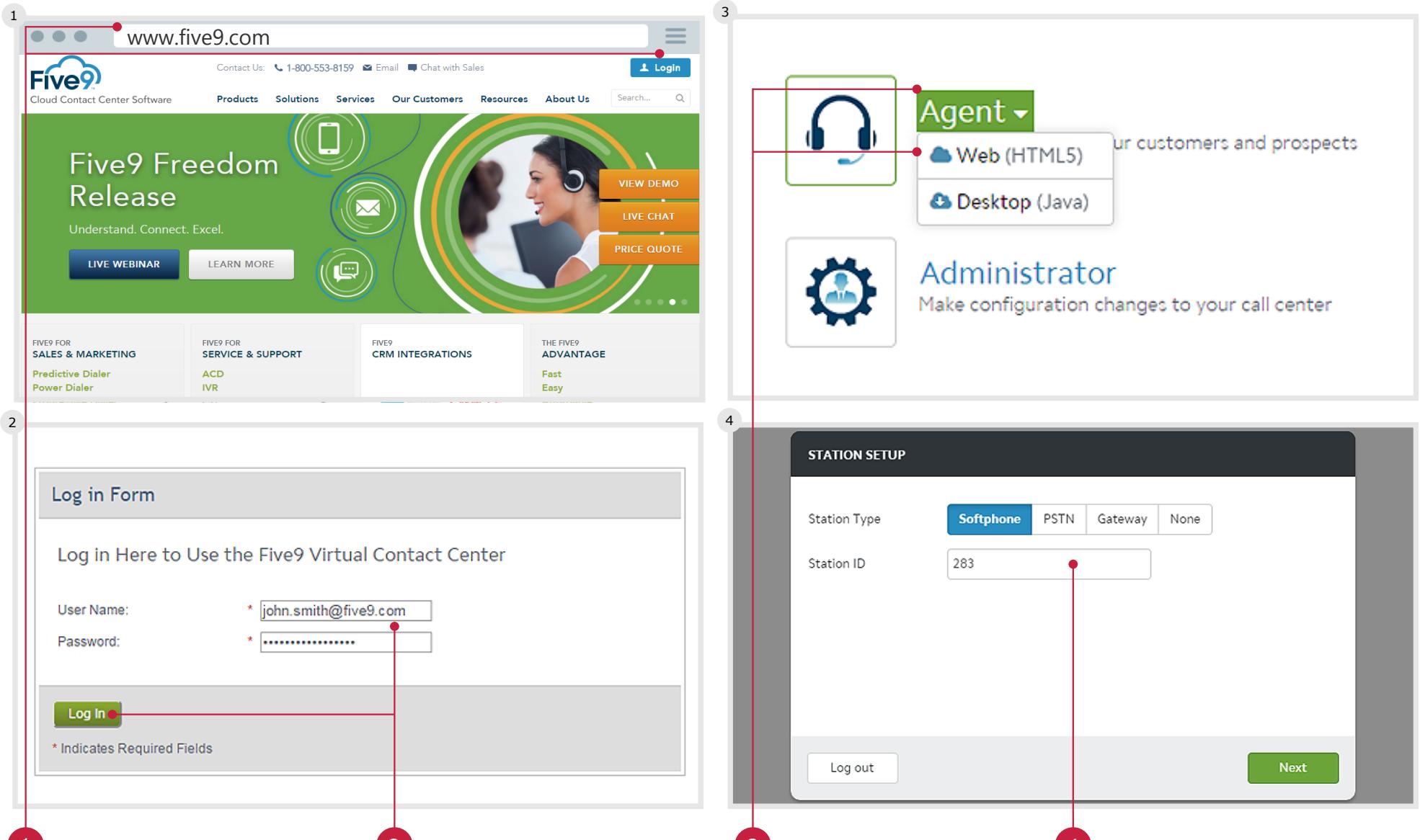


Launching the Agent Desktop Plus



