

Five9 Release Notes

Release Notes and Service Patches

March 2022

This document describes changes to features, behavior, and documentation implemented in the software release of the Five9 Virtual Contact Center.

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About Five9

Five9 is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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What's New

This table lists the changes made in the last releases of this document:

Release	Change	Topic
March 21, 2022	• Added Support link update.	• Supervisor Desktop Plus
	• Resolved Reports time discrepancy.	• Agent Desktop Plus
February 10, 2022	• Added Current State column rename to Supervisor Plus.	• Reporting and Analytics
	• Updated compatible version for ServiceNow Five9 Adapter.	• Supervisor Plus
January 28	• Added issue numbers for resolved defects.	• CRM Integrations
January 27, 2022	• Release 13 new features, feature updates, and resolved defects.	• Release 13
October 21	• Updated the release date.	• Service Update 6.3
October 20	• Added information about this patch.	• Service Update 6.3
September 13	• Enhanced this application.	• UC Adapters
August 25	• Added information about this patch.	• Service Update 6
August 17	• Added information about this patch.	• Service Update 4
July 14	• Added information about this patch.	• Service Update Details for July 14

Release	Change	Topic
May 28	Added information about this patch.	Performance Dashboard Details for June 10
May 20	Added information about this patch.	Service Update Details for May 20
May 4	Added information about this patch.	Service Update Details for May 04
April 21	Added information about this patch.	Service Update Details for April 22
April 12	Removed information about expired and temporary passwords from the Administrator section	Service Update Details for March 08
April 5	Removed the <i>Single Sign-On Only</i> feature. Single sign-on continues to function as it did before this release.	Service Update Details for March 08
	Updated these sections.	Emergency calls (Agent Desktop Plus) Emergency Calls (Plus CRM applications)
March 17	Updated Emergency Calls (Agent Desktop Plus) and Emergency Calls (Plus CRM applications).	Service Update Details for March 08
March 9	- Updated information about emergency calls. - Added a note about the Java Agent application. - Updated Single Sign-On.	
March 8	Added information about this patch.	
March 5	Initial release.	Spring 2021 Release Notes

Release 13

Core Applications

This document summarizes the key changes and enhancements that will be available when your domain is upgraded. Refer to the [Technical Requirements Reference Guide](#) to determine if your current IT infrastructure can support the new and improved features. All details will be described in the appropriate product documentation after the upgrade is completed.

Softphone

- Five9 VDI softphone solution supports agents behind NAT firewalls while continuing to run the agent audio outside of the VDI session to ensure good audio quality.

Note

For customers already using Five9 VDI softphone and interested in this enhancement, the Five9 softphone service must be reinstalled after release rollout on both the agent local machine and remote machine.

Agent, Supervisor, Administrator, and Reporting

Agent Desktop Plus

- The link to access support from within the Java Agent and Supervisor application is no longer functioning. The user can use the customer portal, where they download the application from, to access Support link. (UX-1830)
- Five9 Single Sign-On (SSO) redirect upon logout redirects to the SSO redirect binding URL and not to the Five9 login page, which does not accept SSO credentials. The logout page displays an SSO Login button if SSO is configured for the domain.

- Agent Desktop Plus has a refresh option if the connection is lost and not reestablished quickly.
- The disposition handling for Do Not Call and Dial Blocked PSTN SIP Response events is improved.
- The Messaging API supports rich controls and attachments.

Resolved Defects

- The Calls Connected metric reflects the number of inbound calls connected to an agent. (DOC-729)

Agent Desktop Toolkit Plus

- Browser extensions for Agent Desktop Toolkit can be unbound to create a viewable window of any size.
- The Messaging API supports rich controls and attachments.
- Contact Records Search results are sorted alphanumerically.
- You can create an omnichannel variable to store SMS phone numbers that can be used to pop custom CRM objects using Salesforce or Agent Desktop Toolkit Plus.
- When a supervisor transfers email interactions to agents, the emails will not be assigned to the agent unless the agent is in the Ready state.
- Agent Desktop Toolkit Plus has a refresh option if the connection is lost and not reestablished quickly.

Resolved Defects

- Reloading external address books no longer prompts the user to re-authenticate. (UC-1609)
- Interactions with contact records display in the Timeline. (CRM-5992)
- Menus display the warm transfer option only when the agent has permission. (CRM-5838)
- Adapter windows set to Auto Answer do not display an active Accept call button. (CRM-5886)

Supervisor Plus

- The link to access support from within the Java Agent and Supervisor application is no longer functioning. The user can use the customer portal, where they download the application from, to access Support link. (UX-1830)

Java Administrator

- Five9 SAML-SSO supports the addition of reporting, VCC admin, and SCC admin applications on the apps.five9.com landing page.
- Application updates must be downloaded and installed from the customer portal.
- A new permission in the Administrator application enables administrators to modify export destinations for recordings, reports and transcripts. This permission is enabled by default.
- To improve efficiency in creating IVR schedules and campaigns, you can create and apply IVR holiday schedules to multiple campaigns simultaneously.
- Administrators can configure Outbound ANI for Queue Callback (QCB) to be displayed as both a static phone number and a dynamic value that can be assigned as a call variable.
- Administrators can configure Quality of Service (QoS) thresholds parameters to display in the Service Level by Skill report. When available, Skill level parameters are used to calculate Speed of Answer and Service Level. Global QoS threshold configuration settings are still available.
- A new option to include/exclude QCB wait times in Speed of Answer and Service Level calculations on the VCC Configuration (KPI tab), influences the Speed of Answer and Service Level calculations.
- You can set IVR time zones in variable assignments within the IVR default properties.
- You can enforce users to log in through your corporate IdP (Identity Provider), bypassing VCC login credentials, if their SSO session is valid and they enter through the Web admin portal link.
- You can create an omnichannel variable to store SMS phone numbers that can be used to pop custom CRM objects using Salesforce or Agent Desktop Toolkit

Plus.

