Financial Analyst Day

November 18, 2021

Five9®
The Intelligent Cloud Contact Center

Safe Harbor

This presentation is proprietary and is intended solely for the information of the persons to whom it is presented. Disclosure of this presentation, its contents, extracts or abstracts to third parties is not authorized without the express written permission of Five9, Inc. (the "Company"), and it may not be retained, reproduced or distributed, in whole or in part, by any means (including electronic) without the prior written consent of Five9, Inc. The information in this presentation is as of its first date of disclosure, and its availability after such date shall not be construed as an update or reconfirmation of such information after such date.

This presentation includes forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, concerning events, trends, expectations and beliefs that may affect our industry or the Company, including potential growth drivers, projections and guidance concerning our future results of operations including our long-term model, our market opportunity and our long-term growth prospects. The Company has based these forward-looking statements on its current expectations and projections about future events and financial and operating trends that it believes may affect its financial condition, results of operations, business strategy, short-term and long-term business operations and objectives, and financial needs. Our actual results may be materially different from what we discuss here and you should not unduly rely on such forward looking statements. Please refer to our most recent Form 10-K and 10-Q under the caption "Risk Factors" and elsewhere in such reports, for detailed information about factors that could cause our results to differ from those set forth in such forward-looking statements, including risks related to the ongoing COVID-19 pandemic. Past performance is not necessarily indicative of future results. We undertake no obligation to update any such forward-looking information.

In addition to U.S. GAAP financials, this presentation includes certain non-GAAP financial measures. These non-GAAP financial measures are in addition to, and not a substitute for or superior to, measures of financial performance prepared in accordance with U.S. GAAP and may differ from non-GAAP measures used by other companies in our industry. The Company considers these non-GAAP financial measures to be important because they provide useful measures of the operating performance of the Company, exclusive of unusual events, as well as factors that do not directly affect what we consider to be our core operating performance. The non-GAAP financial measures should not be considered a substitute for financial information presented in accordance with GAAP. Please see the reconciliation of non-GAAP financial measures to the most directly comparable GAAP measure set forth in the Appendix to this presentation.

This presentation contains statistical data that we obtained from industry publications and reports generated by third parties. Although we believe that the publications and reports are reliable, we have not independently verified this statistical data and accordingly, we cannot guarantee their accuracy or completeness.

Five9

Agenda

Topic	Presenter
Reimagining Customer Experience	Rowan Trollope, CEO
Vision and Roadmap	Callan Schebella, EVP Product
Go-to-Market Momentum	Dan Burkland, President
Break	
Customer Panel	Moderated by: Dan Burkland, President
Building Blocks of Durable Growth	Barry Zwarenstein, CFO
Q&A	CEO, CFO, President, EVP Product

Reimagining Customer Experience

Rowan Trollope, CEO

Five9

Reimagining Customer Experience

Five9 Journey

We do what we say

Five9 Positioning

Capitalizing on key trends

Long-Term Strategy

Driving durable growth

Five9

Our Purpose

Make customer service a more human experience

Five9

Key trends driving a strong market

Cloud Migration

Digital Transformation

AI & Automation

Five9

Commitments from our 2019 Financial Analyst Day

Larger Customers

Partner Expansion

International Growth

AI & Automation

Five9

Larger Customers

2X growth in Strategic sales team

3 largest ARR customers booked ($23M, $12M, $12M)

Five9

Partner Expansion

New partnerships

5X growth in partners with $1M+ ARR bookings

International Growth

4X+ growth in EMEA team

161% CAGR in EMEA and LATAM bookings

Five9

AI & Automation

Key acquisitions

Deployed Agent Assist, VoiceStream, Conversation Architect

Reimagining Customer Experience

Five9 Journey
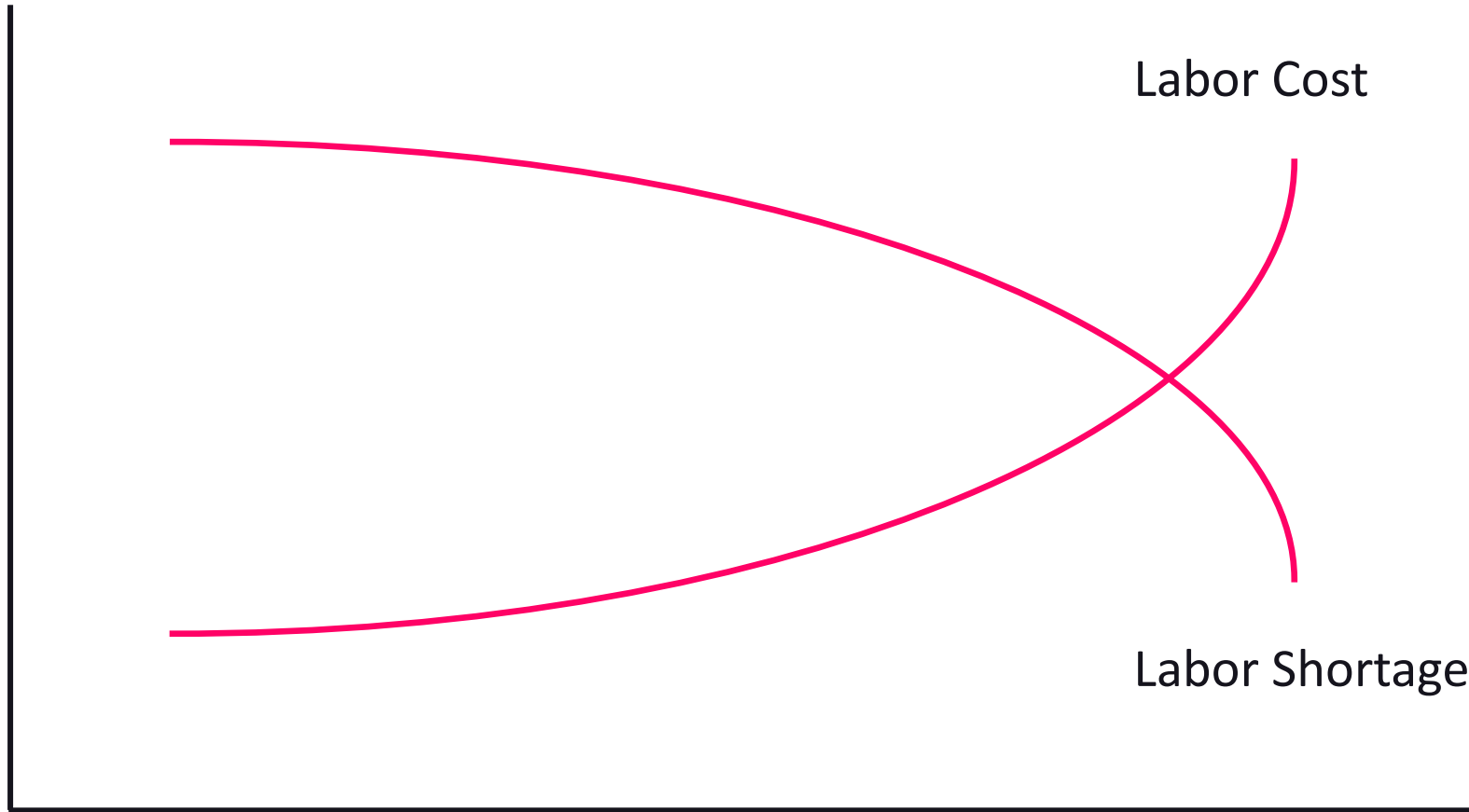
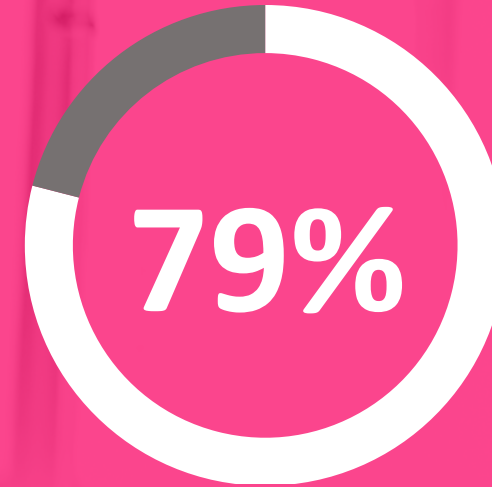We do what we say
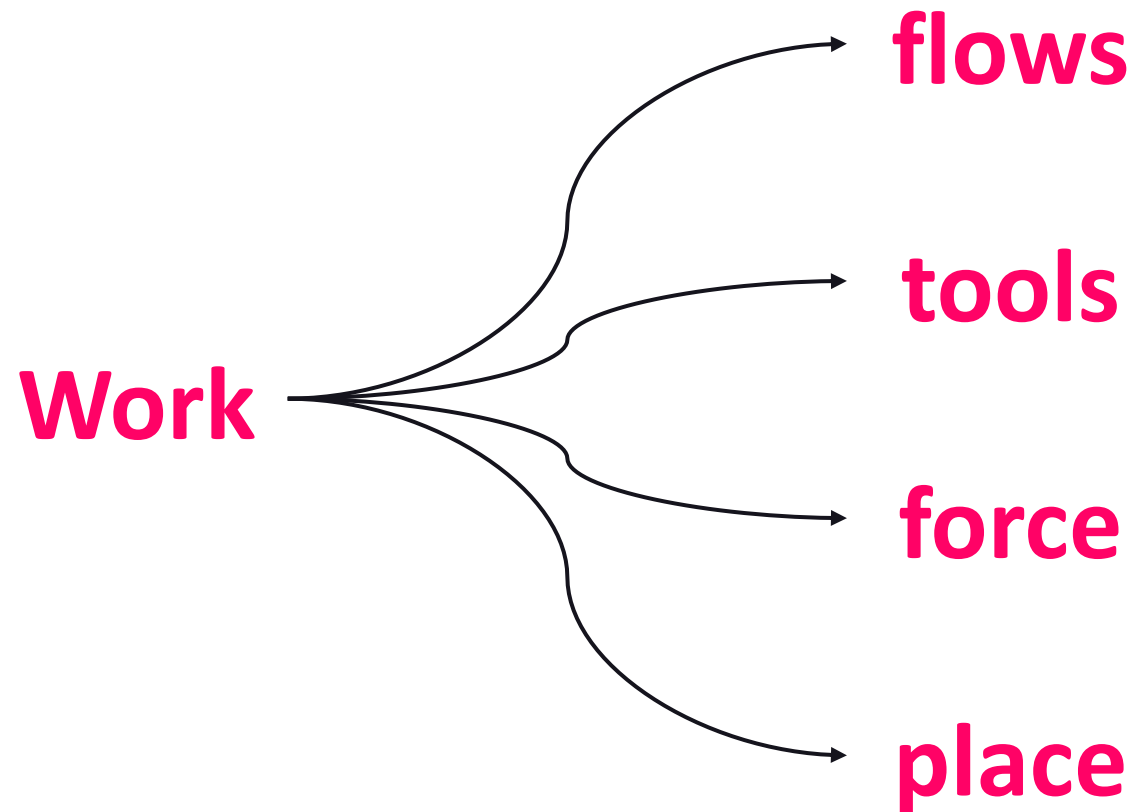
Five9 Positioning

Capitalizing on key trends

Long-Term Strategy

Driving durable growth

Five9

Current labor market is exacerbating the issue

Labor Cost

Labor Shortage

Five9

Businesses are reimagining

Work →
- **flows**
- **tools**
- **force**
- **place**

79%

Of contact center decision makers have increased their budget for digital transformation

Five9

Market dynamics continue to fuel three key trends

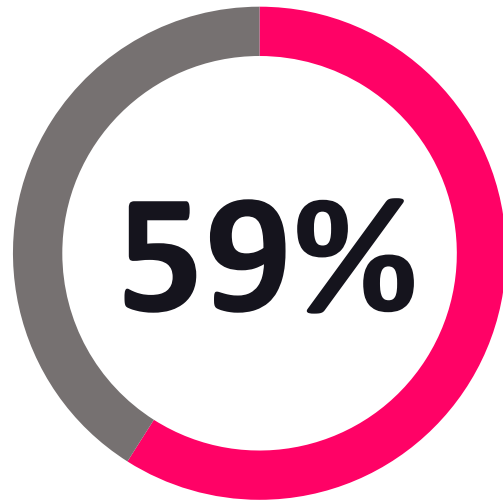## Digital Transformation

enhances customer experience
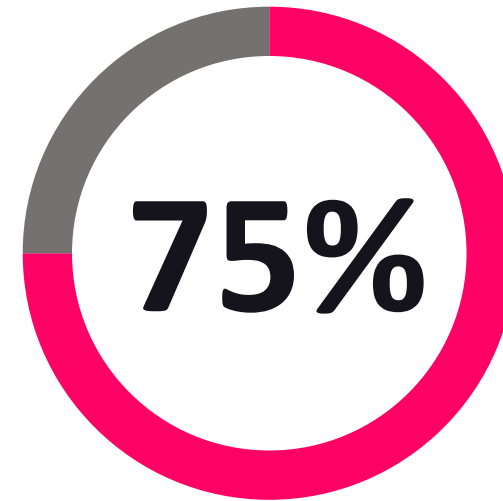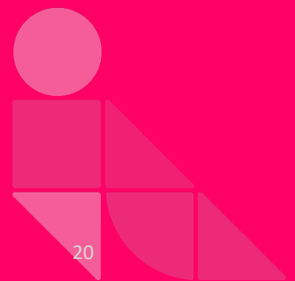
Cloud Migration

empowers contact centers

AI & Automation

improves efficiency

Five9

Customer expectations are increasing...

59%

Of customers
say their **standards
have been raised**

...but contact centers are struggling to deliver

75%

Of customer service
professionals say **managing
case volume is challenging**

Five9

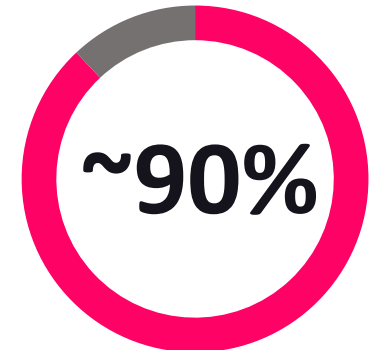# Digital Transformation
enhances customer experience

Businesses

#1 Of top 7 challenges for enterprise CX leaders is **lacking a single view of the customer**
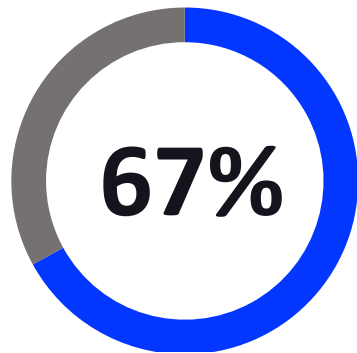
Of our Enterprise deals sell to **line-of-business leaders focused** on **CRM** and **customer experience**

~90%

Cloud Migration
empowers contact centers

Businesses

67%

Of on-premise contact centers feel **limited by their current solutions**

Five9®

Comprehensive born-in-the cloud platform to empower agents

Five9
Intelligent Cloud
Contact Center

Five9®

AI & Automation
improves efficiency

Businesses
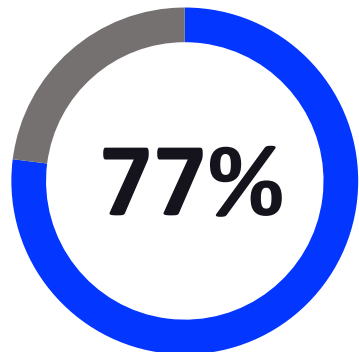
77% Of customer service professionals say automating routine tasks allows them to **focus on more complex work**

