-10.

What-if?

Listed.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Erlang (unit). wikipedia. [https://en.wikipedia.org/wiki/Erlang_\(unit\)](https://en.wikipedia.org/wiki/Erlang_(unit)). last checked 2026-10.

confirm. The WFM page says multiple forecasting algorithms and does not name them. This lesson does not call the engine Erlang C. last checked 2026-10.

Bid or assign?

The page allows both.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Breaks on the list?

Yes, without a minute count.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Start and stop?

Flexible, as stated.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Numeric service goal here?

Not copied.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Intraday named?

Yes.

Workforce management

Sources and go deeper

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. The WFM page says six change notification channels and does not name them. last checked 2026-10.

Interval compare?

Yes.

Workforce management

Sources and go deeper

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. The WFM page says six change notification channels and does not name them. last checked 2026-10.

Six channels named?

No.

Workforce management

Sources and go deeper

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. The WFM page says six change notification channels and does not name them. last checked 2026-10.

Reforecast?

Listed.

Workforce management

Sources and go deeper

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. The WFM page says six change notification channels and does not name them. last checked 2026-10.

Real time?

Yes.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

History?

Yes.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Who can look?

Agent and supervisor views.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Threshold minutes?

Not stated.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Portal includes bidding?

Yes.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Agent Desktop. vendor.

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

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

Mobile OS?

Android and iOS.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Agent Desktop. vendor.

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

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

Plus?

Schedules, adherence, time off, evaluations.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Agent Desktop. vendor.

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

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

Assume the connector?

No.

Workforce management

Sources and go deeper

Workforce management. vendor.

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

Agent Desktop. vendor.

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

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

Verint?

A named partner example.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Workforce management. vendor.

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

2026-10.

confirm. This lab does not know which WEM suite a given customer bought. The WFM CRM card read here names Oracle and ServiceNow, not the longer adapter list. last checked 2026-10.

Who upgrades?

Five9, for the solution they deliver.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Workforce management. vendor.

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

confirm. This lab does not know which WEM suite a given customer bought. The WFM CRM card read here names Oracle and ServiceNow, not the longer adapter list. last checked 2026-10.

WFM CRM card?

Oracle and ServiceNow.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Workforce management. vendor.

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

confirm. This lab does not know which WEM suite a given customer bought. The WFM CRM card read here names Oracle and ServiceNow, not the longer adapter list. last checked 2026-10.

Guess the suite?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Workforce management. vendor.

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

confirm. This lab does not know which WEM suite a given customer bought. The WFM CRM card read here names Oracle and ServiceNow, not the longer adapter list. last checked 2026-10.

Evaluations?

Named under QM.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>. last checked 2026-10.

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

2026-10.

Automated scoring?

Named.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

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

Survey equals QM?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

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

Small share?

The page's phrase, not a measured percent.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

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

Forms?

Flexible creation is listed.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Transcription?

Call, screen, and digital.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Assignment?

Can be automated.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

CRM names?

Salesforce, Zendesk, Oracle, ServiceNow.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Desktop monitoring?

On the WEM list.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Coaching flag?

On the quality page.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Which page owns competency routing?

The quality page.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Paste it into skills?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Channels?

Voice, chat, email.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them.

last checked 2026-10.

Word search?

Yes.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them.

last checked 2026-10.

Sentiment?

Named.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them.

last checked 2026-10.

Which percent?

Quote the page.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them.

last checked 2026-10.

Wallboards?

Named.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

confirm. A Five9 Analytics PDF downloaded in this check did not yield readable sentences. No retention period or visualization count is taken from it. last checked 2026-10.

Gamification?

Named, not a disposition.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

confirm. A Five9 Analytics PDF downloaded in this check did not yield readable sentences. No retention period or visualization count is taken from it. last checked 2026-10.

External data?

Named.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

confirm. A Five9 Analytics PDF downloaded in this check did not yield readable sentences. No retention period or visualization count is taken from it. last checked 2026-10.