- Campaign List filter results provide administrators an on-demand summary view of dialable records before applying filters. Filter results can be exported in CSV, PDF, or TXT formats.

Resolved Defects

- After an advanced recording export completes, filenames in the Recording Log report match the actual filenames of uploaded recordings. (VCC-13391)

Reporting and Analytics

- Text interactions are stored to the Email Activity object for reporting purposes.
- New business rules provide parity for SLA performance metrics between VCC Administrator and Supervisor Plus.
- More details for calls that are not completed for Do Not Call and Dial blocked PSTN SIP Response events have been added for enhanced reporting.
- The Agent State Details report has a Not Ready reason code column for online presence statuses. You can also configure Five9 reason codes instead of using the default Not Ready for Salesforce ready statuses corresponding to Salesforce text interactions.
- The ASAP Flag and Consideration Time data elements enable auditing waiting ASAP records, and determine when a list record becomes eligible to dial.
- Speed of Answer timestamp in milliseconds has increased service level calculation accuracy. New data elements have been added to the ACD and Call Log data sources.
- You can create up to 10,000 custom reports.
- Administrators can configure Quality of Service (QoS) thresholds parameters to display in the Service Level by Skill report. When available, Skill level parameters are used to calculate Speed of Answer and Service Level. Global QoS threshold configuration settings are still available.

Resolved Defects

- An issue causing a one-hour time difference has been resolved. (VCC-14059)
- Concatenated strings in columns Agent Skill Availability and IVR Path have a maximum length of 16,000 characters. (RA-74)
- Calculate Service Level based on Speed of Answer timestamp is milliseconds and not after rounding up to the nearest second. (RA-84)
- The Calls Connected metric reflects the number of inbound calls connected to an agent. (DOC-729)
- Service Level calculation discrepancy between Supervisor Plus and VCC Reports has been resolved. (RA-3)
- Call Type for the QCB segment of the call displays the Callback Queue. (RA-4)

Supervisor Plus

- Supervisors have the option to apply filters from hidden columns and widgets to data and statistics. The default is to not honor filters for hidden columns.
- Supervisors can monitor manual outbound calls that are unassociated to any campaign by all agents for which they have visibility.
- Supervisor Plus has a refresh option if the connection is lost and not reestablished quickly.
- A new option to include/exclude QCB wait times in Speed of Answer and Service Level calculations on the VCC Configuration (KPI tab), influences the Speed of Answer and Service Level calculations.
- State column has been renamed to Current State for ACD Status monitoring.

Resolved Defects

- Concatenated strings in columns Agent Skill Availability and IVR Path have a maximum length of 10,000 characters. (RA-74)
- The Calls Connected metric reflects the number of inbound calls connected to an agent. (DOC-729)

Integrations

CRM Integrations

- Five9 allows you to add digital channel OMNI and custom call-attached variables from chat and messaging interactions to Salesforce activities.
- Browser extensions for NetSuite can be unbound to create a viewable window of any size.
- Contact Records Search results are sorted alphanumerically. Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- Text interactions for Microsoft Dynamics 365 are stored to the Email Activity object for reporting purposes.
- There are new Create Ticket options for Zendesk: "incident on every inbound call" and "incident for any call except inbound calls."
- The CRM SDK allows you to customize object search, call log, and screen pop behavior in existing Salesforce, ServiceNow, MS Dynamics, and Zendesk integrations.
- Zendesk users can click to dial directly from a user record, without first opening a New Call window.
- Microsoft Dynamics 365 Plus adapter supports Microsoft Unified User Interface (UUI) capabilities that include multiple workspaces, routing control, floating mode, and storage of chat and email logs.
- You can minimize the Five9 Microsoft Dynamics 365 adapter to allow more space to get other work done.
- The Messaging API supports rich controls and attachments.
- The Microsoft Dynamics 365 adapter stores text interactions in the Microsoft Dynamics 365 Email object rather than the Task object, this is to comply with a recommendation from Microsoft Dynamics 365.
- CRM integrations will not pass alerts or notifications to browser sessions that have not first been interacted with by the agent (cannot interact with silently opened tabs). Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.

- Emails transferred from a supervisor will not be assigned to the agent until they are in a ready state. Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- Plus adapter for Zendesk supports these Zendesk's Agent Workspace click to dial and call validation capabilities.
- You can create an omnichannel variable to store SMS phone numbers that can be used to pop custom Salesforce CRM objects.
- You can create variables that can be used to search for and pop Salesforce objects.
- The Agent State Details report has a Not Ready reason code column for online presence statuses. You can also configure Five9 reason codes instead of using the default Not Ready for Salesforce ready statuses corresponding to Salesforce text interactions.
- CRM integrations have a refresh option if the connection is lost and not reestablished quickly. Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- A confirmation dialog displays before an auto pop-up screen to allow an agent to cancel it and display it later. This feature is only supported in Microsoft Dynamics 365 version 9.x and higher.
- The compatible versions on which the ServiceNow Five9 Adapter is supported are: Paris, Quebec, and Rome.

Resolved Defects

- Reloading external address books no longer prompts the user to re-authenticate (UC-1609). Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- Interactions with contact records display in the Timeline. (CRM-5992) Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- Menus display the warm transfer option only when the agent has permission. (CRM-5838) Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.
- Adapter windows set to Auto Answer do not display an active Accept call button.

(CRM-5886) Product areas: ADT, Microsoft Dynamics 365, Netsuite, Oracle, Salesforce, ServiceNow, and Zendesk.

