Unable to Install Five9 - For Agents
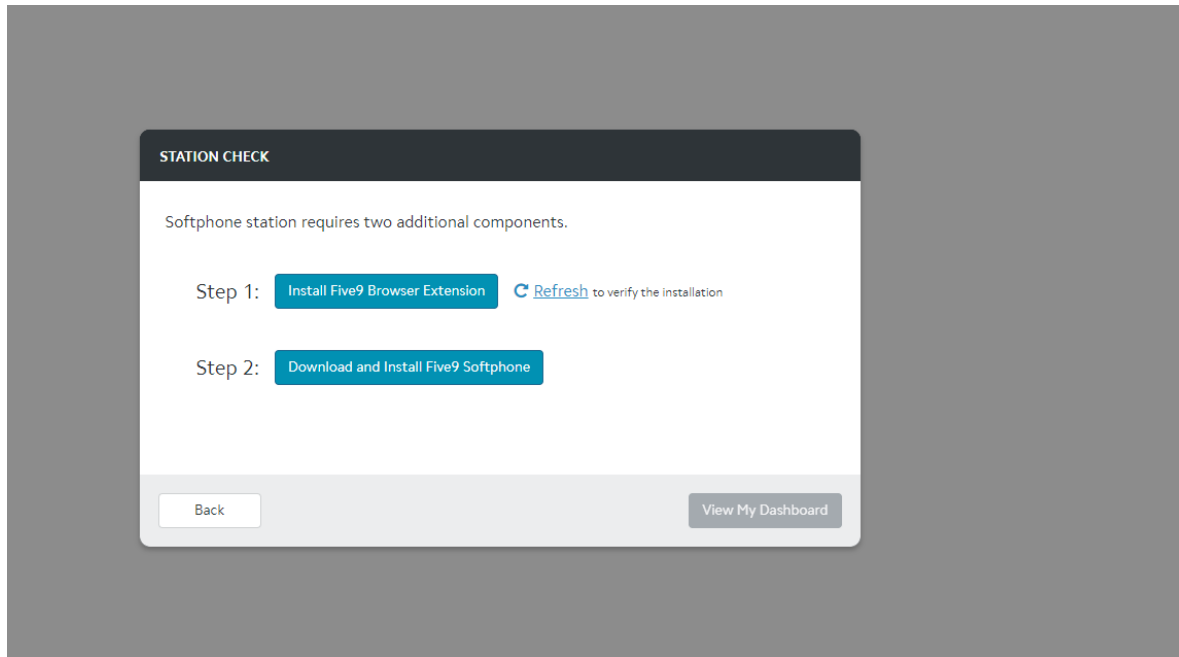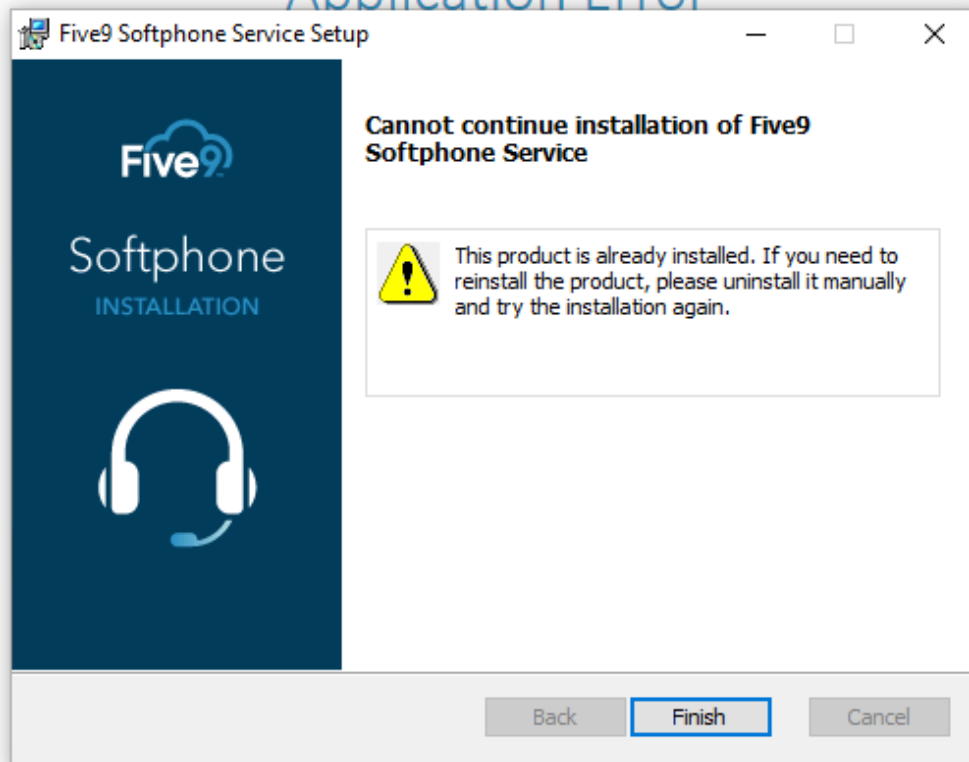
Five9 asking for install and unable to install it.
