Britannic | **Five9**
The Intelligent CX Platform

The Five9 Intelligent CX Platform

We keep our CX Promise, so you can keep yours.

The Five9 Intelligent CX Platform offers organizations of all sizes the speed, scalability, and agility to deliver fluid experiences that empower agents and delight customers — all while providing the analytics and insights needed to drive meaningful business outcomes.

From a few agents at home or in a corporate office, to thousands of simultaneous, concurrent agents situated around the world, the Five9 Intelligent CX Platform scales to meet the needs of all sizes of contact centers today and tomorrow. By combining the power of human and artificial intelligence and leveraging the strength of the Five9 people, platform, and partners, we create collaborative intelligence. This collaborative intelligence and focus on the complete CX ecosystem helps our customers deliver on their CX promise.

So, what is the Five9 CX Promise? The Five9 CX Promise is a commitment to bring the experience of Five9 people and partners together to ensure that we support our customers from day one to forever. This empowers them to optimize and stay ahead of the game. The Five9 CX Promise
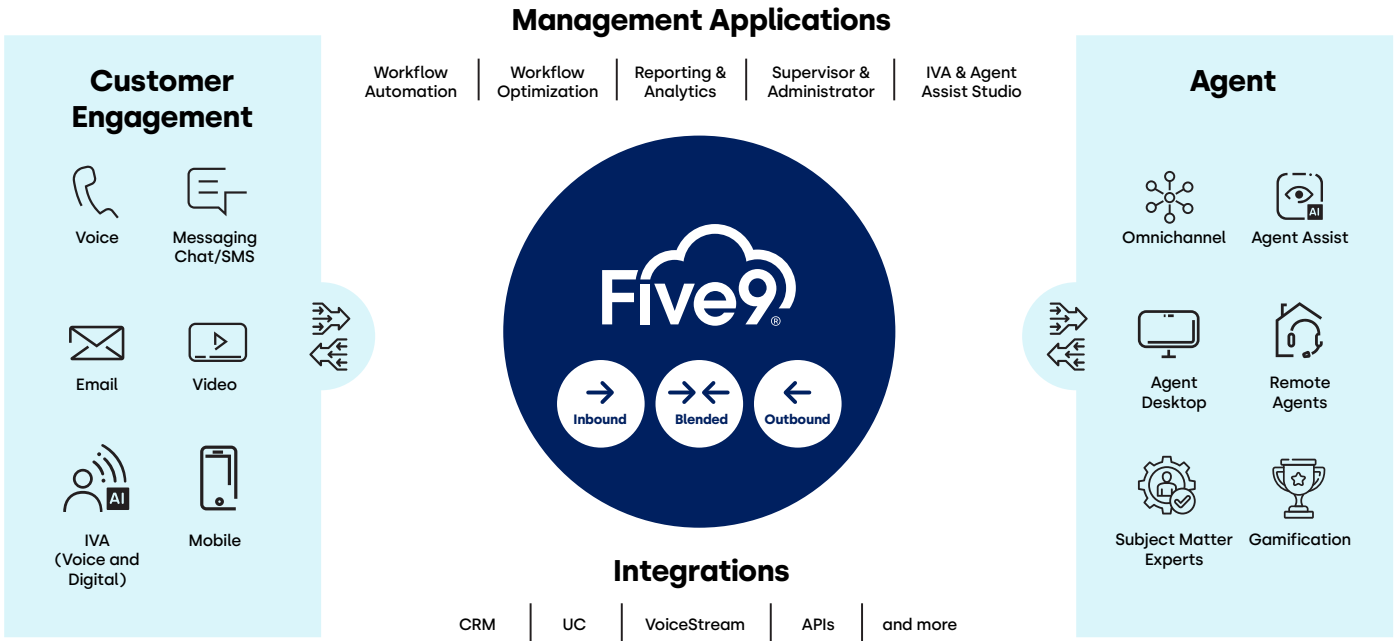
is helping to ensure our vision of delivering fluid multichannel experiences to agents and customers is delivered for our customers today.

We provide the core contact center technology with AI and automation embedded where it matters most. The Five9 Intelligent CX Platform goes beyond industry-leading carrier-grade voice. Five9 CCaaS provides digital engagement channels, real-time analytics and reports, workflow automation, workforce optimization, intelligent virtual routing and virtual agents, practical AI, pre-built adapters for customer relationship management (CRM) and unified communications (UC) systems, and more, to create added human customer-service experiences, engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

That's why at Five9, we are confident when we say our Customer Commitment is, "We keep our CX Promise, so you can keep yours."

