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Five9 Takes Home Top Honors for the 2016 SaaS Awards

Five9's Cloud-Based Contact Center Technology is Recognized for Positively Impacting the Customer Journey and Customer Experience

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that it is the winner of the 2016 [Software as a Service \(SaaS\) Award](#).

Five9 Contact Center was designed and optimized for contact center agents to accomplish more, faster, in a multichannel world to better enable agents to tackle customer needs. Through a simple-to-use dashboard and intelligent design, agents are better able to accomplish their duties, which improves their ability to provide exceptional service to the customer and ultimately generates positive business outcomes. When coupled with the leading CRM solutions, through deeply integrated adapters, even more context-relevant information can be displayed to agents to further improve business outcomes.

"We are honored that Five9 has won this prestigious SaaS Award for product innovation. The Freedom release is the foundation for our future releases of the Five9 Virtual Contact Center and this recognition validates its revolutionary capabilities," Mike Burkland, CEO at Five9. "It is an incredible achievement to win in this category considering the global scale of the competition. At the end of the day, our customer's success is what drives us forward, and to be given this award underscores the importance of the work we do."

This is the inaugural year of the SaaS awards program, following the success of its adjacent award, The Cloud Awards. The SaaS awards recognize the excellence and innovation in the sphere of cloud services available as software solutions.

"We are thrilled to be able to announce the final list of winners - a collection of some of the brightest and best solutions in the SaaS space today," said Larry Johnson, SaaS Awards and Cloud Awards organizer.

To learn more about the Five9 Virtual Contact Center, please visit: <http://www.five9.com/products/whats-new>

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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.

About the SaaS Awards

The [SaaS Awards](#) is a sister program to the Cloud Awards, which was founded in 2011. The SaaS Awards focuses on recognizing excellence and innovation in software solutions.

All product and company names mentioned are the property of their respective owners.

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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

For the SaaS Awards:

Larry Johnson

larry@cloud-awards.com

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