Artificial Intelligence and Automation

Engagement Workflow

- Administrators can configure Outbound ANI for Queue Callback (QCB) to be displayed as both a static phone number and a dynamic value that can be assigned as a call variable.
- Engagement Workflow can route email interactions by parsing email headers with either attributes or custom variables.

Developer Tools

APIs and SDKs

- The CRM SDK allows you to customize object search, call log, and screen pop behavior in existing Salesforce, ServiceNow, MS Dynamics, and Zendesk integrations.
- The new Send SMS API allows customers, partners, and professional services to send programmatic SMS messages and/or to send bulk SMS messages.
- The Messaging API supports rich controls and attachments.
- CSV and RTF attachments are supported for inbound emails.
- Agents can preview inbound emails in HTML format.

Digital Engagement

SMS/Text

- A new interface provides the ability to programmatically send SMS messages, either individually or in bulk.
- You can create an omnichannel variable to store SMS phone numbers that can be used to pop custom CRM objects using Salesforce or Agent Desktop Toolkit Plus.
- You can create a variable to store SMS phone numbers that can be used to pop custom CRM objects.

Release 12.5 Service Update 6.4

Patch number	12.5.82, 12.5.39, 12.5.41, 12.5.83, and 13.0.14
Release dates	US only: January 22 and 29 2022

Installation

The first time that you log in after the upgrade, you will need to download the new versions of the Five9 Java applications that you use. Ensure that users have permission to download the software that they need.

Important

If you use desktop shortcuts, delete them and log in at your Five9 portal URL to download the new software.

- **Java Administrator, Supervisor, and Agent applications:** The new applications will be automatically downloaded and installed the first time that users log in after your domain is upgraded.
- **Stateless CRM integrations:** Users will be prompted to stop their application and close their browser. The new application will then be automatically downloaded and installed.
- **VDI proxy:** You do not need to reinstall the VDI proxy.

What's in this patch?

In addition to security enhancements and minor fixes, the changes include:

Outbound Services

Resolved Defects

- Five9 has improved outbound call processing. (VCC-13351)

Release 12.5 Service Update 6.31

Release dates	US: January 12 and 19, 2022
	EU: January 22, 2022
	CA: January 26, 2022

What's in this release?

In addition to security enhancements and minor fixes, the changes include:

Five9 Voice Services

Resolved Defects

- Five9 has resolved an issue where recording times display as longer than talk times in reports. (VOIP-3330)

Release 12.5 Service Update 6.3

Patch number	12.5.70
Production domains	CA and EU only: November 3, 2021

Java Applications

Installation

The first time that you log in after the upgrade, the new version of the Five9 Administrator application will be automatically downloaded and installed. If you use a desktop shortcut, delete it and log in at your Five9 portal URL to download the software. Ensure that users have permission to download the software.

Enhancement

In the Advanced Recording Upload feature, a new optional field named Max Connections enables you to set the maximum number of concurrent transfers of voice recordings so that you do not overload your destination server.

Release 12.5 Service Update 6

Patch numbers	12.5.40, 12.5.41, 12.5.43., and 12.5.45
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Release dates	US: August 28 and September 11
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	EU: September 22 and 29
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	CA: October 6 and 13
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Installation

The first time that you log in after the upgrade, you will need to download the new versions of the Five9 Java applications that you use. Ensure that users have permission to download the software that they need.

Important

If you use desktop shortcuts, delete them and log in at your Five9 portal URL to download the new software.

- **Java Administrator, Supervisor, and Agent applications:** The new applications will be automatically downloaded and installed the first time that users log in after your domain is upgraded.
- **Stateless CRM integrations:** Users will be prompted to stop their application and close their browser. The new application will then be automatically downloaded and installed.
- **VDI proxy:** You do not need to reinstall the VDI proxy.

UC Adapters

Zoom Version 2

- A new group filter enables you to select specific Zoom departments to be displayed in the Five9 address book.
- If you use Agent Desktop Plus or the Plus Adapter for Agent Desktop Toolkit, up to 22,000 phone users are now supported.
- You can now display and dial international phone numbers in E164 format.

RingCentral Version 2

- A new group filter enables you to select specific RingCentral departments to be displayed in the Five9 address book.
- If you use Agent Desktop Plus or the Plus Adapter for Agent Desktop Toolkit, up to 22,000 phone users are now supported.

Administrator

Enhancement

Multi-Factor Authentication. Five9 is improving access control to the VCC Administrator application with multi-factor authentication. To qualify for this feature, your domain and user names must meet qualification criteria. To check whether your domain qualifies for this feature, contact your Five9 representative. To access their Five9 applications, qualified administrators log in at auth.five9.com instead of login.five9.com.

VoiceStream and Agent Assist

Resolved Defect

The list of campaigns is now completely displayed. (VAPI-298)

Agent Desktop Plus and Supervisor Plus

Resolved Defect

Users can now log into their application as expected. (FREE-12769)

Release 12.5 Service Update 4

Patch numbers 12.5.30, 12.5.33, and 12.5.36

Release dates US: August 19 and 20

EU: August 26 and 30

CA: October 6 and 13

Digital Engagement Administrator Application

Resolved Defects

- Data redaction rules created in SCC admin are now validated so that you cannot save a rule that is incorrectly formatted. (OMNI-11039)
- Text assistances can be deleted as expected. (OMNI-11781)

Agent Desktop Plus

Resolved Defects

- New or updated contact information is now available immediately after interactions have ended when agents search for the contact's information. (OMNI-11432)
- If agents are still logged in after 24 hours and up to 7 days, and they are available to accept interactions, SMS interactions will be available to the agent. (OMNI-11842)