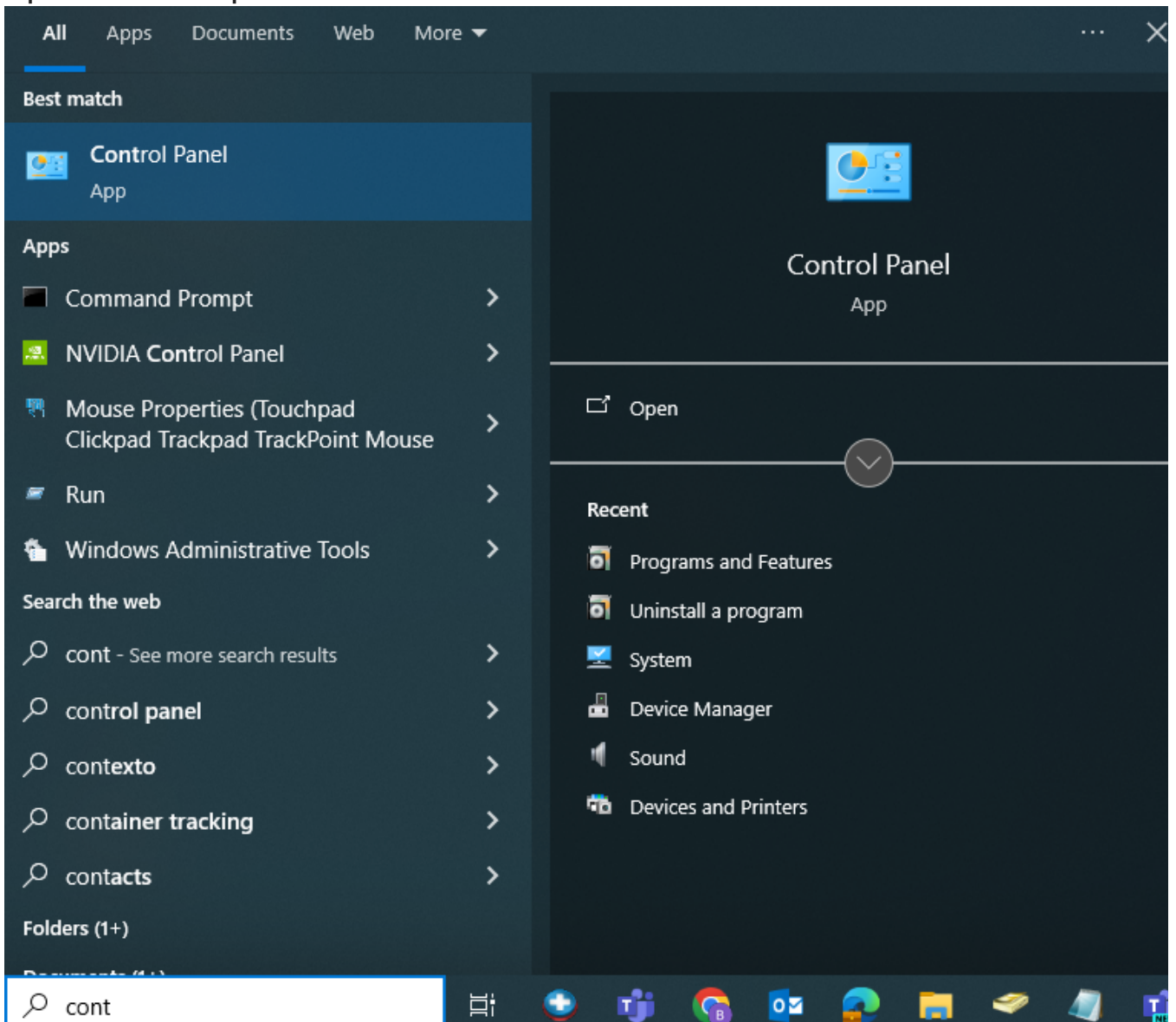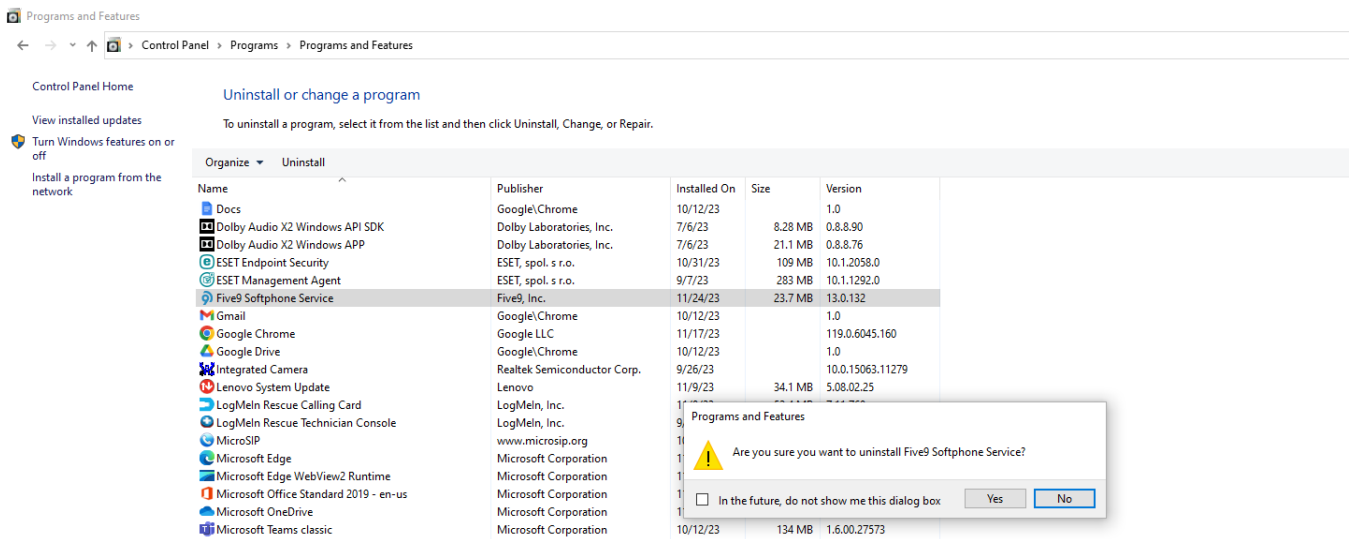