CAMPUS VOICE PROJECT

USC Five9 Contact Center E911 Services – Frequently Asked Questions

- **What is the Five9 Contact Center Solution?**
  - Five9 is a cloud contact center solution that enhances agent productivity and integrates with CRM systems. It offers a unified interface for all communication channels, robust workforce management tools, and mobile access, making it easier for agents to deliver exceptional customer service.

- **How can I add a new Five9 user?**
  - Please open a ServiceNow ticket here: https://itsusc.service-now.com/usc_its_support?id=sc_cat_item&table=sc_cat_item&sys_id=8[…]ew.do%3Fv%3D1&sysparm_id=8b89fa5e1b503810c0b26535604bcba5

- **How do I enable location services for Five9 E911?**
  - Please see the installation job aids for Mac and Windows here Five9 MyE911. If you are unable to complete this installation, please reach out to your department supervisor or local IT Desktop Support team.

- **How does Five9 Support Emergency Calling?**
  - Five9 supports emergency calling through enhanced 911 (E911) services. These enhanced capabilities allow calls to route directly to city emergency responders and informs USC's Department of Public Safety. If a 911 call is made from Five9 and location services are enabled, the physical address of the caller is provided to the emergency dispatch services and used to direct Emergency Services to the proper location when a 911 call is placed.

- **Why should I enable location services for Five9 E911?**
  - Emergency dispatchers must be able to identify your location if you dial 911 through Five9. Not only is this a critical component of ensuring your safety, but it also is a federal requirement. As of January 2021, the Federal Communications Commission (FCC) has implemented Ray Baum's Act, which requires that first responders have the necessary information needed to pinpoint the "dispatchable location" and quickly reach a 911 caller regardless of the device they dial from, or their exact location inside a large building. This federal mandate includes Five9 services.
  - More details can be found here VoIP and 911 Service | Federal Communications Commission (fcc.gov)

- **What happens if I do not set my emergency location or enable location services?**
  - If you do not comply with the request, your location information will not be available to emergency services for dispatch in the case of a 911 call. It is crucial that this information is available. If location services are not enabled in Five9, you will receive repeating prompts until the setting is enabled.

- **Where does the call go if I dial 911?**
  - Your call will go directly to a 911 dispatcher in the area. If on campus, DPS will also be notified that you have called 911 and where you are located to offer support on campus.

- **What happens if the network/Five9 goes down?**
  - If the network services or Five9 is not available, you should use the emergency phones located throughout USC's campuses or your personal phone.

- **Can I use the MyE911 Lite version (clientless experience) instead of downloading the application?**
  - It is not recommended because the Lite version requires the user to launch and login into the web-based application for each and every login attempt.

USC Information Technology Services