Five9 At-a-Glance

- 21+ years of cloud contact center experience
- 2,000+ employees around the world
- 2,500+ customers worldwide
- 7+ billion call minutes recorded annually
- 246K+ concurrent agent seats
- Enterprise, mid-market, and SMB customers in 104 countries

Management Applications

Customer Engagement

Voice | Messaging Chat/SMS
Email | Video
IVA (Voice and Digital) | Mobile

Workflow Automation | Workflow Optimization | Reporting & Analytics | Supervisor & Administrator | IVA & Agent Assist Studio

Five9

Inbound | Blended | Outbound

Agent

Omnichannel | Agent Assist
Agent Desktop | Remote Agents
Subject Matter Experts | Gamification

Integrations

CRM | UC | VoiceStream | APIs | and more

> "We had people from 50 countries working on this transition, which would not have been possible without moving to the cloud with Five9."

Kyndryl

At Five9, we take a more pragmatic approach to helping companies reimagine results today and for the long term through four areas:

Customer Engagement

Engage customers where and how they want to communicate to create connected journeys and provide the type of intuitive, personalized, and more human experience they want.

Inbound

Five9 Inbound Voice provides all the functionality and benefits of an on-premises contact center infrastructure without the cost, deployment delays, or integration headaches. Important advantages to your customer support operations include greater business flexibility, increased operational control, and enhanced customer satisfaction. Read the data sheet to learn more.

Outbound

Our Outbound Voice offering empowers agents to provide information on new products or services, follow up on a recent purchase, or remind customers of an upcoming appointment or engagement. Maximize engagement strategy and agent productivity, increase customer loyalty and satisfaction through targeted outreach, and keep your proactive outreach compliant with regulations. Read the data sheet to learn more.

Blended

Five9 offers a blended contact center that enables your company to reach out to customers or prospects to provide information on a new product or service, follow up on a recent purchase, or remind your customers of an upcoming appointment — leveraging inbound traffic swings to take full advantage of slow periods and maximize agent time. Read the data sheet to learn more.

Digital Engagement

Digital Engagement enables exceptional digital-first omnichannel experiences for customers. It's fully integrated with Five9 inbound and outbound voice to create fluid customer journeys across voice, email, SMS, chat, video, and social messaging apps like WhatsApp. Read the data sheet to learn more.

"Five9 has made AI and automation our North Star. Our customers are receiving answers in a natural, conversational way without speaking to a live agent. It's allowed us to scale our service without compromising quality."

BISSELL

Intelligent Virtual Agent (IVA)

IVA lets you deploy self-service that delivers a more conversational and engaging experience across voice and digital channels. Five9 IVA supports a wide range of use cases without involving live agents, from simple interactions like password resets and status inquiries, to more sophisticated tasks like setting appointments and booking accommodations. Read the data sheet to learn more.

Agent Tools

Implement the tools to empower your agents while more effectively personalizing customer experiences.

Omnichannel

Five9 equips businesses with a variety of channels so that your customers can interact with you through the channel of their choice. With live or digital (voice, chat, email, video, social, mobile) channels, provide seamless interactions to agents and customers for more fluid experiences.

Agent Desktop

Agent Desktop Plus enables agents to log into the Five9 Intelligent CX Platform directly from anywhere using a web browser. Agents can service customers through any channel including voice, email, chat, SMS, social, and video; move customers seamlessly across channels; combine channels in a single interaction; and see a complete picture of the customer's journey context and history across all channels. Read the data sheet to learn more.

Agent Assist

Agent Assist is a web application that sits on the agent desktop, listens in on all calls, and provides guidance and knowledge base articles to agents in real time, based on the call context, helping them to better serve the customer, increase upsell opportunities, and remain compliant. Agent Assist helps agents by automatically transcribing calls, summarizing them within seconds to help reduce the time spent on after-call work. Read the data sheet to learn more.

Gamification

Gamification provides a variety of reward systems to motivate agent behavior, create an environment for agents to see the big picture, and help them shake off moment-by-moment setbacks to achieve something greater. Read the data sheet to learn more.

Management Applications

Implement the tools and insights to maintain business continuity and agility while more effectively managing agents and personalizing customer experiences.

Workflow Automation

Workflow Automation helps create exceptional customer experiences through seamless integration of data between contact center systems and across other enterprise business software such as Sales, Marketing, and HR. It enables companies to seamlessly connect disparate systems, aggregate information, act on customer data and context in real time, and trigger cross-platform workflows, automating CX while reducing workload and cost. Read the data sheet to learn more.

"With Five9 Enterprise WFM, agents are more engaged and their overall morale is higher. Agents are more likely to recognize a problem and react quicker, and be more consistent with training."

Jackson Hewitt

Workforce Optimization (WFO)

WFO provides a powerful set of tools to inspire, motivate, and engage agents. The tools include voice and digital interaction capture, screen recording, workforce management, quality management, interaction analytics, performance management and gamification, and automated workflows. Read the data sheet to learn more.