- When email interactions are transferred to another queue, older interactions are delivered first to agents. (OMNI-11659)
- When agents who are automatically assigned email interactions reject offered interactions, these interactions are now queued for agents who can manually select interactions. (UX-928)
- New or updated inbound email interactions can be found in full-text search in agent applications. (OMNI-12165)
- Email interactions that contain two HTML body parts now display both parts in agent applications. (OMNI-11987)
- Inbound email interactions that have more than one attachment with the same name are now available in agent applications. (OMNI-11838)
- An earlier processing failure of Exchange inboxes is now fixed. Inbox processing no longer stops. (OMNI-11814)
- If an inline attachment is not referenced in the email body, images are now correctly displayed in agent applications. (OMNI-11625)
- If inbound email interactions pulled from an Exchange mail account have more than one attachment, all attachments are now available in agent applications as expected. (OMNI-11336)
- Chat transcripts use the contact's time zone. (OMNI-11527)
- This note applies to you if you set the automated Dynamic Wait Message with the <wait> tag for chat interactions. Previously, the tag was replaced with the estimated waiting time and the word *minutes*. This word is no longer appended. However, to support backward compatibility, the word *minutes* is now appended to existing messages configured in Digital Engagement Administrator application. If you use a language other than English, you must update your message with the equivalent word in your language. (OMNI-12203)

Plus CRM Integrations

Resolved Defects

- When email interactions are transferred to another queue, older interactions are delivered first to agents. (OMNI-11659)
- When agents who are automatically assigned email interactions reject offered interactions, these interactions are now queued for agents who can manually select interactions. (UX-928)
- New or updated inbound email interactions can be found in full-text search in agent applications. (OMNI-12165)
- Email interactions that contain two HTML body parts now display both parts in agent applications. (OMNI-11987)
- Inbound email interactions that have more than one attachment with the same name are now available in agent applications. (OMNI-11838)
- An earlier processing failure of Exchange inboxes is now fixed. Inbox processing no longer stops. (OMNI-11814)
- If an inline attachment is not referenced in the email body, images are now correctly displayed in agent applications. (OMNI-11625)
- If inbound email interactions pulled from an Exchange mail account have more than one attachment, all attachments are now available in agent applications as expected. (OMNI-11336)
- Chat transcripts use the contact's time zone. (OMNI-11527)
- This note applies to the automated Dynamic Wait Message with the <wait> tag for chat interactions. Previously, the tag was replaced with the estimated waiting time and the word *minutes*. This word is no longer appended. However, to support backward compatibility, the word *minutes* is now appended to existing messages configured in Digital Engagement Administrator application. If you use a language other than English, you must update your message with the equivalent word in your language. (OMNI-12203)

Reports

Resolved Defects

- The agents' On Email time no longer increases after interactions are returned to the queue, for example after agents log out. (OMNI-11549)
- The chat queue time no longer includes handling time by a virtual agent (chatbot). (OMNI-11091)
- These social reports now filter data correctly when profile ID is selected: Cluster Summary, Volumes Summary, Top Sources, and Spam summary. (OMNI-10717)
- The Workload Summary social report now works correctly. (OMNI-10483)

Service Update Details for July 14

Plus Applications

Edge Browser

Added support to Microsoft Edge based on Chromium for web-based applications, CRM adapters, and workstations for Video Engagement.

Five9 Global Voice

Resolved Defects

- Calls are now correctly recorded when the audio level is low. (VOIP-1902)
- Supervisors are now monitoring the correct agents in all cases. (VOIP-1913)
- Special characters are now supported in the caller's name (CNAM). (VOIP-1916)
- The ringing time-out setting in the 3rd Party Transfer IVR module functions as expected. (VOIP-1941)
- During conferences, low-volume audio prompts are no longer treated as background noise. (VOIP-1959)
- The call rings and three tones are played when agents are connected by the gateway or PSTN mode. (VOIP-1967)
- Intermittent audio issues no longer occur for agents during conferences. (VOIP-2002)
- Speech recognition functions normally in IVR scripts. (VOIP-2104)
- Empty recording files are now removed from the list of recordings. (VOIP-2155)

- Audio connections between customers and agents are established correctly. (VOIP-2423)
- During conferences, agents no longer intermittently lose two-way audio. (VOIP-2445)
- Connection to a person occurs as soon as answering machine detection is completed. (VOIP-2562)
- The second agent in a three-way conference can consistently be heard and hear others. (VOIP-3114)

VoiceStream REST API

Five9 VoiceStream is a REST API that provides real-time audio streams and CTI events and metadata for agent-customer call interactions. VoiceStream enables accredited Five9 partners who provide biometrics, real-time speech analytics, or agent coaching, and AI applications to integrate their solutions with the Five9 Intelligent Cloud Contact Center. These partner applications are now available:

- CallMiner Alert: Real-time speech analytics
- Cogito Dialog: Coaching guidance
- ValidSoft: Voice ID for biometrics
- Voci Transcribe by Medallia: Real-time transcription
- XSELL HiPer: Coaching guidance

After you have purchased the application from the partner, purchase VoiceStream from Five9 to enable the solutions, and create subscriptions to the partner in the Web console application. For more information, go to [VoiceStream-accredited partners](#).

UC Adapters

These updates apply to these adapters:

- Microsoft Teams
- Zoom

Group Filter

This feature enables administrators to import a subset of their company's contacts into the Five9 address book by entering in the Administrator application a comma-

separated list of groups or departments, depending on the UC adapter.

E164 Support

This feature enables administrators to use the UC adapter in Five9 domains configured for phone numbers in E164 format.

Performance Dashboard Updates for June 10

This chapter describes the changes made to Performance Dashboard.