Five9

Growth in net new **Five9 IVA customers** over the last year **5X**

Five9

Demand for AI & Automation is expanding our TAM

Digital Transformation

enhances customer experience

Cloud Migration

empowers contact centers

AI & Automation

improves efficiency

$24B
Contact Center
Software Market

$58B
Total Addressable Market

Five9

$34B
Automated Contact
Center Labor Spend
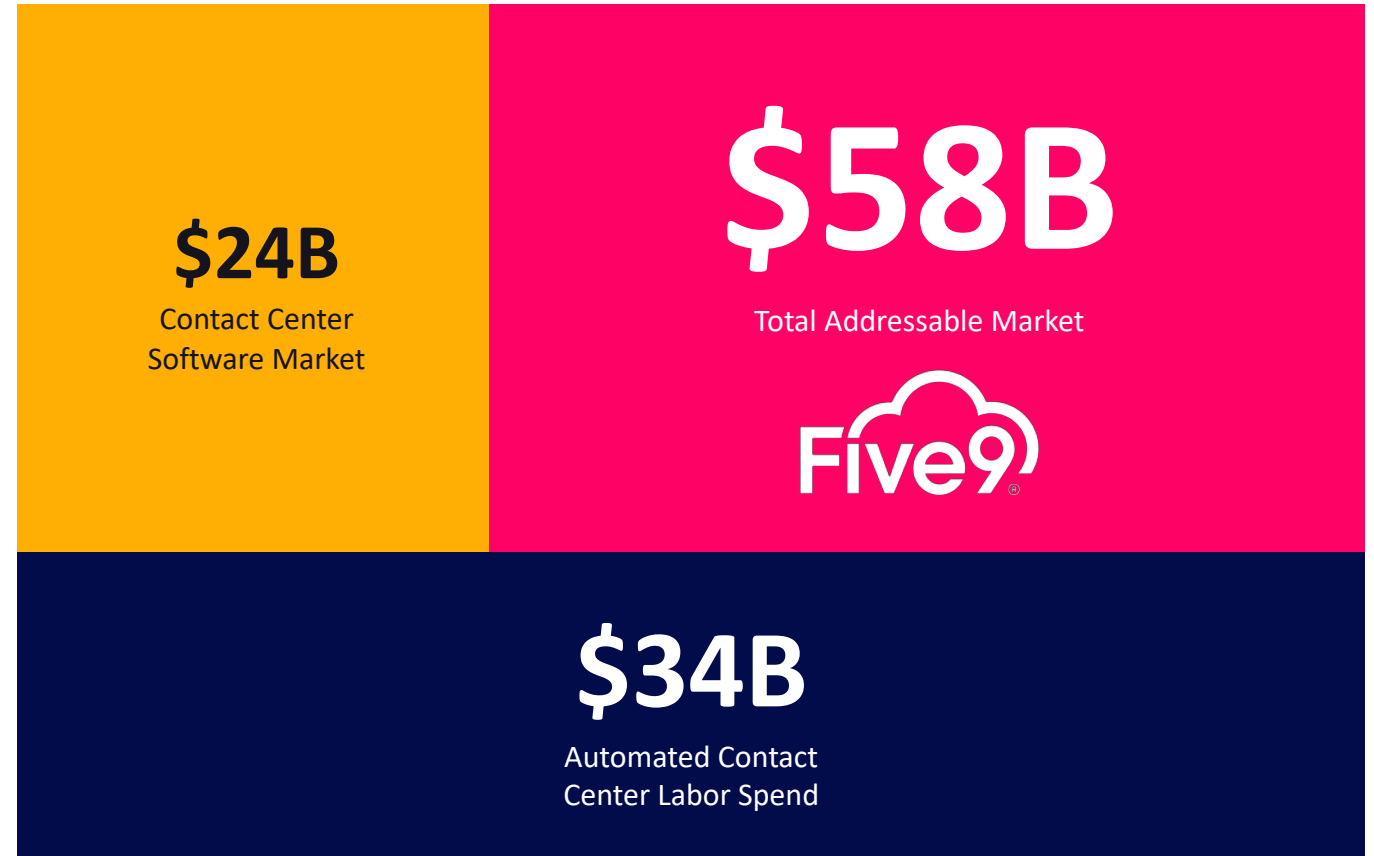
Note: $34B = 16% of $210B contact center labor market being automated (per McKinsey)

Five9

Reimagining Customer Experience

Five9 Journey

We do what we say

Five9 Positioning

Capitalizing on key trends

Long-Term Strategy

Driving durable growth

Five9

Building blocks of durable growth

Larger Customers

Partner Expansion

International Growth

AI & Automation

Five9

Continuing to make key strategic investments
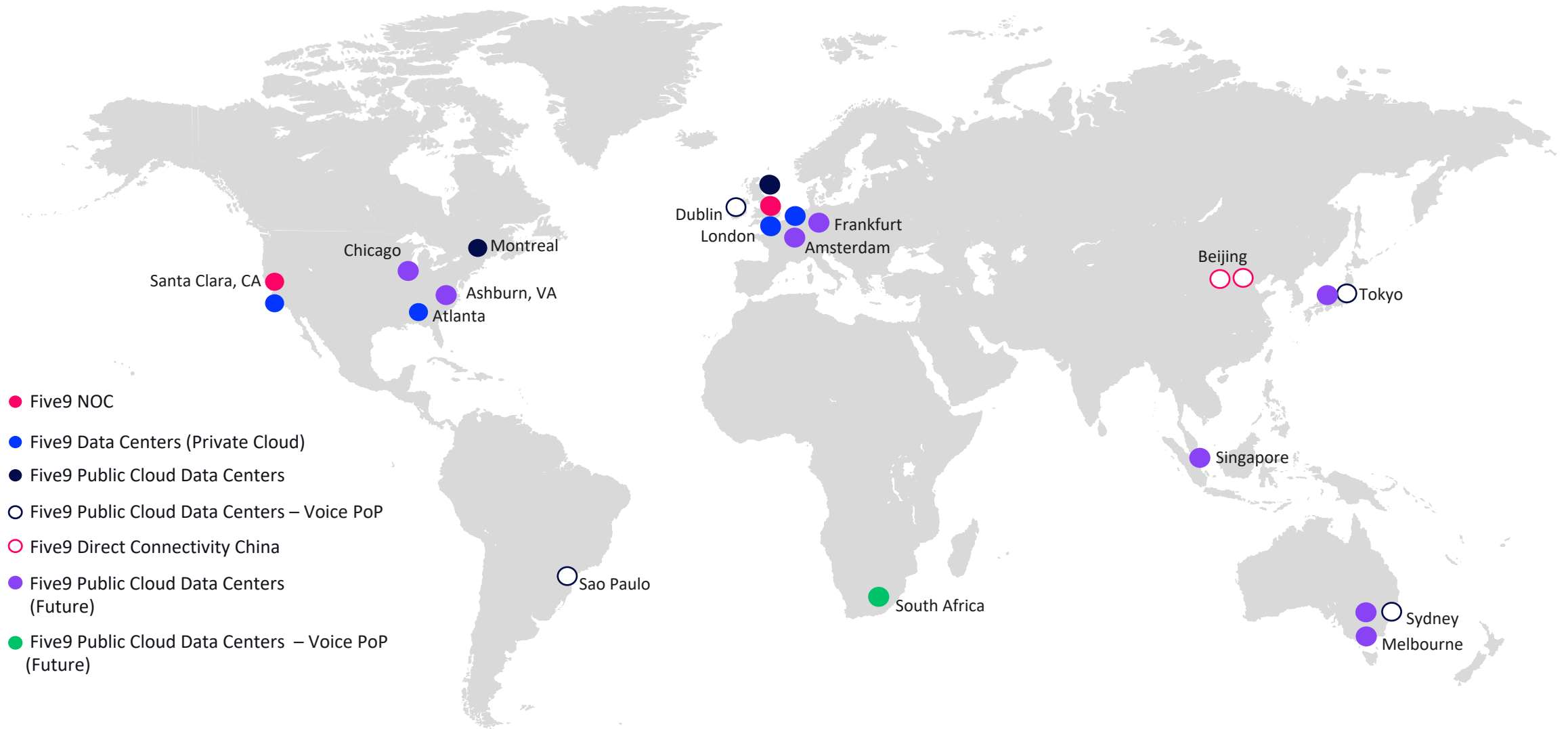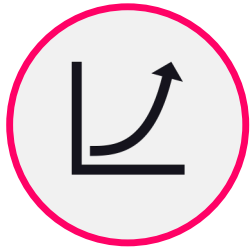
46% **S&M** Q3'21 LTM (YoY)

43% **R&D** Q3'21 LTM (YoY)

40% **Professional Services** Q3'21 LTM (YoY)

4X **Public Cloud** Q3'21 LTM (YoY)

Note: YoY represents expense and cost growth from Q3'20 LTM to Q3'21 LTM

Five9

Investing in public cloud for global expansion

Map locations:
- Santa Clara, CA
- Chicago
- Montreal
- Ashburn, VA
- Atlanta
- Dublin
- London
- Frankfurt
- Amsterdam
- Beijing
- Tokyo
- Singapore
- Sao Paulo
- South Africa
- Sydney
- Melbourne

Legend:
- Five9 NOC
- Five9 Data Centers (Private Cloud)
- Five9 Public Cloud Data Centers
- Five9 Public Cloud Data Centers – Voice PoP
- Five9 Direct Connectivity China
- Five9 Public Cloud Data Centers (Future)
- Five9 Public Cloud Data Centers – Voice PoP (Future)

Looking ahead

Positive Market
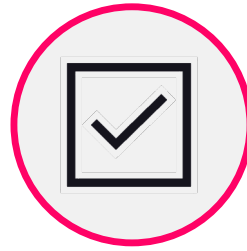
Positive Position
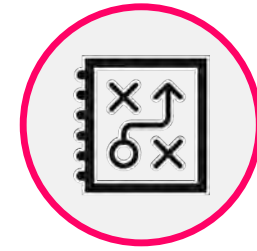
Proven Execution

Five9

Vision and Roadmap

Callan Schebella, EVP Product

Five9

Evolution over time
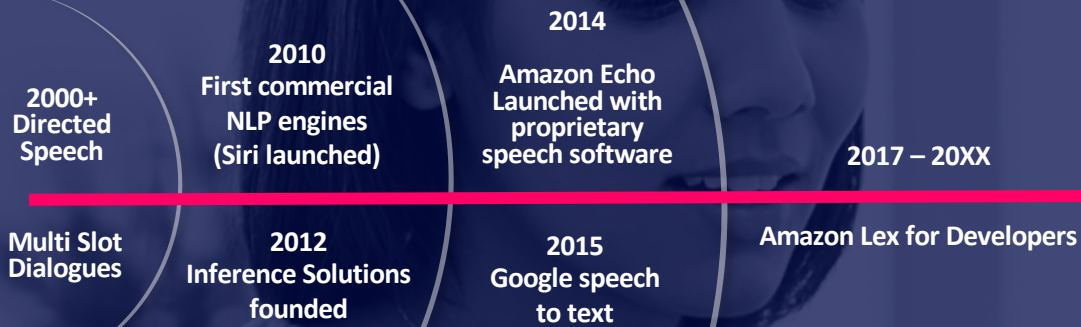
2000+ Directed Speech

Multi Slot Dialogues

2010 First commercial NLP engines (Siri launched)

2012 Inference Solutions founded

2014 Amazon Echo Launched with proprietary speech software

2015 Google speech to text

2017 – 20XX

Amazon Lex for Developers

Mission

Transform how businesses engage with their customers and deliver that brief moment of delight when your customer discovers that their problem has been effortlessly resolved.

How

Embed AI, you need to make every interaction context aware, and you need to make it persistent. At Five9 we call this extending your contact center with a digital workforce.

Five9

A market leading platform

Built for Innovation

- Born in Cloud, accessible as services

- Impossible to replicate quickly

- Latest generation Public Cloud

- Extreme Speed with modern scalability and safety

- Open platform – hundreds of APIs and a vibrant partner eco-system

- #1 in Conversational AI for self-service and agent assistance

Recognized by the Market

Built for scale, reliability and security

Figure 6: Average Platform Features Satisfaction Ratings, by Category

	8x8	Alvaria	Bright Pattern	Cisco	Five9	NICE CXone	Puzzel	Twilio	UJET	Vonage	Category Average	Range
System administration/provisioning and license management	5.0	3.33	4.33	4.33	5.0	5.0	4.33	4.0	3.66	4.0	4.30	1.67
System security	4.66	3.66	4.33	4.0	5.0	4.66	4.33	3.33	3.66	4.0	4.16	1.67
Regulatory compliance	5.0	4.0	4.33	4.66	5.0	4.66	3.0	3.33	3.66	3.66	4.13	2.0
System scalability	5.0	4.0	4.0	4.0	5.0	5.0	4.66	4.0	3.66	4.33	4.37	1.34
Platform reliability (system availability and uptime)	4.66	3.66	4.33	4.66	5.0	4.66	4.33	3.33	4.0	3.66	4.23	1.67
Business continuity/disaster recovery	5.0	3.33	4.0	4.33	5.0	5.0	2.33	3.33	3.66	3.66	3.96	2.67
Ease of integration with third-party applications	3.33	3.0	3.66	3.66	5.0	5.0	2.66	3.66	3.66	4.0	3.76	2.34
Vendor Average	4.66	3.57	4.14	4.23	5.0	4.85	3.66	3.57	3.71	3.90		

Source: DMG Consulting LLC, September 2021

99.995%

**Avg. Monthly Systems Availability
(last 12 months)**

- Five9 NOC
- Five9 Data Centers (Private Cloud)
- Five9 Public Cloud Data Centers
- Five9 Public Cloud Data Centers – Voice PoP
- Five9 Direct Connectivity China
- Five9 Public Cloud Data Centers (Future)
- Five9 Public Cloud Data Centers – Voice PoP (Future)

Santa Clara, CA · Chicago · Montreal · Ashburn, VA · Atlanta · Sao Paulo · Dublin · London · Frankfurt · Amsterdam · South Africa · Beijing · Tokyo · Singapore · Sydney · Melbourne

Where do we go from here?

Five9

The traditional contact center

The traditional contact center

The traditional contact center

1x
Tech Spend

10x
Labor Spend

Five9
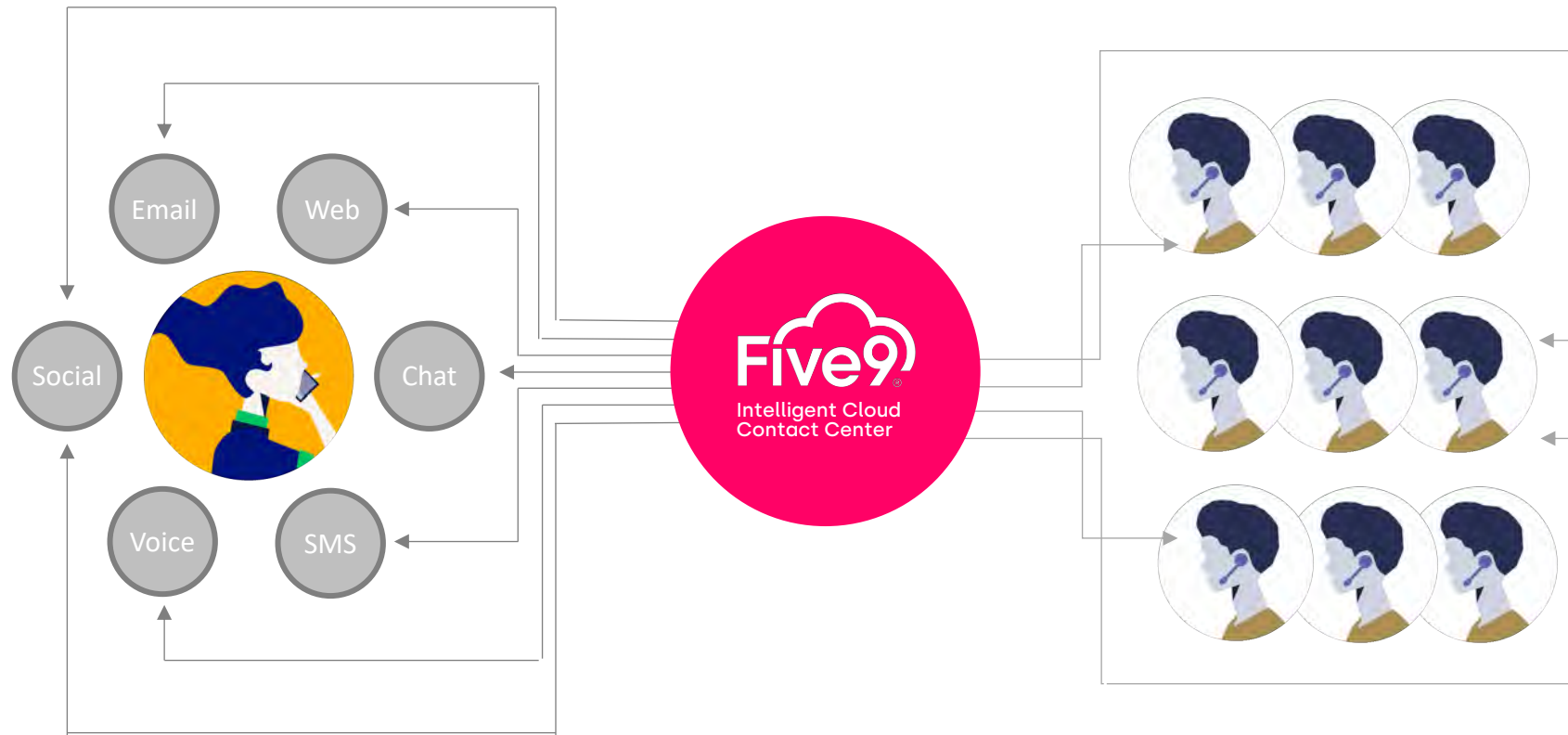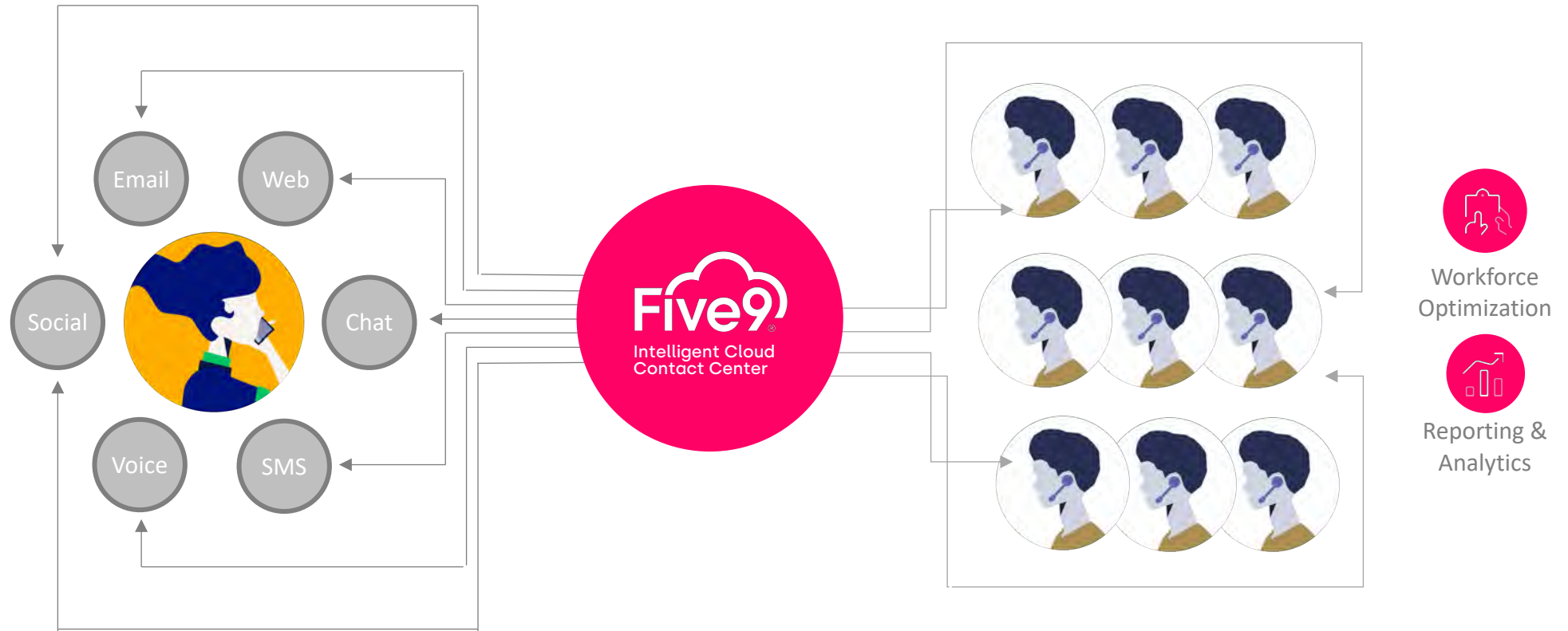
Key trends driving fundamental changes