PDF sentences?

Did not yield.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

confirm. A Five9 Analytics PDF downloaded in this check did not yield readable sentences. No retention period or visualization count is taken from it. last checked 2026-10.

Plus shows evaluations?

Yes, per the desktop page.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Workforce engagement management. vendor.

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

confirm. Notice and consent are not re-quoted in this chapter. The license page was not the

source opened for these lessons. last checked 2026-10.

CRM path?

WFO connector, including evaluation review.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Workforce engagement management. vendor.

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

confirm. Notice and consent are not re-quoted in this chapter. The license page was not the source opened for these lessons. last checked 2026-10.

Encrypted storage?

Named on the WEM page.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Workforce engagement management. vendor.

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

confirm. Notice and consent are not re-quoted in this chapter. The license page was not the source opened for these lessons. last checked 2026-10.

Consent law quoted here?

No. Confirm the license.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Workforce engagement management. vendor.

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

confirm. Notice and consent are not re-quoted in this chapter. The license page was not the source opened for these lessons. last checked 2026-10.

What must the note name?

List, percent page, where the score is read.

Quality management

Sources and go deeper

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>. last checked 2026-10.

Workforce engagement management. vendor.

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

confirm. The quality page says routing, assistance, and coaching can be refined with zero human involvement. This lab did not test that claim. last checked 2026-10.

Zero human involvement?

Their sentence, not a lab result.

Quality management

Sources and go deeper

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Workforce engagement management. vendor.

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

confirm. The quality page says routing, assistance, and coaching can be refined with zero human involvement. This lab did not test that claim. last checked 2026-10.

Merge the percents?

No.

Quality management

Sources and go deeper

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Workforce engagement management. vendor.

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

confirm. The quality page says routing, assistance, and coaching can be refined with zero human involvement. This lab did not test that claim. last checked 2026-10.

PDF numbers?

Leave them out.

Quality management

Sources and go deeper

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

Workforce engagement management. vendor.

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

confirm. The quality page says routing, assistance, and coaching can be refined with zero human involvement. This lab did not test that claim. last checked 2026-10.

Five9's CTI name?

CTI Web Services API.

APIs and SDKs

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.

Same as Reporting?

No.

APIs and SDKs

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.

Web2Campaign?

On the list.

APIs and SDKs

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.

Screen pop specified?

No.

APIs and SDKs

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.

Dynamics spelling?

On the API list.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Zendesk?

Named.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Two Oracle names?

Service Cloud and NetSuite.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Unlisted CRM?

CRM SDK.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Same technology?

Yes, per the page.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Toolkit contents?

REST APIs and reference UIs.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Custom CRM?

Named.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Screens identical?

Not claimed.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

WFO actions?

Schedules, adherence, time off, bidding, evaluations.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

WFM card?

Oracle and ServiceNow.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Quality list?

Salesforce, Zendesk, Oracle, ServiceNow.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

One purchase covers all?

Not claimed.

Agent Desktop

Sources and go deeper

Agent Desktop. vendor.

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

Zoom Phone?

A prebuilt UC integration.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Teams?

Same kind of line.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Over 55?

Their count, not a recount.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

REST users?

Agents, administrators, supervisors, reporting users.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

ServiceNow on a list?

Yes.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Workforce management. vendor.

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

Admin body read?

No.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Workforce management. vendor.

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

Screen pop?

Confirm.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Workforce management. vendor.

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

Click-to-dial?

Confirm.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Workforce management. vendor.

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

Three parts of the note?

Surface, list, gap.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Minimal coding?

Their words.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Wrong surface name?

Fails the note.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

Blank screen pop?

Honest.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Agent Desktop. vendor.

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

What does a row need?

Term, meaning, page.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

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

ACD allowed?

Yes, from Wikipedia.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

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

Slide acronym?

No row.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Merge ACD and skill group?

No.

