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Five9 Receives Customer Experience Excellence Award for SoCoCare Social Media Platform

PACE Honors Cloud Software Provider, Five9, for Remarkable Social Product Innovation

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced that it was recognized by the Professional Association for Customer Engagement (PACE) for innovation in social media.

[CLICK TO TWEET](#): .@Five9 receives @PACEAssociation CX excellence award for #social innovation. @SoCoCare #CCTR #CX #CustServ #cloud #NLP

PACE commended Five9 for its two products: [Five9 SoCoCare and Five9 Social](#). These cloud-based social media solutions provide advanced engagement capabilities for both customer care and social lead generation, while also helping organizations manage social activity based on standard contact center key performance indicators (KPIs).

Five9 SoCoCare and Five9 Social combine rich social feeds (from blogs to articles and social network posts) with the ability to reply and direct-message authors all on one, unified platform. A [unique technology layer called Five9 Connect](#) powers these social capabilities. Five9 Connect includes an advanced Natural Language Processing (NLP) engine to filter and categorize interactions, eliminate spam and analyze sentiment.

"We are thrilled to be recognized for our innovative social customer service solutions, and proud to be offering customers the ability to effectively manage overwhelming social channels. At Five9, we recognize the importance of each and every customer interaction, and strive to offer the technology solution needed for companies to interact seamlessly with their customers in new ways."

- Lance Fried, senior vice president social and mobile applications, Five9

This is the inaugural year for the [PACE Customer Experience Excellence awards](#). Winners were announced during customer service week 2014 and are designed to recognize the best and the brightest in the customer engagement industry.

Five9 Social and Five9 SoCoCare have been consistently honored for outstanding product achievement. Additional recognition includes: [TMC Social Business Honoree for Improving Social Media Communication](#), [Communications Solutions Product of the Year](#), and [TMC Labs Innovation Award](#).

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.

All product and company names mentioned are the property of their respective owners.

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