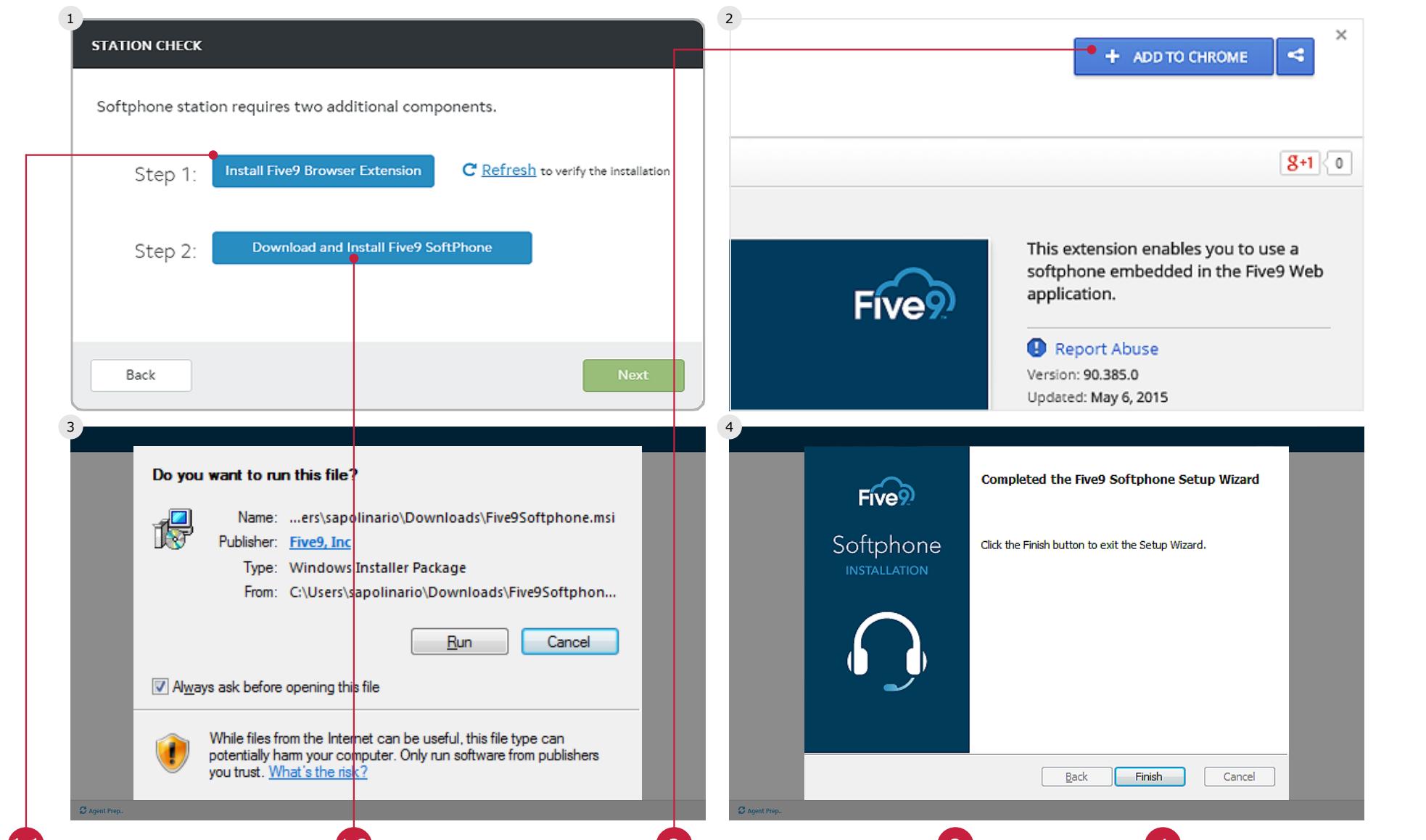
Go to **www.five9.com** and click **Login**

