Five9 Delivers Managed Private Network in the Cloud, Helping Contact Centers Create High Quality Customer Interactions

Five9 MPLS Agent Connect Offers Contact Centers Quality Customer Interactions on an Alternative to Public Internet

SAN RAMON, Calif., June 17, 2014 (GLOBE NEWSWIRE) -- Five9 (Nasdaq:FIVN), a leading provider of cloud contact center software, today announced an enhanced cloud offering for its customers through a private network. With Five9 MPLS Agent Connect, Five9 customers are able to avoid potential impacts of internet congestion on call quality and data vulnerability.

Five9 MPLS Agent Connect is a private network connection that works by linking Five9 agent stations to Five9 applications using a dedicated network that is separate from the Internet. In the past, most contact centers who want the reliability of an MPLS network were forced by their software vendors to obtain their own connectivity, and had to rely on their own staff to order, install, and maintain it. Five9 now offers a complete turnkey system that is ordered, installed and supported by Five9, so the contact center can focus on what they do best: creating a great customer experience.

TWEET THIS: #Five9 MPLS Agent Connect offers contact centers peace of mind, and quality interactions on a secure #cloud network. #CCTR @Five9 $FIVN

Five9 MPLS Agent Connect is designed to support voice and data connections on a dedicated alternative to the public Internet. Companies that rely on the public Internet for contact center connectivity are inherently vulnerable as Internet congestion can temporarily disrupt agent productivity, and negatively impact call quality.

"Five9 customers deserve highly reliable connections and the ability to facilitate quality interactions. With the Five9 MPLS Agent Connect, those customers can now enjoy high-quality, private connections."
Liz Osborn, product and solution marketing, Five9

This addition to the Five9 product portfolio is now available.

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.

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