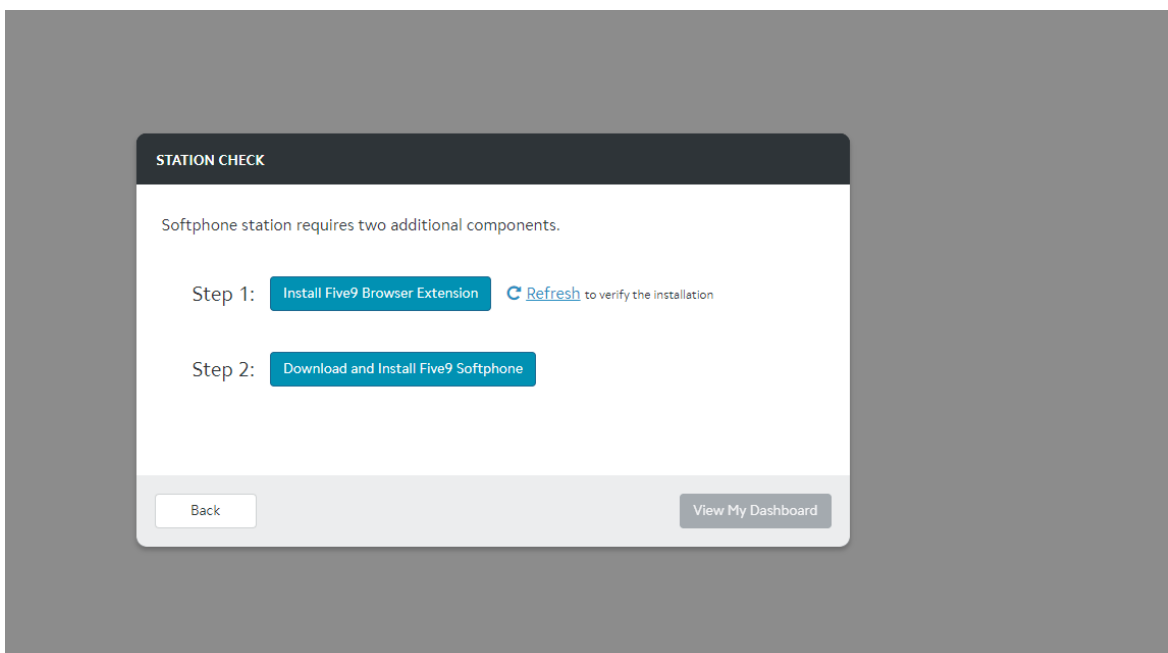
Follow these steps to fix the issue.
