

IVA and GenAI

A bot is a task in the right region, with a way back to a named skill, and a prompt that was tested. Studio has regions The technical requirements publish Studio portal hosts by region: five9.us, five9.au, five9.ca, five9.uk, and five9.br studioportal.io, plus older inferencecommunications.com names. A task built in the wrong region will not be the task your VCC domain can call. A task key is not a vibe IVA Transfer is a module. It needs a task to transfer to. The digital integration article, dated in the community as 26 March 2026, says you copy a ChatBot task key into the VCC IVA transfer side after the Studio task exists. Contain, or hand back with context A useful bot either finishes the job or returns the caller to a skill with the reason intact. IVA Transfer that dead-ends, or a Skill Transfer with no skill, is how you manufacture the Default queue. GenAI Studio is a hub, not a slogan The GenAI Studio page describes a low-code hub: choose among models, attach knowledge and customer data, test on real call data, keep a prompt library, and control output. It says the hub powers Five9 AI applications and initially focuses on Agent Assist summaries. NLP in the IVR is not the same as Studio The modules chapter includes a Natural Language Processing module and Voice Input, and it also includes IVA Transfer. They are different blocks. NLP inside a script is not automatically a Studio task, and a Studio task is not automatically the NLP module. Prompts are a production change A prompt library in GenAI Studio is production configuration. Changing a summary prompt changes what agents and customers are told. The page says you can test with call data and control output. A change without a test is how a policy you do not have gets spoken. A bot review you can finish Region, key permission, task type, failure branch, named skill, variable the agent sees, prompt test, and the recording clock. Eight checks. Each one has a page. A bot project that cannot pass them is a slide.

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.

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.

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

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.

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