Five9

The Intelligent Cloud Contact Center

Five9 Solution Overview

Make every customer interaction a more human experience

Five9 is a recognized leader in providing contact center as a service (CCaaS) software. Born in the cloud, Five9 has been delivering the most trusted and reliable cloud contact center solutions for twenty years. The Five9 Intelligent Cloud Contact Center is helping transform the contact center to be the front door of your business to ensure that every customer interaction provides an extraordinary customer experience. We set ourselves apart from other CCaaS companies by providing the best technology and people in the industry.

Five9 delivers a distinctive approach to customer excellence across three areas:

Customer Experience

The Five9 approach to engaging customers starts with an all-in-one solution for managing the customer experience across all channels. We enable businesses to communicate with their customers on the customer's channel of choice, delivering the type of intuitive, personalized, and more human experience they want.

Five9 Digital Engagement

Five9 Digital Engagement makes it easy for customers to create engaging digital-first experiences across voice and digital channels while giving agents insight into omnichannel customer journey activity. Agents can quickly and easily see details from customers' past interactions, which helps them deliver personalized service. Read the data sheet to learn more.

Five9 Intelligent Virtual Agent

Five9 Intelligent Virtual Agent (IVA) is self-service made easy through fast, accurate conversational AI. Give customers what they want: astonishingly quick issue resolution. Five9 IVA can deliver a remarkably fast return on investment by deflecting routine and repetitive conversations currently handled by live agents. Read the data sheet to learn more.
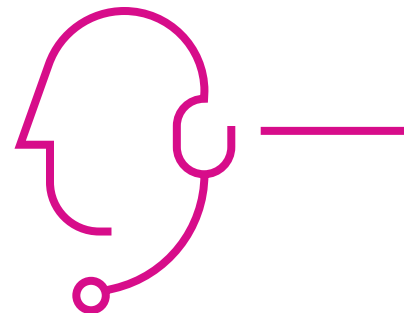
Agent Empowerment

Empower your agents to focus on customers, not the technology enabling their interactions, to deliver exceptional service by connecting the touchpoints of a customer's journey across time and channels.
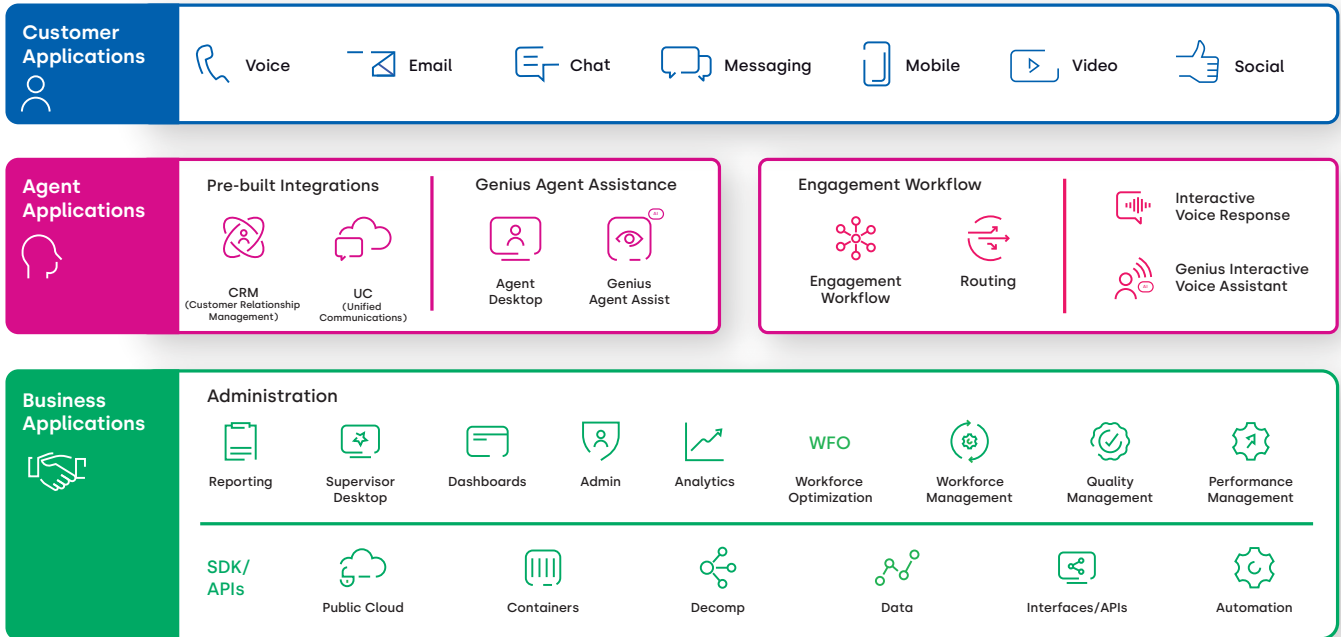
Five9 Agent Assist

