



July 2, 2014

## Five9 Presents Live Webcast on Effective Strategies for Doing Business With the Connected Consumer

SAN RAMON, Calif., July 2, 2014 (GLOBE NEWSWIRE) -- In conjunction with CRMXchange, [Five9](#), Inc. (Nasdaq:FIVN), a leading provider of cloud contact center software, will host a live webcast on July 10, 2014 at 1:00 p.m. EDT on strategies for businesses to better sell to, and provide service for today's connected consumer. The hour-long webcast will be presented by Richard Dumas, director of product and solutions marketing at Five9 and Sarah Stealey Reed, contact center analyst.

**TWEET THIS:** .@Five9 & @stealeyreed host webcast on 7/10 @ 1:00 ET, "Fix 8 Things Preventing Customers From Doing Business with You" #multichannel #cloud

As highlighted by a recent ICMI [survey](#) sponsored by Five9, businesses realize the importance of engaging with consumers on their channel of choice. Today's connected consumers expect to not only communicate with brands via the phone, but also through social, mobile, email, chat and self-service channels. However, [multichannel complexity has presented brands with a variety of new obstacles](#). The webinar will examine some of the biggest challenges and offer solutions to increase sales, boost retention and improve customer satisfaction across all channels.

**Who:** Sarah Stealey Reed, contact center analyst  
Richard Dumas, director of product and solutions marketing, Five9

**What:** Fix 8 Things Preventing Connected Customers From Doing Business with You

**When:** Thursday July 10, 2014; 1:00 p.m. EDT

**Where:** Register [online](#)

### About Five9

Five9 is a leading provider of cloud contact center software, 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, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit [www.five9.com](http://www.five9.com).

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