Recommended Audio Configuration for Five9 [1]

May 9, 2023 by m.essa [2]

1. Disabling Exclusive Mode.

> Exclusive mode allows applications to take exclusive control of the interface so that other apps cannot play sound at the same time. This may cause issues when switching audio apps or when another application is also running.
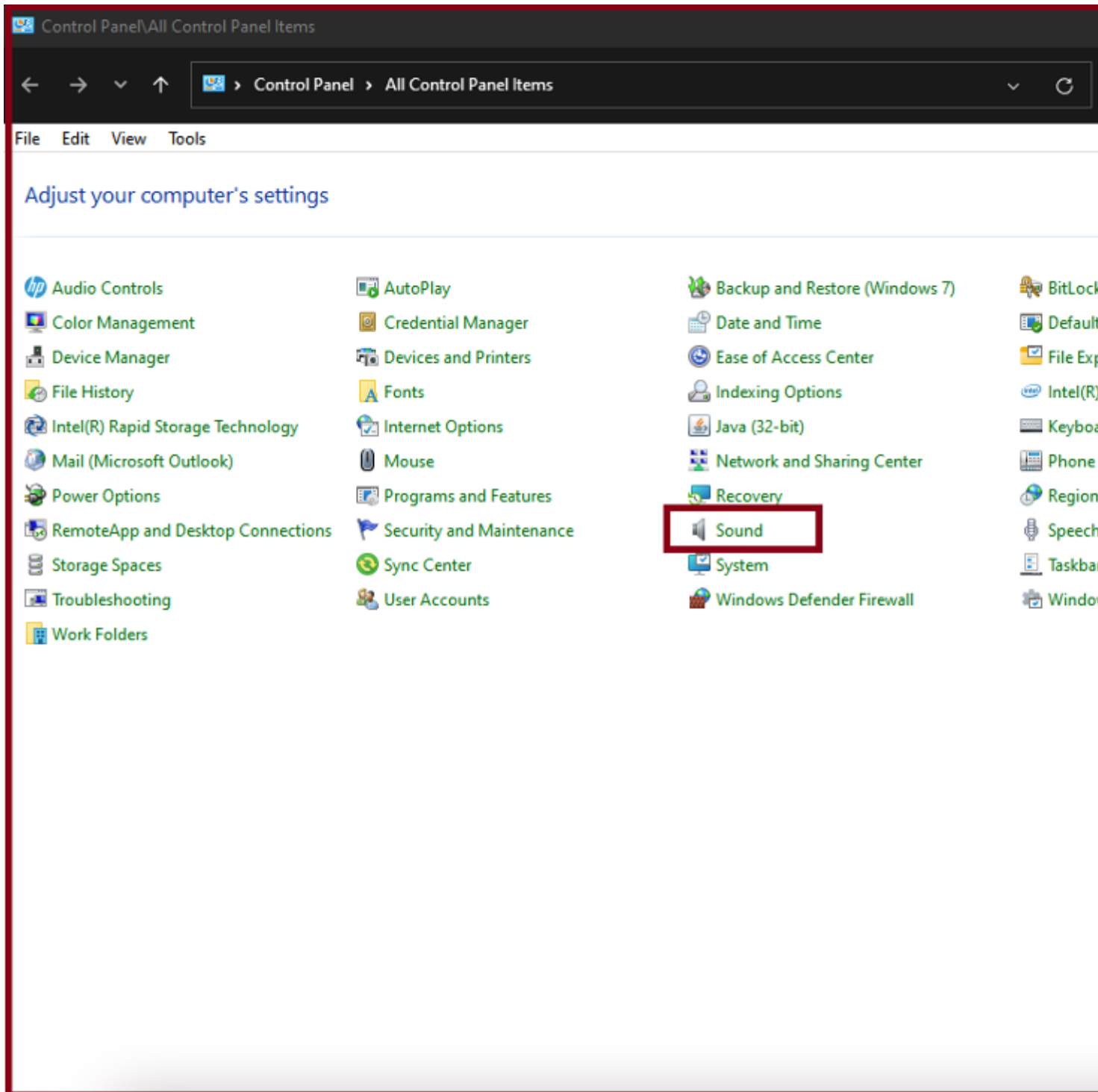
IMPORTANT

When another application like Microsoft Teams is in use, audio priority may switch to MS Teams resulting in one-way audio issues or error messages where the selected audio device is disconnected.

