



## Five9 Announces Support for Salesforce Omni-Channel and Certification for Lightning Experience at Dreamforce 2015

*Five9 Speakers Discuss Evolution in Cloud Based Contact Center Solutions*

SAN FRANCISCO--(BUSINESS WIRE)-- [Five9](#) (NASDAQ: FIVN), a leading provider of cloud contact center software to organizations of all sizes, today announced the company's continued support of Salesforce and the recently released Salesforce Omni-Channel and Lightning Experience.

Five9 seamlessly integrates the award winning Five9 Virtual Contact Center (VCC) with Salesforce Omni-Channel. This integration is key to providing the right contact center agent with the right tools to excel in their roles. When agents are empowered with the right solutions, they have a direct and positive impact on the customer experience. Integrating the Five9 blended agent presence with the presence management capabilities of Salesforce Omni-Channel, agents share the right priority and availability, meaning the right work gets to the right agent at the right time, resolving customer issues faster whether by phone, by email, or by Live Agent Chat. This provides tremendous value to contact center operations, ensuring efficient management of blended agents, greater agent utilization, and improved service results.

In addition, Five9 has received the Lightning Ready certification. Built on the Salesforce1 Platform, the new Lightning Experience combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps.

"As companies adopt omnichannel solutions, the goal of Five9 is to support almost any integration strategy. The Five9 simply smart platform complements our customers' technology investments in a single desktop combined with our strong integration with Salesforce," said Mike Burkland, President and CEO, Five9.

Five9 also announced that the company will have speakers at two sessions at [Dreamforce](#) and industry analyst Sheila McGee-Smith will be available for questions in the Five9 booth (#320).

### Session name: **Increase Sales and Improve Service with Empowered Agents**

Speaker: Mayur Anadkat, Vice President Product Marketing and Solution, Five9

When: Tuesday, September 15; 5:00 p.m.

Where: Partner Theater West

### Session name: **Building Pipeline Through Engagement Centers**

Speaker: Dan Burkland, EVP Sales and Business Development, Five9 (panelist)

When: Wednesday, September 16; 10:00 a.m.

Where: Children's Creativity Museum of San Francisco

### **Additional Information**

Participate in a Q&A with industry analyst [Sheila McGee-Smith](#) on Wednesday, September 16 from 10am-12pm in the Five9 booth (#320).

Visit the Five9 booth (#320) to learn more about the [Freedom Release](#), the latest in agent focused cloud contact center software from Five9.

Talk with us [@Five9](#), [LinkedIn](#), [Facebook](#), [Blog](#) #Five9 #DF15

### **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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