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Global Consumer Footwear and Apparel Company Selects Five9 for CRM Integrations and Multi-channel Offering

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software, today announced that a global footwear and apparel corporation, which designs, markets and distributes innovative footwear, apparel and accessories, has selected Five9 to power its contact center.

Primary reasons Five9 was chosen include:

- Strength of Zendesk CRM integration
- PCI compliant recording
- Multi-channel offering
- Strong workforce optimization powered by NICE
- Scalability on-demand
- MPLS solution to ensure the highest quality voice connections for every call

"The strength of our CRM integrations continues to drive new business for Five9, and also creates continued success for our customers. I am thrilled whenever we can help a significant global enterprise be successful by addressing their immediate challenges in the contact center," Mike Burkland, President and CEO, Five9.

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Five9 provides everything needed to run a multi-channel [inbound](#), [outbound](#), or [blended](#) contact center, including a multichannel agent desktop, supervisor desktop to monitor and coach agents, live chat, social customer service, sophisticated [management applications](#) such as real-time and historical [reporting](#), recording, [workforce management](#), [quality monitoring](#), out-of-the-box and custom [CRM integrations](#), and much more.

Additional Information

Learn more about the [Freedom Release](#), the latest in agent focused cloud contact center software from Five9.

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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, helping organizations of every size transition from premise-based solutions to the cloud. Five9 provides businesses secure, reliable, scalable cloud contact center software to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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