



October 2, 2017

Five9 Customer to Present on Modernizing Their Contact Center at Oracle OpenWorld 2017

Total Wine & More Discusses How They Paired with Five9 & Oracle Service Cloud for an Amazing Omnichannel Experience

SAN FRANCISCO--(BUSINESS WIRE)-- [Five9](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, will be exhibiting at booth number 31 at Oracle OpenWorld on October 2-5, in San Francisco, California. During the show, John Jordan, SVP Total Wine & More, a Five9 customer, will be presenting the success story of modernizing their contact center by moving to the cloud. Additionally, Five9 will present their integration to Oracle Engagement Cloud in a theater session. In addition, Five9 will demonstrate their integration to Oracle Service Cloud and Oracle Engagement Cloud in booth #31.

In the Five9 booth (#31):

- | View a demonstration of the Five9 Virtual Contact Center and learn more about the integration to Oracle Engagement Cloud
- | Enter booth raffles featuring great prizes!

Other places you will find Five9:

| **Total Wine & More Theater Session Details:**

In this session John Jordan, SVP of Total Wine & More will discuss how Total Wine & More uses Five9 and Oracle Service Cloud to keep a 360-degree record of customers, personalize experiences, and encourage confident and comfortable shopping.

Title: Modernize Your Contact Center to the Cloud: A Presentation by Total Wine & More

Date: October 3, 2017

Time: 12:40pm - 1:00pm PST

Location: Moscone South, CX Innovation Theater

| **CX Innovation Theater Session Details:**

In this session Brian Schnack, Senior Director of Product Management, Five9, will share how the Five9 integration to Oracle Engagement Cloud empowers agents to deliver amazing customer experiences. The jointly developed solution gives agents everything they need to help customers with problems or optimize sales.

Title: Empathy, Empowerment, Enthusiasm, and Engagement Cloud

Date: October 2, 2017

Time: 4:00pm - 4:30pm PST

Location: Moscone South, CX Innovation Theater

- | Attendees of Oracle OpenWorld are invited to join Five9 for activities on Tuesday, October 3, by preregistering for the following:
 - | [CX Customer Reception at Oracle OpenWorld](#)
 - | [Live Performance at Slim's](#)

"After considerable evaluation, we selected Five9 and Oracle as our integrated contact center solution because the simple yet robust capabilities were exactly what we needed to provide the personalized level of service we achieve today in our stores," says John Jordan, SVP, Total Wine & More. "Implementing the Five9 and Oracle solution is furthering our commitment of first-class customer service for our loyal customers."

"We are proud of the solutions we have jointly developed with Oracle to deliver amazing customer experiences," says Mike Burkland, President & CEO, Five9. "We are thrilled to see leading companies such as Total Wine & More, team with Five9 and Oracle to modernize their contact centers and deliver those amazing customer experiences."

About Five9

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses reliable, secure, compliant and scalable cloud contact center software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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