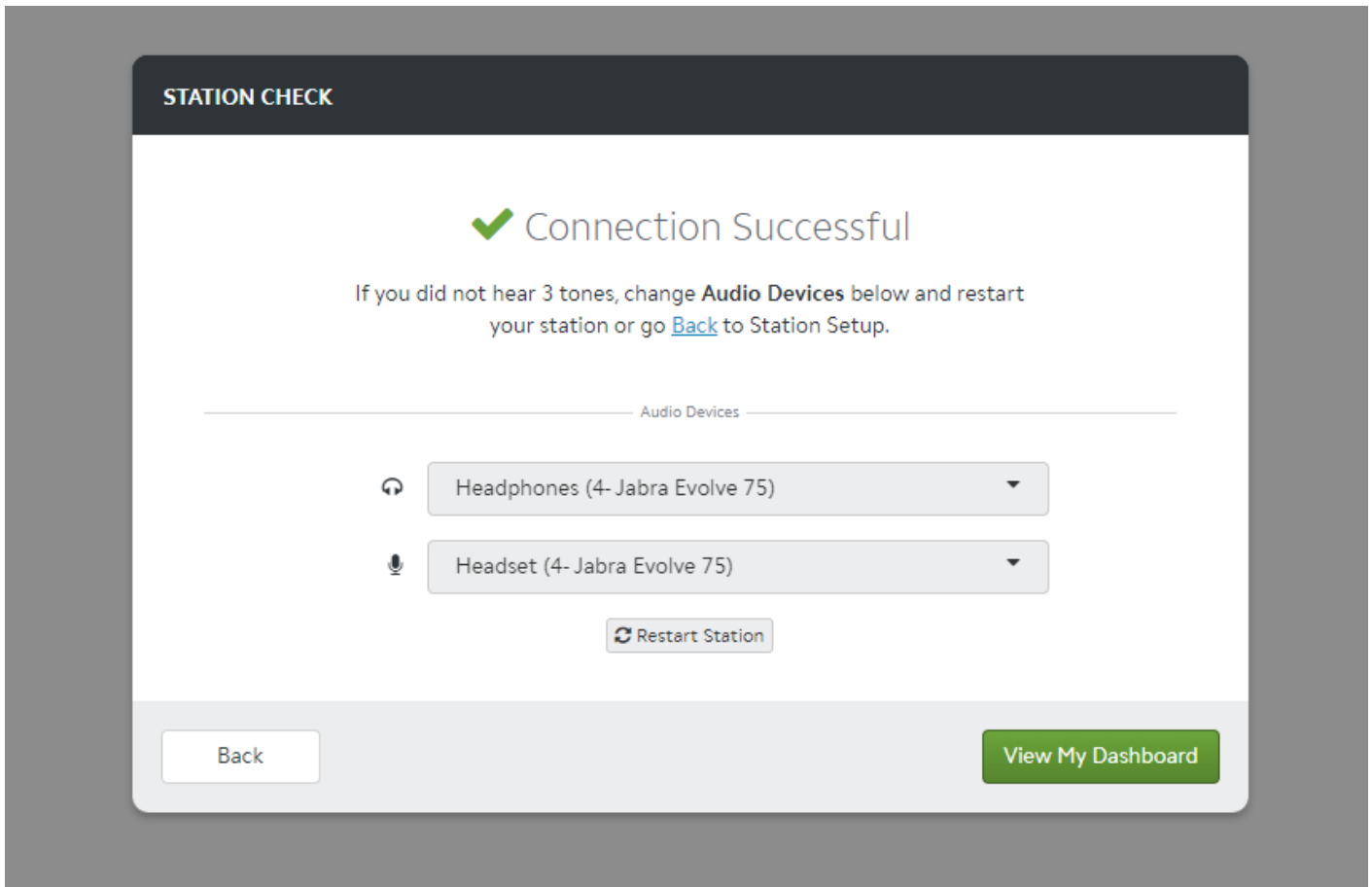


No sound from customer in Five9 -For Agents

Check configuration is correct when going in Five9



to access the same setting when you are on the Dashboard of five9

top right corner *click on **(agent name) > Settings > Audio Devices. Make sure your Headset is set for both.**

SETTINGS

General

Voice Channel

Audio Devices

Sound Alerts

Select Audio Device

Headphones (4- Jabra Evolve 75)

Headset (4- Jabra Evolve 75)

Cancel

Apply

if configuration is correct

Log-out of Five9 and Log-in again.

Test Echo calling and confirm that audio is coming through. **If Still not resolved CALL IT.**

Revision #2

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