Consumers are choosing compelling experiences over product alone

Omnichannel is expected
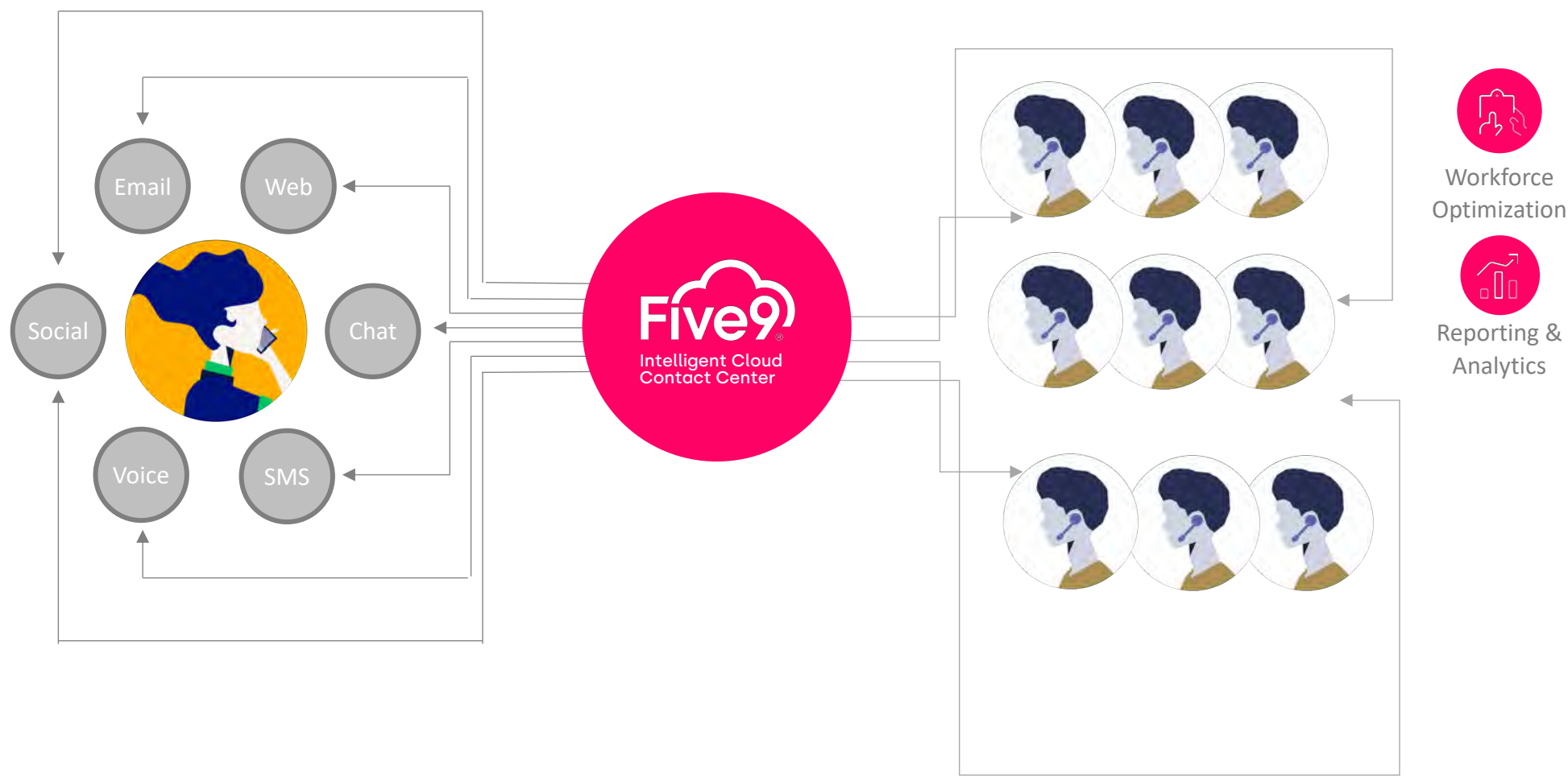
Contactless is becoming the new preference

Labor is becoming more expensive, harder to find and harder to retain
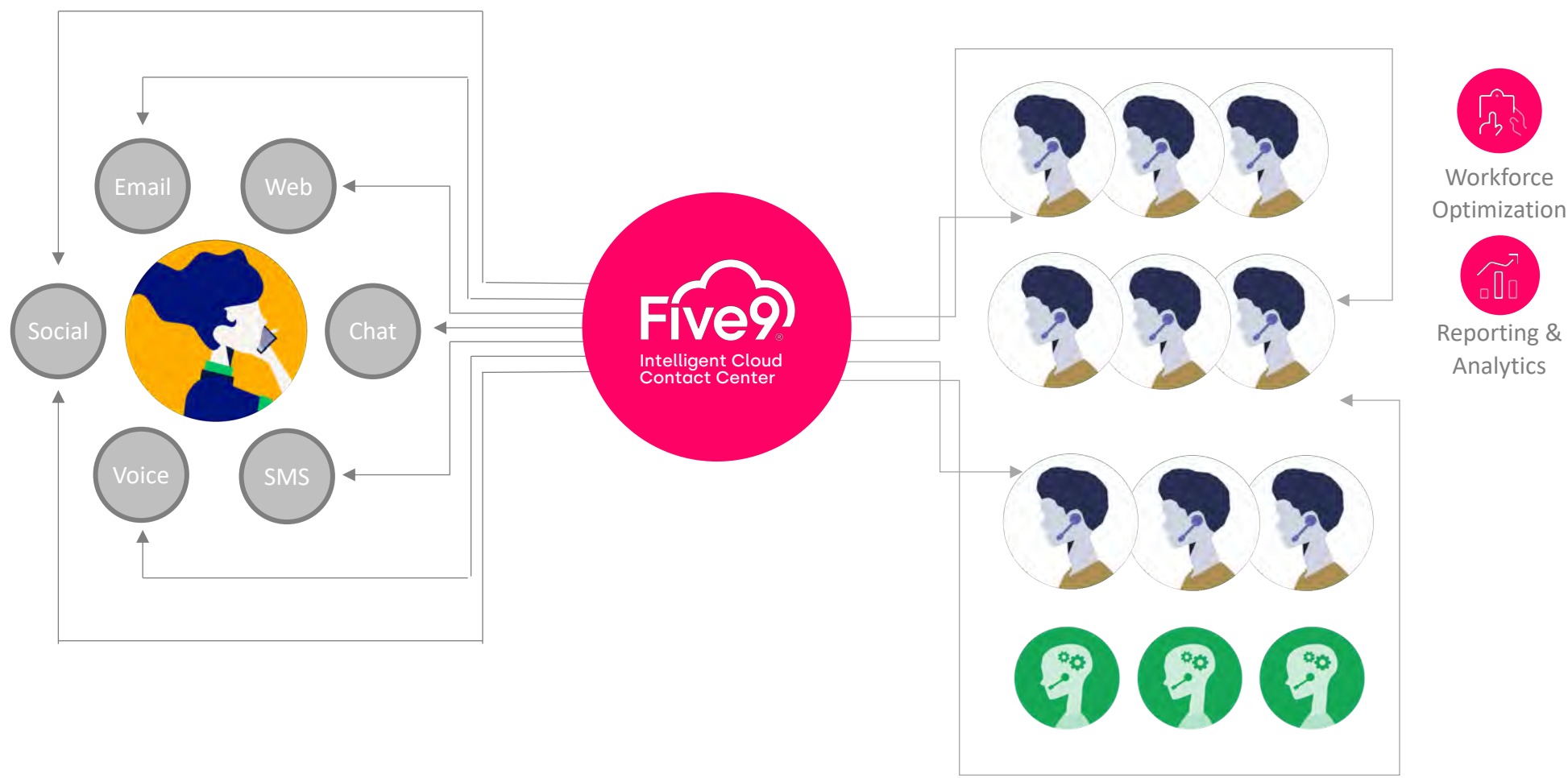
Five9

Customers have realized they can't hire their way out of the problem
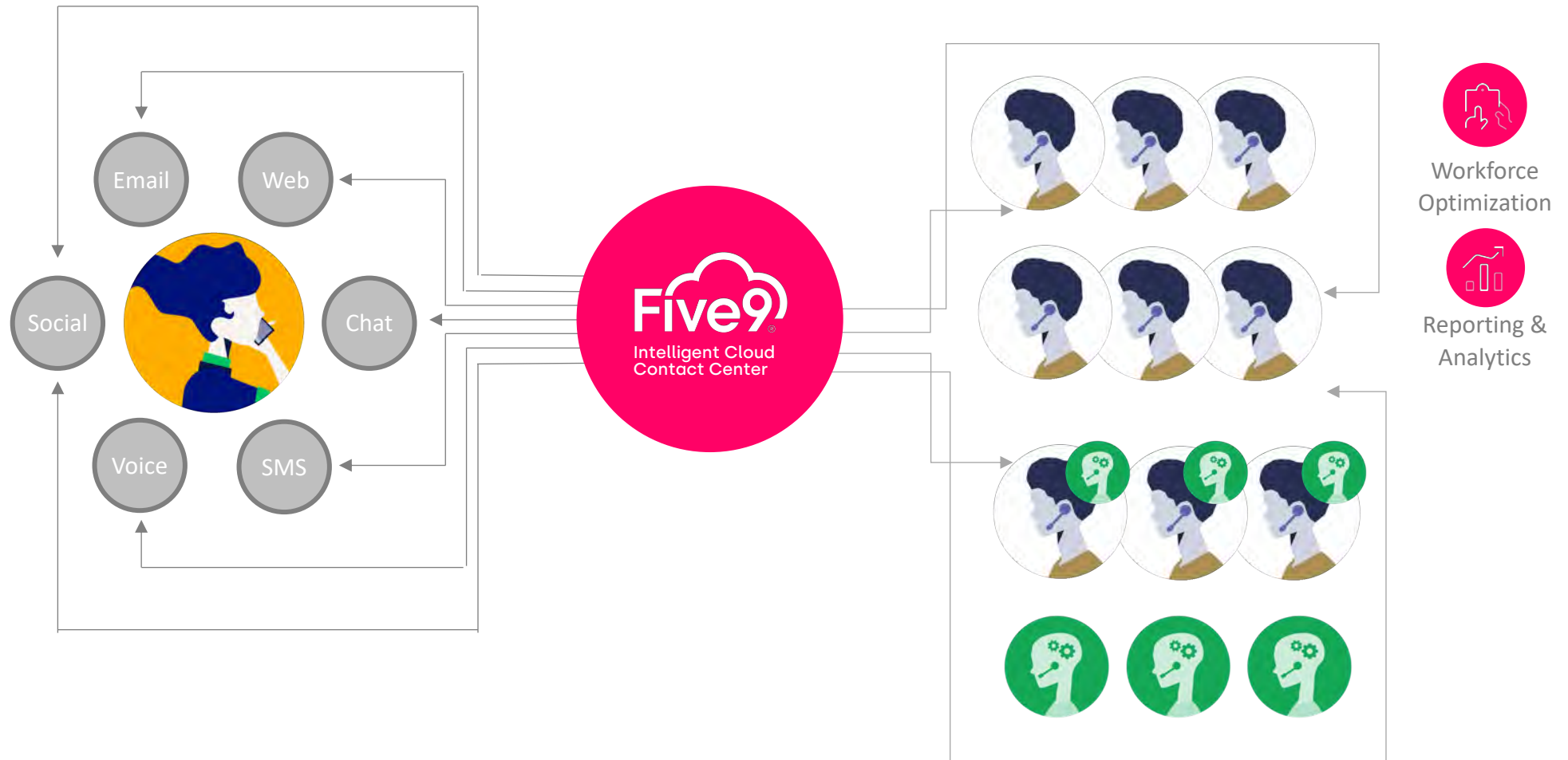
Introducing the Digital Workforce

Five9

A new way to think about the contact center

Email Web Social Chat Voice SMS

Five9
Intelligent Cloud
Contact Center
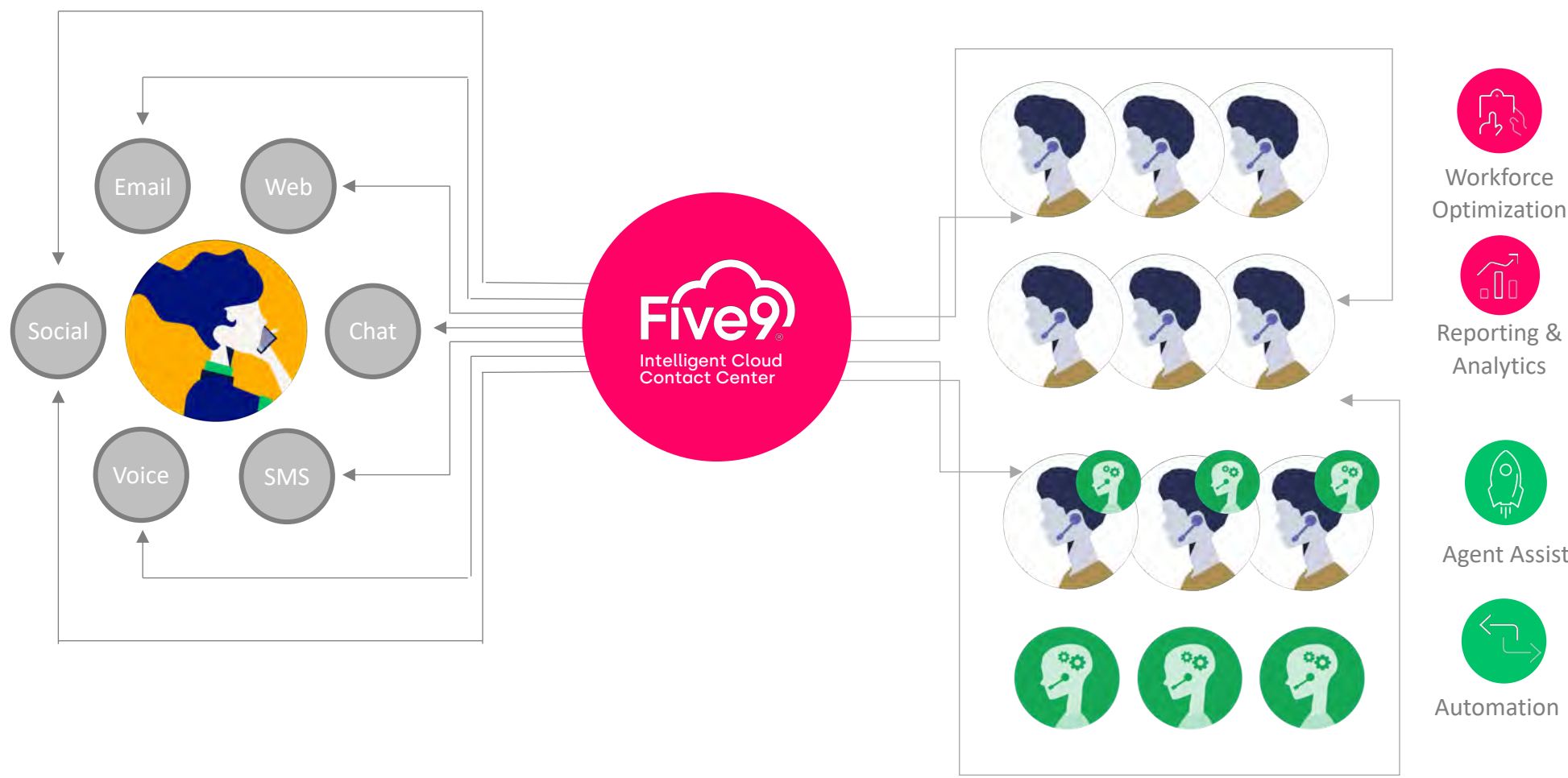
Workforce Optimization

