Feature Guide

Five9 Intelligent Cloud Contact Center Platform

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Overview

The Five9 Intelligent Cloud Contact Center eliminates the hassle and expense of traditional on premises contact centers. Five9 is a complete cloud-based solution that enables agents to log in from anywhere with just a computer, headset, and high-speed internet connection.

Deliver better customer engagements and faster response times by empowering agents to handle inbound and outbound contacts from multiple channels in a single, intuitive agent desktop.

Customers expect options when they interact with your business. Whether it's voice, email, SMS, webchat, video, or social messaging apps, Five9 has you covered. Five9 Digital Engagement enables exceptional digital-first omnichannel experiences for customers. Deliver better customer engagements and faster response times by empowering agents to handle inbound and outbound contacts from multiple channels in a single, intuitive agent desktop. This ensures that every interaction is delivered to the right resource at the right time, every time.

Five9 provides everything you need to run an effective inbound, outbound, or blended contact center, including management applications such as real-time and historical reporting, recording, customer relationship management (CRM) and unified communications (UC) integrations, workflow automation, workforce optimization, and more.
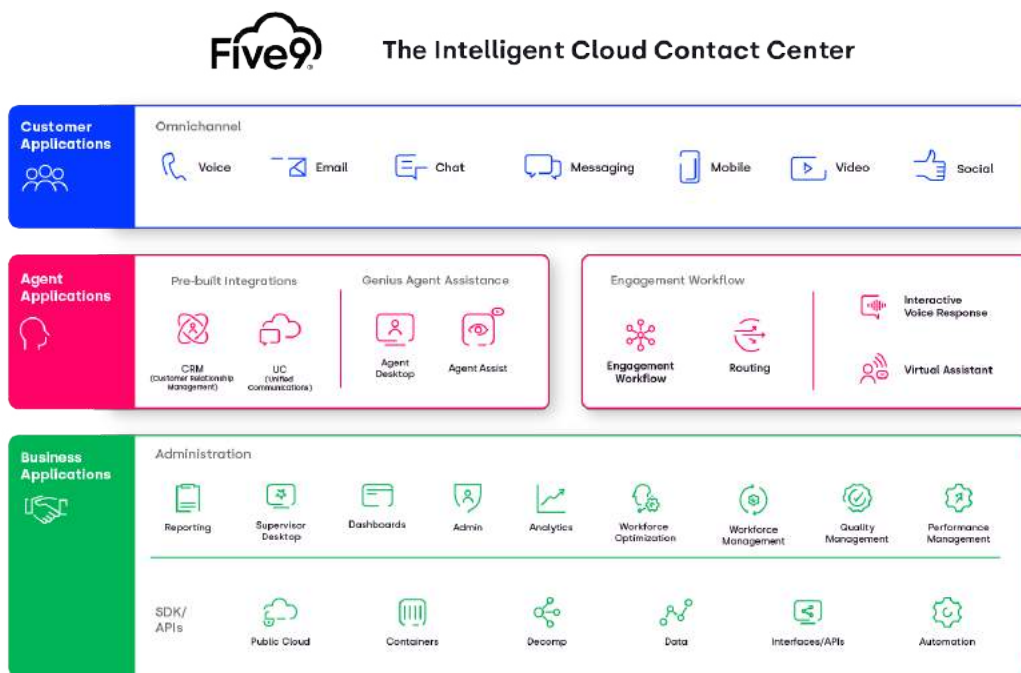

Figure 1: The Five9 Intelligent Cloud Contact Center provides an all-in-one solution with applications focused on the Customer, Agent, and Business users.

Five9 Inbound Voice

Five9 Inbound Voice provides all the functionality and benefits of on premises contact center infrastructure without the costs, deployment delays, or integration headaches. The Five9 Intelligent Cloud Contact Center provides important advantages to your customer support operations:

- Greater business flexibility
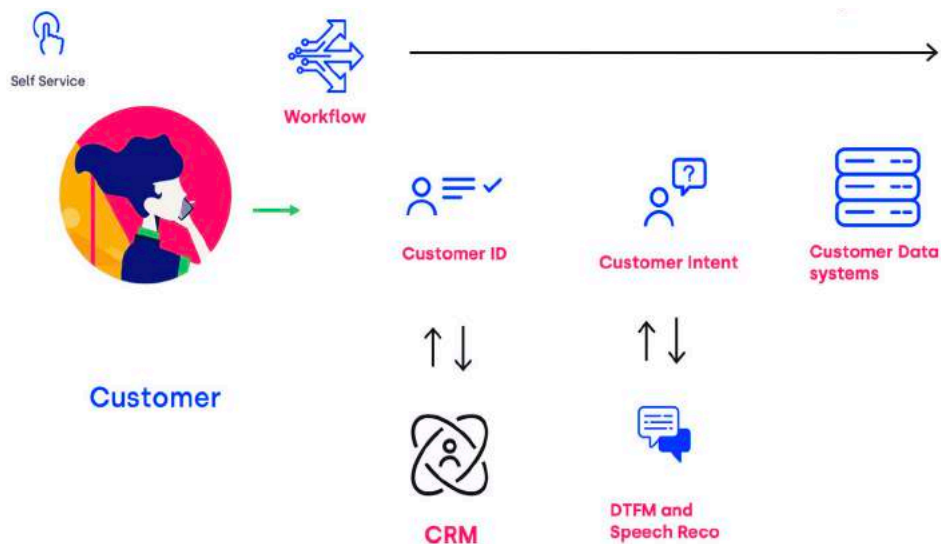- Increased operational control
- Enhanced customer satisfaction

Figure 2: Inbound voice enables businesses to receive calls and route to the customer to the right resource to help them continue their customer journey.

