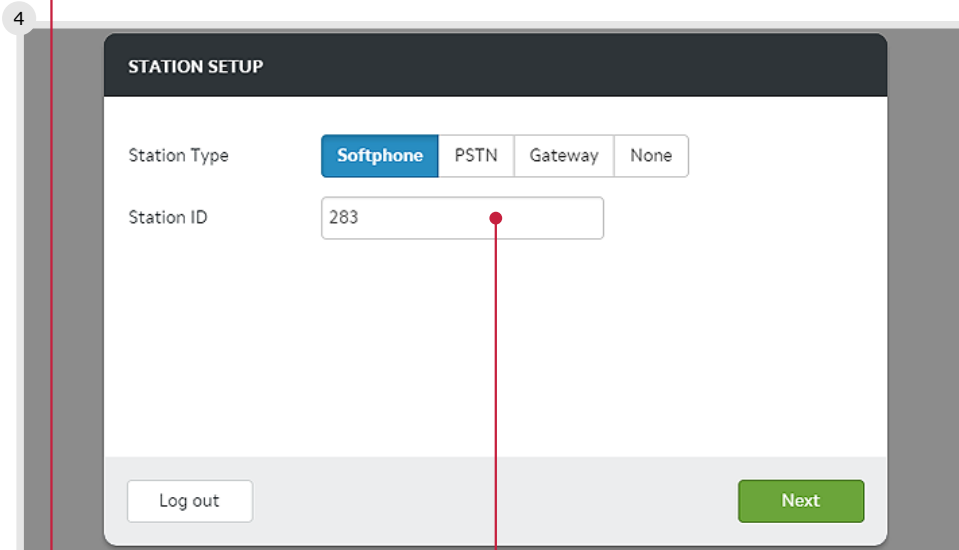
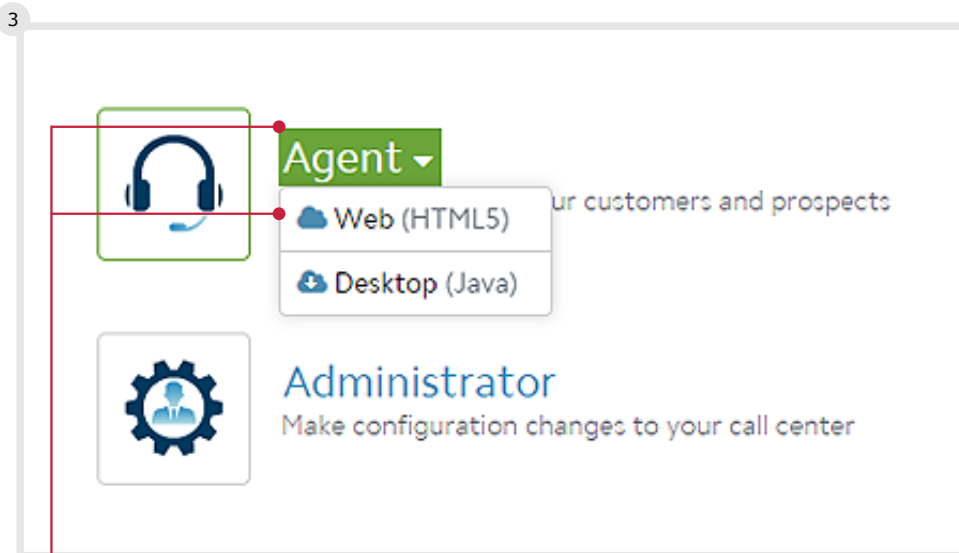


1

Go to **www.five9.com** and click **Login**

2

Type in your **Username** and **Password** then click **Log In**



3

Select **Agent**, if available, select **Web (HTML5)** from the dropdown list

4

Select the **Station type** and enter the **Station ID**

1 **STATION CHECK**

Softphone station requires two additional components.

Step 1: **Install Five9 Browser Extension** [Refresh](#) to verify the installation

Step 2: **Download and Install Five9 SoftPhone**

[Back](#) [Next](#)

2

[+ ADD TO CHROME](#)

3

Do you want to run this file?

Name: ...ers\sapolinario\Downloads\Five9Softphone.msi
Publisher: [Five9, Inc](#)
Type: Windows Installer Package
From: C:\Users\sapolinario\Downloads\Five9Softphon...

[Run](#) [Cancel](#)

☒ **Always ask before opening this file**

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?](#)

4

Completed the Five9 Softphone Setup Wizard

Click the Finish button to exit the Setup Wizard.

