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Online IT Support Operation, Fast Fix 123, Uses Five9 Cloud Contact Center Solution to Drive Business

Technical Support Provider Uses Five9 to Grow Business More Than 6,000 Percent*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software, today announced Fast Fix 123, a worldwide provider of technical support services for home users and businesses, has successfully grown its business from a three founder start-up, to a more than 200 employee enterprise with Five9.

[Fast Fix 123](#) provides computer services and diagnostics for a variety of devices and brands; the company's remote connection technology allows certified technicians to repair and configure IT issues online. Fast Fix 123 uses Five9 to enable its contact center to handle an average of 2,000 inbound and outbound calls per day.

TWEET THIS: Tech support services @FastFix123 uses @Five9 to offer expert customer service in the #cloud. #CCTR #Tech #CustServ <http://bit.ly/1uK4HeJ>

"When starting Fast Fix 123, we recognized that selecting the best possible contact center solution was going to be critical to making our business model a success. Choosing Five9 was an easy decision, we needed a system that could not only facilitate calls, but also integrate call tracking, analytics, detailed reporting, and other critical contact center features. Five9 was the only vendor capable of handling our requirements."

- Paul Cozzolino, CEO and founder, Fast Fix 123

Using Five9, [Fast Fix 123](#) has provided consistently exceptional customer service to its rapidly growing customer base. Additional benefits of using Five9 include:

- [Seamless integration](#) with the Fast Fix 123 ticketing system to provide technicians with immediate access to customer information
- Detailed reporting and analytics, providing valuable insight into contact center operations
- A 25 percent increase in Fast Fix 123's Net Promoter Score after implementing the Five9 [cloud contact center solution](#)
- Elimination of third party vendors for international toll free numbers, saving thousands of dollars

*Growth rate based on number of employees when Fast Fix 123 started and today.

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.

All product and company names mentioned are the property of their respective owners.

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