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Five9 Partners with Westcon-Comstor for Global Distribution of Award Winning Five9 Solution

Partnership Allows Best-in-Class Solutions to Be Available to Wider Breadth of Customers

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, announced today that Westcon-Comstor, a prominent value-added global distributor, has expanded its distribution agreement to include the award winning solutions from Five9. This agreement allows Westcon-Comstor to distribute Five9 solutions worldwide, to more than 150 countries.

As of today, Five9 is the only cloud-based contact center technology vendor available through Westcon-Comstor. The value-added distributor will be offering the full range of solutions from Five9, which complements and enhances the existing products currently offered through the Westcon-Comstor Unified Communications and Collaboration Solutions Practice.

The Five9 solution delivers everything needed to connect customers to agents in the channels they prefer, whether it is phone, web, chat, email, mobile apps, or social media. Five9 provides a full end-to-end solution with sophisticated management applications such as, supervisor desktop to monitor and coach agents, real-time and historical [reporting](#), recording, [workforce management](#), [quality management](#), out-of-the-box and custom [CRM integrations](#).

"Five9 was chosen by Westcon-Comstor for our best-in-class cloud-based contact center solutions. This partnership will make our products available to resellers and their customers who are in need of a reliable, scalable, secure and compliant enterprise grade product," said Mike Burkland, President and CEO, Five9. "Five9 has been through tremendous growth over the past several months and this agreement is a natural next step in our progression."

"Westcon-Comstor is uniquely qualified to deliver and integrate complex unified communications, network infrastructure, data center and security solutions. As a value-added distributor, we are focused on creating the programs and support that accelerate the business of our partners and we are pleased Five9 has become one of those partners," said Barat Dickman, vice president and general manager of the Westcon-Comstor Unified Communications and Collaboration Solutions Practice. "Our UC practice, supported by technologies like the Five9 cloud-based contact center solution, helps enable our resellers to receive the most business value possible."

The Five9 Channel Program

Five9 has established a reseller program focused on Value-Added Resellers (VARs), brokers, agents, dealers, and distributors servicing small and large enterprises. The program enables service providers to accelerate time-to-market with an industry leading cloud contact center solution versus a traditional premise solution. It also enables interoperability and integration to existing unified communications systems and third-party applications, enabling service providers to extend the value of their solutions.

Five9 VCC features include:

- | Automated Call Distributor (ACD) with skills based routing, voice self-service (IVR), outbound dialers, and Computer Telephony Integration (CTI)
- | The Five9 multi-channel solution includes phone, web, chat, email, mobile, and social channels
- | Five9 Connect is a unique intelligent technology layer that includes advanced Natural Language Processing (NLP), business rules, routing engine, and agent assistance tools
- | Sophisticated management applications such as: supervisor applications to monitor and coach agents, real-time and historical [reporting](#), recording, [quality management](#), and workforce management
- | Pre-packaged CRM integrations with Salesforce, Oracle, Microsoft, NetSuite, and Zendesk as well as custom integrations through our robust APIs
- | Built on a trusted platform that is reliable, secure, compliant and scalable

Additional information

Learn more about the latest in agent focused [cloud contact center software from Five9](#). Learn more about the [Partner Program](#).

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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 approximately 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 reliable, secure, compliant and scalable cloud contact center software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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