> **Steps to disable Exclusive Mode**
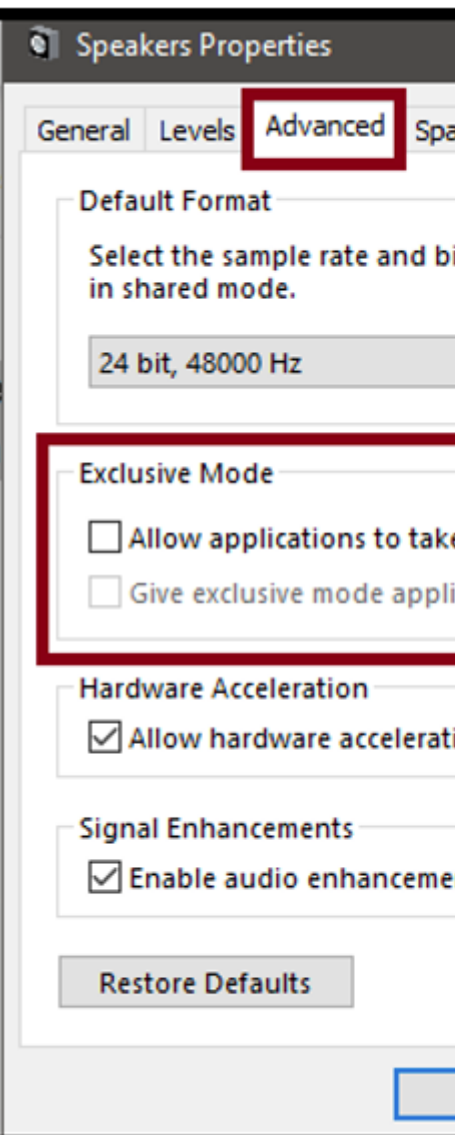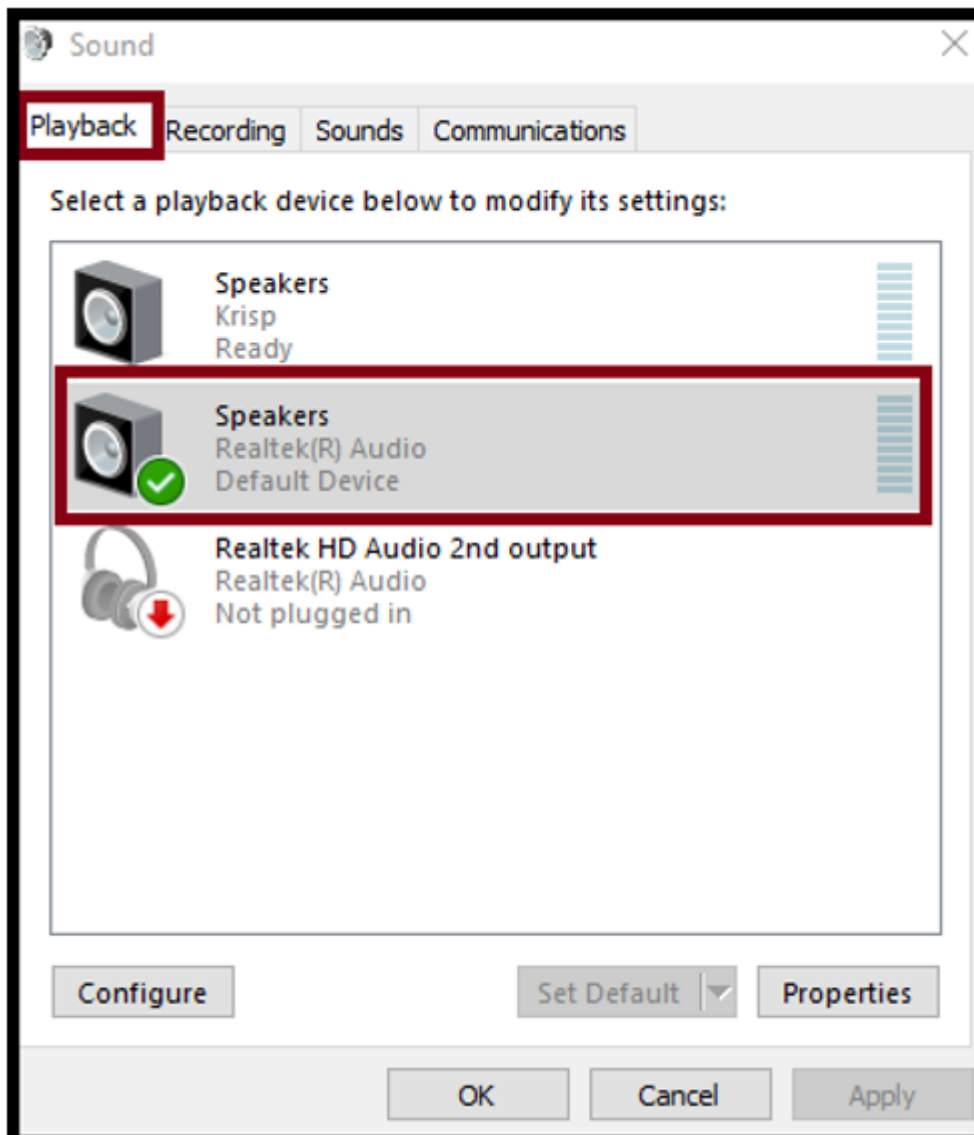>
> **Step 1**. Open Control Panel.
>
> **Step 2**. Open Sounds. (While there will be shortcuts to open the sound configuration, the