



August 15, 2017

International Manufacturer of Consumer Technology Selects Five9 to Enhance Customer Service Capabilities

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that it has been selected by a leading international consumer technology manufacturer to address the company's customer service and sales efforts. Providing cutting-edge solutions to consumers, the move to Five9 allows the manufacturer to provide an amazing customer experience, regardless of the type of interaction.

A publicly-held company with annual revenues in the billions, this manufacturer understands the strategic role that their contact center has in their business in terms of customer satisfaction and revenue growth. To ensure they are providing the best possible experience to customers and prospects, the company sought to upgrade their legacy, on-premise solution giving them a holistic understanding of the diverse interactions taking place. The company also needed a solution that could integrate with their existing CRM and WFO systems, empowering their agents and providing management with new insights to determine the effectiveness of their contact center agents.

Five9 not only allowed them to meet these current requirements but also provided the ability to address future requirements as well. From a visibility perspective, Five9 provided the manufacturer with 'anywhere access' into performance of individual agents to ensure they are providing the highest level of service while consistently and accurately representing the company's brand. This is possible through the Five9 agent performance features, which includes many standard reports, KPIs, and training resources. The company selected Five9 for its integrations with its existing CRM application, Salesforce and WFO system Calabrio, that allow internal teams to utilize tools they're accustomed to within existing environments. Through the Five9 integration to Salesforce and its digital channels, Five9 is able to deliver a complete [omnichannel](#) solution.

Moving forward, the company has identified several other capabilities from Five9, such as Stats Portal and Visual IVR, which will allow them to continue to enhance their [customer experiences](#) and improve business outcomes.

"We are seeing companies, across all segments, begin to realize that the modernization of the contact center is a strategic initiative of differentiation capable of driving sustained business growth," said Mike Burkland, CEO of Five9. "In this case, the customer saw that by gaining granular visibility into individual interactions, they could ensure that their agent's performance remained ahead of customer expectations to ensure the highest levels of customer satisfaction and growth."

Talk with us [@Five9](#), [LinkedIn](#), [Facebook](#), [Blog](#).

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, which is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20170815005363/en/>

Five9
Gabrielle Targosz, 925-403-1199
Gabrielle.Targosz@five9.com

Source: Five9, Inc.

News Provided by Acquire Media