

Ecosystem

Every box needs a link. Every word needs a page or a local label. The domain has neighbors A Five9 domain does not live alone. Voice arrives on a SIP story. Agents sit in a desktop. WEM or a partner workforce suite watches the roster. A CRM pops. GenAI Studio may draft a summary. E911 carries a location. Reports leave through a role and an API. Workforce, quality, and the recording shelf The WEM product page describes workforce management, quality, analytics, surveys, and recording, and it also describes a Verint partnership. Five9 says it manages install and upgrades for the solution it delivers. The data sheet is the short version of that claim. Analytics and the report that is not a dashboard rumor Analytics shows up on the WEM page and inside reporting. They are not one button. Standard reports need the Reporting role. Categories include ACD Queue, Campaign, Call Log, and the rest of that list. Layouts are tabular, summary, and matrix. AI agents are a handoff with a name Five9 Engage talks about self-service and the agent desktop together. Studio holds a digital IVA task. GenAI Studio is where knowledge and prompts are tested, and the product page says it powers Five9 AI applications, starting with Agent Assist summaries. This lab does not name a default model. CRM, UC, and the desktop are three contracts Plus adapters named in the technical requirements include Salesforce, ServiceNow, Dynamics 365, Zendesk, Oracle, NetSuite, Epic, and the Agent Desktop Toolkit. Zoom Phone and Teams show up as prebuilt paths on the API page. A UC app on the PC is also a bandwidth line, about 320 kbps. The glossary is the contract with yourself Teams lose hours to words that Five9 uses narrowly: domain, skill, campaign profile, DNIS, disposition, list penetration, vertical dialing, campaign, autodial, blended, manual touch. The ecosystem glossary in this lab defines the ones we could cite and marks the rest. Read the map before you add a box Integration maps fail when a logo is enough. Salesforce in the IVR is a module. Salesforce on the desktop is an adapter. Certified Caller is not the ANI. RedSky is not the ITSP. Verint is not automatically your WEM. Studio regions are not Equinix edges.

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.

WEM data sheet. vendor. <https://www.five9.com/resources/data-sheet/five9-wem>. last checked 2026-10.

Generating standard reports. community.

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

Automatic call distributor. wikipedia.

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

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.

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.

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.

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