best way to open it would be through the control panel as this will be consistent across all devices running on the Windows operating system)
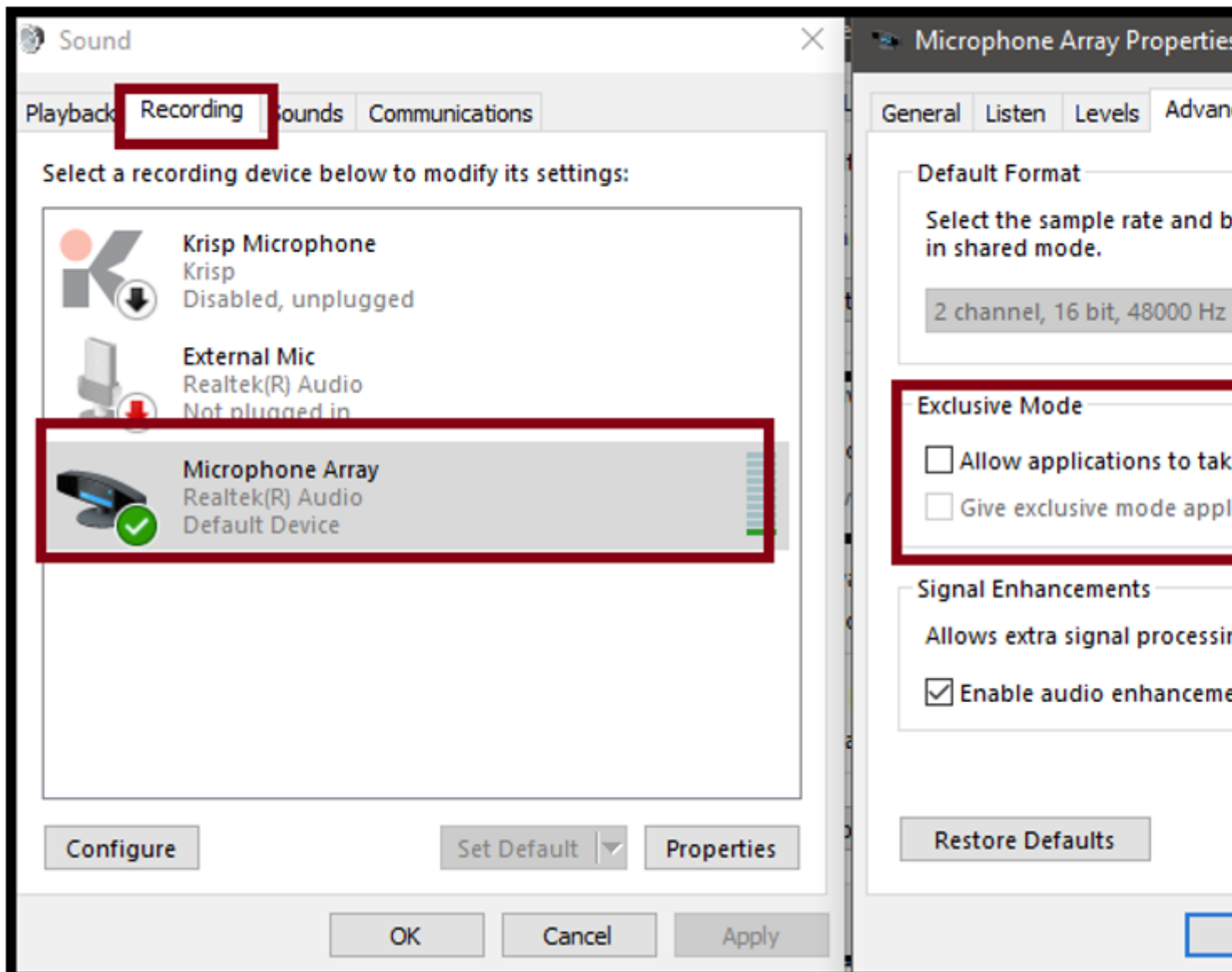
Step 3. Double-click on active audio device in use.