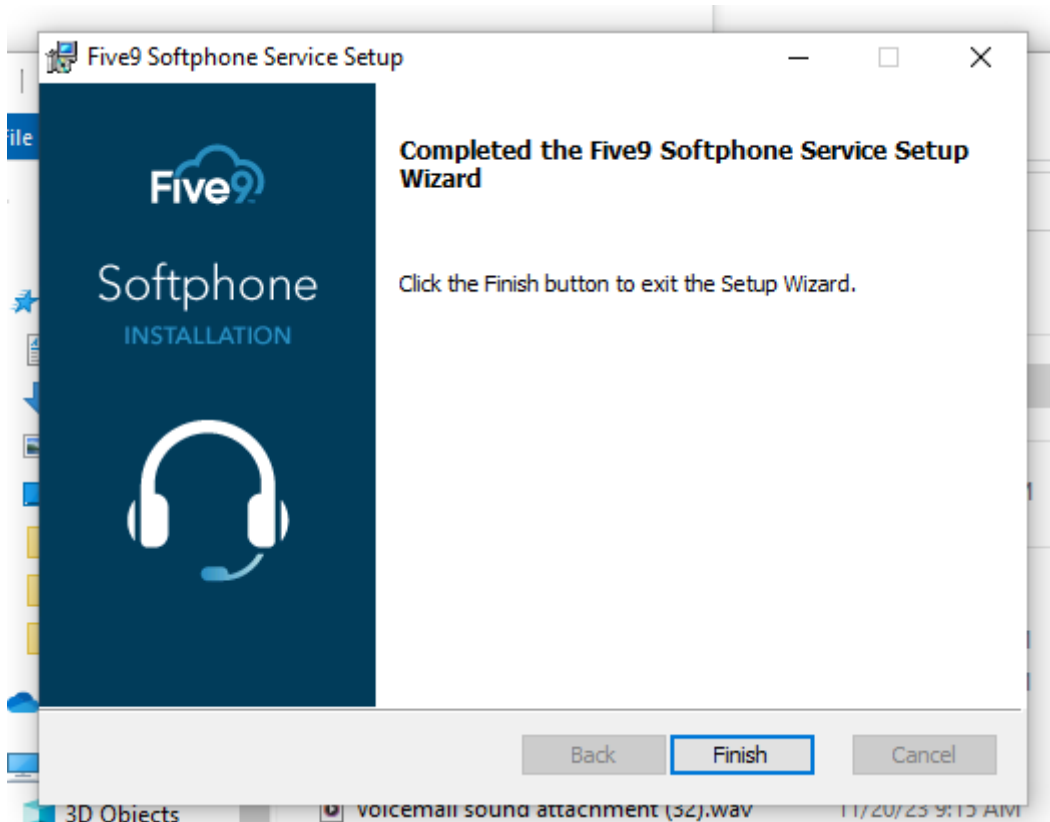
- open control panel

- Navigate to program and features and uninstall FIve9 softphone App

- Right Click > hit Yes.

- Once the uninstall is complete head back to

- Go back to the Five9 page.

- Click Download Five9 Softphone and double click the downloaded file to install it again.

- Once finished, refresh the Five9 page and you should be good to Go.