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Five9 Wins 2016 TMC Labs Innovation Award From CUSTOMER Magazine for Improving the Customer Experience

Five9 the Only Cloud-Based Contact Center Solution Provider to Receive Honor

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that the Five9 Virtual Contact Center (VCC) has been named a [2016 TMC Labs Innovation Award winner](#), presented by TMC's CUSTOMER magazine. Five9 is the only cloud-based contact center software provider to receive this distinction.

The Five9 Virtual Contact Center solution, which empowers businesses to turn every customer interaction into a positive outcome, received the award. Consumers today expect instant gratification, irrespective of the channel of communication, when reaching out to the brands they care about most. With the Five9 cloud-based solution, businesses can leverage the power of predictive analytics to shape the consumer's journey and proactively engage with them at crucial moments along the way, creating a superior engagement experience. This level of personalization has been a tremendous innovation in the contact center space, supporting the mission of companies to drive stronger brand loyalty.

TMC Labs Innovation Awards honor products that display innovation, unique features, and significant contributions toward improving communications technology. The TMC Labs Innovation Award is granted to those companies demonstrating ground-breaking contributions to the industry.

"We place a tremendous emphasis on improving the customer engagement experience as consumer expectations evolve, and this honor further reflects what our customers tell us. The Five9 solution continues to support and anticipate the needs of the enterprise contact center market with its innovative, intuitive and personalized technology," said Mike Burkland, President & CEO, Five9.

"Congratulations to Five9 for being granted a 2016 CUSTOMER Magazine TMC Labs Innovation Award. The Five9 Virtual Contact Center has been selected for demonstrating innovation, superior quality and unique features which have had a positive impact on customer-related technologies," said [Rich Tehrani](#), CEO, TMC.

Learn more about the cloud-based [Five9 Virtual Contact Center](#), the latest in agent focused cloud contact center software from Five9.

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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 over 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 with cloud contact center software that is reliable, secure, compliant and scalable, which is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

About CUSTOMER:

Since its launch in 1982 as Telemarketing Magazine, [CUSTOMER](#) magazine has been the voice of the customer experience, call/contact center, CRM and teleservices industries. CUSTOMER has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, CUSTOMER strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

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