- **Dashboards:** (CS-10418)
 - The selected date range of modules is saved.
 - The metric selector for the Top Calls Times module is no longer reset to none after the date in the date selector is changed.
 - The Activity Feed module displays rewards for all 15 days as expected, regardless of applied filters. (CS-10704)
- **Groups:**
 - When users try to create a group with an invalid ID, the page displays this error message: Group ID is not valid. (CS-10678)
- **Hierarchy Mapping:**
 - Teams are now correctly displayed. (CS-10933)
 - The search works as expected. (CS-10811)
 - Users can move many users into a group. (CS-10838, CS- 10846)
- **Gamification:**
 - Rule Lambda is now correctly applied to Challenge payouts. (CS-10473)
 - Images in Marketplace are now saved. (CS-11146)
- **Wallboards:**
 - The Text module no longer causes Wallboards to freeze. (CS-11011)

Service Update Details for May 20

Patch number	12.5.2
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Plus Applications

Supervisor Plus

Enhancements

- **Japanese language:** This language is supported in this application.

Resolved Defects

- ACD statistics are shown without issues in domains where text channels are disabled. (FREE-12663)

Agent Desktop Plus

Enhancements

- **Japanese language:** This language is supported in this application.
- **RingCentral UC Adapter:** For agents located in the US, you can use this UC adapter to easily consult with RingCentral users, thereby removing between agents and back-office employees barriers to increase first call resolution (FCR):
 - Integrated authentication: Five9 users are automatically authenticated with RingCentral. They do not need to log into it.
 - Directory information: Agents can see RingCentral contacts in their Five9 address book. Each RingCentral contact contains all available information, such as name, job title, and department. Five9 agents can search for and

view the presence status of RingCentral users in the directory.

- Click to call: Five9 agents can call, start a conference, or transfer a call to RingCentral users with a single click.
- RingCentral Telephony Connect: A SIP trunk connection enables calls that are free of PSTN charges between agents and RingCentral users. Telephony Connect is required for RingCentral.

For more information, contact your Five9 representative.

Digital Engagement

Resolved Defects

- Text Interactions (email and chat messages) are routed to agents in round-robin fashion. (OMNI-11420)

Plus Adapters

Enhancements

- **Japanese language:** This language is supported in all Plus CRM adapters.
- **RingCentral UC Adapter:** For agents located in the US, you can use this UC adapter to easily consult with RingCentral users, thereby removing between agents and back-office employees barriers to increase first call resolution (FCR):
 - Integrated authentication: Five9 users are automatically authenticated with RingCentral. They do not need to log into it.
 - Directory information: Agents can see RingCentral contacts in their Five9 address book. Each RingCentral contact contains all available information, such as name, job title, and department. Five9 agents can search for and view the presence status of RingCentral users in the directory.
 - Click to call: Five9 agents can call, start a conference, or transfer a call to RingCentral users with a single click.
 - RingCentral Telephony Connect: A SIP trunk connection enables calls that are free of PSTN charges between agents and RingCentral users. Telephony Connect is required for RingCentral.

For more information, contact your Five9 representative.

Resolved Defects

- When an agent transfers a chat, the recipient's name is populated in the appropriate field before the agent clicks the transfer button. (CRM-7057)
- Plus Adapter for ServiceNow
 - With Interaction Management, the screenpop in click to dial works as expected, including when agents navigate to a different record to open a matched case record. (CRM-5904)

Java Applications

Java Update

After this patch is released, the JRE 1.8.0_291 version will be fully supported in Mac and Windows systems.

Five9 Portal

In the login page, Five9 added links to navigate to different regions if your data center is not located in the current login page (.com, .eu, or .ca).

Administrator

Enhancements

- **Japanese language:** This language is supported in this application.

Reports

Enhancements

- **Japanese language:** This language is supported in this application.

Service Update Details for May 04

Patch number	12.5.7
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Plus Applications

Software Defects Resolved

Not all customers are affected by all defects resolved. Customers with open cases related to these defects will be contacted by Customer Success to inform them that their issue has been resolved and to confirm acceptance.

Digital Engagement

- Interactions are distributed in order of priority to agents who receive interactions automatically. (OMNI-11572)

Service Update Details for April 22

Patch number	12.5.10
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Plus Applications

Software Defects Resolved

Not all customers are affected by all defects resolved. Customers with open cases related to these defects will be contacted by Customer Success to inform them that their issue has been resolved and to confirm acceptance.

Supervisor Plus

- In January 2021, Google released Chrome version 88, which contained a configurable flag that put to sleep inactive tabs to reduce power usage. This flag caused Five9 pages that had been hidden for five minutes to go to sleep. As a result, the softphone stopped and calls were dropped. Since version 90 released on April 14, the flag can no longer be disabled. This Five9 update prevents Chrome from putting to sleep inactive tabs so that you can use version 90 without problems. (FREE-12598)

Agent Desktop Plus

- In January 2021, Google released Chrome version 88, which contained a configurable flag that put to sleep inactive tabs to reduce power usage. This flag caused Five9 pages that had been hidden for five minutes to go to sleep. As a result, the softphone stopped and calls were dropped. Since version 90 released on April 14, the flag can no longer be disabled. The Five9 update prevents Chrome from putting to sleep inactive tabs so that you can use version 90 without problems. (FREE-12598)

Service Update Details for March 08

Plus Applications

Agent Desktop Plus

Enhancements

- **Personal voicemail performance:** Customers with 200 or more personal voicemail messages can now log into Five9 and refresh their application. Five9 has implemented a default number of voicemail messages to be retrieved from the system. This value can be configured with the `f9vmlimit` URL parameter in the call center definition file for Salesforce and the adapter URL field for the other CRM packages. The default value is 200.
- **Emergency calls:** Agents now see 911 (Emergency) in their speed dial number menu.
 - If you already have a 911 speed dial number, the option will continue to function as expected.
 - If you do not have a 911 speed dial number, the selection will not work until the feature is completed in a few months.

For more information, contact your Five9 representative.

