



Transforming Your CX with the Five9 Intelligent CX Platform

Five9 is not just about the technology. We believe in the power of people and the power of technology working together. With our cloud-native CX platform, create fluid experiences for your agents and your customers.

Find Balance with Collaborative Intelligence

To deliver a great experience to your customers and employees, harness the power of people, platform, and partners using AI to avoid overemphasizing one aspect and creating imbalance.

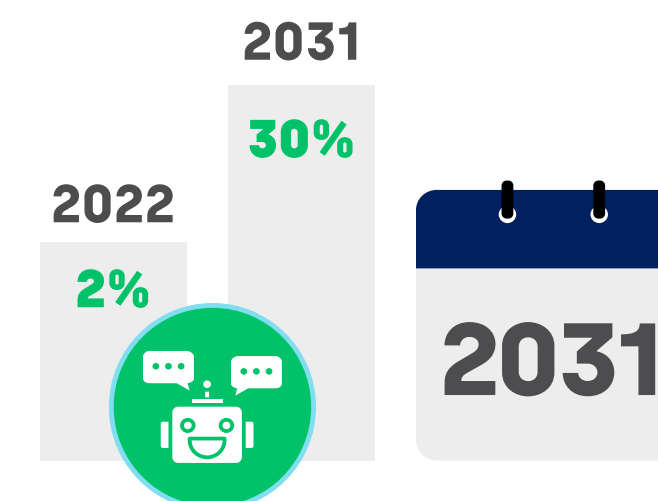
25%

AI

Only 25% of contact centers use AI for open-ended customer comments¹

Bet on Conversational AI

The Five9 platform leans on the power of emerging technology by embracing current and expected trends.



By 2031, chatbots and virtual assistants will complete 30% more work once handled by human agents²

Trust the Power of the Platform

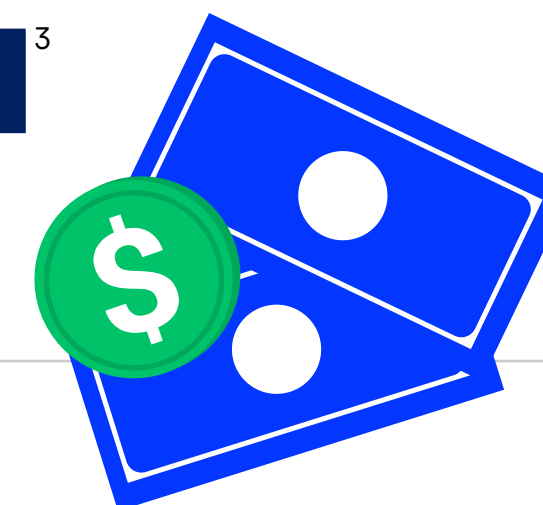
Five9 customers benefit from a sizable return on investment.



Our customers reap a 213% ROI within 3 years³

Savings from call containment with IVA:

\$15.8 MILLION³



Leverage the Power of People

An emphasis on support staff will grow as intelligent automation becomes more prominent.



By 2026, 15% of contact center end-user deployments will have professional services engagements driven by conversational AI²

We keep our CX Promise, so you can keep yours. Meet the [Five9 Intelligent CX Platform](#).

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied.

Copyright ©2023 Five9, Inc. For more information visit www.five9.com or call 1-800-553-8159.

¹ "Customer Insights and Analytics: 2023-24," Metrigy, February 2023.

² Gartner, "Market Trend: Conversational AI for Agent Automation Delivers an Efficient Customer Contact Center Experience," Daniel O'Connell, Megan Fernandez, 14 June 2022. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

³ "The Total Economic Impact Of Five9," Forrester, 2022.