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Five9 Integrates with Zendesk to Enhance Customer Service Solutions in the Cloud

Five9 and Zendesk Integration Helps Companies Create a Seamless Cloud Contact Center to Deliver Exceptional Customer Experiences

San Ramon, Calif. – March 18, 2014 – Five9, a pioneer and leading provider of cloud contact center software, today unveiled its integration with Zendesk, a leading cloud customer service platform.

[Tweet This](#): #Five9 & #Zendesk team up to deliver enhanced #custserv solutions in the #cloud <http://bit.ly/PJPv3h>

The Five9 cloud contact center solution – including automatic call distribution (ACD), computer telephony integration (CTI), interactive voice response (IVR) and automated dialing capabilities – creates more successful customer interactions while increasing contact center productivity.

Zendesk cloud customer service software gives support agents a simple, elegant desktop that makes it easy to deliver great customer service and track issues to resolution.

Together, Five9 and Zendesk can provide a comprehensive solution that is easy to use and enables seamless customer interactions with all the benefits of the cloud. The Five9 intelligent routing capabilities match each customer interaction with the optimal agent, and by using Zendesk, the agent has everything they need at their fingertips to provide an exceptional customer experience.

“This integration is an ideal combination that helps organizations cost-effectively deliver excellent customer experiences while minimizing complexity. Five9 helps customers reach the right agent at the right time; with the embedded Five9 telephony capabilities in the Zendesk agent desktop, agents are empowered to deliver a highly personalized experience.”

– *Liz Osborn, vice president of product and solution marketing, Five9*

By connecting Five9 to Zendesk, contact centers can enhance customer service, case management, and relationship building through:

- Automatic CTI screen pops in Zendesk: Upon call delivery, agents get all the relevant information needed to actively engage with customers
- Embedded softphone in Zendesk: Agents can manage all customer service interactions from one centralized interface
- Comprehensive user profiles: Agents are empowered with customer knowledge, including their complete customer service history

“We’re excited about the integration with Five9 as it allows our customers to utilize Five9’s rich voice functionality as part of the Zendesk customer service platform; continuing to allow our customers to manage conversations across multiple channels all in one agent interface.”

Amanda Kleha, vice president of product marketing, Zendesk

Available now in the Zendesk Marketplace

<http://www.zendesk.com/apps/five9-for-zendesk>

<http://www.zendesk.com/apps/five9-click-to-call>

About Five9

Five9 is a pioneer and leading provider of cloud software for contact centers. Since our inception, we have exclusively focused

on delivering our platform in the cloud and are disrupting a significantly large market by replacing legacy on-premise contact center systems. Our mission is to empower organizations to transform their contact centers into customer engagement centers of excellence, while improving business agility and significantly lowering the cost and complexity of their contact center operations. Our purpose-built, highly scalable and secure Virtual Contact Center, or VCC, cloud platform delivers a comprehensive suite of easy-to-use applications that enable the breadth of contact center-related customer service, sales and marketing functions. We facilitate over three billion interactions between our more than 2,000 clients and their customers per year and believe our ability to combine software and telephony into a single unified platform that is delivered in the cloud creates a significant barrier to entry. For more information visit www.five9.com.

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