Plus Adapters

Enhancements

- **Personal voicemail performance:** Customers with 200 or more personal voicemail messages can now easily log into Five9 and refresh their application. Five9 has implemented a default number of voicemail messages to be retrieved from the system. This value can be configured with the `f9vmlimit` URL parameter

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Java Applications

Agent

When agents have *User can browse web in embedded browser* permission, if they run the Agent application as Administrator, they can also run local binaries. To prevent this issue, remove this permission from agents' properties. (PB-696)

Spring 2021 Release Notes

Plus Applications

This document summarizes the key changes and enhancements that will be available when your domain is upgraded. Refer to the [Technical Requirements Reference Guide](#) to determine if your current IT infrastructure can support the new and improved features. All details will be described in the appropriate product documentation after the upgrade is completed.

Note

You will be notified when your domain will be upgraded to the 2021 Spring Release.

After the upgrade, you will also be able to access the new APIs that support the user interfaces described below. Those changes will be described in each API guide.

Installation

The softphone will be updated automatically.

Five9 recommends that you manually reinstall the VDI proxy.

Single Sign-On

Enhancement

Administrators can enable single sign-on when they create or update users. By default, the new *Single sign-on only* option is disabled. This option does not apply to Administrator, Reporting, and Contact Records Manager roles. Users who are not allowed to use single sign-on see an appropriate message if they attempt to use this feature.

Resolved Defect

- This note applies to users of Microsoft Azure. Microsoft is disabling the ability to configure the authentication IdP time-out, which is the time since the last user's authentication with credentials instead of extending the existing session by validating cookies or using multi-factor authentication. To match the Azure IdP value, Five9 has increased its default value to 365 days. (CRM-6820)

Login Links for Canadian and European Customers

Canadian and European customers now see links to their respective portal in the Five9 login page below the Five9.com login button:

- Canadian customers: Link to <https://login.five9.ca>
- European customers: Link to <https://login.five9.eu>

Supervisor Plus

Resolved Defects

- When supervisors set the state of agent to ready for text, chat interactions in queue are reliably offered to agents who are assigned tasks automatically by the system. (VCC-11853)
- When Managed Geographic Redundancy is active, all statistics are available as expected. (FREE-12182)
- The calculation of average handle time has been updated. (VCC-11669)
- Inbound email messages that contain large or unsupported types of attachments display a clear message about the problem. (UX-785, UX-787, and UX-788)

Agent Desktop Plus

Enhancements

- **Agent Assist:** This feature is now a panel inside Agent Desktop Plus, which enables agents to use a single user interface to manage call controls and the new

features of Agent Assist, such as transcripts, summary, and real-time call guidance. If you do not currently subscribe to Agent Assist, contact your Five9 representative for more information.

- **Maintenance and Managed Geographic Redundancy:** This changes apply only to agents who use Agent Desktop Plus and the Plus CRM adapters. Agents no longer see messages about maintenance events, except when agents are processing a call five minutes before data center migration is due to start. In this case, migration will disconnect the call. To warn the agent, a message with a timer is displayed. If agents close the message, it reappears one minute before migration. Service recovery is now faster after your domain is moved between data centers.
- **Emergency calls:** Emergency Calls: To take advantage of this feature, agents must be located in the US and be connected to US domains. Since March 2020, federal law states that contact center agents must be able to dial emergency numbers from their station. To comply with the law, Five9 uses system speed dial numbers that correspond to the emergency numbers in use in each region, such as 911, 999, and 000.

If your domain has a emergency speed dial number different from the number in the Five9 technical script, your speed dial number will continue to be displayed with the Emergency tag. If you do not want this label, Five9 recommends that you change your speed dial to a different value.

The process for using the Five9 speed dial number is as follows:

- If the Five9 number is provisioned in your domain, the system uses the user's location to identify the location of the emergency.
- If Five9 number is not provisioned in your domain, the system completes the 911 call without the user's location.

Resolved Defects

- Five9 corrected a configuration race condition that prevented calls from being routed to agents in Ready State for outbound campaigns. (VCC-12191)
- The browser functions normally when users search for a list of interactions that contain a deleted interaction. (Free-12561)
- When a field validation error occurs, the error message displayed to agents now describes the problem, such as an incorrect call variable. (FREE-12130)
- Agents can receive and lock interactions as expected. (OMNI-9087)

- The performance of email processing has been improved. (OMNI-8437)
- In ADP, when agents try to initiate a call during domain switchover, they will get a clear message. (UX-443, CRM-6044)

Digital Engagement

Enhancements

- **Improved efficiency:** Agent efficiency for handling text interactions during peak periods has been improved as follows:
 - Text interactions are no longer disabled in agent applications during maintenance and Managed Geographic Redundancy.
 - Inbound email messages support 25 MB attachments and XML and HEIC file types for email attachments.
- **Authentication error handling:** Five9 sends an email message to up to 20 email addresses when password and other authentication errors occur in the configuration of email accounts. Email messages are sent to the configured email list on the first, third, fifth, and seventh day after the error event. If the error still occurs, the email account is disabled, and an additional email notification is sent to the administrator.
- **Chatbot updates:** *Five9_Welcome* is an intent trigger that greets customers. The second intent is triggered by the question submitted by users in the Five9 chat console. For SMS and other messaging channels, the question is the typed message, for example: the first SMS message sent to the TFN or DID number that triggers the bot. If *Five9_Welcome* is not added as an intent, the chat question, SMS, or messaging channel question or comment bypasses the bot's default welcome intent and triggers the intent based on the message sent by the customer. In the IVR, the IVA module passes parameters that contain the customer's context to the chatbot.
- **Removal of the default goodbye message from SMS interactions:** If you do not want a goodbye message in SMS interactions, do not specify a goodbye message in the chat profile or user message configuration.
- **New custom call variables:** These new variables can capture agent_id, skill_name, and campaign_sms_number. You can use them to determine if agents send manual SMS messages so that customers' replies can be routed back to the original agent.

