



The Intelligent Cloud Contact Center

VoiceStream Subscription Management

Administrator's Guide

August 2026

Learn to create and manage VoiceStream subscriptions.

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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

Release	Change	Topic
Aug 2026	Updated images for managing subs and renamed the MediaStream Destination to StreamStatus Event Destination.	Creating Subscriptions for Partner Apps
July 2026	Added a new section - Manage Subscription Status (includes Pause/resume feature).	Creating Subscriptions for Partner Apps
Nov 2025	- Added Custom filters information - Added notes about BYOT - Updated logic for secondary streaming destination (SIP)	Creating Self Service Subscriptions Creating Subscriptions for Partner Apps
Jun 2024	Added a note that quality recording is only supported with Verint and Calabrio.	Managing Subscriptions
Jan 2024	Corrected Mar and Oct 2022 hyperlinks. Incorporated	- Added optional redundant event destination field. - Added VoiceStream Self Service content.

Release	Change	Topic
	Introduction information into Managing Subscriptions .	
Oct 2022	Added some troubleshooting tips for creating subscriptions and filtering by campaign.	Creating Subscriptions for Partner Apps Creating Self Service Subscriptions
	Added optional redundant event destination field.	Managing Subscriptions
Mar 2022	Added VoiceStream Self Service content.	Creating Self Service Subscriptions
Jul 2021	Initial release.	

VoiceStream Subscription Management Overview

This content is for domain administrators to learn how to configure subscriptions to enable Agent Assist and coaching, voice biometrics or real-time speech using VoiceStream.

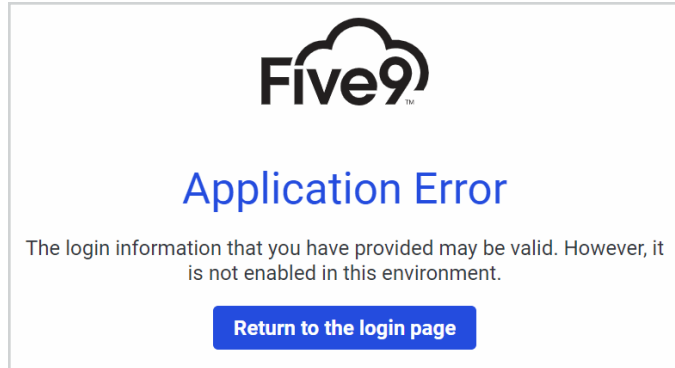
Logging In

You use the Five9 Administrator Console to log into your Five9 account and access VoiceStream Self Service.

- 1 Enter the URL that applies to your location.
 - US domains: <https://admin.us.five9.net/>
 - Canadian domains: <https://admin.ca.five9.net/>
 - UK domains: <https://admin.uk.five9.net/>
 - European domains: <https://admin.eu.five9.net/>
 - Indian domains <https://api.prod.in.five9.net>

- 2 Enter your credentials (username and password).

This message indicates that you may have valid credentials to access Admin Console, but may not be enabled for the selected region. Ensure that the region you select represents your contact center locale.



Note: If you don't see the **VoiceStream** or **MediaStream** card on the Admin Console home page, contact your administrator and ask them to assign the required permissions (see [Permissions and Permission Sets](#)).

VoiceStream Subscription Management Permissions

Note: Only admins with permission to create and edit users can assign permissions on the Manage Users page. Contact your administrator to obtain these permissions.

This section presents the individual user permissions required to view the **VoiceStream** or **MediaStream** card on the Admin Console home page and access the described features. The **VoiceStream Subscription Management** permissions are:

Group	Subset	Permission	Description
voicestream	configure	access	Required. View the Media Stream card in Admin Console and access the Subscriptions page. You must enable this permission for the user to see the Media Stream card and the Subscriptions page in Admin Console.

For more information on assigning permissions, see [Permissions and Permission Sets](#) in the [Administrator Console Administrator's Guide](#).

Managing Subscriptions

This content is for domain administrators who want to configure subscriptions to enable Agent Assist and coaching, voice biometrics, or real time speech using VoiceStream.

Important: Five9 begins billing when the first customer call is streamed.

You configure VoiceStream subscriptions in the Five9 Admin Console.

VoiceStream options

There are two VoiceStream options:

- **VoiceStream for Partners** streams the call audio and CTI call events on your domain to a Five9 accredited partner listed in the Five9 Marketplace at <https://marketplace.five9.com/s/>. Search for "VoiceStream."

