

Inbound campaigns

Inbound is a running campaign plus a script. Busy means the campaign is not in the call. A DNIS answers only while the campaign runs. An inbound campaign receives calls for a DNIS and processes them with that campaign's IVR script. The inbound topic is blunt about state: if the campaign is not running, callers hear a busy signal. The script is the inbound product. Once the campaign answers, the IVR script is the product the caller meets. The inbound topic lists custom greetings, loops and branching, collecting information, using contact data, voicemail when the queue is long, forward to a third party, and priority. Queue treatment is a choice, not a hope. The inbound topic allows custom prompts and hold music, a message when agents are unavailable, voicemail, and a forward to a third party. Those are different exits. Hold music is not voicemail. A forward leaves your agents entirely. Priority and service level. The inbound topic says you can prioritize inbound traffic. Skill Transfer has a Priority tab in the community write-up. Skill groups themselves have service-level settings in the basic admin topic. Schedules, not a stopped campaign. The campaign admin tree includes IVR script schedules for autodial and inbound campaigns. The planning topic tells you to set the campaign IVR schedule after the script exists. A schedule swaps treatment by time. Stopping the campaign does not. Stopping it returns busy. Pause before the next call. Skill Transfer has Pause Before Transfer, in seconds, on the General tab. The default is 0. A value above 0 waits that long after an agent is selected before the call is delivered, so a queue does not slap the next call down instantly. Inbound design review. A review you can finish in one sitting: DNIS, running campaign, script, skill on the Outbound Skills tab, overflow module, schedule, and pause. Each one has a public page. None of them is a trunk setting.

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.

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.

Skill Transfer functions. community.

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

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.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 exact numeric interaction between skill service level and Skill Transfer

priority is not stated in the pages this lab quoted. 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.

Pause before transfer. community.

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