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Five9 Named 'Hot Vendor' for Digital Communications by Aragon Research

Leading analyst firm cites Five9's omnichannel approach as differentiator

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, announced today it has been named a "Hot Vendor" in Aragon Research's Hot Vendors in Digital Communications report. Aragon Research recognized Five9's integrated omnichannel approach to customer engagement across phone, web, chat, email, video and social media.

"Today's consumers are more connected than ever before, and they expect the brands they engage with to be present on their preferred platforms, whether that's phone, email, web chat or social media," said Mike Burkland, President and CEO, Five9. "We are honored to be recognized as a Hot Vendor in Digital Communications by the team at Aragon Research and are proud of Five9's success in developing a leading-edge contact center solution that addresses these needs and expectations."

Five9's cloud contact center solutions bridge the divide between different communications channels with Five9 omnichannel. Five9 solutions empower agents across all channels - voice and digital - with a unified desktop, integration into the leading CRM systems and contextual customer journey analytics.

"Digital Communications is the future of enhancing Customer Journeys," said Jim Lundy, CEO and Lead Analyst at Aragon Research. "We named Five9 a Hot Vendor for Digital Communications because it provides its users with an end to end platform on which to engage with customers and solve problems in real time."

Read the full Aragon Research report on Digital Communications, [here](#).

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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 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 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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