



October 27, 2016

Five9 Named a Leader in the Gartner Magic Quadrant for Contact Center as a Service, North America for the Second Consecutive Year

Five9 Positioned Highest in Ability to Execute and Achieves Improved Positioning for Vision

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](http://www.five9.com) (NASDAQ: FIVN), a leading provider of cloud-based software for the enterprise contact center industry, has been recognized as a Leader, and again positioned highest in ability to execute in the October 2016 Gartner Magic Quadrant for Contact Center as a Service (CCaaS), North America.

This Smart News Release features multimedia. View the full release here: <http://www.businesswire.com/news/home/20161027006388/en/>

Figure 1. Magic Quadrant: Contact Center as a Service, North America



"We are honored that Gartner has once again recognized Five9 as a Leader. We believe Five9's continued position of highest in ability to execute reflects the success our enterprise customers are achieving in their businesses when running their contact centers on Five9's cloud solution," said Mike Burkland, President and CEO, Five9. "We are also proud of Five9's improved positioning in the Leaders quadrant for completeness of vision. Businesses want to know that their cloud contact center software supplier has a compelling vision for the future that will enable them to provide innovative solutions in the rapidly changing contact center market."

Five9 recognizes that modern consumers expect to engage with businesses on their terms using a variety of channels including voice, web, sms, chat, messaging, email, mobile, video and social media. Consumers also expect contact center agents to know their history, anticipate their needs and provide proactive and personalized service. The Five9 Virtual Contact Center combines analytics and context, in realtime, to predict customer behavior patterns and recommend next best actions, guiding agents to provide excellent customer experience.

Additional Information:

Learn more about the [Five9 Virtual Contact Center](#)

Five9 named a Leader in the Gartner Magic Quadrant for Contact Center as a Service, North America for second consecutive year (Graphic: Business Wire) [Center](#), 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 enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating over 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 with cloud contact center software that is reliable, secure, compliant and scalable, which is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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