Automatic call distributor

Sources and go deeper

Automatic call distributor. wikipedia.

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

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Box needs?

A page.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Agent Desktop. vendor.

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

Workforce management. vendor.

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

APIs and SDKs. vendor.

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

Line is a protocol?

No.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Agent Desktop. vendor.

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

Workforce management. vendor.

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

APIs and SDKs. vendor.

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

Unreadable PDF?

A gap.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Agent Desktop. vendor.

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

2026-10.

Workforce management. vendor.

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

2026-10.

APIs and SDKs. vendor.

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

2026-10.

Skill groups box?

Yes.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Agent Desktop. vendor.

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

2026-10.

Workforce management. vendor.

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

2026-10.

APIs and SDKs. vendor.

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

2026-10.

Why Verint?

The WEM page names it.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

2026-10.

Where does Teams go?

On the API UC list.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

Unnamed product?

Off the map.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

Synonym?

No.

Workforce engagement management

Sources and go deeper

Workforce engagement management. vendor.

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

APIs and SDKs. vendor.

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

Reporting versus Statistics?

Two names.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

SDK versus connector?

Two names.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Payloads?

Not drawn.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Who does the REST sentence name?

Agents, administrators, supervisors, reporting users.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

What is a bridge?

A teaching note.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. This chapter does not re-quote gateway vendors or a migration wizard. Those pages were not the ones opened for these lessons. last checked 2026-10.

Five9 queue word?

Skill group.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. This chapter does not re-quote gateway vendors or a migration wizard. Those pages were not the ones opened for these lessons. last checked 2026-10.

Import button?

Not in this chapter.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. This chapter does not re-quote gateway vendors or a migration wizard. Those pages were not the ones opened for these lessons. last checked 2026-10.

Unread vendor?

Confirm, no box.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

confirm. This chapter does not re-quote gateway vendors or a migration wizard. Those pages were not the ones opened for these lessons. last checked 2026-10.

What may a hook hold?

The name of an unread page.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Workforce management. vendor.

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

confirm. This lab's guide does not call a cloud endpoint. No product roadmap date is added in this chapter. last checked 2026-10.

Guide endpoint?

Unset.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Workforce management. vendor.

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

confirm. This lab's guide does not call a cloud endpoint. No product roadmap date is added in this chapter. last checked 2026-10.

When does a hook become a box?

When a page returns a body.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Workforce management. vendor.

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

confirm. This lab's guide does not call a cloud endpoint. No product roadmap date is added in this chapter. last checked 2026-10.

Roadmap date?

None added.

APIs and SDKs

Sources and go deeper

APIs and SDKs. vendor.

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

Workforce management. vendor.

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

confirm. This lab's guide does not call a cloud endpoint. No product roadmap date is added in this chapter. last checked 2026-10.

No page?

Remove the box.

Skill groups

Sources and go deeper

Skill groups. vendor.

https://documentation.five9.com/bundle/basic-admin/page/basic-admin/skill-groups/_ch-skill-groups.htm.

last checked 2026-10.

Agent Desktop. vendor.

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

APIs and SDKs. vendor.

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

Workforce engagement management. vendor.

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

Sister caption?

Includes the page.

Skill groups

Sources and go deeper

Skill groups. vendor.

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

Agent Desktop. vendor.

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

APIs and SDKs. vendor.

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

Workforce engagement management. vendor.

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

Merged SDK?

Fails.

Skill groups

Sources and go deeper

Skill groups. vendor.

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

Agent Desktop. vendor.

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

APIs and SDKs. vendor.

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

Workforce engagement management. vendor.

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

Dated hook?

Fails.

Skill groups

Sources and go deeper

Skill groups. vendor.

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

Agent Desktop. vendor.

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

APIs and SDKs. vendor.

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

Workforce engagement management. vendor.

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

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.

Technical requirements PDF. vendor.

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

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

last checked 2026-10.

Interactive voice response. wikipedia.

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