Reporting & Analytics

Five9

A new way to think about the contact center

A new way to think about the contact center

A new way to think about the contact center

Email
Web
Social
Chat
Voice
SMS

Five9
Intelligent Cloud
Contact Center

Workforce Optimization

Reporting & Analytics

Agent Assist

Automation

A digital workforce in action
Healthcare provider

Scale with Live Agents wasn't Possible

- Zero visibility into agent activity
- Inability to scale with ease to meet customer demand (call volume increased 310% WoW)
- Limited reporting and accountability
- Short-staffed agent pool and IT team

A digital workforce allowed them to meet demand

- Up and running with Five9 Intelligent Cloud Contact Center and IVAs in under 10 days
- Full transparency into agent activity and productivity
- Ability to scale on demand to handle inquiry spikes

Based on the call volumes they experienced over the last year, it is **estimated to save over $2 million in the first year** by **utilizing Five9 IVAs** which can now be **redeployed into future investments to diversify the business.**
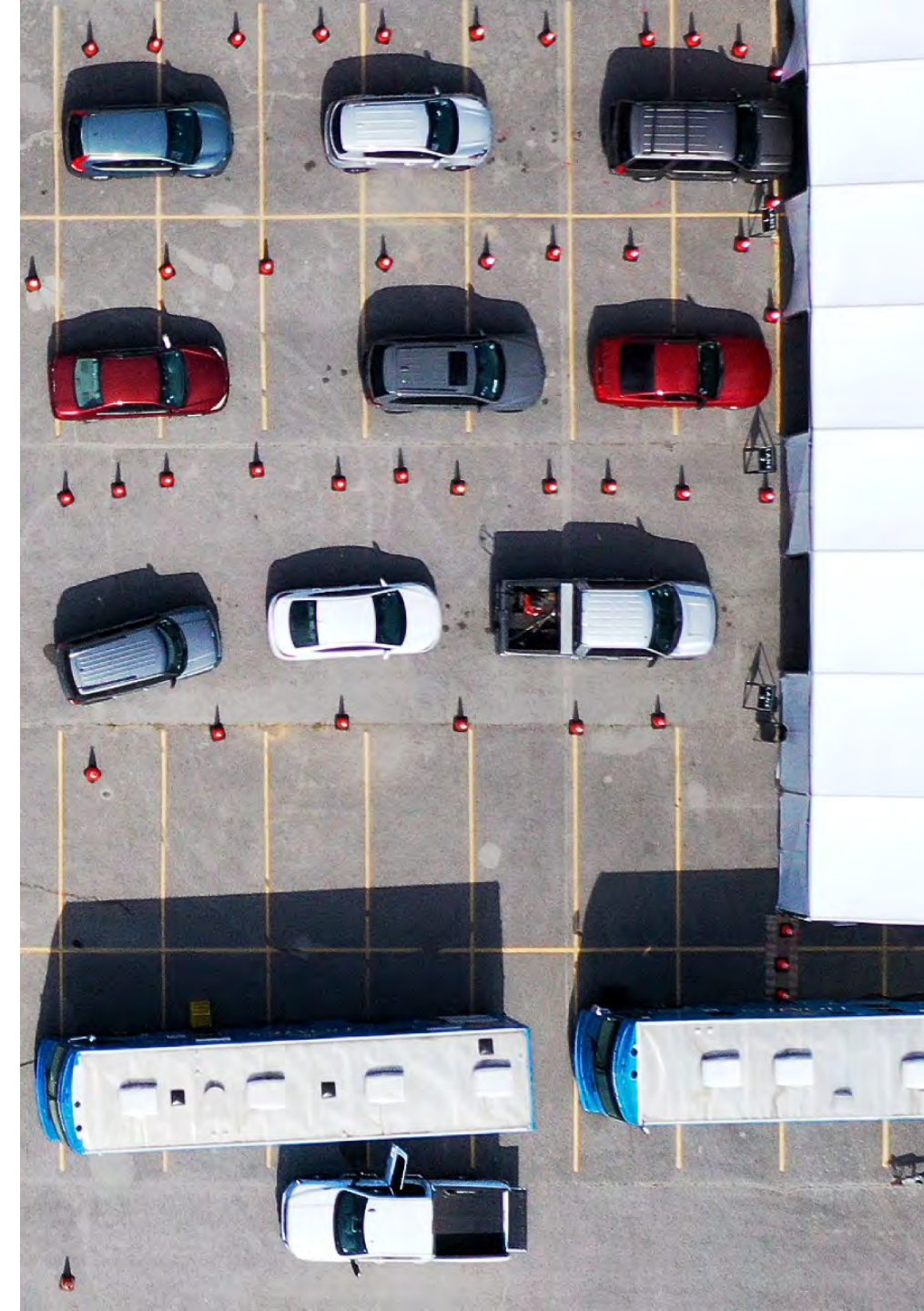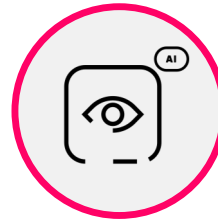
The Five9 AI & Automation Strategy

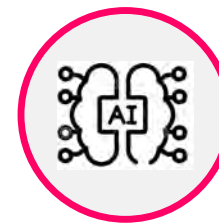**Intelligent Virtual Agents**

Pre-Interaction
Enable customers to interact across their channel of choice

Agent Assist

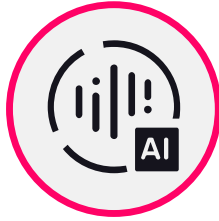During Interaction
Live agents are assisted with AI & Automation

Workflow Automation

Post Interaction
AI & Automation helps post call follow up

Five9

The Five9 AI & Automation Platform

Five9 VoiceStream

Agent Assistance
Speech Biometrics
Real-Time Speech Analytics
Real-Time Sentiment

playvox

CRESTA

Medallia

uniphore

Authority

ValidSoft

cogito

XSELL
TECHNOLOGIES

Jacada
AUTONOMOUS CX

CallMiner

OBSERVE·AI

pindrop

Five9

One workforce, many jobs

SERVICE CUSTOMERS

> Use IVA to handle incoming customer requests for routine information e.g. appointment setting, status checks, address changes etc

COACH AGENTS

> Agent Assist offers real-time coaching and guidance to agents. This can be used for training new agents or helping existing agents to handle complex issues.

ENSURE QUALITY

> Interaction analytics can be used to transcribe calls and monitor adherence to scripts thus protecting CSAT and managing agent productivity
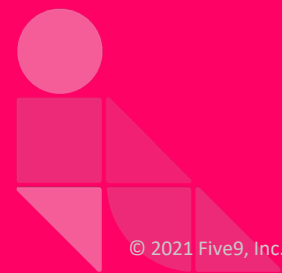
PROVIDE INSIGHT

> Speech analytics – WFO

How do we do it?

Extending our leadership position in key areas

| EASY TO IMPLEMENT	ACCESSIBLE TO PARTNERS	EASY TO TRAIN AND MAINTAIN
• You don't need a developer • You don't have to start from scratch • Future proof • Easier fulfillment • Reduced testing time	• Tools and processes designed for channel partners • Enabling new business opportunities across ISVs, VARs, MAs, Telcos and Consultants	• Help address "cold start" by analyzing your recordings • Reduce training costs by allowing non-AI experts to train/label AI • Reduce management costs - agent feedback loops help you know when the AI needs updating

Available today
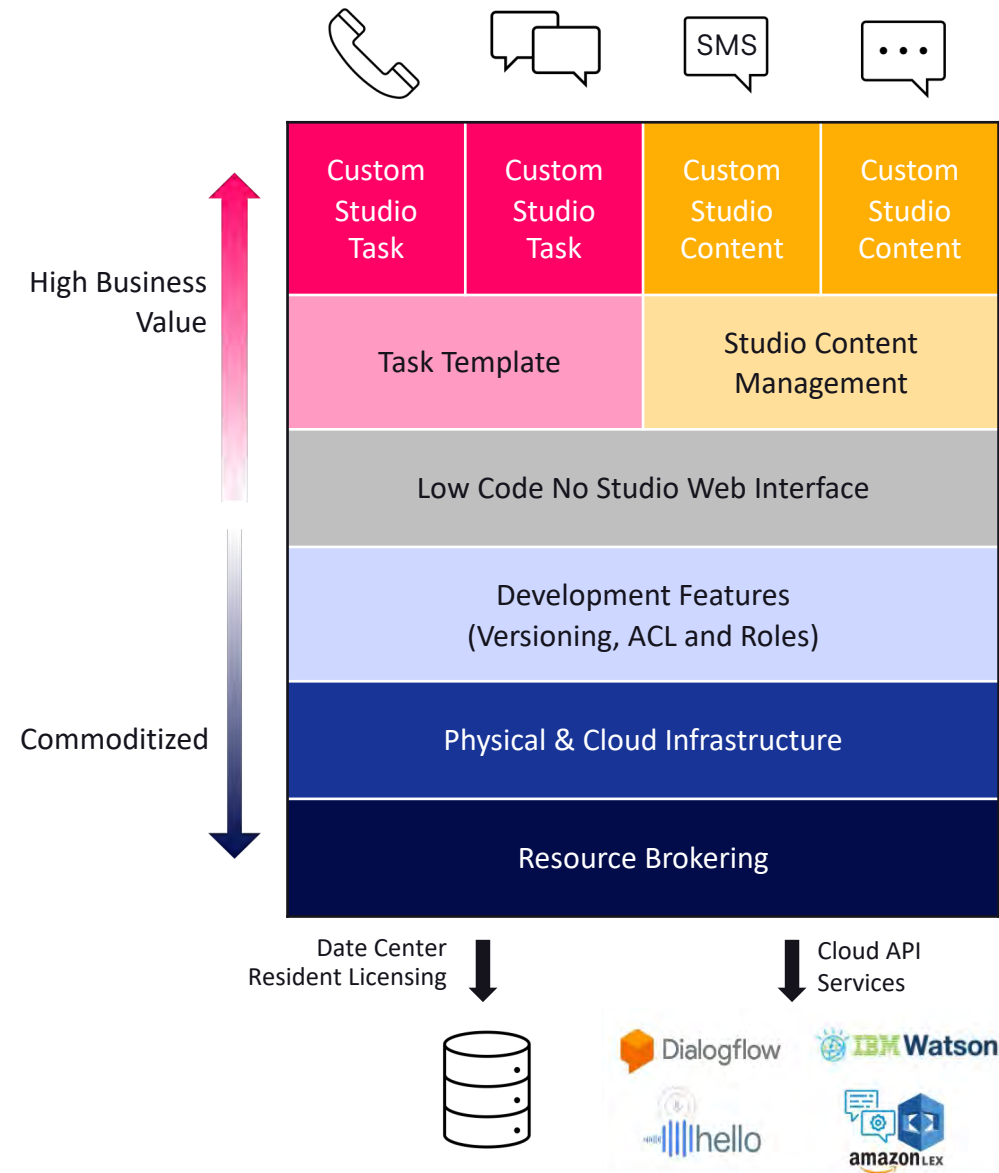
In Beta with Customers

Five9

Five9 Studio 7

- Drag-and-Drop, no-code / low-code, service creation environment

- Multi-award winning

- More deployments than virtually anyone else (800+)

- Available to Five9 customers at varying price points

- Available globally

BEST OF
enterprise
CONNECT
WINNER
Best Application of
Artificial Intelligence
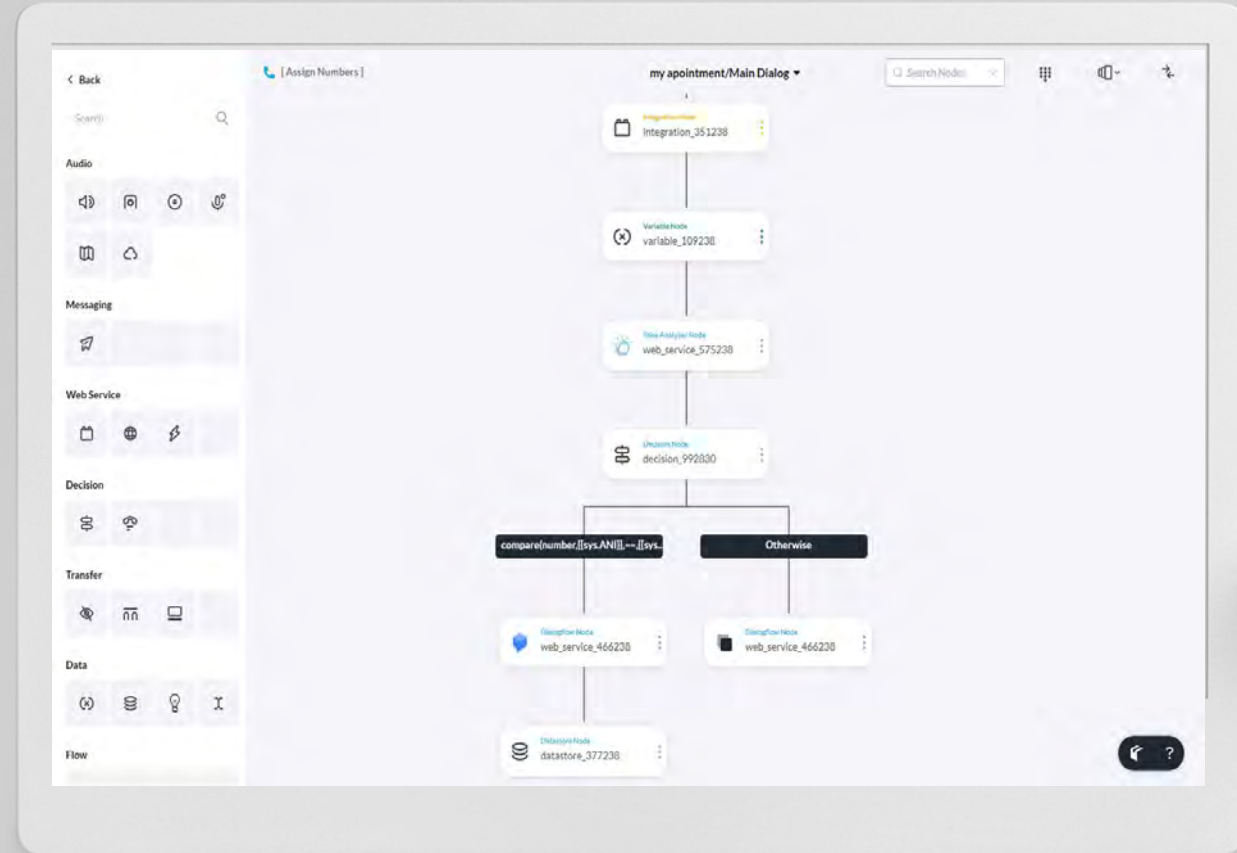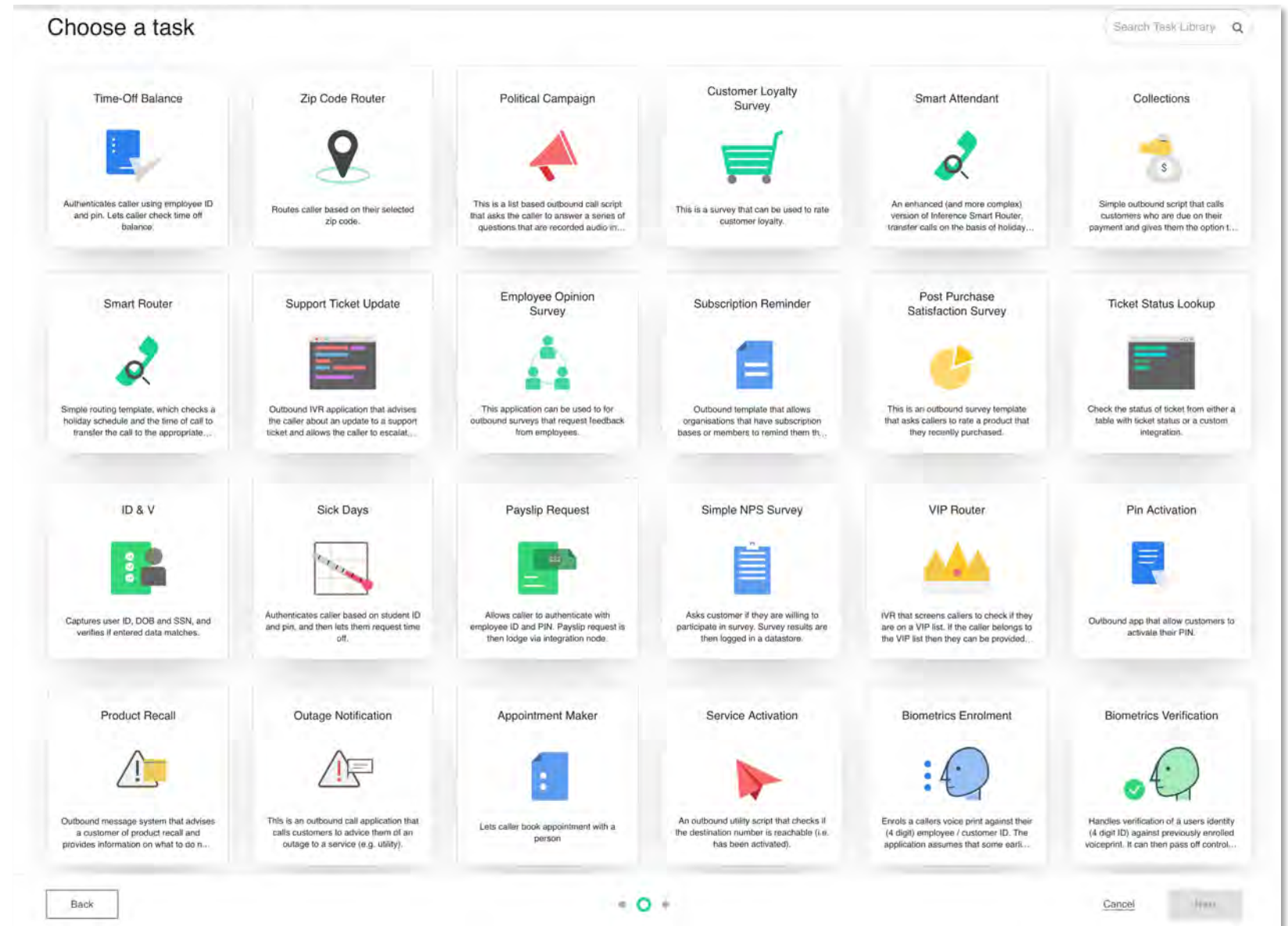
Five9

