

Integrate with Microsoft Skype for Business

Leverage your subject matter experts in your enterprise to provide extraordinary customer experiences

Overview

Unified Communications (UC) makes it easy for employees to communicate with each other over a variety of communication channels. UC adds presence and deep integrations into collaboration software to further help employees collaborate – impacting worker efficiency and effectiveness.

Leading enterprises have adopted UC to have a single network for data and voice. This benefits companies by providing company-wide presence and real-time collaboration regardless of device or location.

Together Five9 and Microsoft Skype for Business enable businesses to improve efficiency and boost productivity while delivering extraordinary customer experiences

UC plays an important role in the contact center as well, by improving first contact resolution and enabling agents to provide great customer experiences. Five9 has built an integration to Microsoft Skype for Business that plugs into UC and improves the quality of customer care.

The Five9 Microsoft Skype for Business integration connects Five9 agents to Microsoft Skype for Business users throughout the organization. Five9 agents can collaborate seamlessly with Skype for Business users using common address directories, synchronized availability, call states, and telephony integration.

Real-Time Collaboration

The Microsoft Skype for Business integration empowers agents to respond to customer issues outside of the normal resolution flow. Agents can quickly identify subject matter experts and collaborate with Click-to-Call or Click-to-Chat capabilities. Microsoft Skype for Business enables businesses to remove delays and better service the needs of the customer all from with a single interaction.

Unleash the Power of Unified Communications

Five9 software is also the perfect complement to CRM platforms. Leveraging computer telephony integration (CTI), Five9 delivers powerful telephony features seamlessly within the agent desktop; streamlining the agent experience and yielding huge gains in productivity and efficiency.



Features

- Company-wide presence (providing contact availability and channel preference)
- Global address book integration/synchronization and contact groups
- Click to Call and Click to Chat collaboration
- Telephony integration for Five9 agents and Microsoft Skype for Business users to place calls to each other without carrier fees
- CRM integration for unified system visibility, combined and enhanced address book, and advanced multichannel function.

 Skype for Business



Seamlessly link agents to subject matter experts and dramatically enhance customer experience by enabling agents to leverage the best resources to achieve first call resolution.

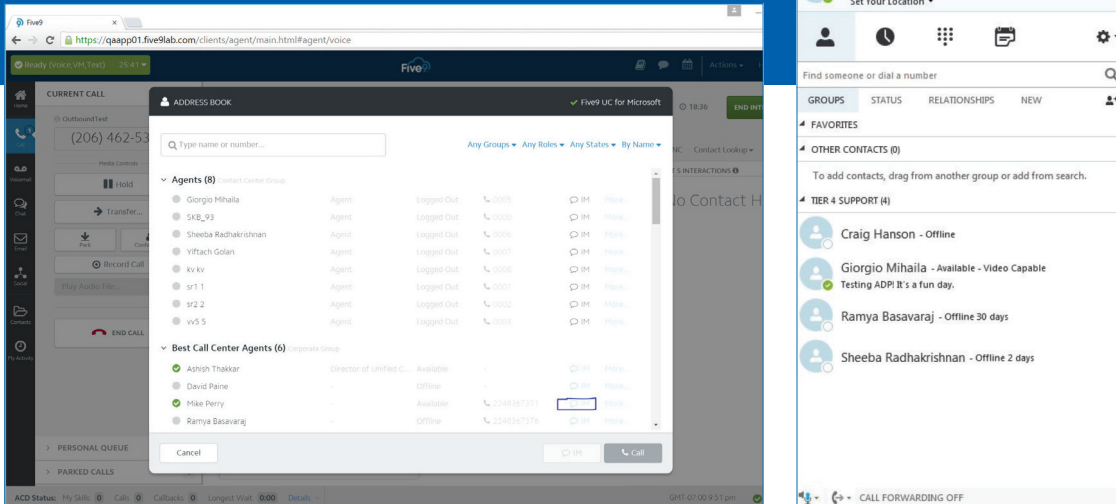


Figure 1:
Unified address book view with presence indicator and interaction controls.

The Five9 integration to Microsoft Skype for Business and other CRMs allows organizations to amplify the benefits of a unified environment. By empowering agents with the right information throughout the customer interaction and leveraging powerful collaboration features, businesses are able to increase responsiveness and remove latency in the contact resolution process.

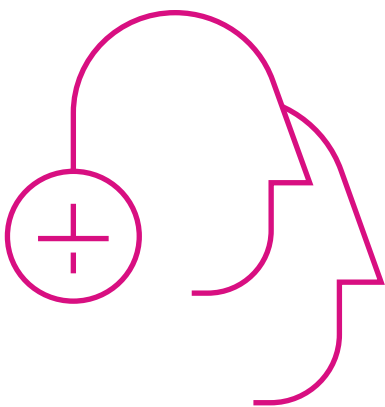
Maximize Every Contact

Organizations that choose Microsoft Skype for Business are serious about their technology to achieve top performance. The Microsoft Skype for Business integration empowers Five9 agents to quickly identify and collaborate with subject matter experts, enabling businesses to realize the full benefit of connecting and synchronizing organizational resources.

Together Five9 and Microsoft Skype for Business enable businesses to improve efficiency and boost productivity while delivering extraordinary customer experiences that set them apart from their competitors. To learn more, give us a call at 800.553.8159 and we'll schedule an in-depth demo just for you.

Learn More

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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.

For more information visit www.five9.com or call **1-800-553-8159**.

