



November 4, 2014

Five9 to Speak and Participate in Social Media for Customer Service Summit in New York

Five9 Expert to Lead Discussion at November Social Strategy Event

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9](#) (NASDAQ: FIVN), a leading provider of cloud contact center software, today announced it will attend and present at the [2014 Social Media for Customer Service Summit](#), November 4-5, 2014 in New York City.

Five9 representative Jonathan Russell, director of channels and strategic accounts will present today during the event. The 'Social Listening' panel will provide attendees with an in depth look into how best to collect and answer customer feedback in real time. Attendees will learn how to build social into service strategies to cut costs, prevent crises, and get happier customers.

TWEET THIS: Join @Five9 at the Social #CustServ Summit in New York this Nov 4, 2014. #CSMCS #Cloud #Social
<http://bit.ly/134LjBM>

Who: Jonathan Russell, director of channels and strategic accounts, Five9

What: Social Listening to Drive Real-Time Response: Implement systems to collect and answer customer feedback in real-time

When: Wednesday, November 5, 2014; 10:55 a.m. ET

Where: The New Yorker Hotel, New York, NY

About Five9

Five9 is a leading provider of cloud contact center software, 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, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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Analyst & Media Contacts:

Five9

Meghan Hammitt, 925-364-9162

Meghan.Hammitt@Five9.com

or

SHIFT Communications

Katie Halloran, 415-591-8459

Five9PR@shiftcomm.com

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