Focusing on value

- Five9 focuses on adding business value to our customers

- We leverage core engine technologies from a variety of providers

- Core engines are fast becoming commodity API's in the areas of Speech Recognition, Text-to-Speech and Natural Language Processing

- Studio provides choice across a number of engine providers

- We convert a variable API consumption cost into our fixed price IVA-per month pricing model

High Business Value

Commoditized

Custom Studio Task	Custom Studio Task	Custom Studio Content	Custom Studio Content
Task Template		Studio Content Management	
Low Code No Studio Web Interface			
Development Features (Versioning, ACL and Roles)			
Physical & Cloud Infrastructure			
Resource Brokering			

Date Center Resident Licensing

Cloud API Services

Dialogflow

IBM Watson

hello

amazon LEX

Five9

Ease of Task Development & Fulfillment

Five9 Inference Studio

- **Easy to develop** applications for touch tone IVR, directed dialog and NLP using no-code drag-and-drop UI

- **Largest library of pre-built tasks and vertical solutions**

- **Access to best of breed** speech-to-text engines

- **Access to the best TTS voices and widest variety of languages**

- Ease of fulfillment with nodes that connect to CRM and external systems of record

- **Integrated testing**

How does Five9 sell Studio IVAs?

SKU	STT	TTS	NLP	Biometrics	Notes
Five9 Silver IVA	✓	✓			Speech-to-text and TTS. Used to build directed dialog applications
Five9 Gold IVA	✓	✓	✓		Uses NLP to allow open ended questions like "How can I help you."
Five9 Platinum IVA	✓	✓	✓	✓	Also includes the ability to authenticate caller using voice print.

Extending our leadership position in key areas

EASY TO IMPLEMENT	ACCESSIBLE TO PARTNERS	EASY TO TRAIN AND MAINTAIN

- You don't need a developer
- You don't have to start from scratch
- Future proof
- Easier fulfillment
- Reduced testing time

- Tools and processes designed for channel partners
- Enabling new business opportunities across ISVs, VARs, MAs, Telcos and Consultants

- Help address "cold start" by analyzing your recordings
- Reduce training costs by allowing non-AI experts to train/label AI
- Reduce management costs - agent feedback loops help you know when the AI needs updating

Available today

In Beta with Customers

Five9

What do we mean by a 'Conversation Architect'?

Where should I start?

How do I know how things are going?

What are customers saying to me that I am unable to understand?

And am I responding in the correct manner?

Five9

What do we mean by a 'Conversation Architect'?

- These problems are common to <u>all</u> implementations.
- We are best placed to help customers resolve these
- We are the aggregation point for customer contact information

Where should I start?

How do I know how things are going?

What are customers saying to me that I am unable to understand?

And am I responding in the correct manner?

Five9

AGENT   CUSTOMER

IMPORT PHRASES
phrases_with_Clusters.json

Categories & Intents

0 Selected   SHOW SELECTED

Q Search phrases ✕

Other / No Category (0)   ⊕

"use that SIM card inside the phone you have"   remove sim card (19) ⋀

Agent Compliance Statements (0)   ⊕

☐ "okay I will request you to just turn on the turn off the phone remove the battery remove the SIM card and try to remove the SIM card from slot one and insert and try it into another slot okay put back the battery and turn turn on the battery once again turn on the phone once again"

Agent Upsells (0)   ⊕

☐ "orange you can remove the SIM card from the phone"

☐ "you saw the thing is that she it has to be a GSM unlocked network phone so that's reason she's not able to use it so please ask her to call the provider and ask them to unlock the device fir so once it is unlocked then she can put the device put the SIM card in it and then she can use it"

Agent Reminders (0)   ⊕

☐ "so if you have any extra phone at a place you can use the SIM card with your own device"

Agent Questions (0)   ⊕

☐ "okay there's only one sword okay so just to remove the SIM card and insert the SIM card once again properly"

☐ "you need to call them up and you need to unlock it"

Call Resolution (0)   ⊕

☐ "no see the phone pin number is a phone security you can remove it"

☐ "and you can use the services with truconnect means our SIM card is compatible with any phone which is Network unlocked"
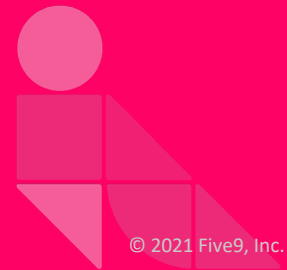
Agent Suggestions (0)   ⊕

A quick look at Five9 Studio 7

Mission

Transform how businesses engage with their customers and deliver that brief moment of delight when your customer discovers that their problem has been effortlessly resolved.

How

Embed AI, you need to make every interaction context aware, and you need to make it persistent. At Five9 we call this extending your contact center with a digital workforce.

Five9

Go-to-market Momentum

Dan Burkland, President

Five9

Go-to-market Momentum

Larger Customers

Winning up-market

Partner Expansion

Better together

International Growth

Expanding global footprint

Five9

Platform purpose-built to serve larger customers
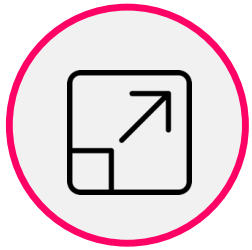
Scalable

Reliable

Secure

Innovative

Five9

Segmentation unlocking access to larger customers

Strategic	Enterprise	Mid-Market	Commercial
~500+ Seats ($1.2M+)	~150 – 500 Seats ($350K – $1.2M)	~50 – 150 Seats ($120K – $350K)	<50 Seats (<$120K)
10X Pipeline Coverage			

Five9

AI & Automation gaining traction with larger customers

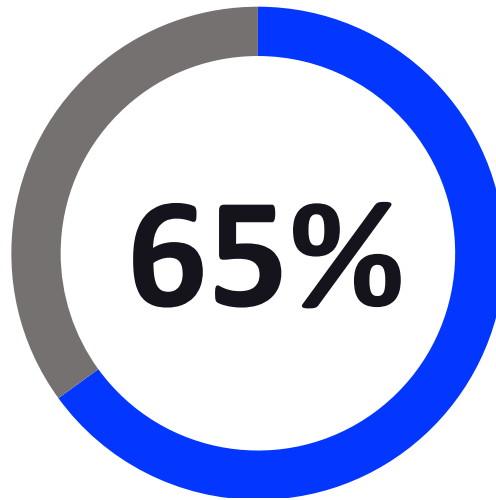**AI & Automation Attach Rates in New Enterprise Deals (Q3'21 LTM)**

88%
Strategic

39%
Enterprise

16%
Mid-Market

Five9
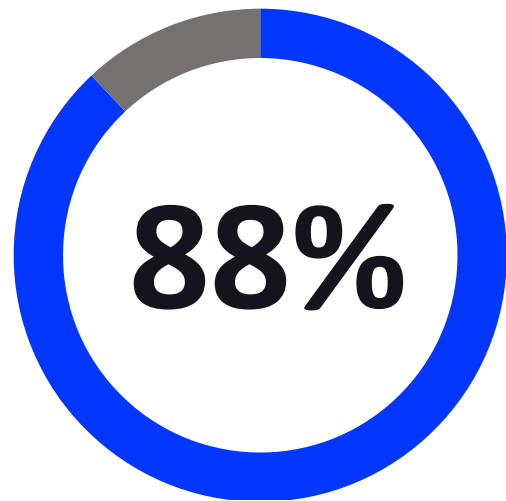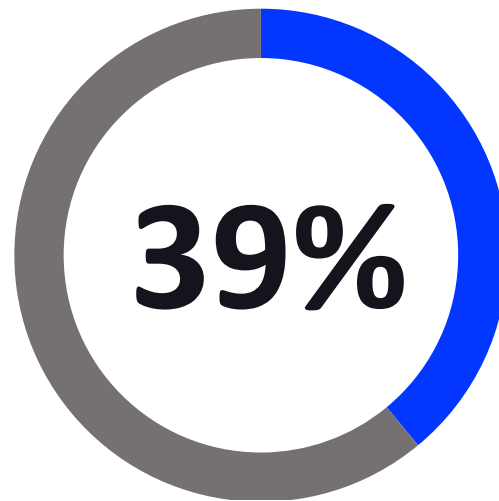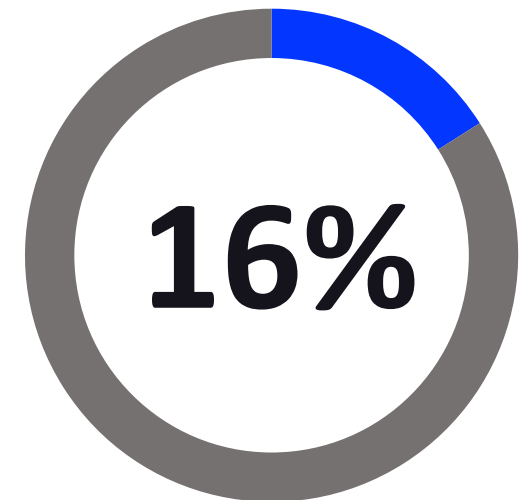
WFO is critical to Enterprise customers

WFO Attach Rates in New Enterprise Deals (Q3'21 LTM)

100%	65%	58%
Strategic	Enterprise	Mid-Market

Five9
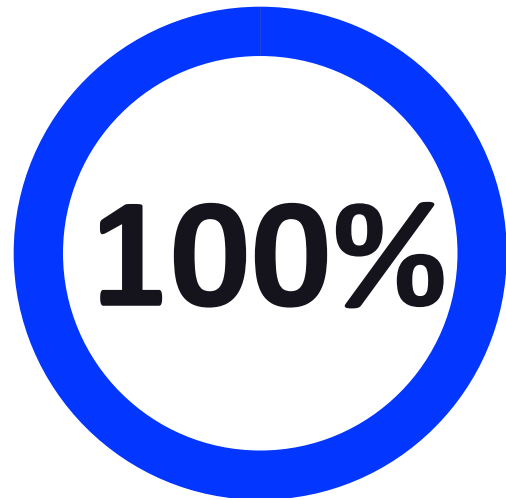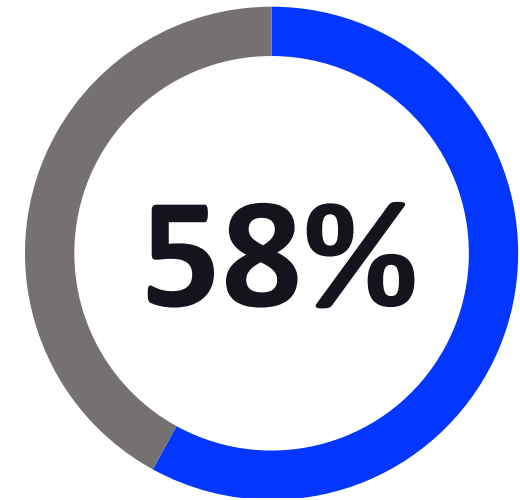
Comprehensive implementation lifecycle
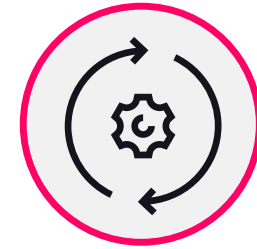
INITIATION   DEFINITION   CONFIGURATION   DEPLOYMENT   ADOPTION   OPTIMIZATION