Note: Before you create a VoiceStream subscription, your company must have an agreement with the partner. You can create subscriptions for different partners as long as you have an agreement in place.

- **VoiceStream Self Service** streams the call audio and CTI call events on your US-hosted FVS domain to any destination in North America, the EU, or the UK.

Best Practices and Limitations

- VoiceStream expects a response within 10 seconds after it starts to stream. Otherwise, it terminates the connection.
- Quality recording is supported only with Verint and Calabrio.

Prerequisites

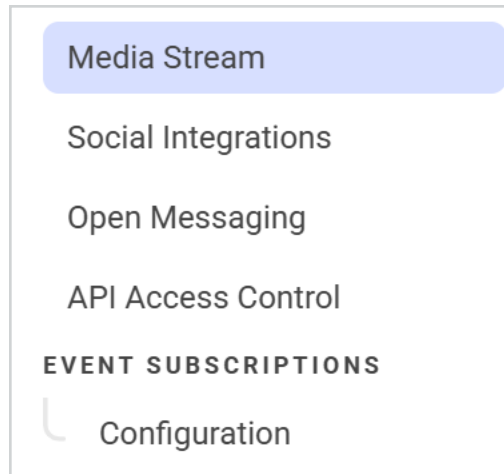
- Log in to the Admin Console. For details on how to log in to your Five9 account, see [Logging In](#).
- You must have VoiceStream [Permissions](#) enabled.
- **Five9 Voice Service (FVS)** and the **G711 codec** must be enabled at the domain or agent station ID level, for your domain and your agents. These are the Five9 defaults.

Creating Subscriptions for Partner Apps

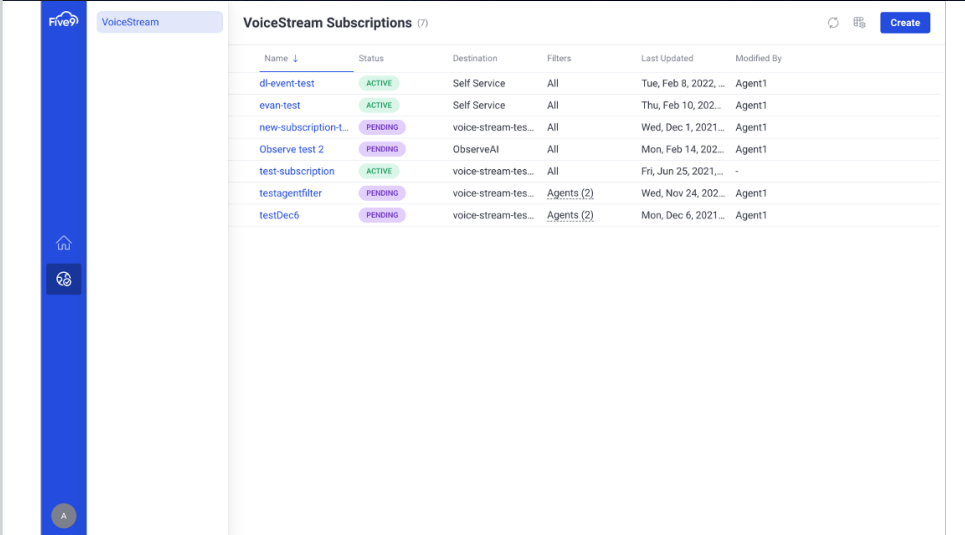
Important: Whether the UI says **VoiceStream** or **MediaStream** on the tile, side navigation, or subscriptions page, the product is the same. This name change can happen depending on your configuration. These instructions are valid for both.

You can create subscriptions for your Partner apps that will be using VoiceStream. Each domain can support up to ten subscriptions.

- 1 Log in to the Five9 Admin Console and click the **VoiceStream** or **MediaStream** tile.
- 2 Select **MediaStream** or **VoiceStream** in the side navigation



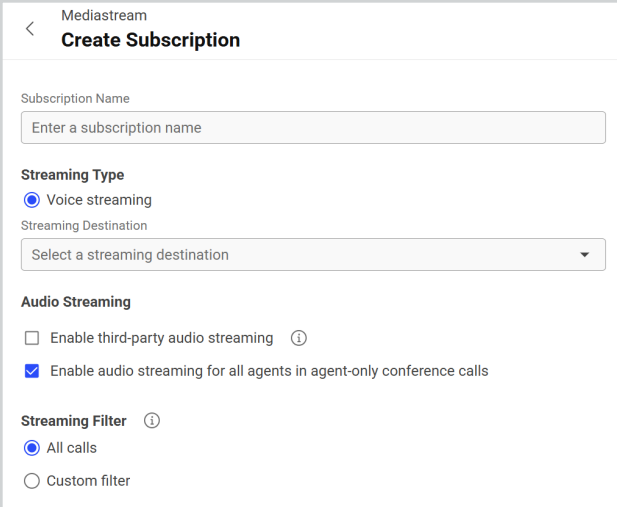
The **MediaStream** or **VoiceStream Subscriptions** page displays.