Five9 Agent Assist uses AI to dramatically improve agent efficiency and effectiveness. Free agents from tedious during- and post-call work through real-time transcription, guidance, and CRM sync so agents can focus on what matters most – the customer.

Five9 At-a-Glance

- 20 years of cloud contact center experience
- 1,500+ employees around the globe
- 2,000+ customers worldwide
- 7+ billion call minutes recorded annually
- 184,483 concurrent agent seats
- Customers in 104 countries

The Intelligent Cloud Contact Center

Customer Applications	Voice	Email	Chat	Messaging	Mobile	Video	Social

Agent Applications

Pre-built Integrations		Genius Agent Assistance	
CRM (Customer Relationship Management)	UC (Unified Communications)	Agent Desktop	Genius Agent Assist

Engagement Workflow		Interactive Voice Response
Engagement Workflow	Routing	Genius Interactive Voice Assistant

Business Applications

Administration

Reporting	Supervisor Desktop	Dashboards	Admin	Analytics	WFO Workforce Optimization	Workforce Management	Quality Management	Performance Management

SDK/ APIs	Public Cloud	Containers	Decomp	Data	Interfaces/APIs	Automation

Five9 Agent Assist automatically transcribes and summarizes calls with customers to allow agents to focus on providing great customer experiences. Agent Assist reduces costs in the contact center by significantly reducing the time agents spend summarizing results after interactions. The solution also provides agents with targeted guidance, reminders, and knowledge base articles to help improve customer service and loyalty. Read the data sheet to learn more.

Workflow Automation

Five9 Workflow Automation helps businesses migrate and automate their operations in the cloud, bringing the power of CCaaS and automation together while removing repetitive tasks and simplifying complex processes for breakthroughs in efficiency.
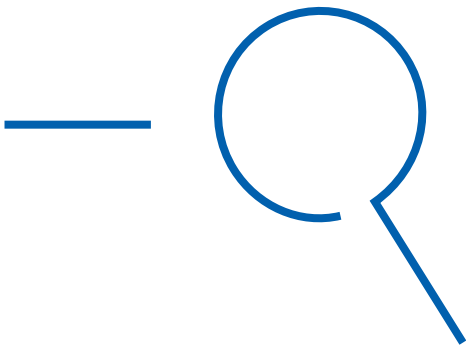
Five9 Workflow Automation lets businesses easily deploy automation from the cloud. Respond intelligently to real-time events with coordinated action across Five9 and other systems. Make your agents' lives easier by eliminating manual busy work that wastes time and distracts from delivering a more human customer experience. Read the data sheet to learn more.

Business Agility

Equip your contact center with the tools and insights you need to quickly and intelligently respond to constantly changing conditions and meet customers' heightened expectations with a more human experience.

Five9 Blended Contact Center

Five9 offers a blended contact center that enables your company to reach out to customers or prospects to provide information on a new product or service, follow up on a recent purchase, or remind your customers of an upcoming appointment – leveraging inbound traffic swings to take full advantage of slow periods and maximize agent time. Read the data sheet to learn more.

"We were looking for a cloud-based solution and an organization that could grow with us. That's where Five9 came in. With Five9, we were able to double the amount of calls without having to increase our staff. Moving to the cloud was easy."

Jonathon Harrell, Assistant Vice President of IT, **Regent University**

Businesses moving from on premises continually site Five9 as having powerful administration capabilities that allow them to take control of their customer service operation without reliance on IT.