Quality Management (QM)

Engage agents and help them to deliver exceptional customer experiences with detailed insights into performance. Engaged, happy agents produce more positive outcomes, enhance customer loyalty, and increase agent retention. Read the data sheet to learn more.

Workforce Management (WFM)

Strike the perfect balance between customer experience and contact center efficiency. WFM includes multi-skill, multichannel forecasts and schedules; schedule adherence; and intraday management. Read the data sheet to learn more.

Performance Management

Performance Dashboard provides insight and information to enable better decision-making. Share operational metrics, key performance indicators, and service-level agreement statistics to gain insight into customer service or sales operations. Understand exactly where performance stands, moment by moment, 24/7. Read the data sheet to learn more.

Reporting

Reporting provides crucial insights into contact center performance with comprehensive and flexible reports for real-time and historical information. See results quickly with 120+ pre-built reports based on best practices. Easily tailor reports for unique business needs. Flexible data sharing options let you use Five9 data in other systems. Read the data sheet to learn more.

Analytics

Analytics is a contact center intelligence platform that complements and expands standard Five9 reporting functionality. This platform delivers powerful business intelligence capabilities tailored to the unique needs of contact centers. Track and manage performance for your unique business metrics to help foster a culture of data-based decision-making. Read the data sheet to learn more.

Interaction Analytics

Analyze 100% of captured voice and digital interactions to gain insight into customer experience, agent performance, and business outcomes. Interaction Analytics provides insight into trends, conversation topics, emotion, and sentiment. When paired with Five9 Quality Management, it enables automated scoring of interactions and evaluation assignments. Read the data sheet to learn more.

Supervisor Desktop

A web-based application, Supervisor Plus displays real-time statistics for queues, campaigns, and agents to allow supervisors to manage resources efficiently and effectively. Customizable views and multi-conditional alerts let supervisors focus on what's important to your business. Monitor and communicate with agents to develop skills and improve performance. Read the data sheet to learn more.

"Five9 has a fair number of tools that can take you really far, and the best way to take advantage of those tools is to work with someone from the TAM organization. You get a whole team that is helping you"

From You Flowers

Administrator Console

Admin Console is a web-based administration solution. Its modern, streamlined design provides easy access to the functionality you need, when you need it. It delivers powerful administrative self-service features to manage your contact center easily and effectively. Read the data sheet to learn more.

IVA Studio

IVA Studio allows companies to build Five9 Intelligent Virtual Agents to meet customer needs with the power of advanced artificial intelligence. A cloud-based platform with a no-code development interface, Five9 IVA Studio enables companies to easily build, manage, and deploy Five9 IVAs across voice, web chat, SMS, social messaging, and other interaction channels. The platform is designed to enable multi-persona developers to build applications.

Agent Assist Studio

A user-friendly, intuitive admin tool, Agent Assist Studio defines and configures the next best action, including real-time coaching cards, guidance cards, and AI Checklist in just a few clicks. It also enables clients to easily search and view call recordings, transcripts, and summaries to gain immediate visibility into trends in the contact center and what topics are driving call volumes.

Integrations

Extend your contact center with a breadth of seamless integrations to elevate both the customer and agent experiences to create a powerful CX platform.

CRM Integrations

Pre-built integrations with industry-leading CRM solutions — Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk — seamlessly integrate within the CRM UI to provide real-time integration and data synchronization, as well as the security, reliability, and performance needed to optimize sharing and management of customer data in a contact center. Read the data sheet to learn more.

UC Integrations

Robust integrations with leading UC solutions — Microsoft Teams, Zoom Phone, RingCentral — break down organizational barriers and better leverage resources by connecting agents to subject matter experts without incurring additional toll charges. The Five9 enhanced address book equips agents to search, find, and check availability to instantly connect with experts across departments to deliver the quickest resolution. View the web page to learn more.

VoiceStream

VoiceStream provides a set of RESTful APIs that enables audio streams as well as CTI events and metadata for agent and customer call interactions to power real-time applications. It not only powers the Five9 Agent Assist solution but also is designed to be an open platform for our partners and customers to access. Accredited ISV Partners can easily build their own solutions or other third-party solutions via self-service options to integrate with Five9.

To learn more about the breadth of the Five9 partner ecosystem offerings, visit the CX Marketplace.

Why chose Five9 through Britannic

To get the best from hybrid working with modern, easy to use contact centre technology, you need a partner who really understands agent and customer experience and is skilled in managing change and mitigating risk.

Choose an experienced, visionary and capable partner to guide you, so you can maximise return on investment, achieve your goals and successfully transform your business.

With years of expertise in call and contact centres we provide excellent integration, management and customer support.

We are here to support you, with a customer satisfaction rate of ninetyseven% and a core network availability SLA of ٩٩.٩٩٩% you can trust us to deliver on our promises.

Strong relationships with Five٩, our customers, and our complementary ecosystem partners enable us to innovate and deliver together.

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