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

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

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

Softphone Installation - Google Chrome



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

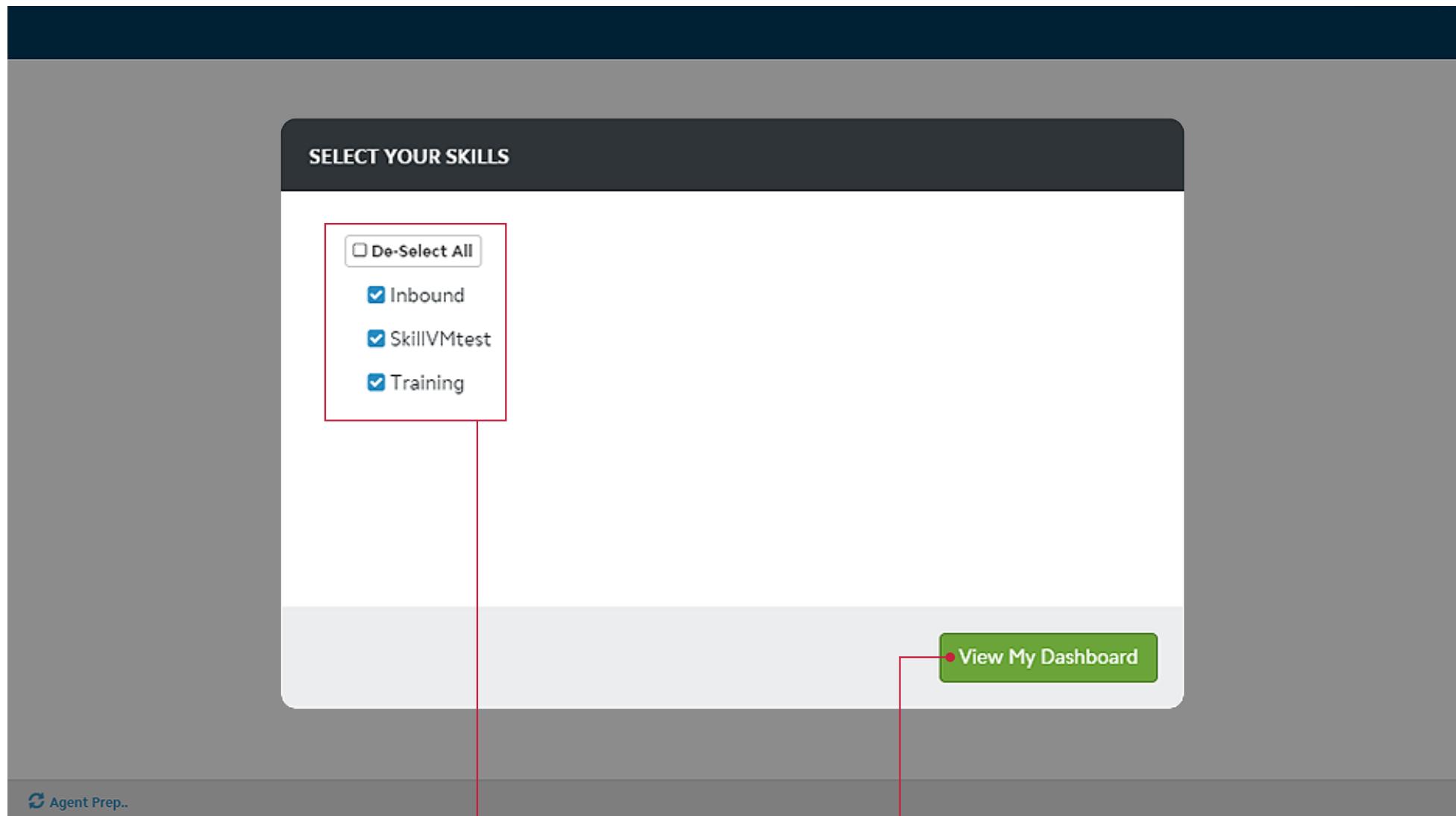
Click Download and Install Five9 Softphone then launch the installer

