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Five9 Expands Global Channel Program to Support Growth in Enterprise Market

Industry Veteran Wendell Black Joins Leadership Team to Drive Channel Expansion

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software for the enterprise market, today announced a significant expansion to its [channel partner program](#), along with the appointment of industry veteran Wendell Black as vice president of channel sales.

This Smart News Release features multimedia. View the full release here:

<http://www.businesswire.com/news/home/20160125005232/en/>



Five9 hires industry veteran, Wendell Black, as VP of Channel Sales.

(Photo: Business Wire)

solution."

Wendell Black joins the Five9 team most recently from Vocalcom and has more than 25 years of contact center experience, holding various positions at Aspect, Nortel Networks and Oracle. His responsibilities at Five9 will focus on leading and growing the channel sales program.

PARTNER QUOTES

"We want to have the deepest and most strategic contact center portfolio in the industry and we are excited about adding the Five9 product set to round out our best of breed contact center offerings. We were one of the early adopters in selling cloud solutions and our knowledge and expertise paired with Five9's long history of success makes for a strong partnership.

Part of this expansion includes new strategic partnerships with several master agents, systems integrators, and resellers. Five9 will work closely with partners possessing broad technical expertise to deliver a tailored solution to enterprise customers based on their unique environments. The partners in this program provide a range of technologies including, ERP, CRM, mobile, social, and legacy telecommunications.

In addition to continuing the successful referral partner program, the expanded channel program now offers partners the ability to be a reseller or full OEM partner. This is a great opportunity for more traditional channels that have been focused on selling premise-based solutions to now sell Five9's award winning cloud-based contact center solution.

"I'm thrilled to join the Five9 team. The expansion of the program will extend the reach of the Five9 Virtual Contact Center (VCC) by making it available to partners and their customers on a national and global level," said Wendell Black, Vice President Channel Sales, Five9.

"Five9 continues to focus on and deliver an enterprise platform adhering to the highest standards of reliability, security, compliance, and scalability. This expanded channel program is an important step in our evolution and we believe will play a key role in the continued growth of Five9," said Mike Burkland, President and CEO, Five9. "As more and more enterprises are moving their contact center technology to the cloud, we are extending our market reach by enabling more partners to provide our industry leading cloud-based contact center

We are the only master agent in the industry to have an executive who is only focused on contact center opportunities. That alone speaks to our strategy and commitment to being the leader in the contact center space," said Richard Murray, President, CarrierSales.

"Clarus Communications is very excited about our agreement to bring the industry leading Five9 products to our clients and partners. We believe Five9 is an incredible solution for clients looking to take their call center to the next level in productivity and ease of use," said Chris Torbit, Principal, Clarus.

"I see a promising partnership with Five9 due to their strong and affordable contact center space solutions. The enhanced reporting and monitoring features Five9 provides enable businesses to optimize their call center, driving better customer satisfaction and higher sales performance," said Mike Onystock, Director National Channel Sales, TBI.

"Our team is very impressed not only with the product and support that Five9 has, but with the openness they show to new ideas for how we can grow our business together. This is a true collaborative relationship where we are able to maximize the potential of our partnership. We look forward to building a long term strategic partnership with Five9," said Doug Turpin, President, Venture Group.

Additional Information

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

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About Five9 VCC

The Five9 solution delivers everything needed to connect customers to agents in the channels they prefer, whether it is phone, web, chat, email, mobile apps, or social media.

Five9 provides a full end-to-end solution with sophisticated management applications such as, supervisor desktop to monitor and coach agents, real-time and historical [reporting](#), recording, [workforce management](#), [quality monitoring](#), out-of-the-box and custom [CRM integrations](#).

Five9 VCC Features

- | A fully blended platform for both inbound and outbound contact centers, designed from the ground up in the cloud to help agents be more productive
- | A comprehensive multichannel solution that is designed to be highly intuitive, assisting agents by providing rich customer context to improve customer experience, powered by Five9 Connect
- | A trusted platform that is reliable, scalable, secure and compliant, built on a flexible architecture with redundant data centers

Out of the box integrations to popular CRM solutions such as Salesforce, Oracle, Microsoft, NetSuite and Zendesk allow agents to work in their familiar CRM desktop, and are designed to enable organizations to boost sales, improve agent productivity and deliver better customer service.

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 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 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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