Resolved Defects

- The Messaging bot time-out message option is not displayed when it is not enabled in the account. (OMNI-10261)
- With Engagement Workflow, the last agent ID and agent's skill name fields are available as call variables so that replies can be routed to the originating agent. (OMNI-10297)
- Chat interactions are offered to agents who are ready for text interactions. (VCC-11853)
- Five9 fixed corner cases when attachments were not extracted from inbound email. (OMNI-10342, OMNI-10417)
- After a chatbot interaction is transferred to an agent, a second welcome message is no longer sent. (OMNI-9460)
- After a chat is transferred to another agent, the timer to automatically close the chat window is reset and continues to work. (OMNI-9967)
- The hardcoded goodbye message after an SMS interaction has been removed. (OMNI-9186)
- When a network change occurs, for example from Wifi to 4G to Wifi, the original chat session is automatically reconnected. (FREE-12318)
- Inbound email messages that contain large or unsupported types of attachments display a clear message about the problem. (UX-785, UX-787, and UX-788)
- For SMS messages, the To field contains a phone number when the contact record has a phone number as user name. (UX-736)
- In the web console generator, the label for the Web2Campaign API host is fixed. (UX-478)
- Five9 has improved password security in the Digital Engagement Administrator console. For example, accounts are now locked for 15 minutes after five consecutive failed login attempts. (OMNI-9233)
- SMS interactions are now automatically closed by default after one week. (OMNI-9187)
- In the chat console, when you set true Allow AutoStart and customers submit a question, agents receive the customers' question rather than the default Hello. (OMNI-7863)

- When you specify a custom field required in the chat console script, the field is displayed required when a chat is sent. (FREE-12287)

Plus Adapters for CRM Integrations

Enhancements

- **Personal voicemail:** Customers with 200 or more personal voicemail messages can now easily log into Five9 or refresh their application. Five9 has implemented a default number of voicemail messages to be retrieved from the system. This value can be configured with a URL parameter (f9vmlimit).
- **Maintenance and Managed Geographic Redundancy:** Agents no longer see messages about maintenance events, except when agents are actively processing a call five minutes before data center migration is due to start. In this case, migration disconnects the call. To warn the agent, a message with a timer is displayed. If agents close the message, it reappears one minute before migration. Service recovery is now faster after your domain is moved between data centers.
- **Emergency calls:** Emergency Calls: To take advantage of this feature, agents must be located in the US and be connected to US domains. Since March 2020, federal law states that contact center agents must be able to dial emergency numbers from their station. To comply with the law, Five9 uses system speed dial numbers that correspond to the emergency numbers in use in each region, such as 911, 999, and 000.

If your domain has a emergency speed dial number different from the number in the Five9 technical script, your speed dial number will continue to be displayed with the Emergency tag. If you do not want this label, Five9 recommends that you change your speed dial to a different value.

The process for using the Five9 speed dial number is as follows:

- If the Five9 number is provisioned in your domain, the system uses the user's location to identify the location of the emergency.
- If Five9 number is not provisioned in your domain, the system completes the 911 call without the user's location.

Resolved Defects

- With Engagement Workflow, the last agent ID and agent's skill name fields are available as call variables so that replies can be routed to the originating agent. (OMNI-10297)
- Inbound email messages that contain large or unsupported types of attachments display a clear message about the problem. (UX-785, UX-787, and UX-788)
- In January 2021, Google released Chrome version 88, which contained a configurable flag that put to sleep inactive tabs to reduce power usage. This flag caused Five9 pages that had been hidden for five minutes to go to sleep. As a result, the softphone stopped and calls were dropped. Since version 90 released on April 14, the flag can no longer be disabled. This Five9 update prevents Chrome from putting to sleep inactive tabs so that you can use version 90 without problems.
- SMS interactions are now automatically closed by default after one week. (OMNI-9187)
- Agent Desktop Toolkit:
 - The correct agent interface is displayed. (CRM-5915)
 - With Internet Explorer 11, agents can complete calls because the connection to the adapter is not dropped when a script error occurs during a call transfer. (CRM-6214)
- Plus Adapter for Salesforce
 - In the Plus Adapter for Salesforce, the active skills selected by agents are applied as expected. (VCC-11204)
 - When Engagement Workflow is enabled in agent applications, the last agent ID and agent's skill name fields are available as call variables so that replies can be routed to the originating agent. (OMNI-10297)
- Plus Adapter for Microsoft Dynamics 365
 - The correct agent interface is displayed. (CRM-5915)
 - Email text is now truncated to meet the 32KB limit for the Five9 comments field in Task entity. (CRM-6262)
- Plus Adapter for Zendesk

- The correct agent interface is displayed. (CRM-5915)
- Plus Adapter for NetSuite
 - The correct agent interface is displayed. (CRM-5915)

Java Applications

Important

Five9 no longer resolves defects that affect the Java-based Agent, Supervisor, and CRM integrations applications, and is discontinuing access to these applications. However, the Five9 Java-based Administrator application will be supported until it is replaced by a new web tool.

If you have not yet upgraded your domain to use the Plus applications, Five9 will contact you in the coming weeks. If you want to upgrade now, contact your Five9 representative.

Installation

The first time that you log in after the upgrade, you will need to download the new versions of the Five9 Java applications that you use. Ensure that users have permission to download the software that they need.

Important

If you use desktop shortcuts, delete them and log in at your Five9 portal URL to download the new software.