300+
PS Professionals
(Global)
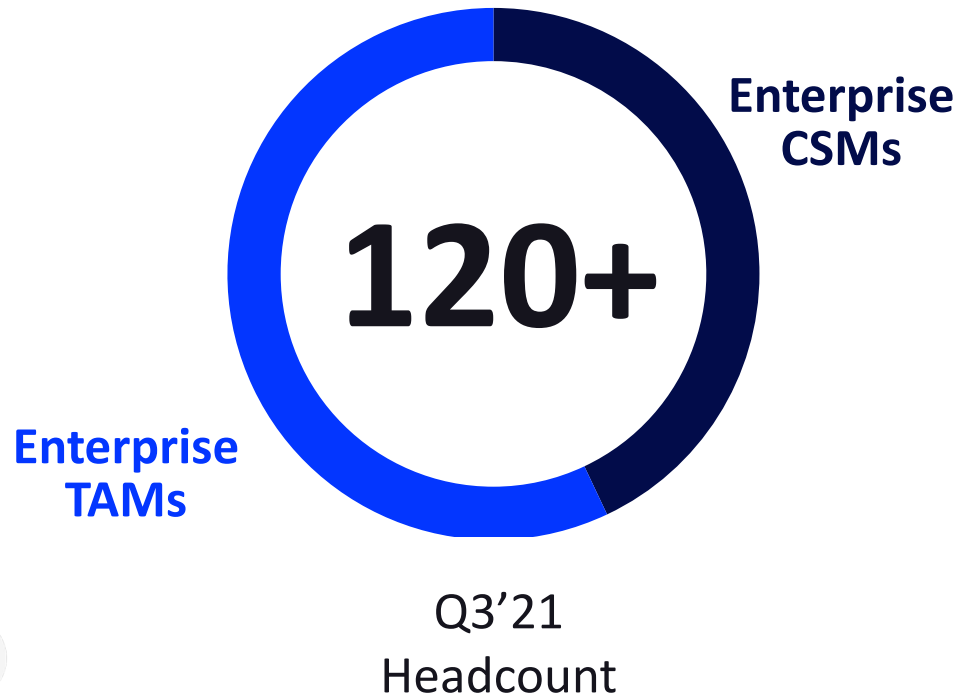
9+
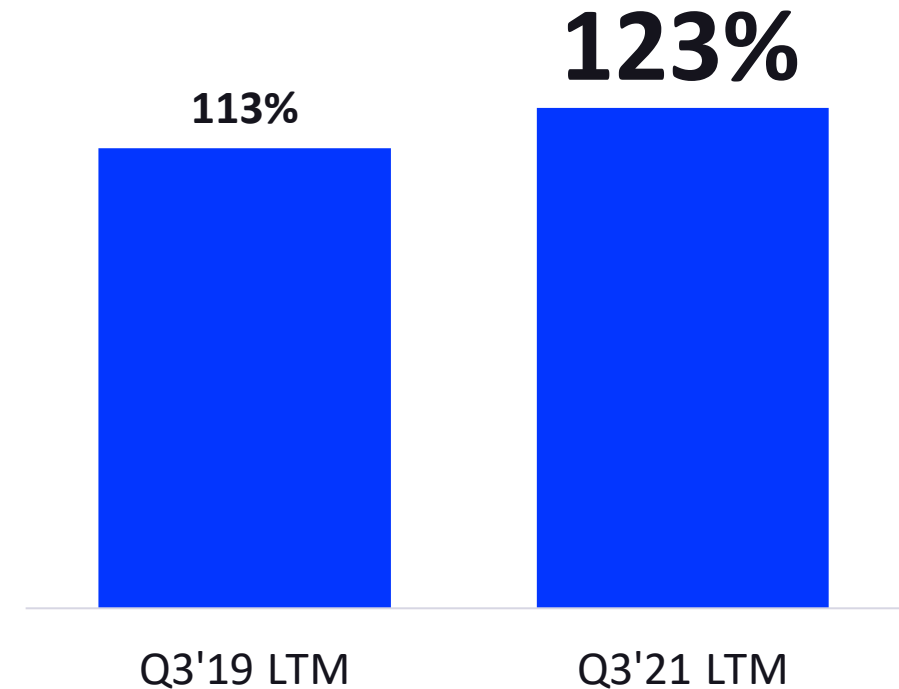Average Experience
(Years)

~70%
Headcount Growth
(Since Q3'19)

90+
NPS
(40+ avg, 70+ top)

Five9

High-touch support driving strong expansion

High-touch Professionals

Enterprise CSMs

120+

Enterprise TAMs

Q3'21
Headcount

Dollar-based Retention Rate

113%

123%

Q3'19 LTM

Q3'21 LTM

Five9

Go-to-market Momentum

Larger Customers

Winning up-market

Partner Expansion
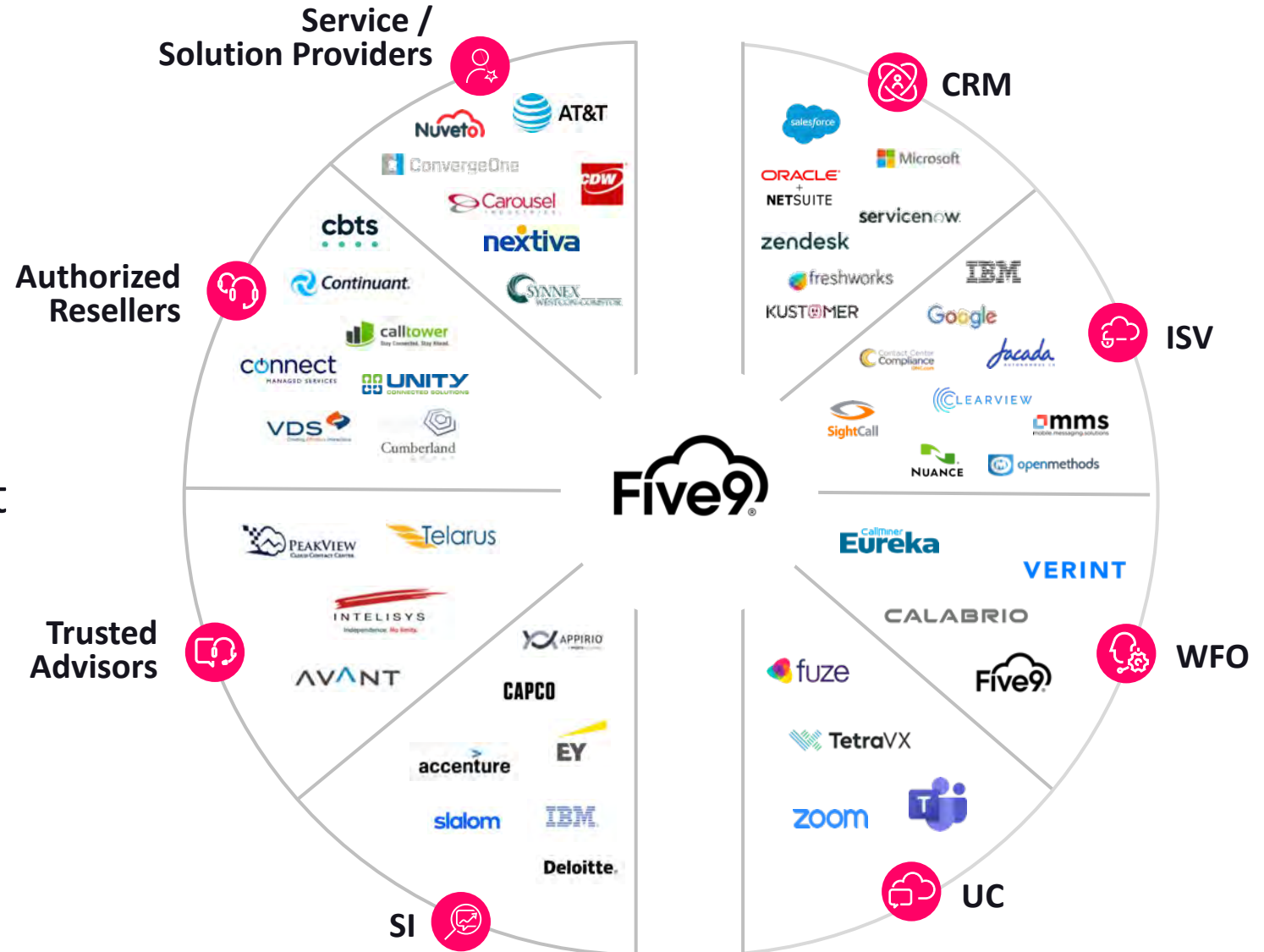
Better together

International Growth

Expanding global footprint

Five9

Robust and expanding partner ecosystem

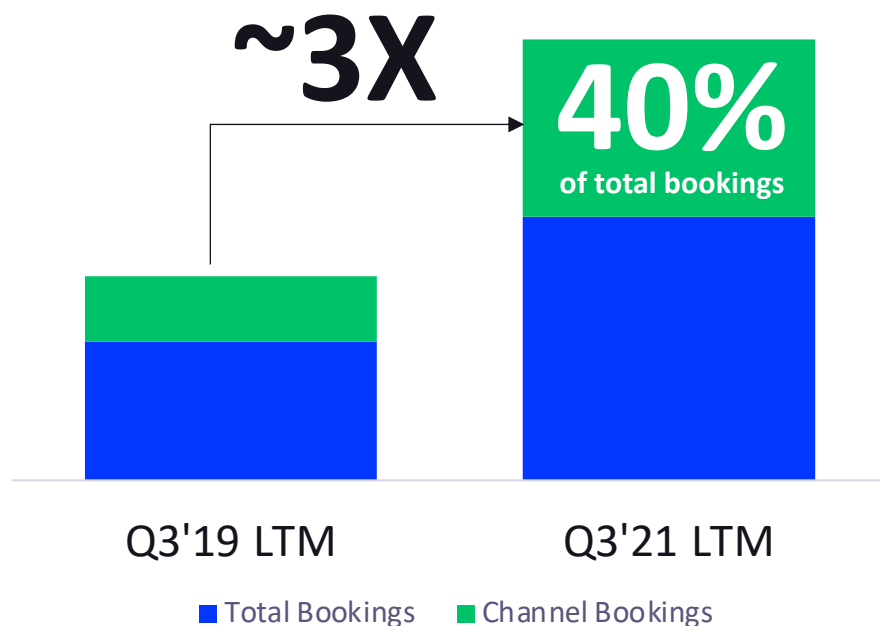Deep integrations across the ecosystem

Joint go-to-market and development initiatives with key partners

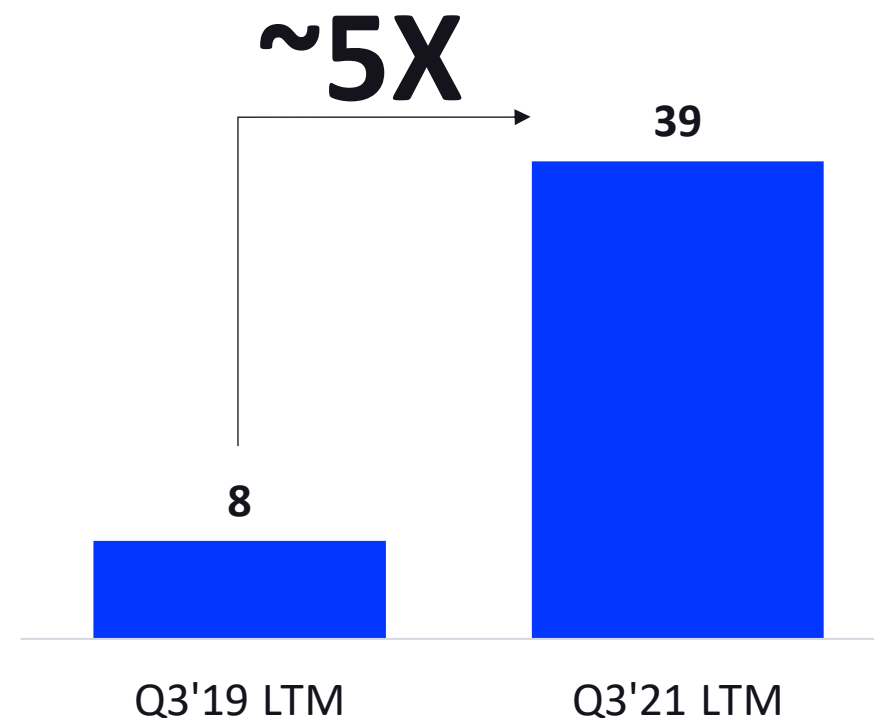Expanding domestic and international routes to market
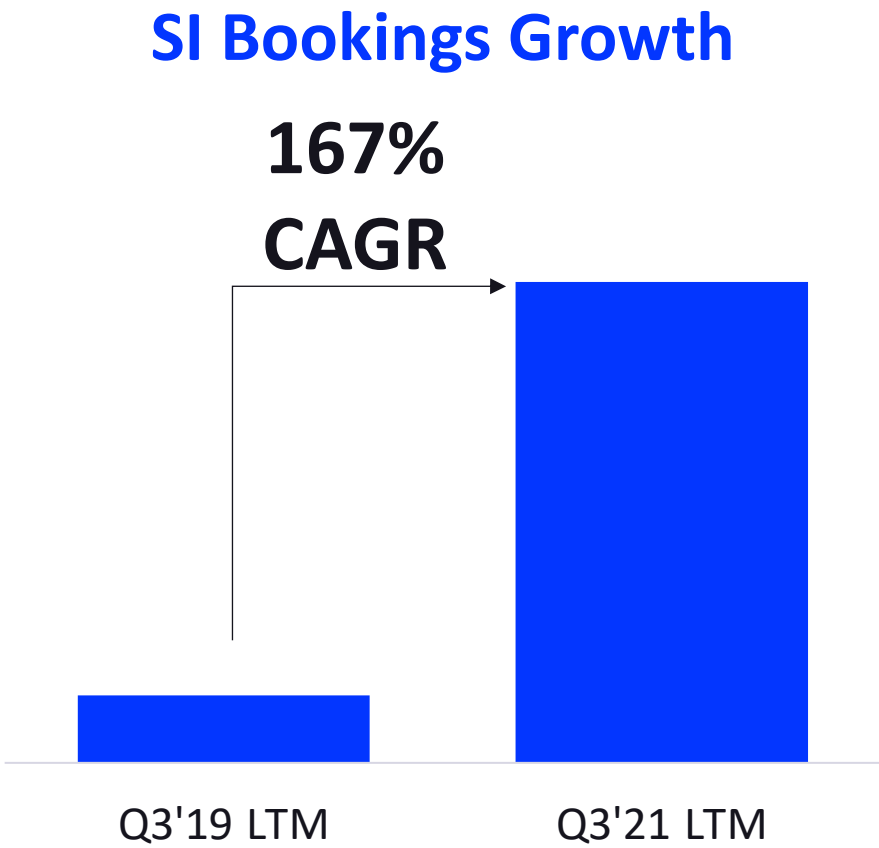
Channel is continuing to scale

Channel Bookings

~3X

40%
of total bookings

Q3'19 LTM   Q3'21 LTM

■ Total Bookings   ■ Channel Bookings
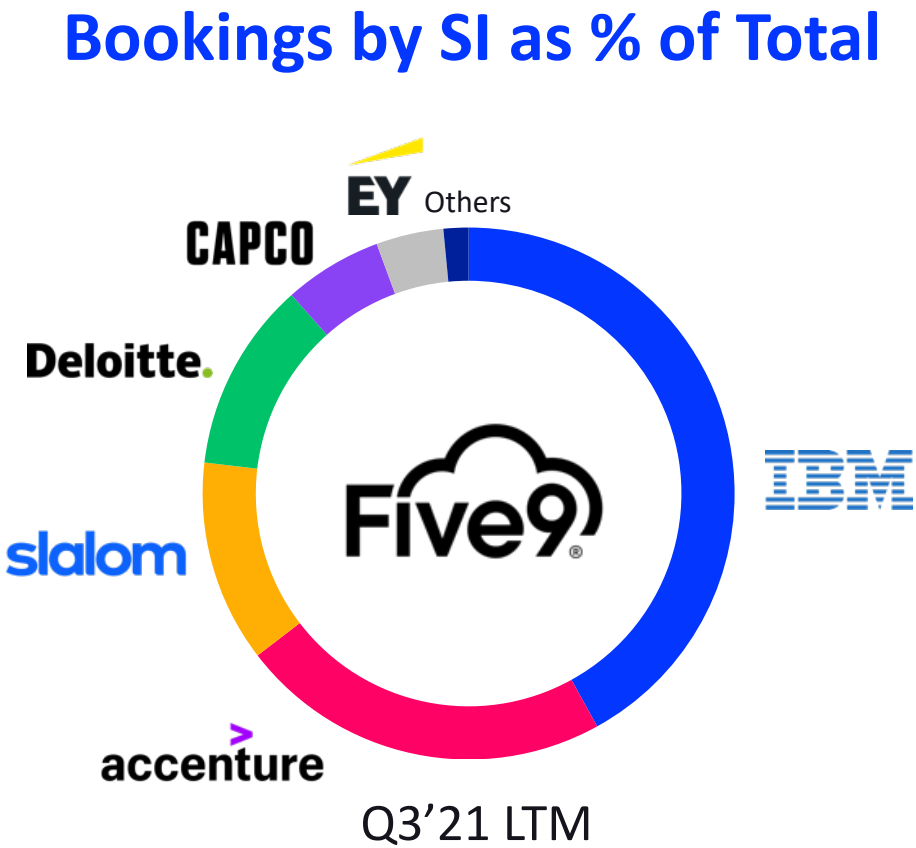
of Partners with $1M+ ARR Bookings

~5X

39

8

Q3'19 LTM   Q3'21 LTM

Headcount growth of 3X in 2 years

Investing in partner enablement, partner portal, CX marketplace and Five9 University