Name	Status	Destination	Filters	Last Updated	Modified By
di-event-test	ACTIVE	Self Service	All	Tue, Feb 8, 2022, ...	Agent1
evan-test	ACTIVE	Self Service	All	Thu, Feb 10, 2022, ...	Agent1
new-subscription-t...	PENDING	voice-stream-tes...	All	Wed, Dec 1, 2021, ...	Agent1
Observe test 2	PENDING	ObserveAI	All	Mon, Feb 14, 2022, ...	Agent1
test-subscription	ACTIVE	voice-stream-tes...	All	Fri, Jun 25, 2021, ...	-
testagentfilter	PENDING	voice-stream-tes...	Agents (2)	Wed, Nov 24, 2022, ...	Agent1
testDec6	PENDING	voice-stream-tes...	Agents (2)	Mon, Dec 6, 2021, ...	Agent1

3 Click **Create Subscription**.

The **Create Subscription** page loads.



Mediastream
Create Subscription

Subscription Name
Enter a subscription name

Streaming Type
☒ Voice streaming

Streaming Destination
Select a streaming destination

Audio Streaming
☐ Enable third-party audio streaming ⓘ
☒ Enable audio streaming for all agents in agent-only conference calls

Streaming Filter ⓘ
☒ All calls
☐ Custom filter

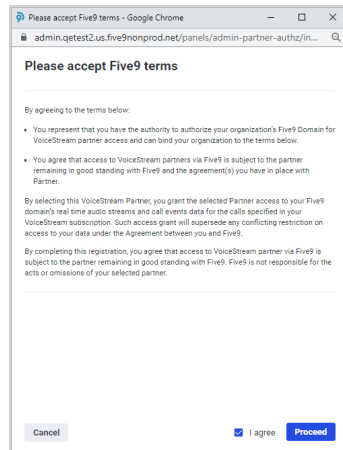
4 Enter a unique **SubscriptionName**.

5 **Streaming Type**: Select **Voice streaming**.

6 Under **Streaming destination**: select a **Partner app**.

7 Complete the **Authorize Flow** steps.

You will be redirected to the partner website and prompted to approve the Five9 consent form.



8 When finished, close the window.

Note

You must authorize Partner apps only once for each domain.

9 Audio Streaming: Enable Third-Party and Agent-Only Conference Calls

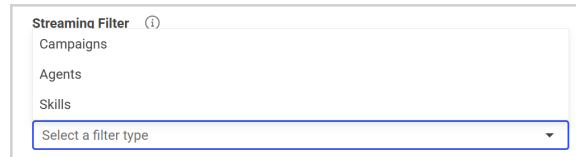
To stream transferred calls and other audio to external services, enable the third-party audio streaming option.

- **Enable third-party audio streaming: (Optional)** Select this to stream both transmit (Tx) and receive (Rx) audio when one agent speaks with one third party. This includes warm transfers or conferences where the customer leaves and only the agent and third party remain.
- **Enable audio streaming for all agents in agent-only conference calls: Default.** Select this option to stream both transmit (Tx) and receive (Rx) audio for agents in conferences that include only agents. Turn off this setting to stream only Tx audio for each agent. If a customer or third party joins the conference, all agents stream both Tx and Rx audio regardless of this setting.

10 Streaming Filter: Filter to control which calls are streamed.

- **All calls:** All inbound and outbound agent-customer calls will be streamed.

- **Custom Filter** In the Select a Filter Type drop down, select a filter.



- **Campaigns:** All inbound or outbound calls handled as part of the selected campaigns will be streamed.

To search for a specific campaign in the domain, enter the campaign name in the search box.

- **Agents:** All inbound or outbound calls handled by the selected agents will be streamed.

To search for a specific agent in the domain, enter the agent's name or user name in the search box.

Note

Agent-to-agent calls or calls that agents have transferred to third party destinations will **not** be streamed.

- **Skills:** All inbound or outbound calls handled by agents assigned to specific skill groups.

