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## National Real Estate Management Company Invests in Contact Center Cloud Solution from Five9

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that a rapidly-growing national real estate management company has selected a Five9 contact center cloud solution to support its expansion throughout the U.S.

One of the largest management companies in the United States, with regional offices in 20 major markets, the Company's contact center with more hundreds of agents focuses on customer service and support. With a mindset of leveraging technology to provide this support, the company was looking to replace their legacy system with a flexible solution that would allow changes without contacting the cloud platform's service organization.

Their existing Salesforce integration on the current solution was too basic to meet the needs of their agents who rely on it heavily to support their customers and for reporting the detail and performance analytics the company needs to optimize the growth of the business and the contact center.

The management company recognized the need for a more robust cloud-based platform to meet its customer service goals and began to evaluate alternatives, including Five9 and two other solutions.

After reviewing a report on Five9 by a leading industry analyst and through their own evaluation, they became impressed with several features of the Five9 solution, including its intuitive dashboard offering, deep [integration with CRM solutions](#) from Salesforce CRM, and its robust IVR and reporting capabilities. It also became apparent that the Five9 solution offered a significant upgrade in the areas of reliability and scalability over its previous solution.

The company ultimately chose Five9 due to the outstanding performance and flexibility of the Five9 platform, how the system met their business needs, especially the depth of the Salesforce integration, and the high touch customer engagement from Five9, which mirrors their own customer engagement philosophy.

"We are confident in our ability to provide high quality customer experience solutions to customers in a broad range of vertical markets," said Mike Burkland, CEO of Five9. "As businesses from all industries move their customer service software to the cloud, they are looking for solutions that offer the highest levels of reliability and are equipped with deep integrations with industry leading CRM solutions. Our capabilities in these areas are being recognized by the market, resulting in increased traction with customers from a wide range of industries."

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### 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 with cloud contact center software that is reliable, secure, compliant and scalable, and is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit [www.five9.com](http://www.five9.com).

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