

Certifications and practice

No invented exam codes. The sales badge is a sales badge. Date every number. University is a catalog, not a secret exam code Five9 University is the public training front door: online classes, webinars, instructor-led classes, train-the-trainer, and custom programs. The curriculum brief this lab read is dated April 2023. Treat the mix of courses as a dated brochure. The badge we could verify is a sales badge Five9 IVA Sales Certified is a Credly badge. The public badge says five modules and a 20-question final, with a passing mark of 80 percent. The partner blog describes it as a sales certification for partners. Practice is the domain, not the badge The objects you must be able to touch are the ones in the planning topic and the IVR chapter: skill groups, users, lists, dispositions, profiles, campaigns, and modules. A certification that never had you start a stopped inbound campaign did not finish the job. Version timelines go stale on purpose Numbers you copy from a PDF are dates, not laws. The technical requirements this lab read named Salesforce managed package 2.46, ServiceNow releases Australia, Zurich, and Yokohama, JRE 8 updates 421, 451, and 461, and macOS 15 Sequoia, 26 Tahoe, and 27 Golden Gate. All of that is an October 2026 reading. How to answer without inventing An interview answer in this lab has four beats: the object, the behavior, the page, and the gap. 'A stopped inbound campaign does not answer. The inbound topic says callers hear busy. I have not memorized a numeric abandon default.' That is a complete answer. A study week that stays inside the documents Six sessions cover the floor without a fake exam. One: planning order and skills. Two: inbound, lists, and the three campaign types. Three: dial modes and the abandon warning, plus the pacing lab. Four: IVR modules and the builder. Five: desktop, CRM, and WEM as neighbors. Six: SIP stories, E911, retention, and one boss incident. What this lab will not pretend to be Five9 Lab is an independent study floor. It is not Five9, not a partner portal, and not a place that can change your domain. The builder's JSON is not an import. The pacing chart is not the dialer. The 3D topology is a picture of failure, not a network map of your tenant.

Sources and go deeper

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