

Ecosystem

A box needs a page. A line is teaching. A gap stays a gap until a body comes back. The glossary is a contract with the page A glossary row in this lab is a term, a meaning, and the page that printed the meaning. Domain, skill group, campaign, and the rest already follow that rule. A new word with no page does not get a row. The mind map only holds boxes you can cite A mind map of this floor can hold a domain, skill groups, the agent desktop, WFM, quality, and the API list, because each of those has a page this lab read. The lines between them are teaching lines. A line is not a protocol. Sister technologies are the names on the neighboring pages Sister technologies, in this lab, means products the Five9 pages name as living beside the domain. The WEM page names Verint as a partner example beside native WEM. The API page names Zoom Phone and Microsoft Teams. The CRM lists name Salesforce, ServiceNow, and the other CRMs on those lists. The integration map is the API list, drawn An integration map for this chapter is the API list turned sideways: CTI, Configuration, Reporting, Statistics, Web2Campaign, CRM SDK, and Web Connectors, plus the prebuilt CRM names and the UC names. REST is the access sentence for agents, administrators, supervisors, and reporting users. A bridge is a teaching map, not an import A cross-platform bridge says how a person who knows another contact center might look for the same idea. Skill group is the Five9 queue the admin chapter describes. It is not a claim that another vendor's queue object imports. Future hooks stay unset until a page exists A future hook is a place the lab expects to grow and refuses to fake. The guide's cloud endpoint is unset. A product sentence that says often or up to is not a roadmap date. The API page's over 55 was not recounted. Read the map before you add a box The review is the whole ecosystem section in one pass. Glossary: every new word has a page. Mind map: every box has a page and every line is teaching. Sisters: Verint, Zoom Phone, Teams, and the CRM names, each captioned. Integration map: the API list, unmerged. Bridges: teaching only. Hooks: named gaps, no dates.

Sources and go deeper

Automatic call distributor. wikipedia.

https://en.wikipedia.org/wiki/Automatic_call_distributor. 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.

Agent Desktop. vendor.

<https://www.five9.com/platform/self-service-and-engagement/agent-desktop>. last checked 2026-10.

Workforce management. vendor.

<https://www.five9.com/platform/insights-and-analytics/workforce-management>. last checked 2026-10.

APIs and SDKs. vendor.

<https://www.five9.com/platform/integrations-and-ecosystem/apis-and-sdks>. last checked 2026-10.

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.

confirm. This chapter does not re-quote gateway vendors or a migration wizard. Those pages

were not the ones opened for these lessons. last checked 2026-10.

confirm. This lab's guide does not call a cloud endpoint. No product roadmap date is added in this chapter. last checked 2026-10.