Click Add to Chrome on the Five9 Softphone Chrome Extension page

Click Run on the security prompt

Finish the installation wizard until the setup is complete

Selecting Skill Groups

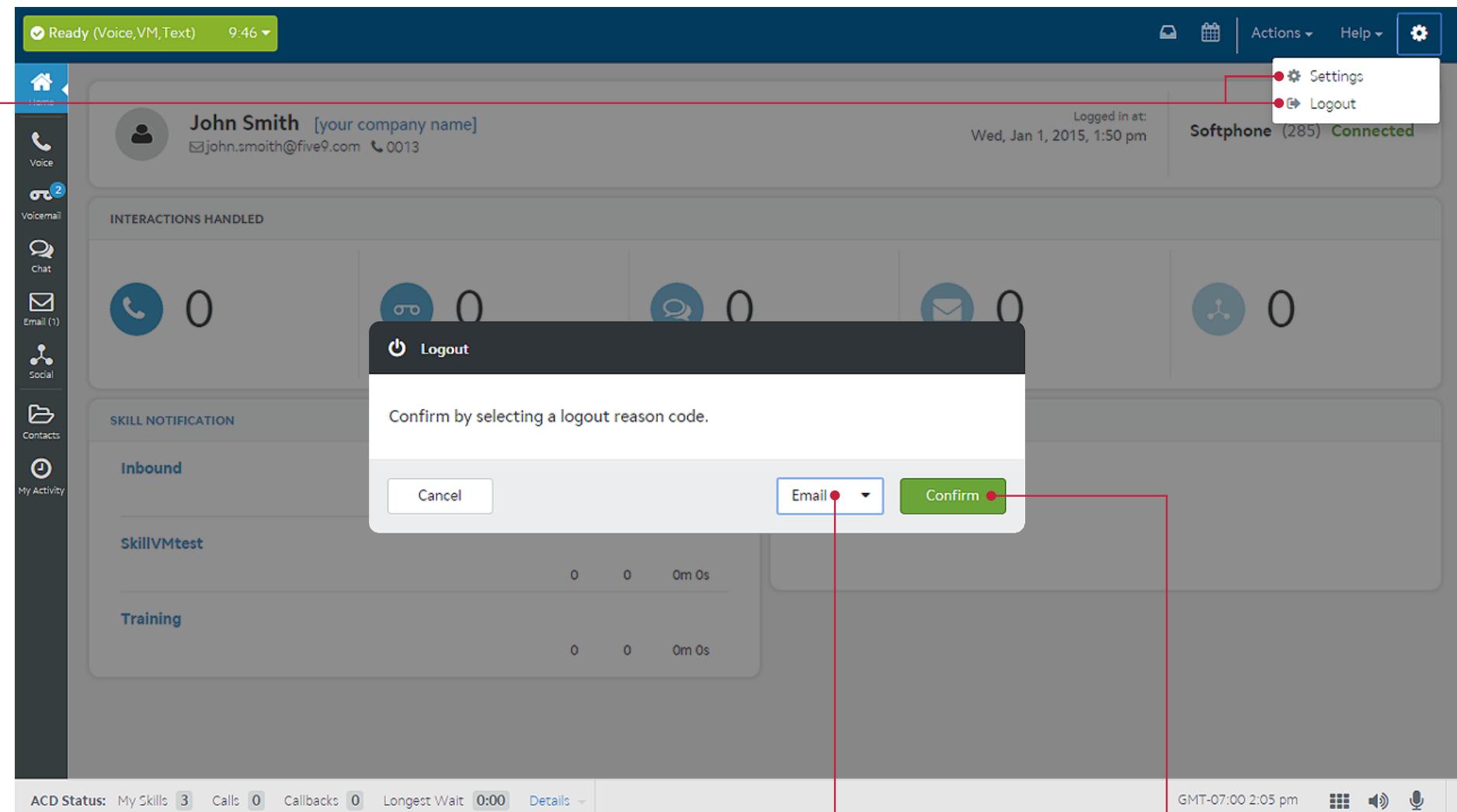


1 You will be prompted to select a **Skill** after signing in if your administrator has enabled this option.

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

Click **View my Dashboard**

Logging out of the Agent Desktop Plus



1 Click on the **Settings** icon and select **Logout**

If enabled, a **Logout Reason Code** may be required to exit the application.

2 Select a **Logout Reason Code** from the drop-down list

3 Click **Confirm** to exit