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Five9 Announces Enhanced Integration with Oracle Engagement Cloud

New Opportunity Extends Current Joint Success For Oracle Service Cloud Customers

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud-based software for the enterprise contact center industry, announced today new collaborations with Oracle Engagement Cloud.

The Oracle Engagement Cloud suite unifies both sales and service on a single customer experience (CX) platform. By combining Five9 with Oracle Engagement Cloud, organizations can streamline business operation efficiency, increase up-sell opportunities, and improve customer satisfaction. The Oracle Engagement Cloud suite is focused on organizations delivering high-touch and high value customer engagements for a range of industries, users and customer segments, such as wealth managers, enterprise sales reps or managers who need access to service requests.

Five9 presented at Oracle OpenWorld 2016 and showcased the Five9 integration to Oracle Engagement Cloud, as well as the Five9 Adapter for Oracle Service Cloud.

"This important integration allows our contact center customers to provide personalized customer experiences," says Mike Burkland, President & CEO, Five9. "At Five9 we pride ourselves on partnering with companies that provide significant value to the customer experience and we are thrilled with this expanded collaboration with Oracle."

Five9 is a Gold level member of Oracle PartnerNetwork.

Additional Information:

Learn more about the [Five9 Virtual Contact Center](#), 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 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.

About Oracle PartnerNetwork

Oracle PartnerNetwork (OPN) is Oracle's partner program that provides partners with a differentiated advantage to develop, sell, and implement Oracle solutions. OPN offers resources to train and support specialized knowledge of Oracle's products and solutions and has evolved to recognize Oracle's growing product portfolio, partner base, and business opportunity. Key to the latest enhancements to OPN is the ability for partners to be recognized and rewarded for their investment in Oracle Cloud. Partners engaging with Oracle will be able to differentiate their Oracle Cloud expertise and success with customers through the OPN Cloud program - an innovative program that complements existing OPN program levels with tiers of recognition and progressive benefits for partners working with Oracle Cloud. For more information, visit <http://www.oracle.com/partners>.

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Five9
Gabrielle Targosz, 925-403-1199
Gabrielle.Targosz@five9.com
or
SHIFT Communications
Katelyn Davis, 415-591-8465
Five9PR@shiftcomm.com

Source: Five9, Inc.

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