- 1 Click on the **Add Skill** button to open the **skill selection panel**.
- 2 To search for a specific skill in the domain, enter the skill name in the **search box**.
- 3 From the list of skills displayed, check the boxes next to desired skills (e.g., `billing_inquiries`, `order_tracking`).

- 11 Click **Create** to save the subscription.

The subscription displays in the subscriptions list as **Pending** until the Partner app confirms that streaming. Delays vary by Partner.

- 12 Click the refresh button to refresh the page and determine if the subscription status is **Active**.



Once the subscription becomes **Active**, any call that matches the filter criteria will be streamed to the Partner app.

Manage Subscription Status

Note

Pausing and resuming applies to both Voice and Text (TranscriptStream) subscription types

You can temporarily stop a subscription from streaming without deleting it. This is useful when you need to perform maintenance on your receiving endpoint or wish to halt streaming for business reasons.

MediaStream Subscriptions 7					
☐	Name ↓	Status	Streaming Type	Destination	Filters
☐	DebTest	 Pending	Voice	voicestream-test...	Agents (1)
☐	demo-transcript-su...	 Active	Text	Salesforce	All
☐	JsonArray	 Active	Text	ServiceNow	Campaigns (1)
☐	service-now	 Active	Text	ServiceNow	All
☐	TempTempTemp	 Active	Text	ServiceNow	All
☐	test-sub2	 Paused	Voice	Self Service	All
☐	test-voice	 Active	Voice	Self Service	Campaigns (557)

Subscriptions can be in one of three states:

Pause a Subscription

Any calls that are already in the process of streaming when the subscription is paused will continue to stream until they are completed. You will be billed for these in-progress calls.

To pause a subscription:

- 1 Navigate to the **MediaStream Subscriptions** page.
- 2 Locate the subscription you wish to pause in the list.
- 3 Click the toggle switch under the **Status** column to change it from **Active** to **Paused**.

The subscription status updates immediately. No new calls matching the filter criteria will be streamed while the subscription is paused.

Resume a Paused Subscription

Warning

The subscription begins streaming immediately for any new calls matching its filter criteria. Calls that occurred while the subscription was paused are not retroactively streamed.

When you are ready to restart streaming, you can reactivate a paused subscription at any time. The subscription resumes using its existing configuration — no reconfiguration is required.

To resume a subscription:

- 1 Navigate to the **MediaStream Subscriptions** page.
- 2 Locate the paused subscription in the list.
- 3 Click the toggle switch under the **Status** column to change it from **Paused** to **Active**.

Creating Self Service Subscriptions

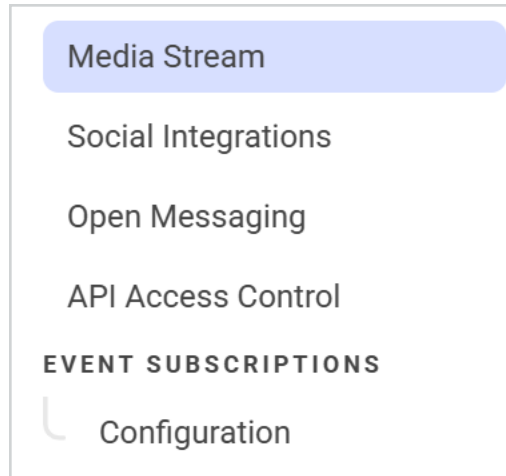
VoiceStream subscriptions allow streaming of call audio and events to external destinations. Each domain can support up to ten subscriptions.

Important: Whether the UI says **VoiceStream** or **MediaStream** on the tile, side navigation, or subscriptions page, the product is the same. This name change can happen depending on your configuration. These instructions are valid for both.

Creating a Subscription

- 1 In the **Admin Console**, select the **VoiceStream** or **MediaStream** tile.

2 Select **MediaStream** or **VoiceStream** in the side navigation



The **MediaStream** or **VoiceStream** subscriptions page displays.

