



June 22, 2015

Five9 and Forrester Research Present Webinar on How Agent Productivity and Cloud-based Software Impact the Bottom Line of Contact Centers

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced it is conducting a webinar with analyst firm Forrester, which will explain how contact centers can improve agent productivity, and the impact it has on the bottom line.

Join guest Art Schoeller, Forrester Research Analyst, as he explains the value of the best behind-the-scenes tools in the contact center. Mayur Anadkat, director of product and solution marketing at Five9, will host this webinar.

As customers continue to demand higher quality service interactions, the contact center agent has to step up to the challenge. From self-service to omnichannel solutions, there are a multitude of avenues in which agents can assist in customer interactions. Having the right solution as the driving force behind the contact center enables agents to not only better serve customers, but also improve efficiency and positively impact the bottom line.

Title: Proficiently Producing Productive People
Date: Tuesday, June 23rd 2015
Time: 10:00a.m. PT - 11:00a.m. PT
Registration: <https://www.brighttalk.com/webcast/11909/157257>

Attendees of this webinar will learn:

- How to manage increasingly complex customer interactions
- How to efficiently manage multiple channels
- Additional tools that agents should have at their fingertips to better address customer needs

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, helping organizations of every size transition from premise-based solutions to the cloud. Five9 provides businesses secure, reliable, scalable cloud contact center software to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

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