- **Java Administrator, Supervisor, and Agent applications:** The new applications, including the softphone, will be automatically downloaded and installed the first time that users log in after your domain is upgraded.
- **Stateless CRM integrations:** Users will be prompted to stop their application and close their browser. The new application and softphone will then be automatically downloaded and installed.
- **VDI proxy:** Five9 recommends that you manually reinstall the VDI proxy. This statement does not apply to Service Update 2.

Security Updates

Following industry best practices and certificate authorities (CA), Five9 will no longer trust or certify secure TLS connections based on certificates issued by the Symantec Certificate Authority. For more information about the certificates that you should disable, see the Technical Requirements guide.

Administrator

Enhancements

User experience for password recovery has been improved.

- **Forgotten password:** When users who have forgotten their password try to log into the Five9 portal, they can immediately provide an email address to reset their password instead of having to click the forgotten password a second time.

Resolved Defects

- Campaigns queue calls are processed as expected when the queue call option is enabled in the skill transfer module. The queue time for test calls matches the configured queue time. (VCC-12171)
- Five9 optimized the execution time of JavaScript functions to mark functions that are too long. (VCC-3951)
- With the advanced recording upload feature, the maximum number of characters for the path and file is 10240 characters. (VCC-11769)

Reports

Enhancements

- **New data source:** Added Chat Queue Time to Digital Channel reports.
- **New metric in the Digital Channel data source:** Email Server Time is the date of the *From* email header when the original email entered the customer's email account server. You can use this metric to search for delays between an email created in your email server compared with when the Five9 email proxy polls

your email account to create an email interaction in Five9. Email queue time is now using Start Time instead of the published time, which is the date from the your email server.

Resolved Defects

- The description of the Digital Interaction Log report was corrected. (VCC-12143)
- When users send SMS messages, the customer's name is stored as expected and displayed in the Digital Channel Log report. (OMNI-10248)
- Rate limits for reports in the Configuration Web Services API have been updated. (VCC-12146)
- In Digital Engagement reports, Date Published is now used for Start Time when calculating Email Queue Time. (OMNI-8817)
- In Text Reports, the assignment time for outbound SMS messages is zero. (OMNI-8266)

Performance Dashboard

This section describes the changes released on April 8th.

General Updates

- **Roles Page:** Experience a new, clean interface for managing roles. Roles and their access levels are easily viewed on the landing page. An enhanced flow for creating roles enables you to search permissions. Advanced settings help you to obtain details about the level of access given to each role. Additionally, you can create or update security policies to apply to roles.
- **Subscription Management:** Users can now manage dashboard and module subscriptions in a unified Subscription Management page. All users will have access to this page, but those without special security access will see only the subscriptions that apply to them. Those with additional permissions will be able to view all subscriptions in the company.
- **Wallboard Improvements:** Easily navigate a new Wallboard landing page that has been updated to a table view. You can also manually style text on a custom

slide type, add a totals row on the Summary Slide, and stack rank racers on the Racing Slide.

- **In-Product Onboarding:** To easily access tips, tricks, and training relevant to the current page, click the help icon in the profile area to display a list of items. Not quite sure what you need? Select the option for additional training items. Once you have chosen a topic, you will be connected to the system User Guide where you will find a comprehensive collection of instructional material and tutorial videos for select features.
- **Multi-Factor Authentication:** Increase system security by enabling multi-factor authentication for your users. Users who opt in must download an authenticator app on their mobile device and scan a QR code to set up the feature. Each time that users log in, they will be required to enter a unique one-time code generated by the authenticator in addition to their user name and password.
- **Avatar Masks and Bios in Gallery:** Keep your avatar trendy and safe with a new face mask accessory, and get to know your colleagues by viewing all bios in the avatar gallery.
- **KPI Module on Custom Wallboard Slide:** Quickly view data with a new, simple metric display type on custom wallboard slides. Capitalize on wallboard slide real estate by adding up to 25 KPI modules on each slide.

Dashboard Updates

- **All Dashboards Page Improvements:** Experience easier access with a redesigned dashboard library list, and create new dashboards on the same page at the click of a button.
- **Dashboard Tab Menu:** Quickly access dashboard actions in this new menu, located next to the name of the dashboard in the tab. These actions include the ability to edit the details of the dashboard, the option to view the dashboard in full-screen mode, and a dashboard master filter that displays all modules on a single dashboard by the same parameter.
- **Current Agent States Custom Color:** Allow custom colors to be set in each module on unavailable states.
- **New KPI Module:** Easily glance at metric data and compare it to the previous interval with the new KPI Trend module.

- **Change Dashboard Ownership:** Transfer ownership of a user's dashboard to another user when a team member leaves or transitions to another role. Any dashboard that the original user created can now be transferred on the Users page, enabling the new dashboard owner to manage or edit the dashboard, which eliminates the need to completely recreate popular dashboards.
- **Time Format Selection in Metric Selector:** Choose the format of time-based metrics right inside of the metric selector. The available options are seconds, minutes, hours, or HH:MM:SS.

Gamification Updates

The updates apply to you if you subscribe to the gamification package.

- **Games Reward Estimator:** Manage rewards with ease by estimating the payout of a new game based on historical data, and run a simulation of the game to determine any changes before creation. This will be included in the setup of all games.
- **Connect All Game:** This new game is similar to Connect 3, but agents must complete every square to earn the reward. Those who Connect All by completing 9 squares will win a prize!
- **Coin Budgeting:** Ensure that the intended number of coins is awarded by setting a budget beforehand. Monitor your budget, and send notifications when you get close to exceeding your budget.
- **Challenge History Admin Updates:** View in-depth details about past and present challenges. Select a specific challenge to see who participated and how each person performed.
- **Milestone Game:** Host a new single-player game that involves reaching specific goals to receive rewards. Add up to five milestones to one of the fun and engaging maps. Watch as agents improve their statistics to reach each milestone on the map.