# Five9 Document Index for Agents

[Work Instructions](#_Toc193781246)

[Job Aids](#_Toc193781247)

**Description:** Work instructions and job aids for agents migrated to Five9.

 Some documents are not applicable to all agents.

|  |
| --- |
| Work Instructions |

See the table below:

|  |  |
| --- | --- |
| **Title** | **Description** |
| [PeopleSafe - Log In and Log Out of the Five9 Soft Phone (052163)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9546ff42-1c20-43e0-8a1f-bd8a5408de5b) | How to log in and log out of the Five9 Soft Phone for the Agent. |
| [Compass - Log In (Login) and Out of Five9 (056724)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f143ae89-173a-4c0c-a2f4-0be0d45ad858) | Provides CCRs with the steps to log in and out of Five9 in Compass. |
| [Five9 E911 Device Registration (052184)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7e7e0fcf-59eb-4bc1-8a1b-cd91ee386e99) | Steps for agents to register their location with MyE911 in case of any emergency (Ambulance, Fire, Police, etc.) while using the Five9 System. |
| [PeopleSafe - Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) | Provides agents with information about Five9 and provides instructions for using the Five9 Phone Agent Desktop with PeopleSafe. |
| [Compass - Five9 Agent Desktop Phone (056045)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f) | Provides agents with information about the Five9 and provides instructions for using the Five9 Phone Agent Desktop with Compass. |
| [Five9 Queued Voicemail (QVM) (057491)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7a213de9-e2ae-46df-8e27-0d4d761ef5db) | Information on Queued Voicemail (QVM) in Five9, including the process for agents to handle these call types.   QVM is enabled for a limited number of skills. Please see your supervisor if you are unsure if your skill is included. |
| [FEP Shared - Five9 FEP Queued Voicemail (QVM) Process (058357)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=45526ab5-38ef-4d2f-9b70-b1e99108ce1f) | Information on Queued Voicemail (QVM) calls in Five9, including the process for agents to handle these call types. Current FEP skill that utilizes this is the Med D Lite team. |
| [Shared Voicemail in Five9 (062181)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2240647c-5aff-4f7b-b6cd-0c83978b1810) | Provides steps for using Shared Voicemail in Five9. |
| [Returned/Parked Calls in Five9 (069638)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1ca5fd14-25ed-41b0-9fbe-135e2261d638) | How to handle Returned Calls. |
| [Five9 MGR User Guide (063780)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c55c4f7-dd7c-413d-a53c-c0a3c1990f6e) | Provides frontline agents and their leaders an understanding of actions that Five9 can take when system issues occur as well as best practices in the event one of these actions occurs. |
| [PeopleSafe - Log in Steps for Five9 WebRTC via Citrix and VDI – Vendor (074280)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e82b072b-62cf-4a2d-aa6f-6145ed6da720) | Describes the process for vendor agents using PeopleSafe to log into Five9 WebRTC through Citrix and VDI (Virtual Desktop Infrastructure). Additional applications will now be accessed through this new process and include: Five9, PeopleSafe, theSource, Compass Grievance Tool, and Supervisor Plus for leaders. Only these applications outlined in this document should be opened within the VDI. Notepad can be opened within or outside of the VDI. |
| [Compass - Five9 WebRTC Log in Steps – Vendor (073866)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=708229c2-45c0-4e43-a402-c50c9b4d975f) | Describes the process for vendor agents to log in through WebRTC through the Five9 phone application. |
| [Senior Team – Voicemail in Five9 (058954)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcd9843c-a2c4-4cb8-8431-c5df88ff99a7) | This document provides the process for using voicemail in Five9. |

[Top of the Document](#_top)

|  |
| --- |
| Job Aids |

See the table below:

|  |  |
| --- | --- |
| **Title** | **Description** |
| [Five9 Skill Naming Standard (052197)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4c354b2-6ce3-4c32-bebf-60014b53b078) | Shows the updates to the skill naming conventions. |
| [Five9 CCaaS Troubleshooting Guide (052267)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49b28887-b0f7-4992-9a55-040a4a86d9ee) | Includes common issues related to the Five9 Softphone Service Software including:  1. Five9 Softphone System Check  2. Logging In to Five9  3. Logging In to Five 9 – Browsers Extensions  4. Logging Out of Five9  5. Headset & Audio Troubleshooting  6. Using Webex & Screen Recording  7. Changing Aux States  8. Warm Transfer FAQs  9. Clearing your Cache  10. PeopleSafe FAQs  11. Support Access Requests Prior to Training  12. Software Pushes  13. CTI Pop Up (“Black Screen”)  14. My E911  15. Not Showing up as Complete for Training |

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**