Five9 Reporting, Analytics, and Dashboards

Five9 provides a comprehensive set of real-time and historical reporting tools based on best practices from hundreds of contact centers. Get a complete picture of your contact center performance and gain actionable insights that let you consistently achieve operational and strategic goals. Read the solution brief to learn more.

Five9 Admin

Businesses moving from on premises continually site Five9 as having powerful administration capabilities that allow them to take control of their customer service operation without reliance on IT. It is both very powerful and intuitive for users.

Five9 Workforce Optimization (WFO)

Five9 WFO enables you to manage your contact center more effectively, engage agents, streamline operations, and deliver exceptional customer experiences. Five9 WFO includes voice and digital interaction capture, workforce management (WFM), quality management (QM), interaction analytics, performance management and gamification, customer surveys, automated workflows, and pre-built CRM integrations. Read the data sheet to learn more.

Learn more about the breadth of the Five9 offering by visiting www.five9.com which includes details about:

- Agent Desktop
- Supervisor Desktop
- CRM Integration
- UC Integration
- Outbound Dialer
- Global Voice

Happy Five9 Employees Make the Difference

Leading businesses trust Five9 to deliver exceptional products that provide more human customer experiences and services that keep their contact centers running optimally. Five9 implementation and ongoing customer support ensure that the Five9 solution solves your business problems and helps you deliver a more human experience.
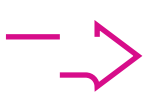
Professional Services

Five9 Professional Services works with you to implement the Five9 Intelligent Cloud Contact Center to deliver extraordinary customer experiences and improve efficiencies. Five9 uses a phased approach in our implementation methodology. Each phase builds on the previous activity to achieve clear, measurable goals, and culminates in the delivery of a robust solution that matches your unique needs and objectives. Because Five9 is built in the cloud, we can deploy our solutions in a fraction of the time it took to deploy on premises contact centers – weeks, not months or years.

Customer Success Manager (CSM)

The Five9 Customer Support team is available 24/7 and is poised to help solve the most pressing business challenges. A dedicated Five9 CSM provides comprehensive coverage for your account, including reviewing and understanding your Five9 configuration and business application, facilitating regular account reviews to cover any outstanding issues and requests,

Five9 Professional Services methodology includes:

Initiation
Transition from Sales to Professional Services

Identify project roles

Schedule & prepare for Kickoff/Discovery

Complete CAT (test)

Gather workflow / documentation

Definition
Lead series of Discovery sessions

Understand the key business outcomes

Complete Project Charter & implementation workbook

Build schedule and critical path

Configuration
Configure Five9 solution based on the requirements

Complete training sessions

Acceptance Testing (UAT)

Perform Go-Live Readiness Assessment

Engage TAM

Deployment
Oversee controlled initial go-live taking live calls

Modify any configurations based on initial go-live

Monitor agent & resource adoption of solution

Review seat ramp plan

Adoption
Review and optimize solution after having been in production

Continue regular status meetings

Identify any gaps in training, configuration, process, etc.

Introduce Customer Support

Project Closure
Align on project closure and transition

Solution sign-off

Facilitate transition to Account Mgmt.

"We ultimately decided to go with Five9 because of the people. I really enjoyed working with the professionals at Five9."

Jason Myers, CEO, **Sentinel Customer Acquisition**

partnering with stakeholders to identify and implement optimization recommendations, and much more. CSMs are dedicated to your ongoing success. They aren't happy unless your contact center is getting the most out of the Five9 cloud.

Technical Account Manager (TAM)

Five9 TAMs provide a level of service above and beyond our 24/7 support. With a designated TAM assigned to your company, you have an advocate within Five9, a consultant who understands your business, and an educator who can constantly help you with the best ways to achieve your contact center goals. Their in-depth knowledge of your business lets you get right to the heart of the discussion to resolve issues faster, run your business optimally, and deliver a more human experience.

Learn More

Want to learn more about how the Five9 Intelligent Cloud Contact Center can help you streamline your operations, improve productivity and efficiency, engage and empower agents, and provide exceptional customer service experiences? To get started, visit **www.five9.com** or call **1-800-553-8159.**

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

For more information visit **www.five9.com** or call **1-800-553-8159.**