

Gartner ceases magic quadrant for premises-based contact center

January 2019, Gartner believes the end of the road is near, "premises-based options have reached full maturity".¹

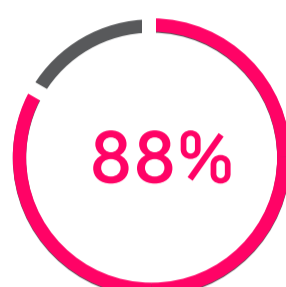
CX Customer Experience

is the number one driver of digital transformation and the top strategic measure for organizational performance.

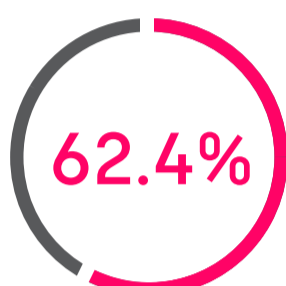
62.4% of organizations "see the opportunity in evolving their CX transformation strategies to really stand out from competitors."²

88% interest
in moving to cloud contact center

Poll respondents answering "very" or "somewhat" interest in cloud migration.³



"See opportunity in evolving to cloud contact center to stand-out from competitors".⁴



Cloud
is ready

Why now?

- Cloud brings economies of scale premises can't match
- Facilitates disaster recovery responses by enabling seamless remote work
- Geographic reach and management better than prem solutions
- Availability and resiliency are same or better
- The path to next generation artificial intelligence (AI)
- Brings together disparate, siloed CX operations
- Infinitely customizable



Preparing for the Cloud

- 1** Map organization goals for transition
- 2** Identify stakeholders: 19.5% have no formal CX strategy⁵
- 3** Develop a holistic process: 12.6% report "no-one" has overall CX responsibility⁶
- 4** Understand your infrastructure and integrations

...and Five9 is here to help at every step along the way. Contact us today.

by **2022**

CCaaS will be the preferred adoption model in 50 percent of contact centers with more than 750 agents, up from approximately 10 percent today.⁷

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