

Outbound Cloud Contact Center

Power Your Sales Performance and Triple Your Productivity



Turbocharge your outbound operation with Five9's complete solution for outbound campaign management, including our best in class patented predictive dialer. Automated lead management tools help systemize your sales funnel and keep your people focused on improving contact ratios, conversion rates, and closing deals.

Outbound Capabilities:

- **Automated Dialer Technologies**
 - Predictive Dialer
 - Power Dialer
 - Progressive Dialer
 - Preview Dialer
 - TCPA Manual
- **Campaign & List Management**
- **CTI Screen Pop**
- **CRM Integrations**
 - Salesforce
 - Oracle
 - Zendesk
 - Microsoft Dynamics
 - NetSuite
- **Web Callback**
- **Agent Scripting**
- **Real-Time DNC List Management**
- **FTP Data Import**
- **Outbound Call Priority**
- **Disposition Timers and Redials**
- **Answering Machine Detection**
- **Automatic Voicemail Laydown**
- **Time Zone Rules Dialing**
- **Vertical Dialing Mode**
- **List Penetration Dialing Mode**
- **Local Caller ID**
- **Quality Monitoring**
- **Voice Recording**
- **Standard and Custom Reports**
- **Remote Agents**

Multiple Automated Dialer Options

Five9 supports a number of outbound automation capabilities to help you maximize selling time. Whether your sales organization is B2B, B2C, high volume, low volume, rep driven, or highly automated, the Five9 solution can help you close more sales.

Predictive Dialer

The Five9 Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talking to real prospects and customers, instead of dialing numbers.

Use the Five9 Predictive Dialer when you have a large number of leads you need to contact quickly. It runs through your call lists across multiple campaigns, detects voice mail, fax machines, and busy signals, avoids Do Not Call (DNC) numbers to comply with regulations, and automatically adjusts the dialing pace according to predicted agent availability.

With easy-to-use settings for call progress detection and dropped calls, you can fine-tune the dialer so that your business goals are achieved while staying compliant with applicable regulations for your industry and location.

Power Dialer

If you have a small number of sales executives and a large number of prospects you need to contact quickly, the Five9 Power Dialer is perfect for your business. Sales representatives use power dialing when they prefer to manually control the dialing pace. The power dialer automatically dials a user-configured number of calls per available sales agent, and is an excellent way for smaller organizations to gain the productivity benefits of automated dialing while leveraging all the robust campaign and list management features provided by the Five9 Outbound Cloud Contact Center.

Progressive Dialer

Contact centers that prefer to avoid dropped outbound calls typically use progressive dialing, which automatically dials one customer per available agent. For B2B campaigns, it's important to have an agent available for every connected call. Progressive dialing is the simplest dialing mode to set-up and administer, and it is the best way to gain productivity benefits of automated dialing while ensuring each connected outbound call is delivered to an available agent.

Preview Dialing

Preview Dialing is typically used in contact centers where agents need to familiarize themselves with the context of the customer relationship or the last contact just before dialing. This allows agents to tailor the conversation for each call according to the company's history with the customer. To increase productivity, administrators can control how much time the agent has to review the contact's details and history before the system automatically dials the customer's number.

TCPA Manual Touch Dialing Mode

TCPA Manual Touch Dialing Mode enhances preview dialing by removing automatic dialing without agent involvement. Agents can review the contact details of an automatically assigned record and initiate the dial or skip the record. This can be used to meet TCPA regulations.

Campaign and List Management

Five9's Outbound VCC provides comprehensive, automated lead management tools so your agents and inside sales teams can focus on having productive conversations that help you qualify leads and close business.

Five9 Campaign and List Management capabilities offer robust features that track your sales process

and produce greater efficiencies. These features include the ability to automatically update dialing lists based on call outcomes, increase contact ratios with local presence, and stay TCPA compliant with DNC list management. With these and a host of other features, your contact center agents and sales teams, increase their productivity as they qualify, nurture, and convert more sales opportunities.

Vertical and List Penetration Dialing

For debt management agencies and other organizations that must urgently get in touch with contacts, Five9 provides a Vertical Dialing feature for all four of our dialer technologies. Each contact number, up to three, is dialed in succession to maximize live connections with each contact. You can also configure your dialer for List Penetration Dialing when a call list needs to be processed quickly by dialing the first number for each contact.

Real-time "Do Not Call" List Compliance

Five9 helps you comply with DNC list legislation by letting you upload your company's supplemental DNC list, which automatically excludes these phone numbers from your outbound calling activity. In addition, the Five9 Cloud Platform automatically tracks inbound DNC requests and allows agents to mark callers' requests to be placed on the DNC list in real-time. You have the option to override the DNC list if a customer changes their mind.

Reach Sales Leads Faster with Web Callback

Our cloud solution provides a number of ways to reach hot sales leads immediately, so you can capture more revenue by contacting hot leads before your competitors reach them. The Web Callback feature receives requests from website visitors and generates an immediate automated callback. Once the call to the website visitor is connected with an available sales associate, a CTI-enabled screen pop helps increase close rates by providing your representative all the information about the lead. By using Five9 Cloud APIs, any website can be integrated with your contact center so that sales leads and other types of callback requests can be added to existing call lists.

Agent Scripting Turns Conversations Into Sales

The Five9 Outbound Cloud Contact Center provides flexible, integrated agent scripting with automated outbound dialing. This enables your agents to deliver more sales pitches to more prospects. Call scripting ensures consistent sales call handling, even by less experienced agents, so your organization can generate more qualified leads and increase sales revenues.

Five9 provides an easy and flexible tool for agent scripting that allows administrators to define a linear script or a branching conversation. For branching conversations all agent-entered information is captured, associated with the contact record and can be reported on within the Five9 Reporting Application. And, our extensive Quality Monitoring and Call Recording features enable you to evaluate, train, and improve your sales teams performance.

CRM Integrations

Five9 provides pre-packaged integrations with market-leading CRM providers, enabling companies to take full advantage of the benefits of cloud computing and increase productivity for employees in virtually any department. Once an outbound call is connected, the Five9 Outbound Cloud Contact Center can open an appropriate contact, case, opportunity, or lead. Each displayed phone number becomes a clickable link to make an outbound call, and all calls and notes are automatically saved in the CRM application.

Want to Know More? Schedule a Demo

Want to see for yourself how the Five9 Outbound 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.

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.

Five9's solution helps contact centers create exceptional customer experiences, increases productivity and boost revenue.

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

"We went from a hand dialing outbound call center to an automated cloud contact center within 30 days, and our agents were producing nearly double the amount of appointments daily. Our agents have gone from a lot of dead air time dialing, to being connected to prospects nearly 60 percent of their workday. I strongly recommend this integrated solution for new and growing contact centers."

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