



Network Security Solutions Company Selects Five9 to Fully Integrate Global 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 global provider of network security tools and services to provide an enterprise-wide, cloud-based contact center solution spanning four continents.

The global company turned to Five9 because it needed a reliable cloud based solution to scale and support hundreds of agents responsible for inbound customer service and vendor support distributed across locations including the US, India, UAE, Belgium, and Japan. Their previous solution was unable to provide holistic visibility across diverse operations and customer interactions, which prohibited the company from providing customers with the best possible support.

This technology leader required a solution with the ability to seamlessly integrate into existing customer relationship management (CRM) applications from Oracle and Salesforce. The solution implemented by Five9 was equipped with proven pre-built integrations with Oracle Service Cloud and Salesforce Sales or Service Cloud, which enabled agents to continue to use familiar systems and UIs. These integration capabilities provided the company with granular levels of visibility across diverse operations spanning the company's global footprint. Of course, to support the critical nature of enterprise-wide security, the cloud-based solution also possessed the reliability and availability that customers expect from Five9 as part of a modernized contact center.

"Network security companies must keep pace with the advanced threats targeting global enterprise organizations, it is critical for them to have reliable lines of communication with their customers," said Mike Burkland, President & CEO, Five9. "We were able to provide a proven, cloud-based solution supporting the needs of a global enterprise."

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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.

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

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