Five9

Inbound Cloud Contact Center
Simplicity for the business user.
Rich functionality for the enterprise.
Deliver great experiences. Earn customer loyalty.

Stay ahead of changes with a nimble contact center solution that moves at the speed of your business.

Features:
- **ACD with Skills-Based Routing**
- **IVR with Speech Recognition**
- **CTI Screen Pop**
- **CRM Integrations**
  - Salesforce
  - Oracle/RightNow
  - Zendesk
  - Microsoft Dynamics
  - NetSuite
- **Chat and Email Integration**
- **Web Callback**
- **Quality Monitoring**
- **Agent Performance Management**
- **Voice and Screen Recording**
- **Quality Optimization Analytics**
- **Workforce Management**
- **Real-Time, Historical and Custom Reporting**
- **Agent Scripting**
- **Post-Call Surveys**
- **Web Integration APIs**
- **Network Connectivity: VPN, SIP Trunking, and MPLS**

Create a Customer Journey That Builds Loyalty
Deliver exceptional customer service using the sophisticated capabilities from the Five9 Virtual Contact Center (VCC).

Route Customer Interactions to the Right Resource
VCC has intelligent routing capabilities that give your company control over inbound interactions. With support for skills-based routing, Five9 gives you the tools your contact centers need to channel each customer contact to the right queue and agent, increasing first contact resolution and producing happier customers.

With real-time intelligent and conditional routing, your inbound contact centers can use data, such as recent customer behavior or customer value, to make routing decisions. You can prioritize high-value customers for special treatment, execute follow-the-sun routing, and boost first contact resolution rates.

Don't Keep Your Customers Waiting
The flexibility of Five9 software allows agents to work on calls from multiple interaction queues and optionally log into specific queues throughout the day. You can easily add prebuilt messages to tell callers estimated wait times based on current queue times and agent availability. With Five9, you can give callers the option to receive an agent callback when their position arrives in queue or to leave a voicemail for subsequent follow-up when a particular agent is unavailable for last-agent routing. For web-based contacts, the Five9 software integrates with your website to capture requests from visitors and route immediately for proactive outbound engagement.

IVR With Speech Recognition
Five9 IVR provides easy-to-use, visual designer tools to help contact center administrators define the optimal experience for customers. Robust IVR functionality can retrieve data from an external web server to verify a customer's information and provide self-service options, such as review of bank balances or open support cases.

Administrators can design a sophisticated IVR experience for self service and deliver relevant call data to agents – ensuring a cohesive customer experience tailored for each customer contact. And with speech recognition and text-to-speech capabilities, your IVR will deliver a natural user experience that your customers will be happy to use.

CTI Screen Pop
Whether you use a commercially available cloud CRM or a homegrown customer data system, VCC can deliver relevant customer data to your agents at the moment of customer interaction.

When it's not possible to find an exact match in customer data system, agents can easily choose from likely matches to load the correct contact record. Your customers will be happier because they don't need to repeat information, and agents will be more productive because they don't need to re-enter information.

CRM Integrations
Five9 has many prebuilt CRM integrations that are ready for agents to use today. If you already use Salesforce, Microsoft Dynamics, Oracle, Zendesk or others, your agents can use VCC from within those environments. For any other type of CRM, VCC includes its own built-in contact management. Agents can access and update your customer contacts, history, and notes as they interact with customers. Tools exist to easily pull relevant data from web based CRMs so that agents have all the data they need to help customers.

+70%

avg. First Contact Resolution using Cloud Contact Center
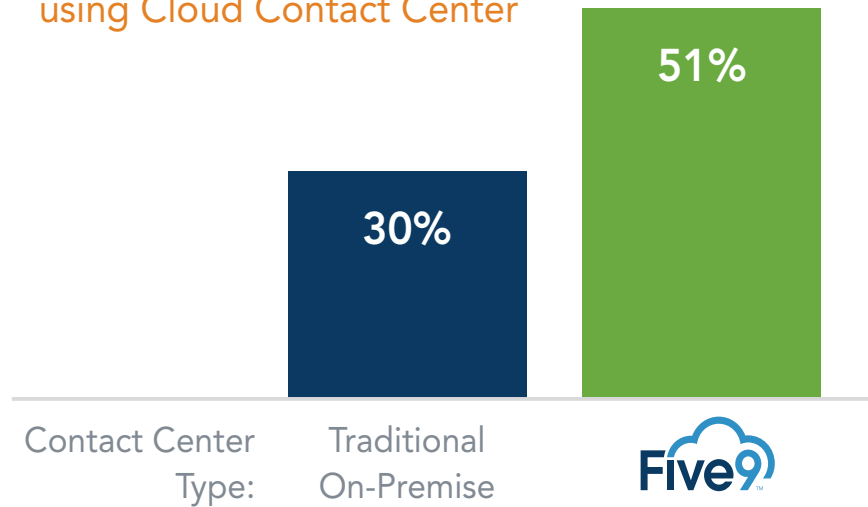
51%

30%

Contact Center Type: | Traditional On-Premise | Five9™

Workforce Optimization

Our partnership with Verint, Calabrio and CallMiner extends the advantages of their leading workforce management (WFM), quality management (QM) and analytics software to help you manage your contact center operations. Automated management of staffing levels and schedule adherence tied to forecasts of call volumes helps contact centers achieve the optimum balance of resources to meet service-level performance goals. Our WFO solution ensures that agents with the right skills are scheduled at the right times, and for multi-site contact centers, centralized forecasting and scheduling manages staffing at the enterprise level.

Quality Management, Recording, and Screen Capture

Quality management enables organizations to improve business performance, increase operational efficiencies, and achieve first contact resolution. To enable this, Five9's cloud offering includes the best QM software from Verint and Calabrio. Using a Five9 solution, customers can benefit from:

- PCI-supported call recording
- Screen capture with call synchronization
- Recording encryption and storage
- Agent performance management with coaching packages and QM reporting
- KPI analytics-based quality optimization with root cause analysis

Quality Monitoring

While agents are handling calls, supervisors can monitor them to ensure high-quality customer service. Supervisors can silently listen in on calls, and if needed, provide whisper advice to the agents, or barge into the call to speak to the agent and customer.

Quality monitoring also provides an excellent tool for supervisors to remotely monitor home-based agents and agents distributed across multiple contact centers. Supervisors have real-time visibility into the activities of all agents across the enterprise, along with IM and chat capabilities to communicate individually or in broadcast mode.

Reporting and Analytics

Five9 offers a highly configurable real-time dashboard that contact center supervisors and administrators can use to track contact center performance against KPIs and SLAs.

Five9 provides over 150 standard reports on agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, exported to calling lists, or exported to a variety of file formats for further review and archive.

Schedule a Demo

Want to see for yourself how the Five9 Inbound Cloud Contact Center can help you balance cost containment and customer satisfaction? Give us a call and we'll schedule an in-depth demo just for you. Let us show you how it works; we're confident it will give you everything you need, plus a lot more.

About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than three billion customer interactions annually.

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