



## Customers Rate Five9 Cloud Connect User Group a Huge Success

*Event held in San Francisco Explored the Keys to Modernizing the Contact Center*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud-based software for the enterprise contact center market, held its annual user group event in San Francisco at the Park Central Hotel on September 14, 2016. Five9 Cloud Connect consisted of keynote addresses, breakout sessions, Five9 customer success presentations, solution demo stations and networking opportunities for attendees.

Five9 Cloud Connect was a full-day session for Five9 contact center customers, technology partners, to come together in person with Five9 executives and staff to learn about and discuss the impact modernizing the contact center has on delivering an exceptional customer experience. Attendees said that they gained practical insights into maximizing each customer interaction, improving operational efficiency, and delivering a personalized and proactive omnichannel experience. CEO Mike Burkland delivered a keynote exploring the evolution of customer service to meet rising customer expectations.

"The Five9 cloud contact center solution enables McKesson speed, agility, and growth and has become the go-to vendor for McKesson with repeatable success as we expand Five9 usage to new groups within the company," said Ed Albrektsen, McKesson.

"At NexRep, a workforce company with over 1,000 agents, we entrust Five9 to run the technology that powers our business so we can focus on our agents and clients, and demonstrate the benefits of using an at-home agent model," said Teddy Liaw, CEO NexRep.

"At Five9 our focus is on helping our contact center customers provide a world-class experience on every customer interaction," says CEO Mike Burkland. "Five9 Cloud Connect 2016 was a great way to help arm our customers with the tools they need to better meet their customers' expectations and improve the performance of their contact center operations. It was also a great opportunity for Five9 to get feedback from our customers on our product roadmap."

Five9 will hold an east coast Five9 Cloud Connect at the Gaylord National Resort in Washington, D.C. on Oct. 18, 2016.

### **Additional Information:**

To learn more about Cloud Connect, visit <http://www.five9.com/registration/cloud-connect-2016>.

### **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](http://www.five9.com).

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