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## Five9 Cloud Software Powers Contact Center Outsourcers Nationwide, Helping Them Deliver Exceptional Customer Experiences and Optimize Performance

*Hundreds of Outsourcers Use Five9 to Run Their Complex Contact Center Operations and Meet the Needs of Their Diverse Client Base*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced significant momentum in the [contact center outsourcer market](#). Contact center outsourcers use Five9 to manage sales, marketing and customer service programs on behalf of their clients. These outsourcers deploy Five9 for client projects ranging from a few agents to full-scale deployments with more than 1,000 agents.

**TWEET THIS:** .@Five9 enables hundreds of contact center #outsourcers to provide outstanding #custserv & optimize #agent performance #CCTR #Cloud

Businesses know that outstanding customer service translates into higher customer retention. Faced with the significant resources required to offer [high quality customer service](#), businesses often turn to contact center outsourcers to help them navigate the technical and staffing challenges associated with the delivery of great customer service.

Those contact center outsourcers, in turn, leverage modern technology solutions to help them provide and manage turnkey customer engagement programs. Hundreds of outsourcers have found that the flexibility of Five9 [cloud contact center software](#) enables them to:

- Engage and serve clients without having to invest capital in software, hardware and equipment
- Add capacity as needed, paying only for the services required for client projects
- Rapidly deploy and manage multiple client projects with limited technology resources or staff
- Deliver the [real-time metrics and dashboards](#), plus historical reporting their clients demand
- Focus on delivering the tangible business results that matter most to clients including [faster problem resolution](#), [increased leads and sales conversions](#)

### Comments from Outsourcers Using Five9

"The Five9 cloud contact center solution provides American Support with incredible flexibility; we don't need to make the capital investments typically associated with premise-based software, we have regular access to the very latest feature releases and we can scale our agent seats based on our current projects and client demands."

- *Matt Zemon, president and chief executive officer, American Support*

Read the [American Support](#) case study.

"Five9 helps us to be agile, especially through periods of tremendous growth. By using a cloud solution, we're able to manage our business from anywhere, in real time, and make necessary adjustments to ensure optimal productivity. It also helps us automate many processes and create efficiencies with other cloud based tools through its API, which keeps our costs low and provides us with the opportunity to pass those benefits on to our clients."

- *Sajan Choksi, chief executive officer, Innovative Vision*

Read the [Innovative Vision](#) case study.

"Companies that use a call center outsourcer like to know what's going on, because at times they might feel like things are a little out of their control. The Five9 system really helps us with that transparency."

- *Mark Fichera, owner and CEO, OnBrand24*

Read the [OnBrand24](#) case study.

"It's not just the number of calls handled and what your service levels are, but understanding why people called, what was discussed on the call, whether a sale was made, etc. Five9 does an excellent job of understanding what those needs are and of working with us to ensure that we can capture that information and report back to our clients."

- *Lori Recker, co-founder and CEO, Straight Forward*

Read the [Straight Forward](#) case study.

## **Five9 Study Uncovers Key Insights into Contact Center Outsourcers Strengths and Challenges**

A recent Five9 survey of leading, US-based outsourcers revealed interesting insight into how they compete, manage staff and work with clients. [Click here to learn more.](#)

### **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).

### **Analyst & Media Contacts:**

#### **Five9**

Meghan Hammitt, 925-364-9162

[Meghan.Hammitt@Five9.com](mailto:Meghan.Hammitt@Five9.com)

or

#### **SHIFT Communications**

Katie Halloran, 415-591-8459

[Five9PR@shiftcomm.com](mailto:Five9PR@shiftcomm.com)

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