

A contact center is not a phone system

A PBX connects extensions. A contact center adds queues, skills, lists, dispositions, and reports around those calls. Five9 Virtual Contact Center is that layer, hosted as a domain rather than as servers you rack.

The planning topic does not start with a trunk. An outbound build starts with skill groups, user profiles, users, contact fields, lists, dispositions, and campaign profiles, and only then the campaign. Inbound and autodial add prompts and IVR scripts on that path.

Name the outbound build order

Say where IVR enters an inbound build

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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Interactive voice response. wikipedia.

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