

Foundations and the domain

A domain is the tenant. Campaigns come after skills, users, lists, dispositions, and a profile. 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 domain is the tenant You sign into one domain. Skill groups, users, lists, prompts, scripts, and campaigns live there. Another domain does not inherit them. Roles on the floor The same person is not every role. Agents take contacts. Supervisors can sit in skill groups with agents. Administrators configure the domain. Reporting is its own permission: standard reports do not appear without the Reporting role and at least one reporting permission. Three campaign types Public admin topics describe three campaign types: inbound, outbound, and autodial. Inbound answers a DNIS and runs the campaign IVR. Outbound uses the dialer and an agent. Autodial also dials a list, and the planning topic groups it with inbound when you add prompts and IVR. Contacts, fields, and lists A contact record is a row of fields. number1, number2, and number3 are the usual phone slots the dialer walks. Lists are sets of those rows attached to outbound and autodial campaigns. Dispositions are the dialer's memory A disposition is the outcome stored on a record. System dispositions and custom dispositions both exist. The disposition topic says many system dispositions are redialed five times if you leave the default redial count, and you can reset that count. One profile, many campaigns A campaign profile overrides campaign defaults such as the ANI. You may create many profiles. A campaign uses one profile at a time. The same profile can be on more than one campaign. You attach it in Advanced mode, and workflow rules can swap it.

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.

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.

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

Generating standard reports. community.

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

Outbound product page. vendor.

<https://www.five9.com/products/capabilities/outbound-contact-center>. 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.

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.

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.