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Widespread Industry Praise for the Five9 Cloud Contact Center Software Summer Release 2014

Contact Center Industry Experts Applaud Latest Release From Five9

SAN RAMON, Calif., June 23, 2014 (GLOBE NEWSWIRE) -- On June 11, Five9 (Nasdaq:FIVN) announced the latest version of its cloud contact center software, introducing four new native [multichannel applications](#) (email, chat, social, and mobile) as well as an intelligent technology layer called [Five9 Connect](#).

The Five9 Summer Release 2014 received accolades from numerous contact center industry experts, for example:

"The tendency of customers to gravitate towards complex multichannel interactions makes it more important than ever for service providers like Five9 to provide a clean, simple way for enterprises to manage those interactions. With Five9 Connect and the other enhancements in this release, Five9 is helping produce a seamless, easy customer experience."

- *Keith Dawson, principal analyst, Ovum*

"The cloud contact center provider [Five9] takes the buzzword "context" to the next level."

- *Sheila McGee-Smith, president and principal analyst, McGee-Smith Analytics*

Read Sheila's blog, [Five9 Over-Delivers on SoCoCare Integration Promises](#)

"In the very competitive market for multi-channel and omnichannel contact center resources, Five9 has done an admirable job of accomplishing its goal of 'smart simplicity'."

- *Dan Miller, senior analyst and founder, Opus Research*

Read Dan's blog, [Five9's Summer Release Accelerates Integration of SoCoCare](#)

Contact center industry media also picked up the news and noted the breadth and sophistication of the Summer Release 2014:

"New Five9 cloud software offers contact centers everything but the kitchen sink."

- *Smart Customer Service*

Read the [full article here](#).

"The latest version of the company's cloud contact center software is now complete with everything businesses and call centers need to improve customer experiences and agent productivity."

- *TMCnet*

Read the [full article here](#).

For More Information

Watch the [Summer Release Overview Video](#)

Check out the [Five9 website](#)

Read the [Five9 blog](#)

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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.

Forward Looking Statements

This news release contains certain forward-looking statements that are based on our current expectations and involve numerous risks and uncertainties that may cause these forward-looking statements to be inaccurate, including with respect to the advantages, new features, customer acceptance and future success of our Summer Release 2014 product (the "Product"). Risks that may cause these forward-looking statements to be inaccurate include, among others: (i) our quarterly and annual results may fluctuate significantly, may not fully reflect the underlying performance of our business and may result in decreases in the price of our common stock; (ii) we may be unable to attract new clients or sell additional services and functionality, including the Product to our existing clients; (iii) our recent rapid growth may not be indicative of our future growth and we may fail to manage our growth effectively; (iv) the markets in which we participate are highly competitive and we may be unable to compete effectively; (v) we may be unable to manage our technical operations infrastructure, which could cause our existing clients to experience service outages, cause our new clients to experience delays in the deployment of our solution and subject us to, among other things, claims for credits or damages; (vi) a decline in our dollar-based retention rate could cause our revenues, gross margins and net income to decrease and we may be required to spend more money to grow our client base to maintain our revenues; (vii) sales of our solutions to larger organizations may require longer sales and implementation cycles and we may be unable to offer the configuration and integration services or customized features and functions required by larger organizations, which could delay or prevent sales of our solution to them; (viii) downturns or upturns in new sales will not be immediately reflected in our operating results and may be difficult to discern; (ix) third-party telecommunications and internet service providers on which we rely may fail to provide our clients and their customers with reliable telecommunication services and connectivity to our cloud contact center software; (x) we may be unable to achieve or sustain profitability; (xi) the Product may not provide the features, functionality, and advantages that we anticipate, may contain bugs or other errors, may not be accepted by our customers, or may be more difficult to install or implement at our customers than our prior products; and (xii) the other risks detailed from time-to-time under the caption "Risk Factors" and elsewhere in our Securities and Exchange Commission filings and reports, including, but not limited to, our most recent quarterly report on Form 10-Q. Such forward looking statements speak only as of the date hereof and readers should not unduly rely on such statements. We undertake no obligation to update the information contained in this press release, including in any forward-looking statements.

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