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## Five9 Processes Nearly Two Million Social Posts on Behalf of Clients in First Half of 2014

*Five9 Social Customer Care Solution Filters Out 40 Percent of Posts as "non-actionable," Helping Brands Effectively Engage with Customers and Prospects on Social Media*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9](#) (NASDAQ: FIVN), a leading provider of cloud contact center software, continues to gain traction with its social customer care solution, processing nearly two million social posts in the first half of 2014.

Delivering advanced social media engagement capabilities for customer service and sales organizations, Five9 provides both a [standalone social solution](#) called Five9 SoCoCare and the [recently announced](#) integrated multichannel social application, offered within the [Five9 Multichannel Contact Center Suite](#).

Five9 SoCoCare and Five9 Social help brands engage with customers on social channels to provide customer support, increase loyalty, and identify new sales opportunities. The solutions bring much-needed centralization and efficiency to social customer care teams by:

- Providing the ability to manage all social channels in one solution
- Processing a multitude of social posts from a variety of social outlets
- In real-time, automatically eliminating more than 40 percent of posts as non-actionable

Five9 SoCoCare and Five9 Social also give customers the ability to:

- Leverage social to understand market trends, customer preferences and interests
- Use social channels to identify new opportunities and relationships
- Generate new revenue and loyalty through social media

"We are excited to be working with major brands that have taken a leadership position in social engagement for customer care and sales. Five9 customers are setting the stage, showing how social can be an effective platform for brands and consumers to engage."

- Lance Fried, senior vice president of social and mobile applications, Five9

### For More Information

Watch the [Multichannel Overview Video](#)

Check out the [Five9 website](#)

Read the [Five9 blog](#)

Follow Five9 on [Twitter](#), [Facebook](#), and [LinkedIn](#)

### 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, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit [www.five9.com](http://www.five9.com).

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