



October 26, 2015

Five9 Shares How the Contact Center Agent Experience Impacts the Customer Experience

Informative Session Held at Oracle OpenWorld

SAN FRANCISCO--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, will lead the discussion on the intersection of customer service and cloud-based technology at [Oracle OpenWorld](#) in San Francisco, October 26-29.

Five9 is hosting an exhibit at the Networking Station of CX Central on the second floor of Moscone West. Additionally, Five9 vice president of product marketing, Mayur Anadkat, will speak at a theater presentation on the importance of providing contact center agents with the best tools to succeed in their roles.

Title: Aligning Contact Center Agents With Efficient Tools That Will Drive Better Performance

Date: Tuesday, October 27, 2015

Time: 1:00pm - 1:20pm

Where: Moscone South

Abstract: Contact center agents are only as good as the tools that enable them to interact with customers. By providing agents with the proper solutions and guidance, contact centers nationwide have improved productivity and positively impacted the bottom line. Certain contact center tools, applications and integrations are crucial in successfully interacting with customers.

Highlights:

- What a Simply Smart cloud contact center can mean for your business
- State of the landscape in the contact center industry
- Contact centers of excellence as a single desktop with Oracle SvC and Five9

Tweet This: Attending #OOW15? Visit @Five9 at the networking station @ CX Central in Moscone West.

About Five9

Five9 is a leading provider of cloud software for the 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 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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