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Leading Higher Education Organization Selects Five9 Cloud Contact Center Software to Double Lead Generation Program and Increase Enrollment

Five9 Chosen for Enterprise Application Integration, Scalability, and Reliability

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that a leading higher education organization has selected the Five9 Virtual Contact Center (VCC) to support its contact centers with more than 300 concurrent agents.

The organization's group of colleges and universities provide career-focused higher education to students across the US. The organization is committed to preparing professionals for meaningful careers and an increased sense of satisfaction by offering undergraduate and graduate degree programs in [healthcare](#), [business](#), [graphic arts](#) and computer science.

[Click to tweet:](#) Higher Ed org chooses @Five9 to support its contact centers; grow enrollment <http://bit.ly/1PakyA2>

The contact centers support 18 ground campuses and an online college. The addition of [Five9 VCC](#) has enabled the organization to integrate their phone and enterprise applications, and transition the contact center's technologies to a much more flexible cloud-based system. This increased efficiency and integration will help the company in meeting their goals of expanding their college population.

Primary reasons Five9 was chosen include:

- Ease of integration with other enterprise applications
- Agility and scalability on-demand
- Availability of an inbound, outbound and blended solution

"The changes in the education market are driving demand for cloud contact center software. Five9 provides everything an enterprise needs to run a successful multichannel [inbound](#), [outbound](#), or [blended](#) contact center, and our customers appreciate how well the Five9 solutions integrate with their existing technologies. We continue to have great momentum in the education market and look forward to assisting this customer as they scale their business," said Mike Burkland, President and CEO, Five9.

In today's hyper connected, customer experience-driven world, organizations need robust contact center capabilities to improve service and increase sales across a variety of business and industry applications.

The Five9 solution delivers everything needed to connect customers to agents in the channels they prefer, whether it is phone, web, chat, email, mobile apps, or social media.

Five9 provides a full end-to-end solution with sophisticated management applications such as, supervisor desktop to monitor and coach agents, real-time and historical [reporting](#), recording, [workforce management](#), [quality monitoring](#), out-of-the-box and custom [CRM integrations](#).

Five9 VCC features:

- A fully blended platform for both inbound and outbound contact centers, designed from the ground up in the cloud to help agents be more productive
- A comprehensive multichannel solution that is designed to be highly intuitive, assisting agents by providing rich customer context to improve customer experience, powered by Five9 Connect
- A trusted platform that is reliable, scalable, secure and compliant, built on a flexible architecture with redundant data centers

Out of the box integrations to popular CRM solutions such as Salesforce, Oracle, Microsoft, NetSuite and Zendesk allow agents

to work in their familiar CRM desktop, and are designed to enable organizations to boost sales, improve agent productivity and deliver better customer service.

Additional Information

Learn more about the [Freedom Release](#), the latest in agent focused cloud contact center software from Five9.

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About Five9

Five9 is a leading provider of cloud software for the contact center market, 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 transition from legacy premise-based solutions to the cloud. Five9 provides businesses secure, reliable, 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.

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