Step 4. Click Advance and disable Exclusive Mode.

Step 5. Click Save. (The same setup should be performed for Playback and Recording)

Sound

Playback | Recording | Sounds | Communications

Select a playback device below to modify its settings:

Speakers
Krisp
Ready

Speakers
Realtek(R) Audio
Default Device

Realtek HD Audio 2nd output
Realtek(R) Audio
Not plugged in

Configure | Set Default | Properties

OK | Cancel | Apply

Speakers Properties

General | Levels | Advanced | Spa

Default Format

Select the sample rate and bi
in shared mode.

24 bit, 48000 Hz

Exclusive Mode

☐ Allow applications to take

☐ Give exclusive mode appli

Hardware Acceleration

☑ Allow hardware accelerati

Signal Enhancements

☑ Enable audio enhanceme

Restore Defaults

IMPORTANT

Changes to the sound device's configuration may result in temporary loss of audio. This is a design behavior window and may vary per device. It is advisable that as soon as the changes are performed, relaunching the apps, unplugging and plugging the audio device, or restarting the station in Five9 should re-establish the audio connection.

2. Disabling Automatic Volume Control.

     Preferably this is set to do nothing.
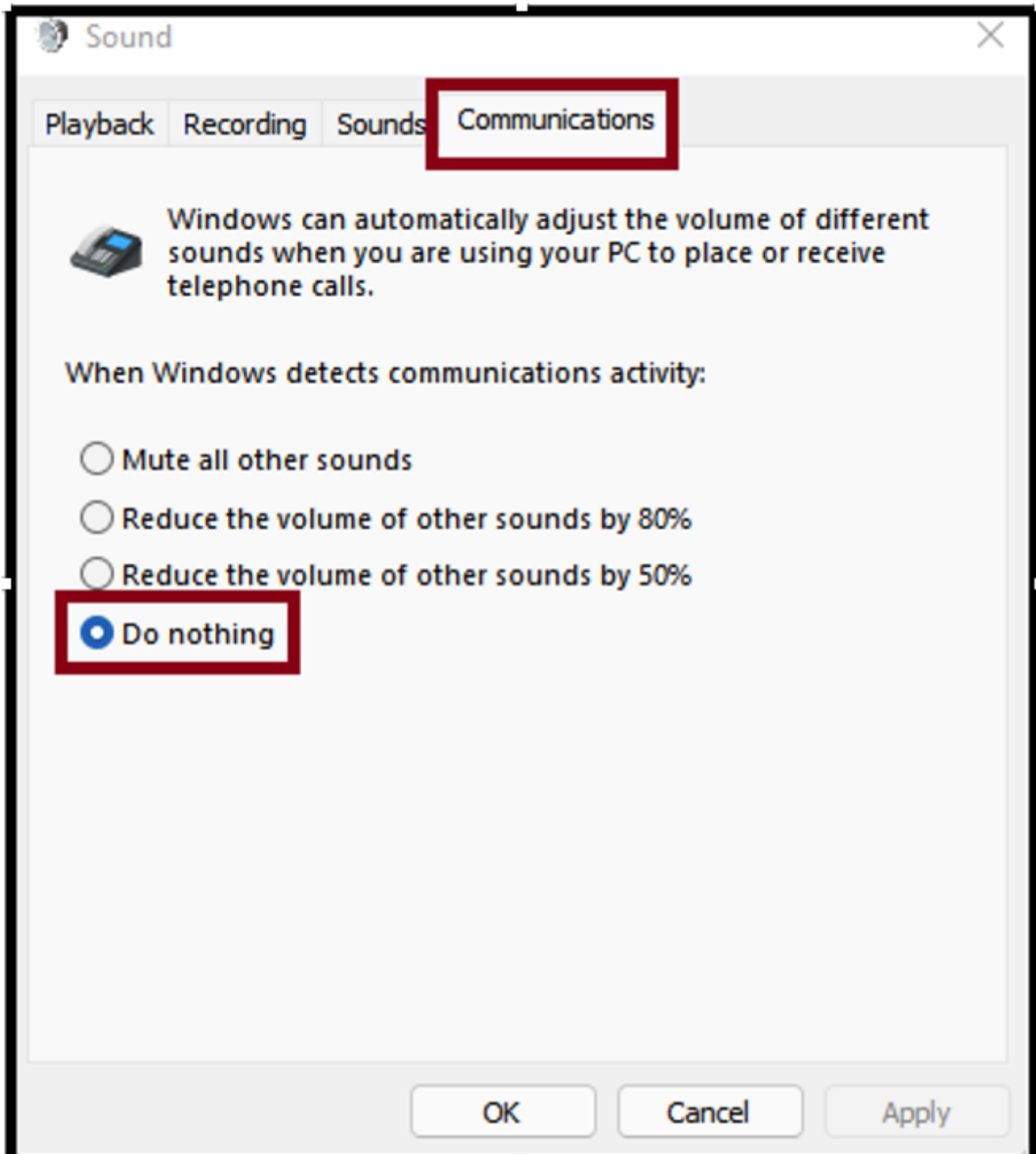
IMPORTANT

By default, this is set to 80%. When a call comes in and the user is on another tab or another app, the ring notification will be lowered by 80% which results in the ring being barely audible. This may result in the agent being set to not ready-system status for not being able to answer the call when the automatic answer is off.

3. Setting Default Audio per Apps.

Control Panel Sound Configuration aside, we have another sound setting that we could check by simply typing sound settings on the search bar. This is useful for making sure

