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Five9 Regional User Group Workshop Series Underscores the Influential Role Held by Contact Center Agents and Their Impact on the Bottom Line

SAN RAMON, Calif.--(BUSINESS WIRE)-- Five9 (NASDAQ:FIVN) a leading provider of cloud contact center software, today announced that during the Five9 User Group Workshop series customers were strongly aligned with the importance of the agent experience, its direct impact on the customer experience, and ultimately the bottom line.

The Regional User Group Workshop series, held in Ft. Lauderdale, Dallas and San Diego, was held earlier this month and featured several partners and customers who shared their stories, including: Authority Software, CORVEL, GolfNow, Greenwood Hall, Invenio, Lending Tree and Open English. A highlight from the series was the unveiling of the Five9 Freedom release. The Freedom release of the Five9 Virtual Contact Center (VCC) includes a new, modern user interface built on HTML5 and REST APIs called Agent Desktop Plus, and new contact center CRM Adapters for Oracle and Salesforce.

As customer/agent interactions become increasingly complex, many organizations have only focused on the customer, creating layers of applications and convoluted processes that are literally stacked on an agent's screen, making it very difficult for agents to do their job well. Addressing this challenge was the focus of the series, where attendees heard from best-in-class Five9 customers and partners on their own best practices.

"Participating in the Five9 User Group was a valuable experience. Open English is excited about Five9's vision for cloud-based contact center software and we've already benefited from the Five9 solution, especially the integration with Salesforce CRM," said Lee Hasson, Director of Business Intelligence, Open English.

"The feedback we received at these workshops has been extremely positive and clearly demonstrates that our focus on the agent experience is strategic to our customers. The companies that are most successful are the ones that realize the critical role that agents play in their contact center. One of our core beliefs is that the quality of the agent experience in the contact center has a profound impact on the customer experience and eventually on the bottom line," said Mike Burkland, CEO and President, Five9.

Product Detail

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 Virtual Contact Center (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 the customer interaction. As a result, agents are empowered with the optimum software solution to engage successfully with today's connected customer.

Additional Information

Learn more about the Freedom Release, the latest in agent focused cloud contact center software from Five9.
Talk with us @Five9, LinkedIn, Facebook, Blog.

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.

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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

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