



June 27, 2016

Five9 Customer Shares Experience in How to Deliver Superior Quality Support With the Right Tools at IQPC Call Center Week

McKesson Executive Discusses Value of Cloud-based Contact Center

LAS VEGAS--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, will be exhibiting at booth number 1018, and an executive from McKesson Specialty Health, a Five9 customer, will be holding a session at IQPC Call Center Week on June 27-July 1, in Las Vegas, Nevada.

Ed Albrektsen, Supplier Relations, McKesson Specialty Health, will discuss how he transitioned the company's premise based, limited feature, corporate managed call center to a cloud-based, feature rich, self-managed contact center that can flex to the individual needs of their customers.

Title: To the Cloud: A Company's Internal Journey to a More Flexible Contact Center
Date: Wednesday, June 29, 2016
Time: 2:10 - 2:50p.m.
Location: Track 4 - Effortless Customer Experience Execution, The Mirage Hotel

Visit Five9 at booth number 1018.

[Click to Tweet:](#) @Five9 customer @McKesson shares how the contact center went from premise to #cloud #CallCenterWeek 6/29 at 2:10pm #CCTR

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 more approximately 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 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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Five9
Gabrielle Targosz, 925-403-1199
Gabrielle.Targosz@five9.com
or
SHIFT Communications
Katie Halloran, 415-591-8459
Five9PR@shiftcomm.com

Source: Five9, Inc.

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