



December 9, 2014

## Five9 to Host and Keynote at Contact Center Industry Events

*Five9 to Present at NECCF, Customer Experience Networking Event, and Great Management Strategies Networking Event*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, will host and present at a number of events throughout December to share best practices and strategies for contact center professionals.

**TWEET THIS:** @Five9 hosts 3 events in Dec. Offering #CCTR best practices and customer testimonials. #CustServ  
<http://bit.ly/1yI8IVs>

### **North East Contact Center Forum (NECCF)**

Who: Matt Zemon, president and CEO, American Support  
What: 10 Ways to Better Serve Customers in 2015  
When: Tuesday, December 9, 2014; 11:00 AM - 12:00 PM ET  
Where: Henderson House, Weston, MA

### **Five9 Lunch and Learn, Massachusetts**

Who: Bruce Belfiore, CEO, Benchmark Portal  
Nancy Robitaille, corporate director of commercial operations, Olympus  
What: Benchmarking Best Practices  
Customer Case Study, Optimizing Your Contact Center  
When: Friday, December 12, 2014; 11:30 AM - 2:30 PM ET  
Where: Bentley University, Waltham, MA

### **Laguna Beach Networking Event: Cocktails and Customer Experience**

Who: John Kariotis, president of the OCRM division, Amberleaf Partners  
Andy Sturm, executive vice president loan servicing, Gateway One Lending & Finance  
What: Best Practices in Customer Engagement, Improving Agent Efficiency  
When: Thursday, December 18, 2014; 4:00 PM - 7:00 PM PT  
Where: Pacific Edge Hotel, Laguna Beach, CA

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

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Source: Five9, Inc.

