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## Five9 Receives 2015 Customer Experience Innovation Award

### *Freedom Release Honored for Improving Customer Service Technology*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software for the enterprise market, today announced that [TMC](#), a global, integrated media company, has named the Five9 Freedom Release a winner of the 2015 Customer Experience Innovation Award, presented by [TMC's CUSTOMER magazine](#). The 2015 Customer Experience Innovation Award recognizes best-in-class companies setting the standard in delivering exceptional customer experiences.

"I am proud that Five9 has received this award which distinguishes companies for delivering the kind of high-quality experiences customers expect and deserve," said Mike Burkland, President and CEO, Five9. "Taking a different approach than other vendors in the space, the Freedom Release puts a heavy emphasis on the success of customer service and sales agents, helping companies provide seamless experiences for their valued customers."

The Five9 Freedom Release is a revolutionary blended inbound and outbound cloud contact center solution that is designed to maximize agent productivity with smarter adapters for both Salesforce and Oracle, and a suite of cloud APIs for integrations. Its intuitive user interface empowers contact centers to become agent centric to positively impact the customer experience.

"Congratulations to Five9 for receiving a 2015 Customer Experience Innovation Award," said [Rich Tehrani](#), CEO, TMC. "The Freedom Release has been selected for enhancing the customer experience and improving business relationships. We're pleased to recognize this achievement."

### **Additional Information**

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

Talk with us [@Five9](#), [LinkedIn](#), [Facebook](#), [Blog](#).

### **About 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, scalable, secure and compliant 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](http://www.five9.com).

### **About CUSTOMER**

Since 1982, [CUSTOMER](#) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

### **About TMC**

Global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. This presents branding, thought leadership and lead generation opportunities for vendors/sellers.

TMC's Marketplaces:

- | Unique, turnkey **Online Communities** boost search results, establish market validation, elevate brands and thought leadership, while minimizing ad-blocking.
- | **Custom Lead Programs** uncover sales opportunities and build databases.
- | **In-Person** and **Online Events** boost brands, enhance thought leadership and generate leads.
- | **Publications, Display Advertising** and **Newsletters** bolster brand reputations.
- | **Custom Content** provides expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts.
- | Comprehensive **Event** and **Road Show Management Services** help companies meet potential clients and generate leads face-to-face.

For more information about TMC and to learn how they can help you reach your marketing goals, please visit [www.tmcnet.com](http://www.tmcnet.com).

View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20151217005345/en/>

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