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Five9 Cloud Contact Center Software Enables NexRep to Scale Agent Seat Count More than 350 Percent

With the Flexibility and Power of the Cloud, Five9 Rapidly Supports 500 NexRep Agents During Recent National Telethon Fundraiser

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced it helped NexRep scale its contact center to support the [September 5 telethon](#) that raised \$109 million for cancer research.

TWEET THIS: Telethon fundraiser made possible by #NexRep, powered by @Five9 #cloud #contactcenter solution | #scalability <http://bit.ly/1qBOMSk>

The telethon, covered simultaneously on most leading national television stations, required NexRep to have hundreds of contact center agents available to answer tens of thousands of phone calls and collect donations. This necessitated a dramatic 350 percent increase in capacity.

Enabled by the [power of the cloud](#), NexRep increased its capacity by adding more Five9 seat licenses.

"This telethon is a perfect example of how the cloud enables contact centers like NexRep to ramp up, quickly and easily, to accommodate special projects. If NexRep had been using old on-premise technology, they would have needed to purchase the hardware and software to accommodate 500 agents."

- *Mike Burkland, CEO and president, Five9*

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.

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