

Five9 Inbound Voice

Making customer service a more human experience

Don't Keep Your Customers Waiting

When a customer calls your business, they are not only expecting their question to be answered, but to also be handled in a timely manner. The longer an issue takes to be resolved, the more likely you will end up with an upset customer. At Five9, we understand how important this is to your business and strive to empower your agents to deliver a superior customer experience.

Five9 Intelligent Cloud Contact Center lets agents work on calls from multiple interaction queues or optionally log into specific queues throughout the day. You can easily add prebuilt messages to tell callers estimated wait times based on current queue and agent availability. Callers are given the option to receive an agent callback when their position arrives in queue, schedule a callback for when it's convenient, or leave a voicemail for subsequent follow-up.

Route Customer Interactions to the Right Resource – Anywhere in the World

Five9 Intelligent Cloud Contact Center has intelligent routing capabilities that give your company control over inbound interactions including calls, chat, social, and email. With Five9 skills-based routing, and customer information from Five9 prebuilt CRM integrations, you can determine customer intent and route the customer to the right resource to help them continue their customer journey. In addition, these insights are delivered to the agent so the agent understands customer intent and can accelerate the customer journey to the right outcome.

IVR and IVA

Five9 Engagement Workflow is a visual design tool used for IVR, Intelligent Virtual Assistant, and routing. Data from CRM systems or other sources is used to verify customer information and provide self-service functions, such as review of bank balances, open support cases, or other self-service options.

Administrators can design a sophisticated IVR experience for self-service and deliver relevant call data to agents – ensuring a cohesive customer experience tailored for each customer contact. Additionally, with speech recognition and text-to-speech capabilities, your IVR will deliver a natural user experience that your customers will be happy to use.

In addition, next generation AI-enabled IVA can also be delivered using the latest human to machine communication advancements by Five9 partners such as Inference or Google.

CRM Integrations

Five9 has many prebuilt CRM integrations that are ready for agents to use today. If you already use Salesforce, ServiceNow, Microsoft Dynamics, Oracle, Zendesk, and/or NetSuite, your agents can use Five9 from within those native environments. For other CRMs, the Five9 Agent Desktop Plus SDK enables easy integration. Five9 also includes built-in contact management. Agents can access and update your customer contacts, history, and notes as they interact with customers. Tools exist to easily pull relevant data from CRM systems so that agents have all the data they need to help customers.



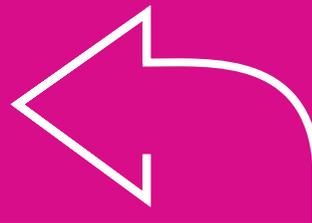
Features:

- Skills-Based Routing
- Inbound, Outbound, and Blended Calling
- Speech-enabled IVR and Intelligent Virtual Assistants
- CTI Screen Pop
- Pre-built CRM Integrations
 - Salesforce
 - ServiceNow
 - Microsoft
 - Oracle
 - Zendesk
 - NetSuite
- Seamless integration with digital channels
- Web Callback
- Call Recording
- Real-Time, Historical and Custom Reporting
- Agent Scripting
- Post-Call Surveys
- Toll-free and Local Numbers

“The beauty of the Five9 system is that you can always be ready. With Five9, we got exactly what we wanted in terms of the phone system features, the flexibility, and how easy it was to manage the ebb and flow of calls with our partners. It was flawless.”

Laura Zink Marx, Executive Director, New Jersey 211

Quality monitoring also provides an excellent tool for supervisors to remotely monitor home-based agents and agents distributed across multiple contact centers.



Our workforce optimization (WFO) solution provides workforce management (WFM), quality management (QM), performance management, analytics, and other software to help you manage your contact center operations. Automated management of staffing levels and schedule adherence tied to forecasts of call volumes helps contact centers achieve the optimum balance of resources to meet service level performance goals. Our WFO solution ensures that agents with the right skills are scheduled at the right times, and for multi-site contact centers, centralized forecasting and scheduling manages staffing at the enterprise level.

Quality Management, Recording, and Screen Capture

Quality management enables organizations to improve business performance, increase operational efficiencies, and achieve first contact resolution. Using a Five9 solution, customers can benefit from:

- Screen capture with call synchronization
- PCI-supported call recording
- Recording encryption and storage
- Agent performance management with coaching packages and QM reporting
- KPI analytics-based quality optimization with root cause analysis

Live Monitoring

While agents are handling calls, supervisors can monitor live to ensure high-quality customer service. Supervisors can silently listen in on calls, and if needed, provide whisper advice to the agents, or join the call to speak to the agent and customer.

Live monitoring also provides an excellent tool for supervisors to remotely monitor home-based agents and agents distributed across multiple contact centers. Supervisors have real-time visibility into the activities of all agents across the enterprise, along with IM and chat capabilities to communicate individually or in broadcast mode.

Reporting and Analytics

Five9 offers a highly configurable real-time dashboard that contact center supervisors and administrators can use to track contact center performance against KPIs and SLAs.

Five9 provides over 150 standard reports on agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, exported to calling lists, or exported to a variety of file formats for further review and archive.

Learn More

Want to see for yourself how the Five9 Intelligent Cloud Contact Center can help you balance cost containment and customer satisfaction?

To schedule a live demo or find out more information, **visit www.five9.com** or call **1-800-553-8159**.

About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

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