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Five9 Receives Most Innovative Product of the Year Award for the Enterprise Category in Best in Biz Awards 2016

Five9 Recognized As the Only Provider of Cloud-Based Contact Center Services In the Category

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that the company has been named a winner in the Most Innovative Product of the Year for the Enterprise category in this year's [Best in Biz Awards](#). Five9 is the only provider of cloud-based contact center software to receive this distinction.

Five9 received this award for its innovative Virtual Contact Center (VCC). Five9 provides intuitive contact center solutions that enable agents to provide a proactive and personalized experience to their end customers regardless of the channel (voice, email, chat, video, social, mobile, etc.). The omnichannel support, combined with seamless integrations with best-in-class CRM and WFO solutions, empowers enterprises across all industries to easily modernize the contact center and provide the best customer service for today's consumer.

"We are honored that Five9 has received this award for product innovation for the enterprise. As an innovator in the cloud contact center space, this recognition further validates what our many customers have already confirmed," Mike Burkland, President & CEO, Five9.

Winners of the Best in Biz Awards 2016 were determined based on scoring from an independent panel of 50 judges from widely known business, consumer and technology publications, TV outlets, and analyst firms. The Best in Biz Awards is the only independent business awards program that recognizes top companies, teams, executives and products for their business success as judged by established members of the press and industry analysts.

"If companies are going to stand out from the crowd and remain competitive in future years, innovation is key. The market is tough and there is no guarantee that today's dominant players will remain so — unless time and effort are concentrated on research and development," said Charlie Osborne, ZDNet, one of Best in Biz Awards' judges this year. "This year's entries in Best in Biz Awards highlighted not only innovative business practices but the emergence of next-generation technologies which will keep companies current and relevant."

Learn more about the cloud-based [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 Best in Biz Awards

Now in its sixth year, Best in Biz Awards recognizes companies for their business success as judged by established members of the press and industry analysts. Best in Biz Awards honors are currently conferred in two separate programs: North America and International, and in more than 60 categories, including company, team, executive, product and PR and media. Entries for Best in Biz Awards 2017 International are currently being accepted until the final deadline on April 28, 2017. For more information, visit: <http://www.bestinbizawards.com>.

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