Five9

SI partnerships are expanding
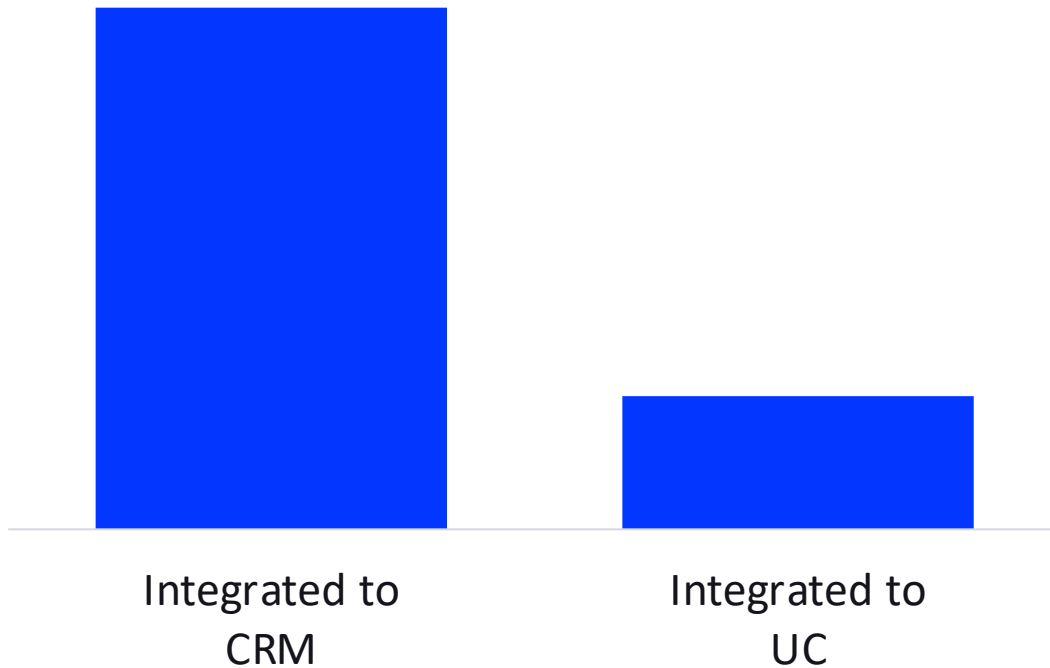
Bookings by SI as % of Total

CAPCO
EY Others
Deloitte.
slalom
accenture
IBM

Q3'21 LTM

SI Bookings Growth

167% CAGR

Q3'19 LTM   Q3'21 LTM

Investing in vertical consultation, content and services enablement

CRM is the primary integration point with CC

ACV Bookings (Q3'21 LTM)

Integrated to CRM

Integrated to UC

CRM continues to be the primary integration point

~90% of Enterprise new deals are sold to line-of-business buyers, mostly integrating with cloud CRM solutions

CRM and CC expected to continue to be the cornerstones of customer experience

Five9

Go-to-market Momentum

Larger Customers

Winning up-market

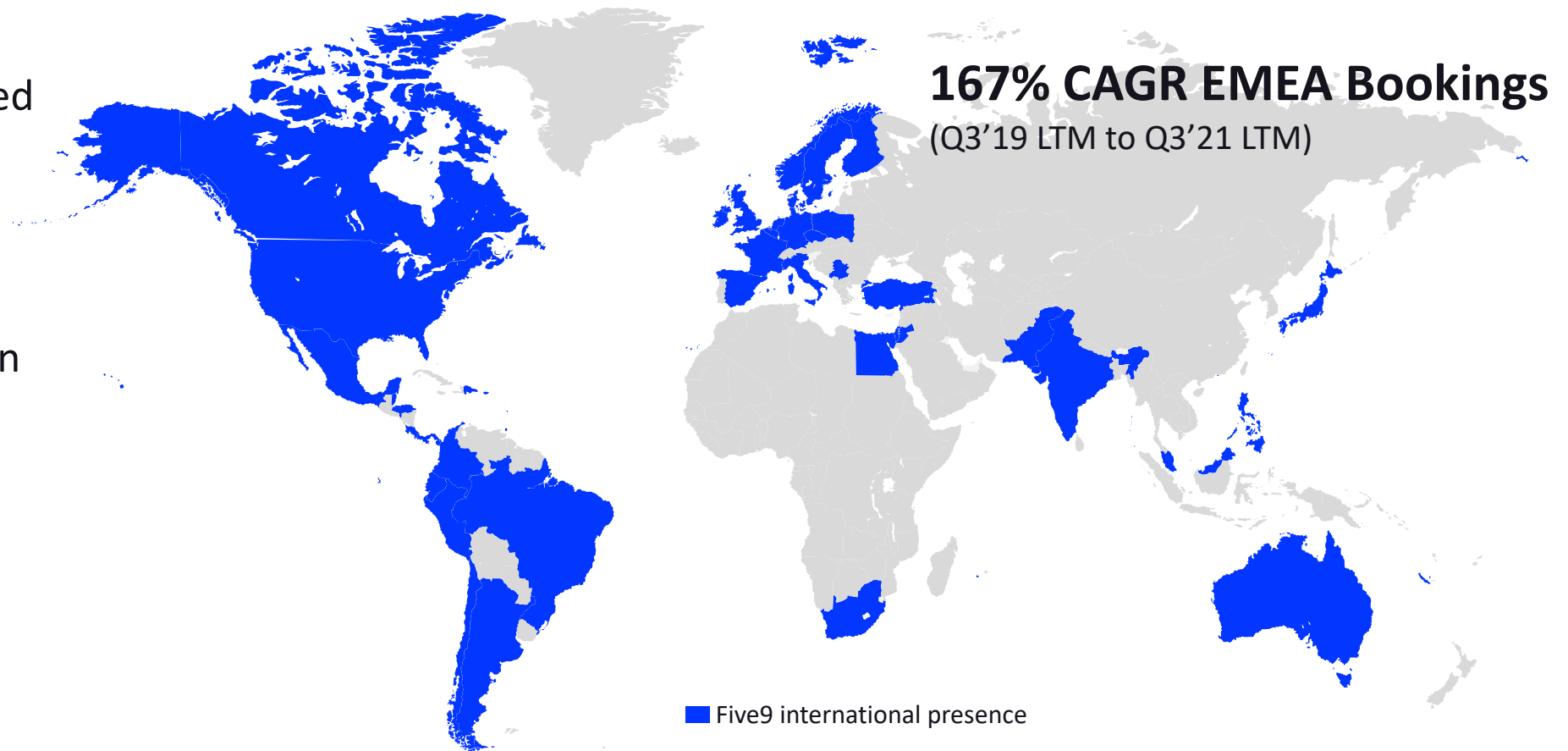**Partner Expansion**

Better together

International Growth

Expanding global footprint

Five9

International expansion gaining momentum

- Large, underpenetrated international opportunity

- Continue to make focused investments in Western Europe and LATAM

- Selectively invest in additional priority markets

167% CAGR EMEA Bookings
(Q3'19 LTM to Q3'21 LTM)

■ Five9 international presence

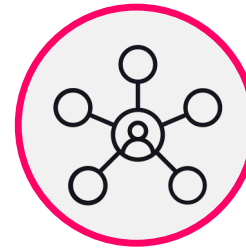**128% CAGR LATAM Bookings**
(Q3'19 LTM to Q3'21 LTM)

Building blocks driving go-to-market momentum

$1M+ ARR Customers

High-touch Support

Partner Expansion

International Growth

Five9

5 Minutes

Five9 Financial Analyst Day 2021 Intermission

Five9® The Intelligent Cloud Contact Center

Customer Panel

Dan Burkland, President

Five9

Customer Panel

Andrea Brown

Senior Director of Workforce and Program Management

TELADOC.®

Emily Kenning

Vice President Demand Planning and Customer Fulfillment

StanleyBlack&Decker

Brian Powers

Chief Experience Officer

likewize.

Five9

Building Blocks of Growth

Barry Zwarenstein, CFO

Five9

Building Blocks of Growth

Durable Growth

30%+ LTM Enterprise
Subscription Growth

Balanced Approach

Disciplined Execution

Long-Term Model

New Horizon

Five9

Building blocks of durable 30%+ Enterprise subscription growth
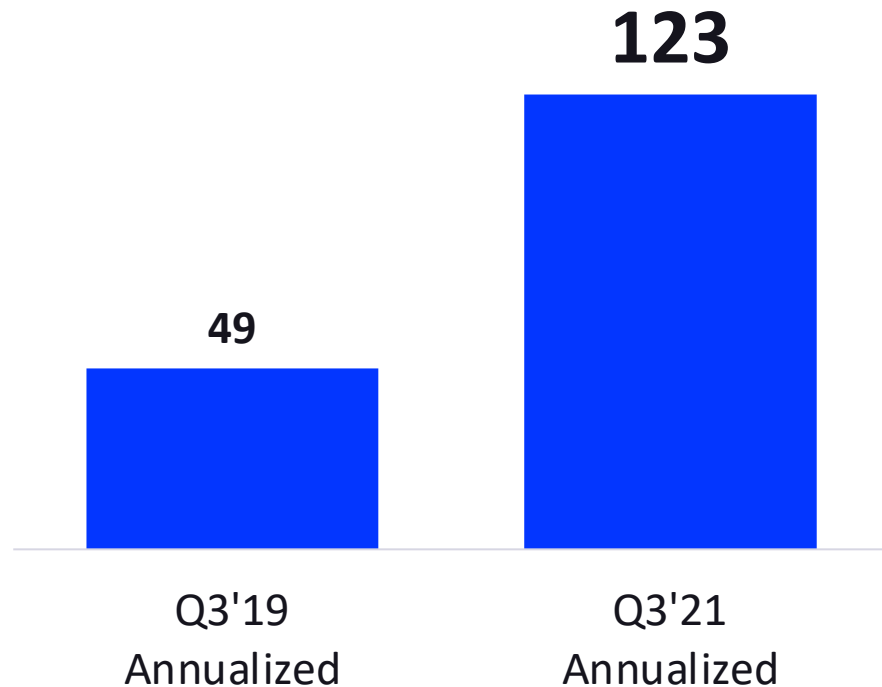
$1M+ ARR Customers

Existing Customer Expansion

International Growth

AI & Automation Momentum

Five9

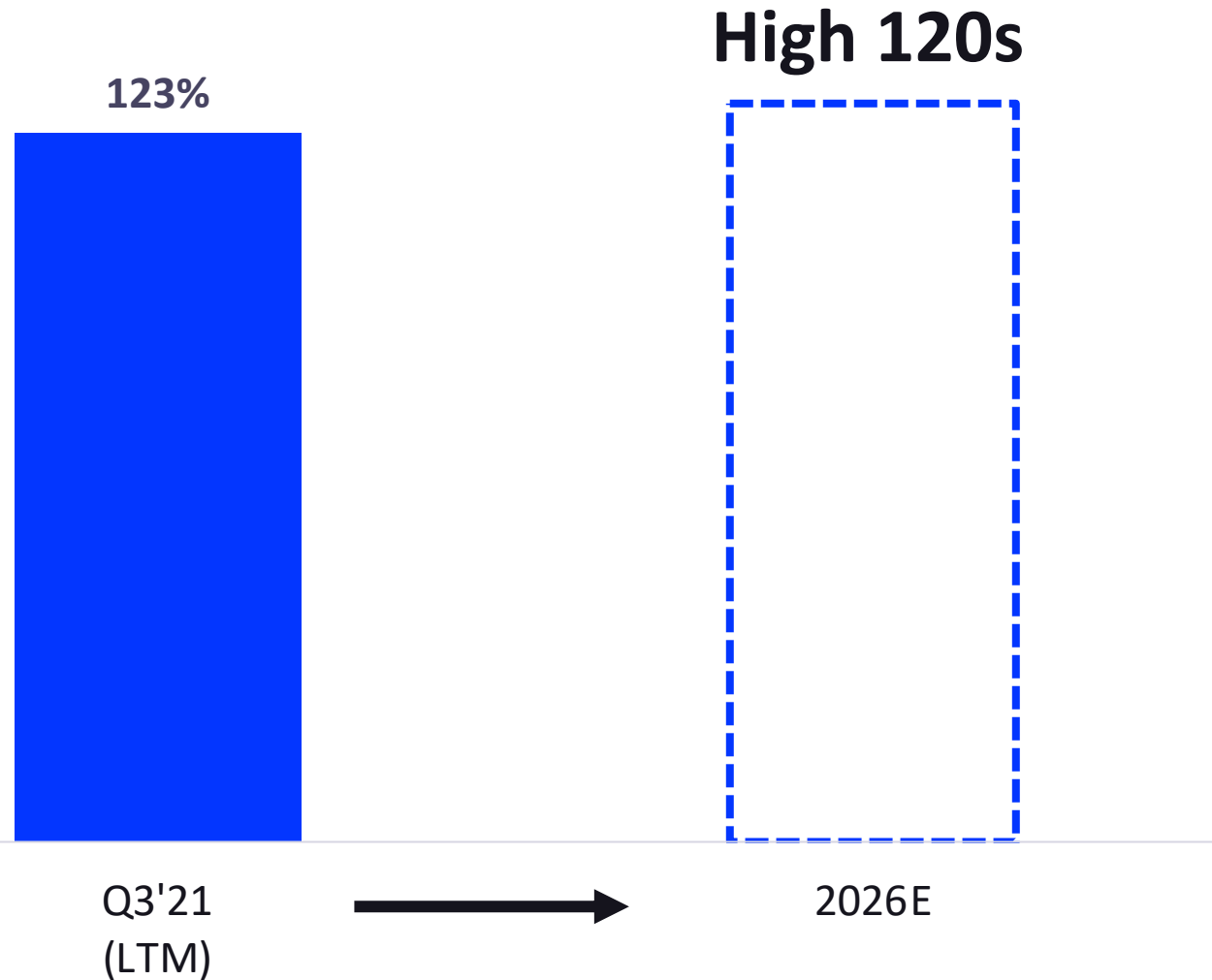# $1M+ ARR customers are the fastest growing category

of $1M+ ARR Customers

123

49

Q3'19
Annualized

Q3'21
Annualized

$1M+ ARR customers have been growing at an average CAGR of

87%

since inception,

up from 67% in Q3'19

Five9

LTM DBRR expected to increase longer term
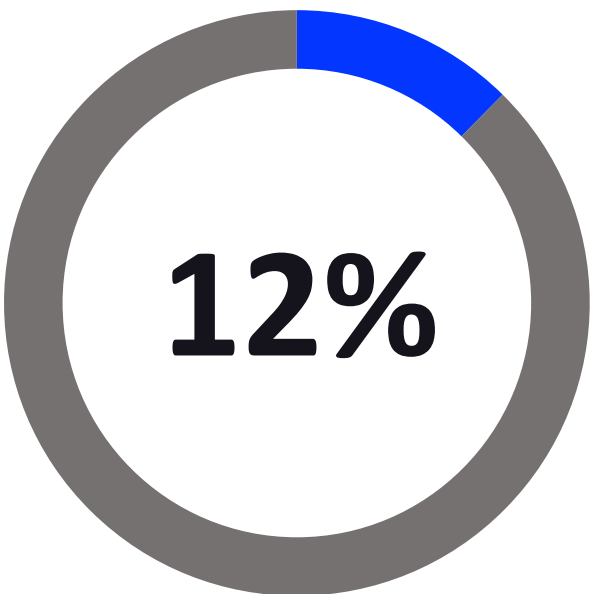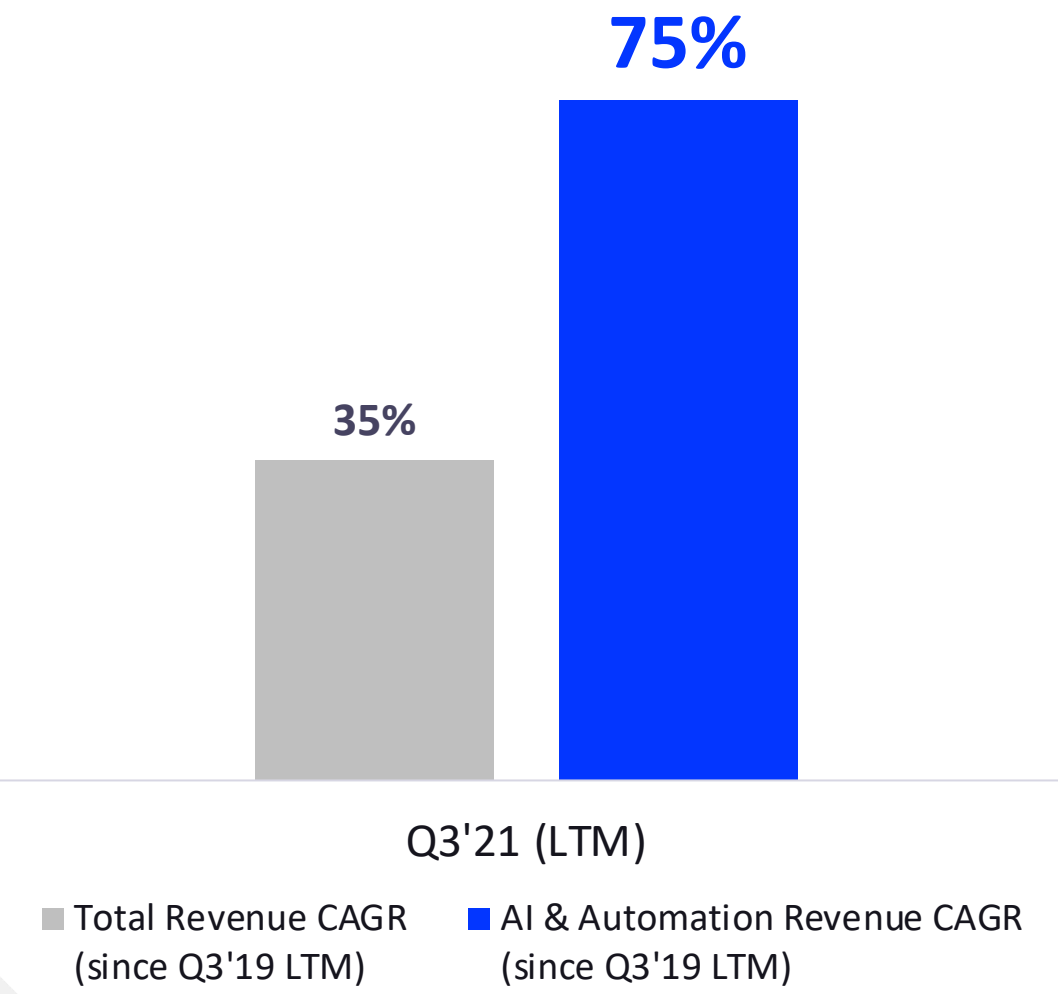
High 120s

