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Five9 TCPA Manual Touch Mode Solution Confirmed by CompliancePoint

Expert Review Confirms Five9 TCPA Manual Touch Mode Provides Essential Functionality and Reporting Capabilities Plus TCPA-Related Risk Mitigation

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced that [CompliancePoint](#) has audited and confirmed that the [Five9 TCPA Manual Touch Mode](#) solution helps contact centers reduce the risk associated with autodialed calls to mobile phones without prior consent.

TWEET THIS: CompliancePoint confirms @Five9 #TCPA Manual Touch Mode reduces risk associated w/ autodialed calls to #mobile phones

"We are seeing contact centers invest in new technology, not only to move to the cloud, but also to meet the rigorous legal requirements outlined in TCPA. Our solution, confirmed by CompliancePoint, delivers the robust features contact centers want plus the tools necessary to adhere to the latest TCPA regulations and dial with confidence."

-- Mike Burkland, president and CEO, Five9

Contact Center Market Deals with Stringent Regulations

In recent years, stringent regulatory requirements have made it increasingly challenging for contact centers to engage in automated outbound dialing activities such as telemarketing, proactive customer care or collections.

Contact centers are turning to technology providers to help them adhere to TCPA requirements, said Donna Fluss, president of DMG Consulting. "Recent legislative [TCPA] changes are driving technology investments and innovation in the outbound and dialing IT sectors."

The Five9 Solution: TCPA Manual Touch Mode

With the [Five9 TCPA Manual Touch Mode](#) solution, contact centers are able to comply with regulations and still manage successful outbound calling campaigns. By placing customers' specific contact lists with TCPA requirements on a separate system - which does not have the functionality of an automated telephone dialing system (ATDS) and requires human intervention for each call to be placed - customers can be confident they are meeting compliance requirements.

CompliancePoint's vice president and general manager of the Consulting Services Compliance Practice, [Ken Sponsler](#), evaluated the Five9 TCPA Manual Touch Mode solution and determined it provided "the industry with a balance of functionality, reporting and [automatic telephone dialing system] ATDS-related risk mitigation."

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.

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