OVERVIEW

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 over 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.

KEY FEATURE AND DIFFERENTIATORS

THE FIVE9 ADVANTAGE: Fast Our customers consistently tell us that the speed and ease of our deployments make us stand out from the competition. Your contact center can be up and running in days, not months, and you can easily scale as needed. Easy Unlike complex on-premise contact centers, Five9 was created with the business user in mind. It's easy enough to use that even non-techies can make changes, and intuitive enough that little-to-no training is required for your agents and supervisors. Affordable Our subscription model allows you to pay only for the agents you need, when you need them, and on a monthly basis. You no longer have to overbuy to accommodate for predictive maximum capacity or seasonal peaks. Secure The Five9 architecture is designed with firewalls, intrusion prevention, and a vulnerability management system to protect your data. The Five9 Cloud Security Office safeguards our infrastructure, applications, and operations against breaches and unforeseen events. Reliable Five9 successfully processes over 3 billion customer interactions a year for over 2,100 customers. To

LOCATIONS

San Ramon, CA

Our Channel and Sales Team are regionally located to serve the needs of your team and your customers!

We currently provide support clients in EMEA, South America and Canada.

SERVICE OFFERINGS

CCAAS
The Five9 Cloud Contact Center Solution Five9 Cloud Contact Center software eliminates the hassle and expense of traditional on-premise contact center software. Because Five9 is in the cloud, agents can log into Five9 from anywhere — they just need a computer, a headset, and a high-speed Internet connection. Communicate with your customers through the channel they prefer, whether it's phone, web, chat, email, video, or social media, Five9 has you covered. Five9 Connect, our advanced technology layer for omnichannel applications, delivers better customer engagements and faster response times by empowering agents to handle inbound and outbound contacts from multiple channels all from a single, intuitive agent desktop interface. Five9 Intelligent Routing ensures that every interaction will be delivered to the right resource at the right time, every time. The Predictive Dialer keeps your contact center at optimal efficiency by intelligently adjusting the dialing rate according to past campaign performance and agent availability. Five9 provides everything you need to run an effective inbound, outbound, or blended contact center, including omnichannel management

mitigate service disruption and maximize up-time, we offer redundant data centers geographically dispersed on opposite US coasts with failover capability. Flexible Inbound, Outbound and Blended Contact Center - ACD

applications such as real-time and historical reporting, recording, workforce management (WFM), quality monitoring, CRM integrations, and more.

IDEAL CUSTOMER PROFILE

20 - 1,000 users/seats
Inbound, outbound, blended
Single, multiple locations, @home agents
Verticals: Healthcare, Manufacturing, Retail, Financial
Seasonal peaks, rapid deployments, high growth
Custom CRM Integrations
Multichannel
Uptime Posted: www.five9.com/trust

CUSTOMER TESTIMONIALS

lululemon
"Five9's integration with Oracle was one of the primary reasons we chose Five9, it had the strongest integration aspect which was very important to us."

Devlin O'Neil
Manager, Information Technology

DoorDash
"Five9 was able to accommodate our needs and our changes. They came in, hit the ground running."

Gina Wiley
Product Manager

ⓘ QUALIFYING QUESTIONS

1) What is your cloud strategy when it comes to collaboration?
2) How do you define a great customer experience? What tools are you missing to help deliver that?
3) Why/how are your customers contacting you today?
4) How do you reach/contact potential customers?
5) How do you measure what decision makers are managing? What are the reporting needs?
6) How are you planning to grow revenue (personal outreach to prospects and customers, marketing campaigns, etc.
7) Improving their customer's experience?
8) Developing more productive agents?
9) Expanding their ability to service their customers through new channels (i.e. email, chat, text, social, mobile or video)?
10) Eliminating the complexity of managing their contact center?
11) Greater operational visibility?
12) The best solution at the best price in the contact center industry

▤ INDUSTRY RANKINGS

Five9, Inc. (NASDAQ: FIVN), a leading provider of cloud contact center software for the digital enterprise, today announced it has been named as a Leader in the 2018 Gartner Magic Quadrant for Contact Center as a Service for the fourth year in a row. "We are honored that Gartner has positioned Five9 as a Leader, for the fourth year in a row. We believe that Gartner's Magic Quadrant is a trusted source, helping decision makers understand the contact center market and choose the right provider to deliver on their customer experience vision. In our opinion, our continued recognition as a Leader reinforces the value we bring to our enterprise

customers. Enterprises need to know that their cloud contact center software provider is a trusted partner that delivers secure, reliable and innovative solutions, with a compelling vision for the future," said Rowan Trollope, CEO, Five9. "We look forward to continuing Five9's long tradition of excellence." Source: Gartner, Inc.: Magic Quadrant for Contact Center as a Service, North America, Drew Kraus, Steve Blood, Daniel O'Connell, Simon Harrison, 17 October 2018