A screenshot of the 'VoiceStream Subscriptions' page. The page has a blue sidebar with the 'Five9' logo and a 'VoiceStream' tab. The main content area shows a table of subscriptions with 7 items. The table has columns for Name, Status, Destination, Filters, Last Updated, and Modified By. The subscriptions are listed as follows:

Name	Status	Destination	Filters	Last Updated	Modified By
dl-event-test	ACTIVE	Self Service	All	Tue, Feb 8, 2022, ...	Agent1
evan-test	ACTIVE	Self Service	All	Thu, Feb 10, 2022, ...	Agent1
new-subscription-t...	PENDING	voice-stream-tes...	All	Wed, Dec 1, 2021, ...	Agent1
Observe test 2	PENDING	ObserveAI	All	Mon, Feb 14, 202...	Agent1
test-subscription	ACTIVE	voice-stream-tes...	All	Fri, Jun 25, 2021, ...	-
testagentfilter	PENDING	voice-stream-tes...	Agents (2)	Wed, Nov 24, 202...	Agent1
testDec6	PENDING	voice-stream-tes...	Agents (2)	Mon, Dec 6, 2021...	Agent1

3 Click **Create Subscription**.

The Create Subscription page loads.

Mediastream
Create Subscription

Subscription Name

Streaming Type

☒ Voice streaming

Streaming Destination

Audio Streaming

☐ Enable third-party audio streaming ⓘ

☒ Enable audio streaming for all agents in agent-only conference calls

Streaming Filter ⓘ

☒ All calls

☐ Custom filter

- 4 Enter a unique **SubscriptionName**.
- 5 **Streaming Type**: Select **Voice streaming**.

Subscription and Streaming Settings

- 1 **Name**: Enter a unique name for the subscription.
- 2 Under **Streaming Destination**: Select **Other (Self Service)**.
- 3 **Streaming Protocol**: Choose between **SIP** or **gRPC**.

Note

Recommendation - Use gRPC if your organization does not have Telephony/SIP experience.

Destination Configuration

The screenshot shows a web form for configuring a subscription destination. The form includes the following fields and options:

- Subscription Name:** A text input field containing "MW_grpc".
- Subscription ID:** A text input field containing "97f" followed by a masked section and "b087".
- Streaming Type:** A radio button selection with "Voice streaming" selected.
- Streaming Destination:** A dropdown menu with "Other (Self Service)" selected.
- Streaming Protocol:** A dropdown menu with "gRPC" selected.
- Primary Streaming Destination:** A text input field containing "grpc-sip-streaming-" followed by a masked section and ":8090". A help icon is to the right.
- CTI Call Event Destination:** A text input field containing "https://e05c827487f1715e7e85cb530f" followed by a masked section. A help icon is to the right.
- Stream Status Event Destination:** A text input field containing "https://e05c827487f171" followed by a masked section and ".pipedream.net". A help icon is to the right.
- Trust Token:** A text input field containing a masked section. A help icon is to the right. Below the field is a button labeled "Enter New Token".
- API Key:** A label at the bottom of the form.

- Enter a **Primary Streaming Destination** using the following formats:

- If you selected SIP: `sip:012:345:6789`
- If you selected gRPC: `grpc.example.com:port`

This is the destination where call audio is streamed to the configured external service.

- *(Optional SIP only)* Enter a **Secondary Streaming Destination**.

When a Secondary Streaming Destination is configured for SIP, the system initiates streaming by randomly selecting one of the available URLs. If the selected destination fails, the system automatically fails over to the next destination in the list to maintain streaming continuity.

- Enter the **CTI Call Event Destination** in the format **https://**.

The service will send events, such as Call on Hold, Call Transferred, and so on to this destination.

- Enter a **Stream Status Event Destination** in the format **https://**.

Five9 will post success/failure traffic status to this URL.

Important

Check stream status first when troubleshooting audio streaming issues.

Authentication

If you are using a **CTI Call Event Destination**, enter a trust token (up to 256 characters).

Five9 passes this token in the SIP or gRPC headers so your service can verify that traffic is coming from Five9. A trust token is required; enforcing token validation on your endpoint is **optional** but strongly recommended.

Audio Streaming: Enable Third-Party and Agent-Only Conference Calls

To stream transferred calls and other audio to external services, enable the third-party audio streaming option.

- **Enable third-party audio streaming:** *(Optional)* Select this to stream both transmit (Tx) and receive (Rx) audio when one agent speaks with one third party. This includes warm transfers or conferences where the customer leaves and only the agent and third party remain.
- **Enable audio streaming for all agents in agent-only conference calls:** **Default.** Select this option to stream both transmit (Tx) and receive (Rx) audio for agents in conferences that include only agents. Turn off this setting to stream only Tx audio for each agent. If a customer or third party joins the conference, all agents stream both Tx and Rx audio regardless of this setting.

Streaming Filter

Filter to control which calls are streamed.

- **All calls:** All inbound and outbound agent-customer calls will be streamed.
- **Custom Filters**
Filter by:
 - **Campaigns:** All inbound or outbound calls handled as part of the selected campaigns will be streamed.

