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Five9 Freedom Release Wins 2015 CUSTOMER Magazine TMC Labs Innovation Award

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software to enterprise and SMB businesses, announced today that [TMC](#), a global, integrated media company, has named the [Five9 Freedom release](#) as a 2015 TMC Labs Innovation Award winner presented by [TMC's CUSTOMER magazine](#).

The [Freedom release](#) of the Five9 Virtual Contact Center (VCC) includes a new, modern Five9 user interface built on HTML5 and REST API's called Agent Desktop Plus, and new contact center CRM Adapters for Oracle and Salesforce.

Today's customer demands service when and where they choose, and cloud based solutions are the quickest and most cost effective path to meeting this critical need. Five9 VCC can manage voice, email, chat and social - allowing agents to easily switch between multiple tasks and conversations with a new, more intuitive user interface. A single screen provides rich customer context and insight, guiding the agent through resolution - consistently, giving agents valuable customer context and insight - empowering them to engage with today's connected customer.

"Congratulations to Five9 for being granted a 2015 CUSTOMER Magazine TMC Labs Innovation Award. The Five9 Freedom release has been selected for demonstrating innovation, superior quality and unique features which have had a positive impact on customer related technologies," said [Rich Tehrani](#), CEO, TMC. "We're pleased to recognize this outstanding achievement with a TMC Labs Innovation Award."

The TMC Labs Innovation Award honors products that display innovation, unique features, and significant contributions toward improving communications technology. The TMC Labs Innovation Award is granted to those companies demonstrating ground-breaking contributions to the industry.

The 2015 CUSTOMER Magazine TMC Labs Innovation Award results will be published in the September 2015 issue of [CUSTOMER magazine](#).

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, helping organizations of every size transition from premise-based solutions to the cloud. Five9 provides businesses secure, reliable, scalable cloud contact center software to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

About CUSTOMER

Since 1982, [CUSTOMER](#) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including [Cloud Computing](#), [IoT Evolution](#), [Customer](#), and [Internet Telephony](#). TMCnet is the leading source of news and articles for the communications and technology industries, and is read by 1.5 million unique visitors monthly. TMC produces a variety of trade events, including [ITEXPO](#), the world's leading business technology event, as well as industry events: 2015 Connecticut Mobile Summit; Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; Drone Zone 360; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; IoT Evolution Fog, Analytics & Data Conference; IoT Evolution Connected Transportation Conference; IoT Evolution Connected Home & Building Conference; MSP Expo; NFV Expo; SIP Trunking, Unified Communications & WebRTC Seminars; Wearable Tech Conference & Expo featuring Fitness and Sports Wearable Technology (FAST) Expo; WebRTC

Conference & Expo; and more.

For more information about TMC, visit www.tmcnet.com.

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Analyst & Media Contacts:

Five9

Katie Bromley, 925-364-9139

Katie.Bromley@five9.com

or

SHIFT Communications

Katie Halloran, 415-591-8459

Five9PR@shiftcomm.com

or

TMC Contact:

Rebecca Conyngham, 203-852-6800, ext. 287

Marketing Manager

rconyngham@tmcnet.com

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