Five9 Introduces the Freedom Release, Simply Smart Cloud Contact Center Software That Empowers Agents to Increase Productivity and Elevate Performance

New Intuitive User Interface Empowers Contact Centers to Become Agent Centric to Positively Impact Customer Experience

SAN RAMON, Calif.--(BUSINESS WIRE)-- Five9 (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced the latest release of its award winning solution, which delivers on the promise of the Simply Smart Cloud Contact Center. The Freedom release of the Five9 Virtual Contact Center (VCC) includes a new, modern Five9 user interface built on HTML5 and REST API's called Agent Desktop Plus, and new contact center CRM Adapters for Oracle and Salesforce.

"The contact centers that will be most successful are those that realize the critical function that agents hold. Agents need user-friendly desktop tools as well as access to the most relevant customer data so that they can resolve issues quickly and deliver positive customer experiences. Five9's latest Freedom release makes this possible; it provides a more intuitive interface that links customer context from different channels and pushes dynamic guidance to agents. Using this technology, contact centers have the opportunity to both improve agent satisfaction and churn, while driving up customer satisfaction and loyalty," said Aphrodite Brinsmead, Senior Analyst, Ovum.

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Tweet this: What gives #cctr agents the Freedom to provide the best customer experience possible? #FreeTheAgent #Five9

Today's customer demands service when and where they choose, and cloud-based solutions are the quickest and most cost effective path to meeting this critical need. Five9 VCC can manage voice, email, chat and social - allowing agents to easily switch between multiple tasks and conversations with a new, more intuitive user interface. A single screen provides rich customer context and insight, guiding the agent through resolution - consistently, giving agents valuable customer context and insight - empowering them to engage with today's connected customer.

What's New?

Five9 Agent Desktop Plus

The new Five9 Agent Desktop Plus will empower agents with the tools they need to understand customers, connect customers to the right resource and enable contact centers to excel.

- Modern, intuitive browser-based design
- Easy visualization of customer profiles, context and cross channel history
- Engaging workflow with graphical cues and agent assistance tools

"To ensure the best possible customer experience, our Freedom release allows contact centers to prioritize the agent experience. Agent desktop technology has not kept pace with the evolving contact center. Today, in many contact centers using legacy solutions, the average agent must move between multiple applications to address one customer inquiry. This inefficient use of time frustrates agents and does not create the ideal customer experience. The new Freedom user interface is intuitive and gives agents what they need to create a better customer experience, all from one screen. Our Freedom release is one more way Five9 is continuing to extend our leadership position in the cloud contact center software market," said Mike Burkland, CEO, Five9.

Adapter for Oracle

This new Five9 Adapter for Oracle includes tight computer telephony integration (CTI) and Five9 automated call distribution (ACD) integration with Oracle's Service Cloud (formerly RightNow Cloud Service) cloud-based contact center relationship management solution. This includes unified presence management, ACD routing, and channel prioritization. In addition, Five9 is able to intelligently route Oracle text channels, such as chat and email, while also leveraging Oracle's knowledge-base.

Adapter for Salesforce

The redesigned Five9 Adapter for Salesforce leverages the Salesforce console view to be a truly embedded integration within the Salesforce Sales Cloud and Service Cloud consoles. Using Five9 Connect the new Adapter for Salesforce is able to add context such as issue topic and customer insights such as sentiment analysis. The enhanced Five9 Adapter for Salesforce can also be easily integrated with Salesforce Knowledge, to provide the agent with crucial information to make the best-informed decisions, quickly.

In a recent study conducted by ICMI, "Agent Apathy: The Root Cause of Poor Customer Service," Five9 identified that contact centers tend to place the agent low on the scale of organizational importance. This resulted in detached agents and ultimately, poor customer service. Organizations understand the importance of the customer experience, yet have made it more difficult for contact center agents who bear the most crucial role in impacting that relationship. Significant improvements to the agent environment will influence the customer experience and create a positive impact on the organization's bottom line.

Additional Information

Blog by Liz Osborn, vice president product and solution marketing

Details of the Freedom Release

Videos

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.

Forward Looking Statements

This news release contains certain forward-looking statements that are based on our current expectations and involve numerous risks and uncertainties that may cause these forward-looking statements to be inaccurate, including with respect to the advantages, new features, customer acceptance and future success of our Freedom Release product (the "Product"). Risks that may cause these forward-looking statements to be inaccurate include, among others: (i) our quarterly and annual results may fluctuate significantly, may not fully reflect the underlying performance of our business and may result in decreases in the price of our common stock; (ii) we may be unable to attract new clients or sell additional services and functionality, including the Product to our existing clients; (iii) our recent rapid growth may not be indicative of our future growth and we may fail to manage our growth effectively; (iv) the markets in which we participate are highly competitive and we may be unable to compete effectively; (v) we may be unable to manage our technical operations infrastructure, which could cause our existing clients to experience service outages, cause our new clients to experience delays in the deployment of our solution and subject us to, among other things, claims for credits or damages; (vi) a decline in our dollar-based retention rate could cause our revenues, gross margins and net income to decrease and we may be required to spend more money to grow our client base to maintain our revenues; (vii) sales of our solutions to larger organizations may require longer sales and implementation cycles and we may be unable to offer the configuration and integration services or customized features and functions required by larger organizations, which could delay or prevent sales of our solution to them; (viii) downturns or upturns in new sales will not be immediately reflected in our operating results and may be difficult to discern; (ix) third-party telecommunications and internet service providers on which we rely may fail to provide our clients and their customers with reliable telecommunication services and connectivity to our cloud contact center software; (x) we may be unable to achieve or sustain profitability; (xi) the Product may not provide the features, functionality, and advantages that we anticipate, may contain bugs or other errors, may not be accepted by our customers, or may be more difficult to install or implement at our customers than our prior products; and (xii) the other risks detailed from time-to-time under the caption "Risk Factors" and elsewhere in our Securities and Exchange Commission filings and reports, including, but not limited to, our most recent quarterly report on Form 10-Q. Such forward looking statements speak only as of the date hereof and readers should not unduly rely on such statements. We undertake no obligation to update the information contained in this press release, including in any forward-looking statements.

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