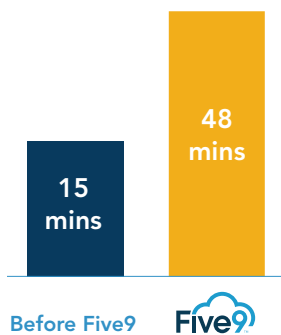# Call Center Software From Five9

Make Your Agents More Productive

The Benefits of Five9 Software:

- **Speed**
  Your contact center is up and running in days, not months. Scale up or down with one easy phone call.

- **Simplicity**
  Designed so non-techies can still be power users. And it's intuitive, so training agents and supervisors is simple.

- **Affordability**
  Subscription-based so you only pay for the agents you need, when you need them. On a monthly basis, and with no annual contracts required.

- **Security**
  Designed with firewalls, intrusion prevention, and a vulnerability management system to safeguard your data.

- **Reliability**
  More than 3 billion interactions processed a year using redundant data centers that are geographically dispersed, with failover capability.

Agents spend more time working live calls with Five9—improving productivity up to 300%

15 mins
Before Five9

48 mins
Five9

Five9® Call Center Software provides all the tools necessary for your agents to make more calls and be more effective on the phone:

· Smart dialers give agents more time with live prospects
· Intelligent routing gets calls to the right agents
· On screen caller info puts customer information at their fingertips
· Everything is automatically logged to your CRM

Why People Choose Five9

In addition to helping you monitor and manage your agents, Five9 Call Center Software helps you get up to 300% more productivity from your team. Other benefits include the following.

Simple Month-to-Month or Annual Pricing

Our pricing is simple and transparent, no long-term contracts. Month or annual pricing is based on the number of seats, and adding or removing seats is easy.

Cloud-Based, from 3 to 1,000+ Agents

No special hardware or system purchases are necessary to run Five9. All you need is a computer, a headset, and an Internet connection for each agent.

Crystal-Clear Voice Quality

Agents communicate better with customers and are more effective.

Integrates with All Leading CRM Packages

Five9 works seamlessly with Salesforce, Oracle, and NetSuite. We also provide basic CRM functionality built right in.

Works with Inbound, Outbound, and Blended Call Environments

No matter how your agents work, Five9 works seamlessly to improve productivity.

Want More Information or Pricing?
1-800-553-8159 or **sales@five9.com**

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Apply customer service and contact center best practices to social channels. You can even utilize Five9 Social as a lead generation tool, finding prospects at the optimum time to buy.
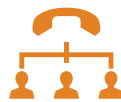
Smart Dialer Minimizes Agent Waiting

The Five 9 dialer predicts when agents will be available and has new customers on the phone ready for them. This reduces time spent dialing and waiting for no-answers.

Intelligent Routing for Accurate Agent-Caller Matching

The Five9 software routes calls to the right agent. Customers can be routed based on IVR selections, customer history, agent availability, and more. Routing can be changed at the click of a mouse.

On Screen Caller Info Delivers Instant Customer Details

Screen pops show agents who they are talking to and gives them the customer history. Agents can greet a customer by name and dive right into the problem without wasting time on preliminaries.

Supported Channels

- **Inbound Call Centers**—Five9 Call Center Software boosts productivity by getting the right calls to the right agent, with the right information. Functionality includes ACD with intelligent routing, IVR with speech recognition, and CTI screen pop.

- **Outbound Call Centers**—Five9 automated dialing allows agents to spend more time with customers and less time waiting. Our software includes Predictive, Progressive, Power, and Preview automated dialer solutions.

- **Blended Call Centers**—The Five9 Blended Contact Center mixes inbound and outbound capabilities seamlessly to ensure full utilization of call agents. Active Blending, eliminates the typical technology gap between inbound ACD functionality and outbound dialers.

- **Multichannel Call Centers**—Powered by our unique technology layer called Five9® Connect™, our multichannel applications enable your agents to provide your customers a better experience by moving efficiently between social media, mobile care, live chat, email, and voice calls.

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