that Five9 uses the correct audio input and output device. In this Sound Settings, we'll have specific volume control per apps and the ability to use different audio outputs for different applications.
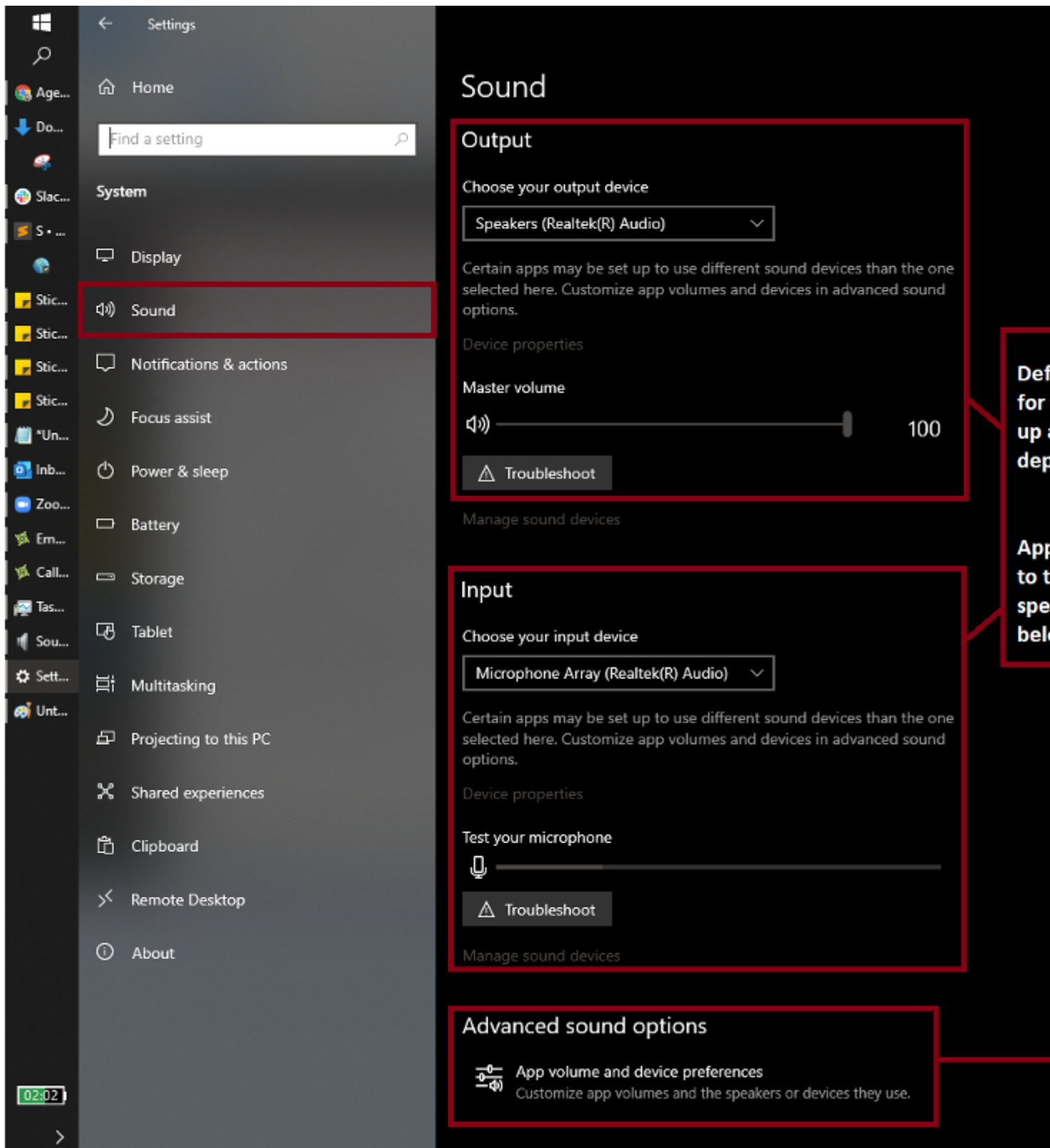
Steps to Configure Sound Settings.

Step 1. Click the Search Bar and Type "Sound". (Another shortcut for missing search bar is to right-click on the windows icon and click "search")