[Back](#) [Finish](#) [Cancel](#)

1.1 Click **Install Five9 Browser Extension** to go to the Google Chrome Store

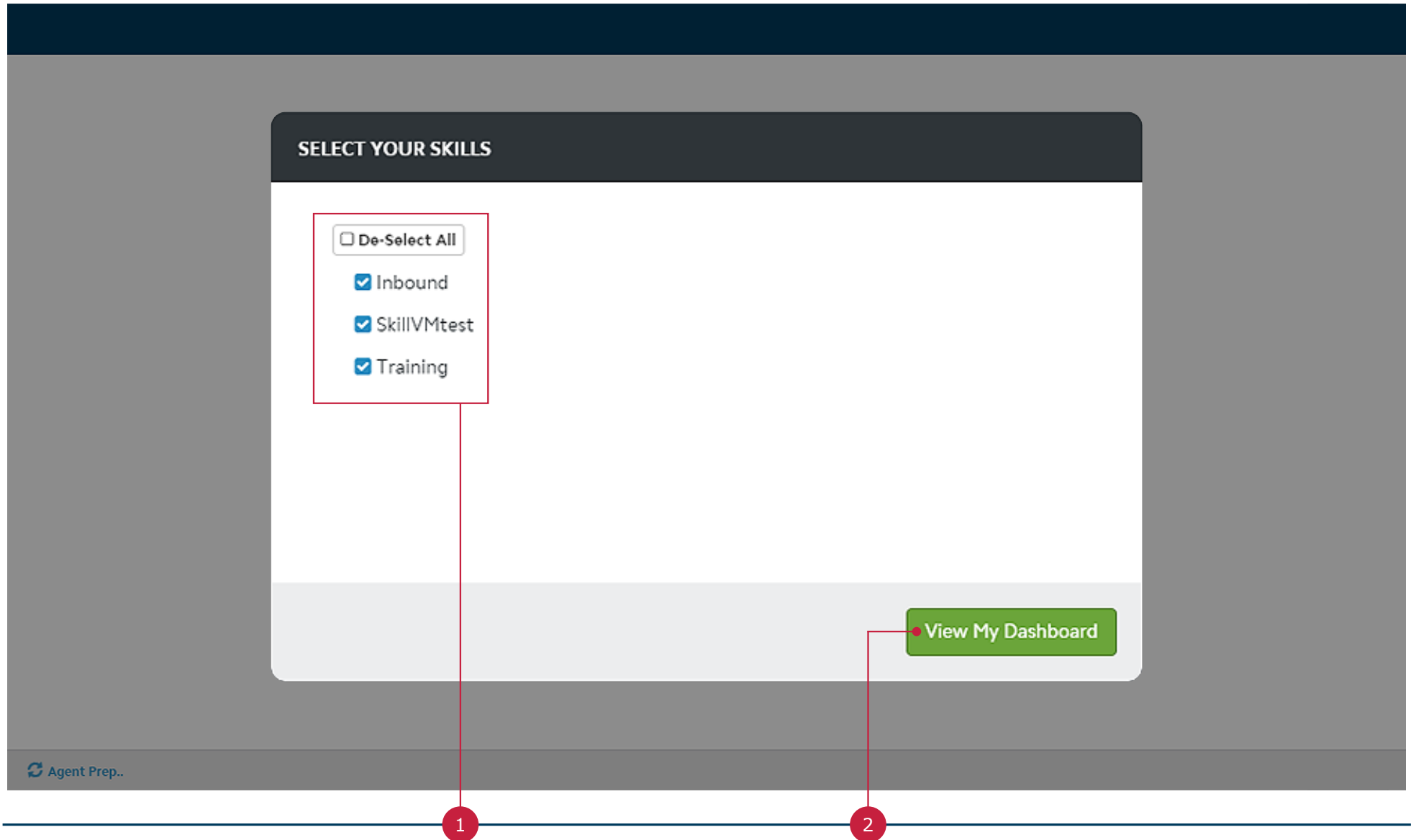
1.2 Click **Download and Install Five9 Softphone** then launch the installer

2 Click **Add to Chrome** on the Five9 Softphone Chrome Extension page

3 Click **Run** on the security prompt

4 Finish the installation wizard until the setup is complete

Selecting Skill Groups



You will be prompted to select a **Skill** after signing in if your administrator has enabled this option.

Select the applicable **Skill/s** you would like to work on

Click **View my Dashboard**

The screenshot shows the Five9 Agent Desktop Plus interface. At the top, a status bar indicates 'Ready (Voice,VM,Text)' and the time '9:46'. A top right menu contains 'Actions' and 'Help'. A left sidebar lists navigation options: Home, Voice, Voicemail, Chat, Email (1), Social, Contacts, and My Activity. The main workspace displays the user profile 'John Smith [your company name]' with contact information and a 'Logged in at' timestamp. Below this, there are sections for 'INTERACTIONS HANDLED', 'SKILL NOTIFICATION', and a table with columns for 'Inbound', 'SkillVMtest', and 'Training'. A 'Logout' dialog box is open in the center, asking the user to 'Confirm by selecting a logout reason code.' The dialog has a 'Cancel' button, a dropdown menu currently showing 'Email', and a 'Confirm' button. Red lines and numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1 points to the Settings icon in the top right menu, 2 points to the 'Email' dropdown in the Logout dialog, and 3 points to the 'Confirm' button in the Logout dialog.

- 1 Click on the **Settings** icon and select **Logout**
- 2 If enabled, a **Logout Reason Code** may be required to exit the application.
- 3 Select a **Logout Reason Code** from the drop-down list
- 3 Click **Confirm** to exit