

Executive Overview

Five9 is an industry-leading provider of the intelligent cloud contact center, bringing the power of cloud innovation to more than 3,000 customers worldwide and facilitating billions of customer engagements annually. We provide end-to-end solutions with digital engagement, analytics, workforce optimization, and AI and automation to increase agent productivity and deliver tangible business results.

- 20+ years of cloud contact center experience
- 2,600+ employees around the world
- 3,000+ customers worldwide
- 350K concurrent agent seats
- 3X YoY growth in global partner sales certifications
- 1400+ global SI, channel, and technology partners
- 2X YoY growth in partner-led implementations
- 6X YoY growth in Agent Assist bookings

Product & Service Offerings

Core Cloud

- [Global Voice](#)
- [Agent Desktop Plus](#)
- [Supervisor Desktop Plus](#)
- [Engagement Workflow](#)
- [CRM Integrations](#)
- [UC Integrations](#)
- [APIs & SDKs](#)

Digital Workforce

- [Artificial Intelligence](#)
- [Intelligent Virtual Agent](#)
- [Agent Assist](#)
- [AI Summaries](#)
- [Workflow Automation](#)

- [Reporting & Analytics](#)

Employee Engagement

- [Workforce Optimization](#)
- [Quality Management](#)
- [Workforce Management](#)
- [Interaction Analytics](#)
- [Performance Management](#)
- [Gamification](#)

Customer Engagement

- [Inbound](#)
- Outbound
- Blended
- Digital Engagement
- Voice
- Email
- Mobile
- Chat
- Social
- SMS/Text
- Video

Sales Engineer Take On Best Fit

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions for orchestrating fluid customer experiences. The cloud-native, multi-tenant, scalable, reliable, and secure customer interaction platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,000 partners; and innovative, practical AI, automation and journey analytics that are embedded as part of the platform. Five9 is a big 3 CCaaS platform that scales from Mid market to large enterprise accounts. Five9 partners with several UC platforms as well as MSFT Teams for back office communications. Five9 has an impressive NPS score of +67 which means trusted advisors can feel confident bringing them into your CCaaS

opportunities.

Brent Wilford - Senior Director of CX & Unified Communications

Key Features & Differentiators

- **High Touch Implementation:** On-Site Sales and Services for all Enterprise customers
- **Best of Breed Philosophy:** WFO/WFM plus Native Capabilities
- **Easy Omnichannel:** no login/logout required to handle blended interactions
- **Win Rate** >= 70% Against Primary Competitors
- Positioned "Highest Ability to Execute" (Gartner, Magic Quadrant for Contact Center as a Service)

Top Industries Served

- Financial Services
- Healthcare
- Information Technology
- Other

Ideal Customer Profile

- 3 to 8000 seats
- Inbound, Outbound, Blended
- Seasonal peaks, Rapid deployments, High growth
- Need better visibility/reporting
- Single or Multiple locations, @home agents
- Multi-channel: email, chat, mobile, SMS, or social
- CRM integrations
- Continuous optimization

Customers with:

- Single or multiple locations, equipment, & vendors
- Difficult systems to administer, complex to integrate, and costly to maintain
- Aging, overdue for upgrades (Dialer, IVR, ACD/PBX, Call Recording, or WFM)
- Need to use the latest cloud contact center technology Requirement for business continuity and disaster recovery

- Requirement to add the use of email, chat, text, mobile, social or video Platform stability issues

Require Flexibility & Scalability for:

- Seasonal peaks
- Rapid deployments
- High growth

Have Budgetary or Cost concerns:

- Trying to avoid large upfront capital investments, interested in OpEx financial model
- Only want to pay for what they need and want to scale as they grow

Qualifying & Technical Questions

- Can you describe a typical customer journey?
 - Describe the current pain points for:
 - Customers
 - Agents
 - Supervisors
 - Managers
 - Reporting
- What are your compliance requirements? PCI, FERPA, HIPPA, FEDRAMP, etc.?
 - Do you handle customer payments? What are your security requirements?
- Are you interested in our Inbound, Outbound, and/or Blended Agent functionality?
- What is you IB and OB call volume?
- What is you peak IB or OB volume?
- Is your call flow digitized and shareable?
- What is your AHT?
- Please describe your OB cadence Does your OB cadence include omnichannel
- Do you use another application for your call cadence?
- Describe your current self-service/IVR/IVA capabilities?
- Are you using Digital Channels today?

- Email, Chat, Web, others... Do you currently use any bots with the omnichannel solutions you have today?
- Do you want your Agents to interact on Social applications?
- Do your Agents interact with your customers via video?
- What are your language requirements?
- Agents and Customers?
- Do you track abandon rates in IVR/Web/Chat etc.?
- What CRM are you/do you plan to use?
 - Is it browser based or custom in-house?
 - Does your current solution have integration points w/ CRM today?
 - Would you like an integration to the CRM for screen pop and reporting?
- If they are using SFDC, which objects do you pull your leads from?
- Do you have a domain?
- Do you need an automated dialing solutions?
- Expressed written consent to call?
- Are you interested in our ACD (inbound routing) with skills-based routing?
- Are you interested in our Dialer with Predictive, Progressive, Power, and Preview dialing?
- Do you need to record calls?
 - Do you need transcripts of your calls?
 - Do you require post call analysis?
 - Sentiment analysis?
 - How long do you need to store/retention period?
 - Compliance requirements?
- Which reporting tool do you currently use?
 - How would you rate your current reporting solution with 10 being the best?
 - Please describe your reporting needs
 - Do you have dashboards on monitors in the Call Center?
- How do you prepare work schedules for your agents today?
 - How long does it take to create schedules?

- Do your agents bid for shifts?
- How do you evaluate agents today?
- Do you have a team that focuses on quality?
 - What do you measure?
 - How do you measure?
 - Do you measure customer experience?