Step 2. Open the Sound Settings.
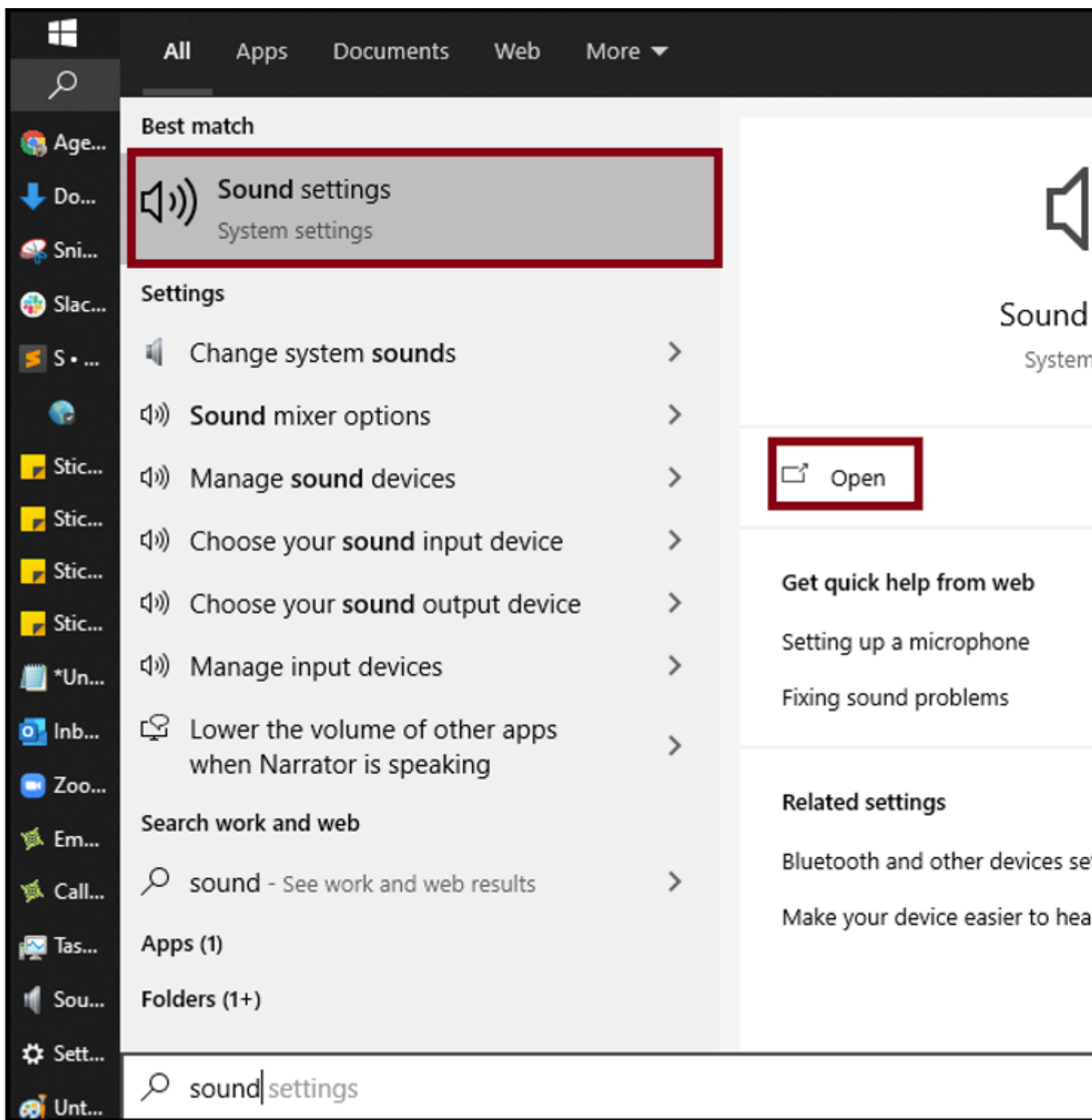
Step 3. Select the preferred input and output devices.

IMPORTANT

If you do not see your audio device here, please check if the device is using USB or 3.5mm Jack. USB Devices will normally show as separate audio devices and will most of the time specify the name of the device while analog audio devices will show as either Headphones or

