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## Global Manufacturing Company Selects Five9 for Inbound Contact Center, Salesforce Integration, Industry Leading User Interface and Global Presence

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software to enterprise organizations, today announced that a global manufacturing company has selected Five9 to power its 17 contact centers and hundreds of contact center agents around the world.

Reasons Five9 was chosen include:

- Robust inbound contact center functionality
- Security and reliability
- Strength of salesforce.com integration
- Industry leading intuitive interface; the modern Five9 user interface was created with the business user in mind
- Global footprint; the customer, which has contact center agents in more than five countries, leverages multiple Five9 data centers in Europe and the US

"Five9 plays a key role in helping global enterprise companies be more efficient and productive by addressing their challenges in the contact center. Manufacturing is one of many industries that continues to drive new business for Five9 and we look forward to continued success," said Mike Burkland, President and CEO, Five9.

**[TWEET THIS:](#)** Global enterprise company selects #Five9 for Salesforce integration, simple GUI and global footprint. #ContactCenter

Five9 provides everything needed to run a multi-channel [inbound](#), [outbound](#), or [blended](#) contact center, including a multichannel agent desktop, supervisor desktop to monitor and coach agents, live chat, social customer service, sophisticated [management applications](#) such as real-time and historical [reporting](#), recording, [workforce management](#), [quality monitoring](#), out-of-the-box and custom [CRM integrations](#).

This customer's initial focus is on their inbound contact center so that they can better meet the demands of their customers in the channel that they prefer. The [Five9 Inbound Contact Center](#) includes powerful telephony, web, chat, email, mobile and social capabilities.

- Automated Call Distributor (ACD) with skills based routing, voice self-service (IVR), and Computer Telephony Integration (CTI) guides customers to the right answer or agent
- With multichannel solutions, organizations are able to engage with customers on whatever channel they choose
- By using a single system to engage, route and report, organizations are able to provide the best possible customer experience

Out of the box integrations to popular customer relationship management (CRM) solutions such as Salesforce, Oracle, and Zendesk allows agents to work in the familiar CRM desktop, and is designed to ensure that when an agent does receive a call, it is delivered with the caller's information and the appropriate script.

### Additional Information

Learn more about the [Freedom Release](#), the latest in agent focused cloud contact center software from Five9.

Talk with us [@Five9](#), [LinkedIn](#), [Facebook](#), [Blog](#).

### Forward Looking Statements

This news release contains certain forward-looking statements, including our potential success in growing its manufacturing

client base set forth in the quote from our Chief Executive Officer, that are based on our current expectations and involve numerous risks and uncertainties that may cause these forward-looking statements to be inaccurate. Risks that may cause these forward-looking statements to be inaccurate include, among others: (i) our quarterly and annual results may fluctuate significantly, may not fully reflect the underlying performance of our business and may result in decreases in the price of our common stock; (ii) we may be unable to attract new clients or sell additional services and functionality to our existing clients or could experience a reduction in seats or revenues from existing clients; (iii) our recent rapid growth may not be indicative of our future growth and we may fail to manage our growth effectively; (iv) the markets in which we participate are highly competitive and we may be unable to compete effectively; (v) we may be unable to manage our technical operations infrastructure, which could cause our existing clients to experience service outages, cause our new clients to experience delays in the deployment of our solution and subject us to, among other things, claims for credits or damages; (vi) a decline in our dollar-based retention rate could cause our revenues and gross margins to decrease and our net loss to increase and we may be required to spend more money to grow our client base to maintain our revenues; (vii) sales of our solutions to larger organizations may require longer sales and implementation cycles and we may be unable to offer the configuration and integration services or customized features and functions required by larger organizations, which could delay or prevent sales of our solution to them; (viii) downturns or upturns in new sales will not be immediately reflected in our operating results and may be difficult to discern; (ix) third-party telecommunications and internet service providers on which we rely may fail to provide our clients and their customers with reliable telecommunication services and connectivity to our cloud contact center software; (x) we may be unable to achieve or sustain profitability; (xi) we may be unable to secure additional financing on favorable terms, or at all, to meet our future capital needs; and (xii) the other risks detailed from time-to-time under the caption "Risk Factors" and elsewhere in our Securities and Exchange Commission filings and reports, including, but not limited to, our most recent quarterly report on Form 10-Q. Such forward looking statements speak only as of the date hereof and readers should not unduly rely on such statements. We undertake no obligation to update the information contained in this press release, including in any forward-looking statements.

## **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, helping organizations of every size transition from premise-based solutions to the cloud. Five9 provides businesses secure, reliable, scalable cloud contact center software to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit [www.five9.com](http://www.five9.com).

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