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## Financial Services Company Selects Five9 Cloud Contact Center Software to Improve Customer Experience

### *Five9 Chosen for Advanced Reporting, Multichannel Support, and WFM*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ: FIVN), a leading provider of cloud contact center software for the enterprise market, today announced that a financial services company has selected the Five9 Virtual Contact Center (VCC) to support the growth of their contact center.

To meet the evolving expectations of their customers the financial services organization transitioned to the Five9 cloud-based solution to implement a multichannel experience for their customers. The customer also implemented advanced reporting and analytics, and Five9 Workforce Management (WFM) powered by NICE, to gain valuable insights into their operation.

Primary reasons Five9 was chosen include:

- | Advanced reporting and analytics
- | Multichannel solution (web chat, email, mobile, and social)
- | Five9 WFM powered by NICE

"The financial industry, like most industries, will benefit from customer insights provided by advanced reporting solutions in their contact center. The Five9 solution provides contact center agents with an exceptional experience, which ultimately impacts the customer experience," said Mike Burkland, President and CEO, Five9.

[Click to Tweet](#): #Financial services co selects #Five9 #cloud #cctr software to improve #CX <http://www.five9.com/news/news-releases>

### **Five9 solution:**

The Five9 solution delivers everything needed to connect customers to agents in the channels they prefer, whether it is phone, web, chat, email, mobile apps, or social media. Five9 provides a full end-to-end solution with sophisticated management applications such as, supervisor desktop to monitor and coach agents, real-time and historical [reporting](#), recording, [workforce management](#), [quality monitoring](#), out-of-the-box and custom [CRM integrations](#).

### **Five9 VCC features include:**

- | Automated Call Distributor (ACD) with skills based routing, voice self-service (IVR), outbound dialers, and Computer Telephony Integration (CTI)
- | The Five9 multi-channel solution includes phone, web, chat, email, mobile, and social channels
- | Five9 Connect is a unique intelligent technology layer that includes advanced Natural Language Processing (NLP), business rules, routing engine, and agent assistance tools
- | Sophisticated management applications such as: supervisor applications to monitor and coach agents, real-time and historical [reporting](#), recording, [quality management](#), and workforce management
- | Pre-packaged CRM integrations with Salesforce, Oracle, Microsoft, NetSuite, and Zendesk as well as custom integrations through our robust APIs
- | Built on a trusted platform that is reliable, secure, compliant and scalable

### **Additional information**

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

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## About Five9

Five9 is a leading provider of cloud software for the 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](http://www.five9.com).

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