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Five9 Receives 2016 BIG Innovation Award

Five9 Chosen for Innovative Cloud Software that Positively Impacts the Contact Center Agent Experience

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software for the enterprise market, today announced it has been named a winner of the [2016 BIG Innovation Awards](#) presented by the Business Intelligence Group.

Five9 received this award for its innovation in providing the best possible contact center agent experience through a redesigned agent desktop application in the Freedom Release of the Five9 Virtual Contact Center (VCC). The interface offers a valuable experience for Five9 users and is designed to dramatically improve agent productivity, effectiveness and satisfaction, directly impacting the customer experience.

"The cloud software industry is moving quickly and this solution from Five9 demonstrates key elements of true innovation and we are proud to award them the 2016 BIG Innovation Award," said Russ Fordyce, managing director of the Business Intelligence Group. "Congratulations to the entire team. This is well-deserved recognition of your pursuit of excellence and creativity in addressing the contact center market."

[Click to Tweet](#): Five9 was just named a winner in innovation via the #BIGInnovation Awards!
<http://www.five9.com/news/news-releases>

Additional Information

Learn more about the [Freedom Release](#), the latest in agent focused cloud contact center software from Five9.

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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 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.

Business Intelligence Group www.bintelligence.com

The Business Intelligence Group was founded with the mission of recognizing true talent and superior performance in the business world. Unlike other industry and [business award](#) programs, business executives—those with experience and knowledge—judge the programs. The organization's proprietary and unique scoring system selectively measures performance across multiple business domains and then rewards those companies whose achievements stand above those of their peers.

View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20160204005451/en/>

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