

# CAMPUS VOICE CONTACT CENTERS/FIVE9

## FREQUENTLY ASKED QUESTIONS

[Overview](#)  
[Preparation](#)  
[Implementation](#)  
[Post-Implementation](#)

### OVERVIEW

- ❑ **What is the Campus Voice Contact Centers/Five9 transformation project?**
  - The Five9 transformation is part of the larger [Campus Voice project](#). The transition to Five9 will upgrade the capabilities and improve the experience for nearly 20 contact centers across USC and impact approximately 200 supervisors and agents.
  - Five9's feature-rich platform and multiple ways for customers to get support creates a better experience for both customers and contact center staff.
- ❑ **What is the timeline to implement this new platform?**
  - This transition is targeted to complete by the end of calendar year 2021. Information Technology Services (ITS) is working closely with each contact center to ensure the best schedule for this major transition.
- ❑ **What are the features of the Five9 platform?**
  - **Robust services:** Automatic call distribution, skills-based routing, call monitoring, call recording, queued call back, voicemail speech to text, customizable supervisor dashboards and more than 140 reports
  - **Multi-channel capability:** Chat and email functionality are available as add-on options
  - **Multiple device compatibility for greater mobility:** Support for Windows, Mac, iPhone, iPad and Android
  - **Integrations:** Potential for integrations with Salesforce and ServiceNow as add-on options. Some USC custom integrations may also be available.
  - To learn more about Five9 capabilities, visit the [Five9](#) site.

### PREPARATION

- ❑ **How do I determine how many licenses my contact center needs?**
  - Five9 licenses are concurrent licenses, which means the greatest number of licensed agents who will be available simultaneously in the Five9 Virtual Contact Center platform. For example, in a contact center with 10 concurrent licenses, an 11<sup>th</sup> agent will not be able to log in but if an agent logs out, a new agent will be able to log in.
  - The ITS Unified Communications Team will work with you during the discovery phase to determine the right number of licenses for your contact center.
- ❑ **How do I add licenses to my Five9 Virtual Contact Center?**
  - Contact the ITS Service Desk at [consult@usc.edu](mailto:consult@usc.edu) to request the additional licenses.
  - The turnaround time for the new licenses to be available is approximately 3 business days.
- ❑ **What are the minimum system requirements needed to use Five9 on our computers and mobile devices?**
  - Refer to the [Five9 Technical Requirements Reference Guide](#) (Five9 login required).
  - SentinelOne virus protection will need to be installed, if not already.
- ❑ **What training needs to be completed before go-live?**
  - Online, on-demand training for agents and supervisors (Five9 licensing types) is offered through Five9 University and access will be provided at the beginning of the transition process. The training for each role takes approximately two hours to complete, and it is recommended you complete the course over 2-3 days to maximize learning retention.

**Modules to complete** (use [Five9](#) login for Five9 University):

**Agent** – Agent Plus

**Supervisor** – Supervisor Plus

- Additionally, Five9 will provide live supervisor train-the-trainer sessions regarding the custom configurations unique to each contact center. The link to the training will be provided to the members of the contact center prior to the transition. These sessions will be recorded so that they may be part of each center's training library moving forward.

## IMPLEMENTATION

### ❑ What support will be available *immediately after we transition*?

- ITS will test and verify that everything is functioning as defined prior to start of business on the transition day.
- The details of the adoption support following cut-over (hypercare) will be communicated prior to the cut-over to those who will be transitioning. Hypercare is outside of the normal support process and is designed to provide live support and fast remediation to any issues that arise immediately following the transition.

### ❑ What ongoing help for using Five9 will be available?

- Follow your standard support process within your contact center, which may be to consult a supervisor or manager.
- Refer to the [Remote Agent Quick Start Guide](#) (Five9 login required)
- Access documentation, knowledge articles and discussion forums from the [Five9](#) login portal.
- [Local IT support](#)
- For requests such as routing changes or add/edit/remove agent licenses, contact:

#### ITS Service Desk

Phone Support (24/7): 213-740-5555

Email Support (Monday – Friday, 8:00 a.m. – 6:00 p.m. PT): [consult@usc.edu](mailto:consult@usc.edu)

[Open a service request](#)

### ❑ How do I dial to transfer or make outgoing calls to USC phone lines?

- Agents will need to perform 10-digit dialing for calling within USC. The previous 5-digit dialing process will no longer work.

## POST-IMPLEMENTATION

### ❑ How do I access call recordings?

- If call recordings are specified as a requirement, they will be stored for 30 days on the Five9 site at the request of each contact center.
- After 30 days, required call recordings will be copied to USC storage services for longer retention. Contact centers may submit a request to the ITS Service Desk via [consult@usc.edu](mailto:consult@usc.edu) to retrieve specific call recordings.

### ❑ What administrative activities will require ITS assistance?

- For assistance with the following admin-level activities, contact ITS Support Desk via [consult@usc.edu](mailto:consult@usc.edu):
  - Add/edit/remove supervisor and agent licenses
  - Call routing changes
  - Assign users to queues
  - Manage voicemail greetings
  - Manage skills groupsFor the complete list, see the [Five9 permission matrix by role](#).

### ❑ Where can I get help?

- For requests such as routing changes or add/edit/remove agent licenses, contact:

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- On-demand documentation, knowledge articles and discussion forums are available through the [Five9](#) login portal.

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