To search for a specific campaign in the domain, enter the campaign name in the search box. Enter three or more characters to search for campaigns by name.

- **Agents:** All inbound or outbound calls handled by the selected agents will be streamed.

To search for a specific agent in the domain, enter the agent's name or user name in the search box.

Note

Agent-to-agent calls or calls that agents have transferred to third party destinations will **not** be streamed **unless configured in the audio streaming options**.

- **Skills:** All inbound or outbound calls handled by agents assigned to specific skill groups.
 - 1 Click on the **Add Skill** button to open the **skill selection panel**.
 - 2 To search for a specific skill in the domain, enter the skill name in the **search box**.
 - 3 From the list of skills displayed, check the boxes next to desired skills (e.g., `billing_inquiries`, `order_tracking`).

Save and Confirm the subscription

- 1 Click **Create** to save the subscription.

If the Create button does not turn green, ensure that you have completed all required fields and are using the correct formats.

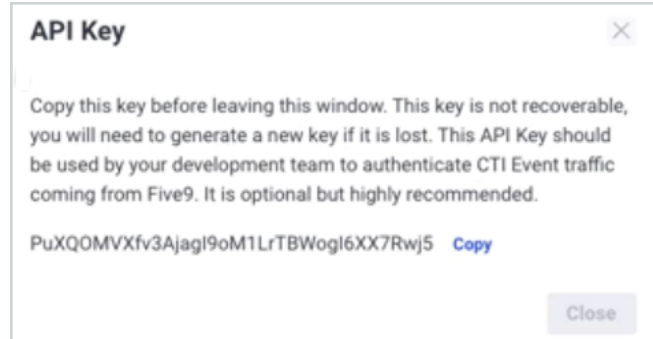
A confirmation screen displays.

Important

The subscription is not created until the CTI Call Event Destination and Trust Token pass URL validation, as specified in the VoiceStream Developer's Guide. This validation step is required for Five9 to verify that the configured CTI Event Destination is a valid https URL. An error is displayed if these cannot be validated.

- 2 Click **I approve** to confirm the beginning of your subscription.

After approving the consent form, the API Key dialog displays.



(Optional) Copy and save the API Key.

Use this `API Key` to authenticate that the CTI Event Traffic is coming from Five9. Using an `API Key` is optional but highly recommended.

If you lose your API Key, you can generate a new one by editing the subscription.

Once the subscription becomes **Active**, any call that matches the filter criteria will be streamed.

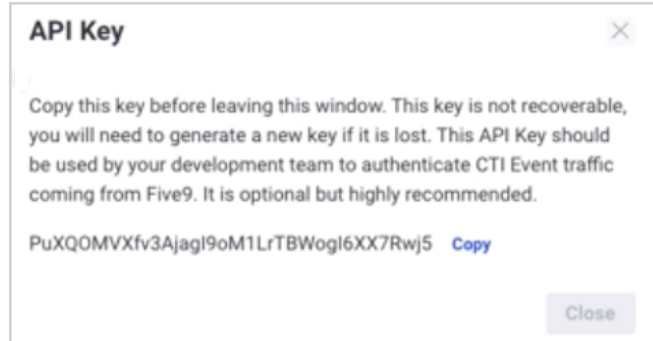
Editing Subscriptions

To edit a VoiceStream subscription, select an existing subscription in the Subscription list and click **Edit**.

You can edit the subscription **Name** and **Custom filter**, but not the **Streaming destination**. To change the **Streaming destination** to select a different partner app, delete the existing subscription and create a new one.

Generating a New API Key (VoiceStream Self Service only)

- 1 Select an existing subscription in the Subscription list and click **Edit**.
- 2 Scroll to the API Key field in the subscription, and click **Generate New**.
The API Key dialog displays.



- 3 Copy and save the API Key.
- 4 Click **Save**.

Entering a New Trust Token

- 1 Select a subscription to edit.
- 2 Scroll to the Trust Token section, and click the **Enter New....** option link.

Important

The new trust token's sha256 hash must be returned by the CTI URL before the token can be successfully updated. See *VoiceStream Developer's Guide*.

- 3 Enter the new trust token and click **Done**.

Deleting Subscriptions

To delete a VoiceStream subscription, select an existing subscription in the Subscription list and click **Delete**. The partner app will be notified that you have deleted the subscription and Five9 will stop streaming the calls to the partner app.

Note

Any in-progress call will be billed.