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Five9 Releases Salesforce Lightning Open CTI Integration Developed in Collaboration with Salesforce, Delivering Agent Empowerment with Omnichannel and Advanced Analytics

Five9 & Salesforce Joint Customers and Executives will Present at Dreamforce 2016 to Discuss the Business Impact of the Lightning Experience

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, is showcasing our new Lightning integration at booth #1930 and in multiple presentations at Dreamforce 2016 in San Francisco, October 4-7, 2016. Last year Five9 was certified on Salesforce Lightning for Sales Cloud. This unique software release further advances the integration with Lightning Sales Cloud and adds Lightning integration for Service Cloud Open CTI.

Salesforce and Five9 share a vision to modernize contact centers to keep pace with the expectations of today's consumer. To bring this vision to life, Five9 has been collaborating with Salesforce and is now certified for the Lightning integration to Salesforce Service Cloud, Sales Cloud and Lightning Open CTI. Together, Salesforce and Five9 can now provide the complete customer lifetime journey for the needed visibility, continuity and optimization of the customer experience. The Five9 integration with Salesforce delivers all the tools needed to provide the best possible customer experience, by leveraging customer information, modern digital channels and customer journey analytics.

As voice continues to be a critical service channel, the demand for a robust and reliable cloud contact center that seamlessly integrates with Salesforce's extensive CRM and Lightning Experience is a must to meet the high demands of consumers. The Lightning Experience from Salesforce, coupled with the Five9 omnichannel platform, delivers a superior customer and agent experience for sales and service.

Five9 customer McKesson will be presenting in the CTI Track on Tuesday, October 4 at 4:00pm at the San Francisco Marriot Marquis Hotel, Yerba Buena Salon 1-3. In the session [Pop Goes the Screen: How CTI Enables You to Deliver a Better Customer Experience](#), attendees will learn how Lightning Open CTI can enable their business to deliver an effortless service experience to both customers and agents. [Register for this event here.](#)

Gaurav Passi, EVP of Products at Five9, will be presenting at the Lightning Track on Thursday, October 6 at 11:00am at Moscone West, 2000. In the session [Lightning Strikes Open CTI - Connecting Voice Providers to Salesforce](#), attendees will see how Five9 uses the Lightning Platform and Lightning Open CTI to power next generation voice communication for service and sales. [Register for this event here.](#)

Mayur Anadkat, VP of Product Marketing at Five9, will also be presenting at the Partner Track on Tuesday, October 4 at 4:30pm at Moscone South, Partner Theater 3. In this session [Maximize Your Investment in Salesforce for Smarter Sales & Service](#), attendees will learn how to maximize their Salesforce investment which is critical for the business, agent, and customer success. [Register for this event here.](#)

Five9 experts will be at booth #1930 in Moscone South to demonstrate the Five9 and Salesforce integration and the next generation of customer success, as an organization that is Lightning Experience ready.

"The combination of Salesforce and Five9 delivers a truly unique solution to drive a better customer experience. We are proud of our partnership with Salesforce and we see Lightning Open CTI as a game changer to deliver an intelligent, state of the art user experience for an omnichannel customer journey," Mike Burkland, President and CEO, Five9.

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.

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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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