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Five9 Named a Leader in the Gartner Magic Quadrant for Contact Center as a Service, North America

Five9 is Positioned the Highest for Ability to Execute

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN) a leading provider of cloud software for the enterprise contact center market, has been recognized as a Leader for its award winning cloud-based contact center solution in the [2015 Gartner Magic Quadrant for Contact Center as a Service \(CCaaS\), North America](#).

"We are honored that Gartner has recognized us as a Leader. More and more enterprise customers are choosing Five9 due to our commitment to deliver world-class solutions with a focus on reliability, security, compliance and scalability. Our momentum in the enterprise market has never been stronger. We believe Gartner's recognition is further validation of this. We have assembled a world-class team at Five9 that is out executing the competition by continuously delivering excellence to our customers," said Mike Burkland, President and CEO, Five9.

In today's hyper connected, customer experience-driven world, organizations need robust contact center technologies and solutions to improve service and increase sales across a variety of business and industry applications. Five9 delivers best-in-class solutions designed to create more successful customer interactions while increasing contact center productivity.

The Five9 Virtual Contact Center (VCC) is an end-to-end solution for enterprise contact centers. VCC provides agents the tools and information they need to excel by offering an intuitive interface that links customer context from different channels and pushes dynamic guidance to agents. Using this technology, contact centers can improve agent productivity, while driving up customer satisfaction and loyalty.

Five9 VCC features include:

- Automated Call Distributor (ACD) with skills based routing, voice self-service (IVR), outbound dialers, and Computer Telephony Integration (CTI)
- The Five9 multi-channel solution includes phone, web, chat, email, mobile, and social channels
- Five9 Connect is a unique intelligent technology layer that includes advanced Natural Language Processing (NLP), business rules, routing engine, and agent assistance tools
- Sophisticated management applications such as: supervisor applications to monitor and coach agents, real-time and historical [reporting](#), recording, [quality management](#), and workforce management
- Pre-packaged CRM integrations with Salesforce, Oracle, Microsoft, NetSuite, and Zendesk as well as custom integrations through our robust APIs
- Built on a trusted platform that is reliable, secure, compliant and scalable

Gartner, Inc. is the world's leading information technology research and advisory company. It offers world-class, objective insight on virtually any area of IT. Gartner's Magic Quadrant research methodology provides a graphical competitive positioning of four types of technology providers in fast-growing markets: Leaders, Visionaries, Niche Players and Challengers.

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About Five9

Five9 is a leading provider of cloud software for the contact center market, 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 transition from legacy premise-based solutions to the cloud. Five9 provides

businesses with reliable, secure, compliant, and scalable cloud contact center software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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