123%

Q3'21
(LTM)

2026E

Key Drivers

- $1M+ ARR customer growth

- ARPU increase

- Mix shift to Enterprise

Five9

International starting to outpace US growth

Mid to high-teens

8% 8% 9%

49%

42%

37%

33%

28% 28%

Q3'19   Q3'20   Q3'21   2026E

■ US Revenue YoY Growth   ■ International Revenue YoY Growth   — International as % of Total

Five9
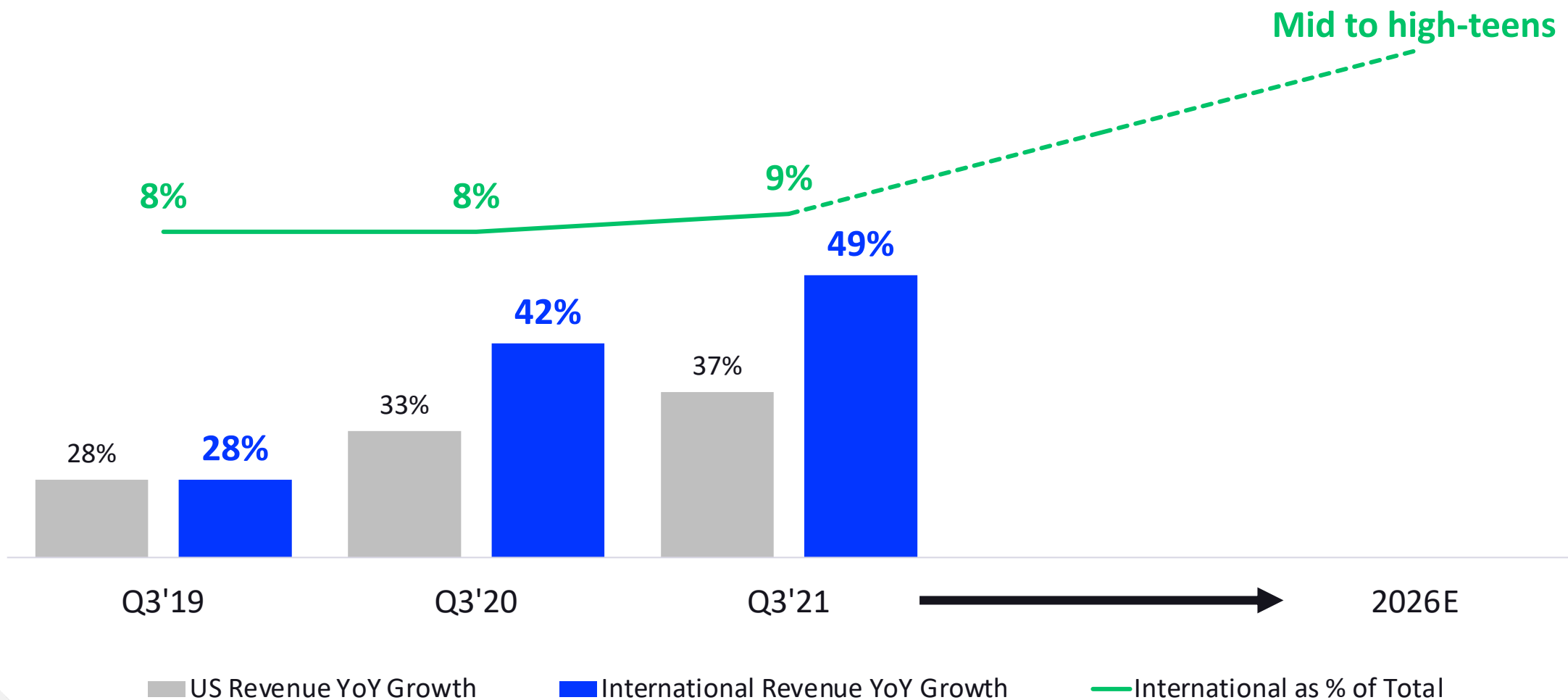
AI & Automation gaining significant momentum

75%

35%

Q3'21 (LTM)

■ Total Revenue CAGR (since Q3'19 LTM)   ■ AI & Automation Revenue CAGR (since Q3'19 LTM)

12%

AI & Automation
as % of Total Revenue
Q3'21 (LTM)

Five9

Building Blocks of Growth

Durable Growth

30%+ LTM Enterprise
Subscription Growth

Balanced Approach

Disciplined Execution

Long-Term Model

New Horizon

Five9

We do what we say

Consistent 30%+ LTM ENT
subscription revenue growth

Sequential **growth every quarter**[1]

Enterprise **60%** at IPO to **84%** of LTM revenue

LTM DBRR **100%** at IPO to **123%**

Gross margin **51%** at IPO to **64%**

Best-in-class **sales efficiency**

28 consecutive quarters of G&A leverage

LTM operating cash flow **($26M)** at IPO to **$40M**

Consistent **beat and raise**

$1M+ ARR customers **3** at IPO to **123**

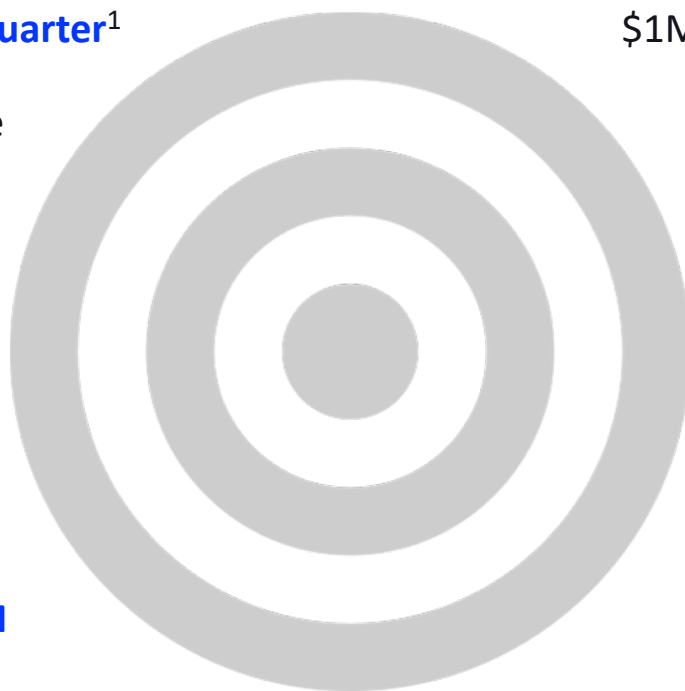Channel **0%** at IPO to **40%** of bookings

International revenue growth of **1%** in Q3'14 vs. **49%** in Q3'21

88% AI attach rate for Strategic accounts

Microservices architecture

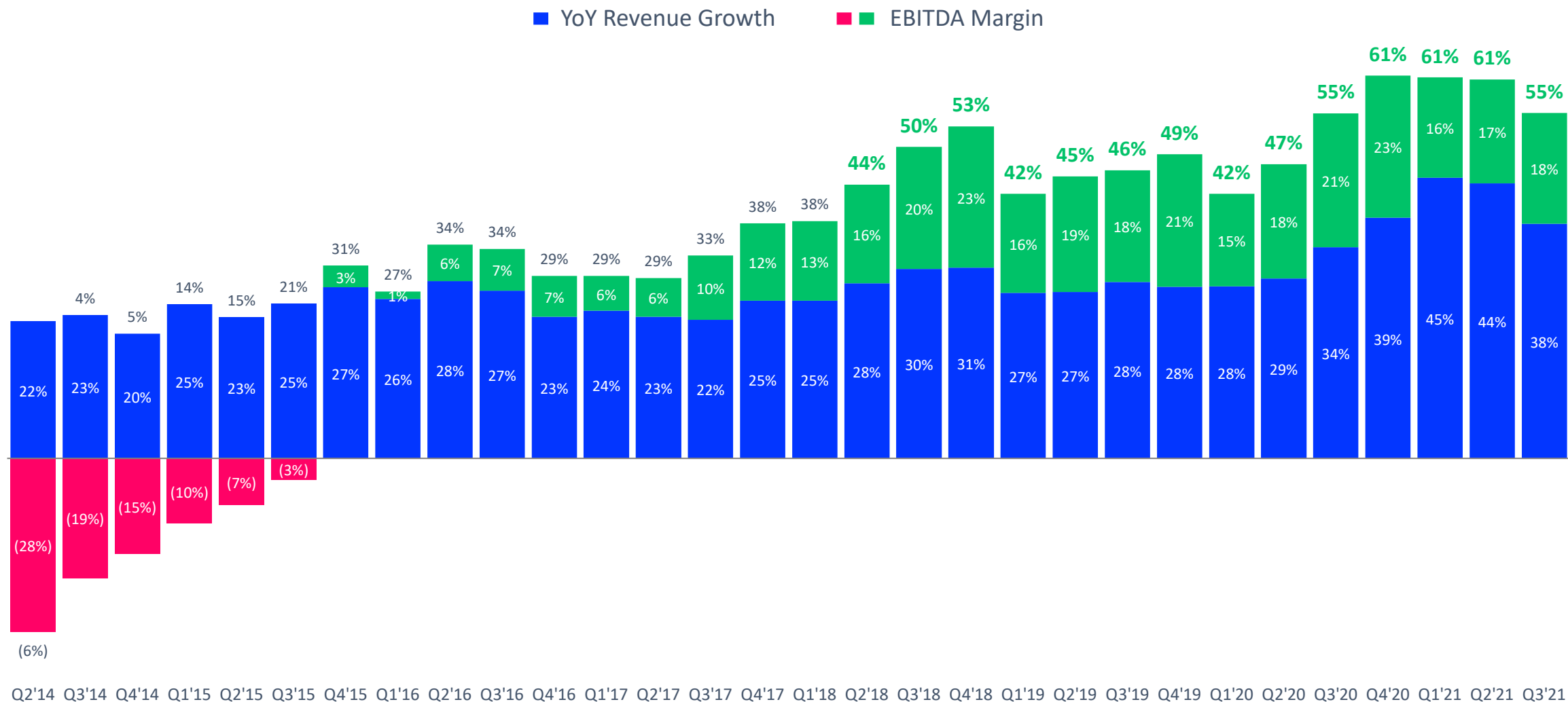Maintained annual **guidance through COVID**

Long-Term target at IPO **achieved 1 year early**

Balanced growth **consistently exceeding "Rule of 40"**

[1] Sequential growth was flat in Q2'15

Five9

Exceeding "Rule of 40" despite increased investments

Building Blocks of Growth

Durable Growth

30%+ LTM Enterprise
Subscription Growth

Balanced Approach

Disciplined Execution

Long-Term Model

New Horizon

Five9

Path to $2.4B revenue in 2026

$2.4B

$601M

2021 (G) ──────────────▶ 2026 (T)
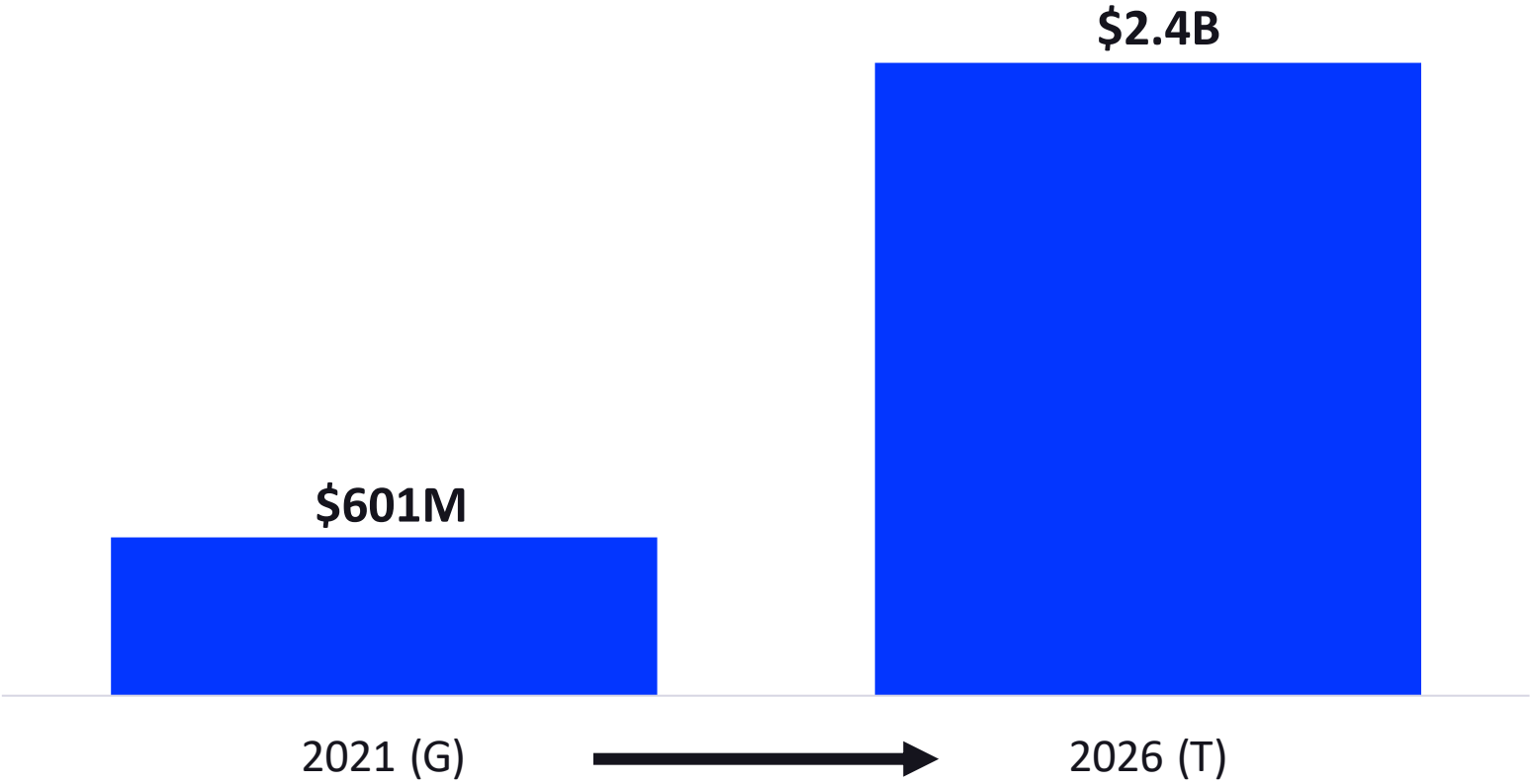
Enterprise Subscription Growth	51%[1]	Durable 30s
Dollar-based Retention Rate	123%[1]	High 120s
International as % of Revenue	9%[2]	Mid to high-teens

[1] As of LTM Q3'21; [2] As of Q3'21

Five9

Subscription is key driver of gross margin expansion

Gross Margin	Today	2026	Key Drivers
Subscription	Low to mid-70s	~80%	Scale against fixed and semi-fixed costs
Usage	High 50s	High 50s	Continued execution
Professional Services	Near breakeven	High single digits	Scale against fixed and semi-fixed costs Leveraging the channel
Total	**64%**	**70%+**	**Primarily driven by subscription**

Five9

Long-term model
Non-GAAP

| | IPO Year | Today | | | Long-term Model |
	2014	2020	Q3'21 (LTM)		2026
Revenue	$103M	$435M	$564M	Continued durable growth in Enterprise subscription	$2.4B
Adj. Gross Margin	53%	65%	64%	Subscription margin expansion and increasing subscription mix	70%+
S&M (% of revenue)	35%	26%	26%	Continue to invest in GTM in line with revenue growth	26% - 30%
R&D (% of revenue)	19%	12%	12%	Continued investments in innovation	12% - 14%
G&A (% of revenue)	21%	8%	8%	Economies of scale	5% - 7%
Adj. EBITDA Margin	(22%)	20%	18%		23%+

Note: Non-GAAP metrics exclude depreciation, intangibles amortization, stock-based compensation and unusual transactions

Five9

Q&A