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## Five9 Integration Adapter for Microsoft Dynamics 365 CRM Now Available via Microsoft AppSource

*Named as a Leader in the Contact Center as a Service (CCaaS) Gartner Magic Quadrant, Five9 is the first and only CCaaS provider on Microsoft's AppSource Marketplace*

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 Adapter for Microsoft Dynamics CRM is available through Microsoft's AppSource marketplace. Five9 is the first and only Gartner Contact Center as a Service (CCaaS) Magic Quadrant Leader currently available on AppSource.

"The seamless integration with Microsoft Dynamics 365 brings the power of Five9 to the desktop. When you combine the powerful telephony platform and blended agent capabilities from Five9 with Microsoft Dynamics 365, our customers have all the tools they need to develop leads, nurture contacts, track progress throughout the pipeline, and increase both sales and retention," said Param Kahlon, GM for Microsoft Dynamics 365.

Microsoft's AppSource marketplace helps enterprise users of all sizes find software-as-a-service (SaaS) apps from Microsoft and its partners. Including existing app add-ins and content packages, AppSource apps are built on top of Microsoft Dynamics 365 CRM, Skype for Business and other Microsoft applications, which tie seamlessly in to our joint customer journey.

"The inclusion of the Five9 platform on the AppSource marketplace is the natural next step in our growing partnership with Microsoft," said Walt Rossi, Vice President of Business Development, Five9. "This will allow our customers to identify and install the applications and solutions that they need to develop a robust, flexible technology infrastructure. The seamless integration of Five9 with Microsoft's offerings is an enterprise level solution that is built for the cloud and is guaranteed to super charge your sales and service programs."

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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 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 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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