

Five9 Intelligent Virtual Agent

Use conversational and generative AI for redefined self-service across voice and digital channels.

Customers are increasingly looking to self-service options to get quick and easy solutions to their issues. Businesses that provide these self-service contact options are positioned for success, while those that ignore them are likely to struggle with customer satisfaction.

Five9 Intelligent Virtual Agent (IVA) leverages conversational and generative AI (GenAI) to deliver intuitive, personalized self-service experience across voice and digital channels. Five9 IVAs help you achieve higher automated resolution rates for a wide range of use cases – all without involving live agents.

Anytime, Anywhere Self-Service

Customers not only expect your business to be available when they need it, but also in the channels they want to use to interact with you. **Five9 IVA** operates as a 24/7 always-on platform with virtual agents across voice and digital channels at a fraction of the cost of live agents.

Human interaction is conversational by nature. It's an easier, more natural way for customers to ask their questions, express their needs, and get resolution. Five9 IVA delivers a similar conversational experience for automated interactions. It also lowers service costs by handling interactions typically managed by live agents. When self-service works, it delivers an experience that customers appreciate and come back to again.

Integrated Virtual and Live Agent Support

Five9 IVA offloads the low-value, repetitive interactions that do little to boost agent engagement and satisfaction. This frees agents to focus on more high-value interactions that not only make their jobs more interesting and rewarding, but drive customer satisfaction and loyalty.

Benefits

- Reduce service costs by offloading low-value interactions
- Expand service capacity without increasing hiring
- Provide anywhere, anytime access to intelligent self-service

Features

- Intelligent self-service across voice and digital channels
- Seamless handoff from self-service to live agents
- Single, unified platform to build, deploy, and manage all your IVAs

If a live agent is needed during an IVA session, the system uses context such as customer identity, intent, and other CRM data to find the person best equipped to resolve the issue. Five9 IVA uses GenAI for call and chat summarization to capture details of the IVA's customer interaction, helping the live agent seamlessly pick up where the IVA left off. Five9 IVA can also collect information from customers before sending them to live agents to reduce handle time.

Five9 Omnichannel IVAs:
Natural, conversational, and personal self-service experience



One Platform for Voice and Digital IVAs

Five9 IVA Studio is a single, cloud-based, no-code development platform that lets you quickly build, deploy, and manage Five9 IVAs across voice, web chat, SMS, social messaging, and other interaction channels. You can quickly create visual, conversational workflows by dragging and dropping tasks that define the IVA flow. Or you can use a task library of pre-defined templates for common and industry-specific actions.

Five9 IVA Studio helps you monitor IVA execution and discover actionable insights to help optimize IVA performance and continually improve the self-service customer experience. Unparalleled flexibility and control simplify deployment of engaging workflows that address your unique business needs and rapidly deliver business benefits.

Voice Self-Service with a Human Touch

It's critically important for conversational AI systems to understand verbal cues like tone and sentiment in addition to words. Five9 Voice IVA detects these verbal cues in real time during voice interactions. Detecting cues for joy, fear, sadness, anger, analytical, confidence, and tentative allows Five9 IVA to tailor responses on the fly, which enhances the experience.

Five9 Virtual Voiceover includes a library of 25 voice avatars for Five9 Voice IVAs using advanced synthetic text-to-speech technology that is incredibly human-sounding. This eliminates the need for costly voice talent and studio time to modify or create new voice prompts. It's as simple as typing in or editing text for the avatar to speak. Select a voice that best reflects your company's brand, or the Five9 team can help you [create a custom brand voice](#) at a fraction of the time and cost of using traditional voice talent.

Design Rich Multimodal Experiences

Design journeys to move customers through efficient, personalized paths. For example, customers can initiate contact with a voice IVA, then seamlessly move to a digital channel to share visual and text content. You can easily transform voice self-service into a more engaging multimodal experience. Customers can easily send or receive rich digital content (images, documents, video, audio) plus interaction features (repost, link, reply, add location).

Intelligent Self-Service for Digital Channels

Customer preference for using digital channels increased 26% in the last year to 43%, according to the annual [Five9 Customer Service Index report](#).

"When the whole concept of the IVA came up, I was excited because I knew that we would be able to do something that hadn't been done."

