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Englishtown Uses Five9 Cloud Contact Center Software With Salesforce Service Cloud to Deliver Better Customer Experiences and Improve Contact Center Agent Efficiency

Online English Language School Moves Contact Center Agents to the Cloud for Outbound Sales, Customer Care and Collections

SAN RAMON, Calif.--(BUSINESS WIRE)-- Five9 (NASDAQ:FIVN), a leading provider of cloud contact center software, today announced that online English language school, Englishtown, has successfully moved its premise-based call center to the cloud using both Five9 and Salesforce Service Cloud.

TWEET THIS: .@EFEnglishtown moves #contactcenter to the #cloud using @Five9 & #Salesforce http://goo.gl/CWuUsy

Founded in 1996, Englishtown is the world's leading online English language school with 20 million students in 80 different countries. Englishtown operates a contact center in Monterrey, Mexico. These outbound sales, customer care calls and collection campaigns help more than 20 million people across the world successfully develop their English language skills. Englishtown uses Five9 to power the sales campaigns division of the Englishtown contact center.

By combing the powerful telephony features of Five9 with the familiar Salesforce user interface, Englishtown has been able to increase sales, improve agent productivity and deliver better customer service.

"Because Five9 integrates with Salesforce, our agents can view customer information as soon as they connect on a call. Integrating our contact center technology with Salesforce made assisting customers much faster. Agents are connected to customers instantly, without having to make a bunch of calls to reach a customer. Now they reach a live person faster and spend the bulk of their time helping clients."
- Hiram Zamora, sales intelligence specialist, Englishtown

Using Five9 cloud contact center software has helped Englishtown increase agent efficiency within its contact center, for example:

- After switching to Five9, Englishtown was able to increase calls per day by more than 40% using the Five9 Predictive Dialer.

- With Five9 reporting and analytics, Englishtown contact center managers can easily see which agents are underperforming and why, empowering them to take quick corrective actions.

- Using the Five9 call recording feature, Englishtown is able to not only record every call, but intelligently search the recordings to quickly find interactions that provide the most insight.

To read the full Englishtown case study, click here.
To learn more about the Five9 cloud contact center solution, click here.
To learn more about the Five9 pre-built integration with Salesforce, click here.

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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