



July 16, 2014

Five9 Helps Inspirations for Youth and Families Ensure Teens and Their Families Receive Critical Assistance 24X7

Addiction Rehabilitation Centers Use Five9 Cloud Contact Center Solution to Answer Calls Within 30 Seconds

SAN RAMON, Calif., July 16, 2014 (GLOBE NEWSWIRE) -- Five9 (Nasdaq:FIVN), a leading provider of [cloud contact center software](#), helps alcohol and substance abuse addiction treatment center, Inspirations for Youth and Families (IYF) and the Cove Center for Recovery (CCR), better support troubled teens and their families.

[Inspirations for Youth and Families](#) (IYF), is a nationally renowned teen recovery center and a place where 13 to 18 year olds go to learn the skills necessary to restore direction in their lives. Part of the IYF program includes a 24X7 helpline, which is powered by Five9.

[Tweet This](#): Teen rehab facility @IYFTeenRehab uses @Five9 #Cloud #ContactCenter solution to support youths 24X7. #CCTR #Five9

Due to the sensitive nature of these calls, teens and parents only wait an average of 30 seconds for a representative to answer. With Five9, callers are automatically routed to the nearest available representative, or are redistributed to a separate therapy call center if an agent fails to answer within 2-3 rings.

By using Five9, IYF is able to identify excessively short calls, or calls that have not gone well. IYF primarily uses Five9 to answer incoming calls, but the blended solution enables agents to reach back out to callers that may have hung up prematurely or follow up with teens as needed.

"At Inspirations for Youth and Families, our job is to provide help and support to those going through a very difficult time. Immediate and seamless interactions with our callers, and maintaining records of those interactions, are absolutely crucial in providing the more reliable assistance possible. Five9 enables IYF to reach patients when they need us most."

- *Scott Brand, SEO organic specialist, Inspirations Youth and Families*

Additional Resources

- To learn more about the Five9 cloud contact center solution, [click here](#).
- To learn more about how clients are successfully using the Five9 cloud contact center solution, [click here](#).
- To learn more about the Five9 advantage, [click here](#).
- To read the Five9 blog, [click here](#).

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.

All product and company names mentioned are the property of their respective owners.

CONTACT: Analyst & Media Contacts:

Five9, Inc.

Meghan Hammitt

925-364-9162

Meghan.Hammitt@Five9.com

SHIFT Communications

Katie Halloran

415-591-8459

Five9PR@shiftcomm.com



Source: Five9

News Provided by Acquire Media