Alivi

Leverage the Most Advanced AI with Five9 IVAs



Speech Recognition

High accuracy for a wide range of use cases including:

- Alphanumeric
- Open & closed grammars
- Domain specific models



Text-to-Speech

Wide variety of languages, voices & audio quality:

- Hundreds of languages
- Hundreds of Voices
- Custom Voice Avatars



NLP

Choice of engines for Natural Language Processing:

- Intent matching
- Entity extraction
- Fulfillment



Voice Biometrics

Engines for voice biometrics:

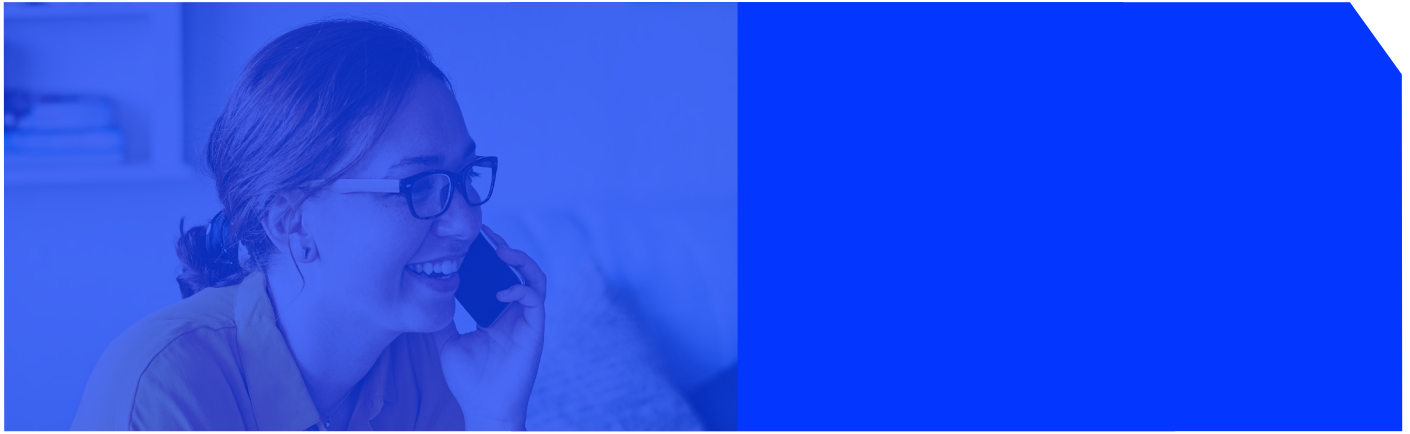
- Enrollment
- Authentication
- Fraud Detection



Generative AI

Large language models:

- Speech Analytics
- Auto Summarization
- Model Training

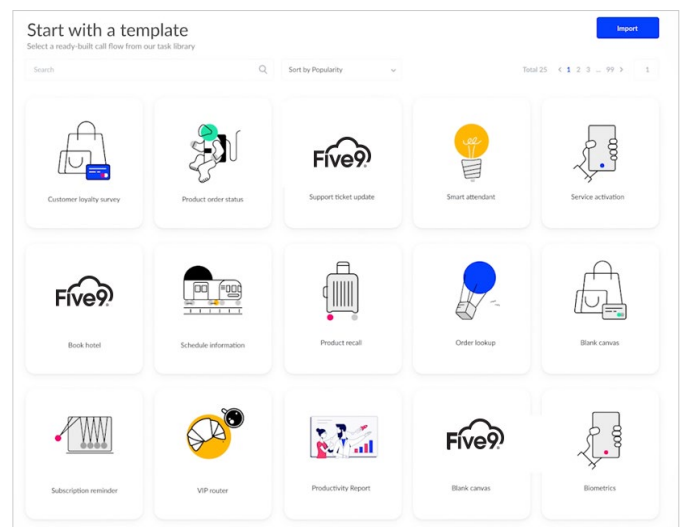


Five9 Digital IVA extends intelligent self-service to digital channels to help you meet this increasing demand.

A unified approach to messaging for web chat, SMS, and social channels lets you reuse a single IVA workflow across channels. This allows you to provide consistent customer experiences and eliminates the need to develop and support channel-specific workflows. Tight integration between Five9 IVA and agent-assisted channels ensures

that your customers enjoy a seamless, continuous experience whether working with a virtual or live agent.

Five9 IVA's quick-start workflow design includes pre-built task templates.



Corporate Headquarters
3001 Bishop Drive
Suite 350
San Ramon, CA 94583
925.201.2000

Five9 Canada
130 King Street West
Suite 1800
Toronto, Ontario, M5X 1E3

Five9 GmbH
Briener Str. 45D
80333 München, Germany

Five9 Inc, UK Ltd
29 Throgmorton Street
London
EC2N 2AT
United Kingdom

Five9 Portugal, Unipessoal LDA
R. de Anselmo Braancamp 119
4000-082
Porto, Portugal

APAC Regional Office
530 Collins Street, Level 4
Melbourne VIC 3000
Australia

About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact center performance, and elevate your business to deliver better business outcomes and Bring Joy to CX™. Our cloud-native, scalable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, technology, and partners to more than 2,500 organizations worldwide.

For more information, visit www.five9.com.

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