



January 16, 2017

Five9 Hosts Roundtable Discussion on the Business Impact of Empowered Contact Center Agents at 2017 Call Center Week Winter Conference and Expo

Exhibits Award-Winning Five9 Virtual Contact Center

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, announced today it will be sponsoring, exhibiting and participating in the 2017 Call Center Week Winter Conference and Expo, January 17-20, 2017 in New Orleans, Louisiana.

At Call Center Week Winter, Five9 will demonstrate how technology is empowering enterprise organizations to deliver positive customer experiences to today's modern consumers. Representatives from Five9 will also be hosting a roundtable discussion with contact center industry leaders on the impact contact center agents can have on improving the customer experience.

At this session, attendees will learn how engaged contact center agents provide customers with a better experience - with better results - than those that are not engaged. The first step in delivering experiences that matter is to empower agents with tools that are clear, consistent, and tightly integrated to all areas of the ecosystem including: CRM, workforce optimization, unified communications, analytics, and more. Contact center agents provided with the right tools in the right environment can give consumers a personalized experience leading to greater sales, better customer service, and increased brand loyalty.

Title: Empathy, Empowerment, Enthusiasm: Delivering Experiences That Matter
Explore Beyond the Buzzwords - discuss the beating heart of engaged agents delivering service and sales excellence

Who: Mo Quaglietta, Enterprise Sales Director & John DeBrocke, Enterprise Sales Director

When: January 18, 2017, 11:45am

Where: Roundtable # 5; Grand Ballroom AB (General Session Room)

At booth 109 in the expo hall at the Sheraton New Orleans Hotel, Five9 will offer demonstrations of the latest Five9 Virtual Contact Center (VCC) product.

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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 over 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 with cloud contact center software that is reliable, secure, compliant and scalable, which is 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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