Speaker.
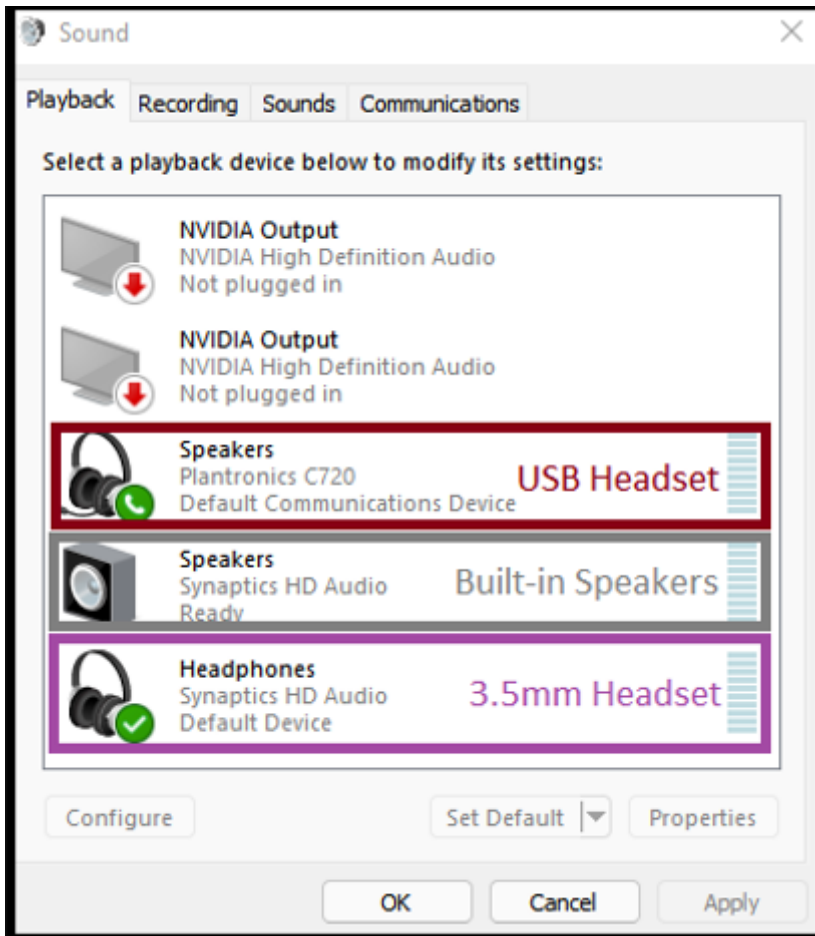
Step 4. Specify the audio device per app as needed. This will be helpful if the agents want their ring notification to come out of the speaker and audio for the call to be processed on the headset.

App volume and device preferences

Settings

Adjust the master volume to change all sounds. You can adjust volume for specific apps and system sounds as a percentage of the master volume.

Master volume

100

Output

Speakers (Realtek(R)... ⌄

Input

Microphone Array (... ⌄

This the same option specified on the previous page with the addition of the master volume control.

App Volume	Output Input
System sounds	Default
100	Default
Five9 Softphone	Default
100	Default
Krisp	Default
100	Default
Sound	Default
100	Default
Zoom	Default
100	Default
Zoom Meetings	Default
100	Default

These are sounds that are native to the windows computer, common system sounds are dings, and alerts.

This is the Actual Five9 app. Any audio used here will reflect to the audio dev specified on the Five9 Adapter Sound

it is important to note that apps that d appear here means they are currently the system sound and thus, it is best to first before configuring.

One Fine example is that even though Browser is active. Since no audio strea Chrome will not show here.

Any application that does not have an preferred audio device to it will use th

Reset to the Microsoft recommended defaults.

Reset

Related Wikis

- **Collegis**
  - Partnering with Collegis for Success [3]
    - Preferred Communication Method [4]
  - Understanding Collegis Benchmarks [5]

- **Five9**
  - Recommended Audio settings for Five9 [1]
  - Five9 Call Forwarding [6]
  - Updating Greeting for Five9 [7]
- **Mogli**
  - Bulk SMS Sends [8]

Display Title:
Recommended Audio Configuration for Five9
Send email when Published:
Yes

Source URL:https://www.cu.edu/blog/integrated-online-services/recommended-audio-configuration-five9

Links
[1] https://www.cu.edu/blog/integrated-online-services/recommended-audio-configuration-five9
[2] https://www.cu.edu/blog/integrated-online-services/author/108091 [3] https://www.cu.edu/blog/integrated-online-services/partnering-collegis-success
[4] https://www.cu.edu/blog/integrated-online-services/preferred-communication-method
[5] https://www.cu.edu/blog/integrated-online-services/understanding-collegis-benchmarks
[6] https://www.cu.edu/blog/integrated-online-services/five9-call-forwarding
[7] https://www.cu.edu/blog/integrated-online-services/five9-update-greeting
[8] https://www.cu.edu/blog/integrated-online-services/bulk-sms-sends-0