Interactive Voice Response (IVR)

Five9 IVR enables customers to self-serve over the phone with DTMF, speech-enabled IVR, or through a visual IVR from web or mobile devices.

Benefits

Help your customers solve problems faster using self-service, freeing your agents to focus on higher-value interactions and boosting your customer satisfaction scores.

Five9 Intelligent Virtual Agent

Five9 Intelligent Virtual Agent (IVA) is an IVA that leverages the latest AI-based technology from companies like Google, IBM, and Amazon to deliver answers to common questions and solve customer problems.

Benefits

Solve customer issues quickly, reduce calls that need a live agent, and provide a more human experience by solving customer issues with easy-to-use, AI-powered virtual agents.
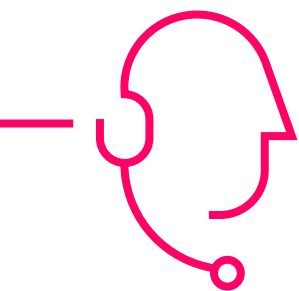
Customer Journey Continuity (Advanced Screen Pop, Computer Telephony Integration [CTI])

With initiation of the call, agents receive a customer-specific screen pop displaying the customer data, purchase history, and information from previous interactions – all delivered before the arrival of the interaction to the Five9 Agent Desktop Plus or to a CRM environment with the Five9 pre-built CRM integrations.

Benefits

Enable personalized engagement with each customer and improve agent productivity by providing agents with a complete customer history to guide inbound customer service interactions and outbound sales-related calls.

Pre-built CRM Integrations

The Five9 Intelligent Cloud Contact Center provides pre-built CRM integrations into market-leading CRM applications – Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk – to empower users with turnkey contact center capabilities optimized within the CRM of your choice.

Benefits

Leverage the power of Five9 while maximizing your existing investments to increase agent productivity, enhance the user experience, and give your organization a competitive advantage.

Advanced Routing (Automatic Call Distribution [ACD])

Five9 routing allows for interaction segmentation, queuing, and routing to deliver your customers to the next available, most capable agent to handle the interaction. Five9 Engagement Workflow puts control of the IVR, routing strategy, and agent guidance in your hands so you can make updates whenever they are needed.

Benefits

Changes to the routing strategy are achieved with Engagement Workflow, the same environment used for IVR and agent guidance.

Priority Routing

Prioritize calls based on criteria such as customer data, IVR outcomes, time in queue, and more.

Benefits

Align your cloud ACD functionality to your business objectives and success metrics.

Time-Of-Day Routing

The Five9 ACD provides scheduling features based on the business rules you determine.

Benefits

Contact center operations are aligned to your hours of operation, holidays, and other events.

Queue Callbacks

Give customers an option to hang up and automatically receive a callback when their position arrives in queue.

Benefits

Eliminate long queue wait times and improve the customer experience during peak call volume periods while managing the productivity of your agents.

Voicemail Routing

Route voicemails to a group of appropriately skilled agents during quiet periods for inbound and outbound calls.

Benefits

Accelerate return calls by automatically routing customers' messages to specific queues.

Incoming Call Whisper

A custom prompt gives the agent context for the incoming call including the name of the associated program or campaign.

Benefits

Improve campaign and customer management, particularly when agents work from multiple queues supporting multiple campaigns to provide a more human experience.

Distribution Algorithms

Define how the system selects the next agent to whom a call will be delivered – from longest wait, by priority, or round robin to minimum calls handled – in which the ACD prioritizes agents who have received fewer calls.

Benefits

Give administrators the flexibility and control over how the ACD selects the next agent for call delivery when there is more than one agent available, or which call to assign an agent when one becomes available.

Skills-Based Routing

Determine customer intent and route the customer to the right resource based on skill to help them continue their customer journey.

Benefits

Empower your agents so they understand customer intent and can accelerate the customer journey to the right outcome.

Web Callback

Automatically gather lead records from websites, web forms, or other lead management applications and insert records into the Five9 call list for immediate sales follow-up.

Benefits

Help increase close rates by providing your agent all the information about the lead.

Call Recording

Capture stereo call recordings for inbound or outbound calls including a caller's IVR speech input. Rules-based recording and upload with support for multi-segment calls and associated meta data is supported.

Benefits

Monitor and manage the quality of your contact center operations, ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal requirements.

Real-Time Reporting

Supervisors can operate the contact center more effectively by monitoring contact center statistics and key performance indicators (KPIs), personalizing their views and alerts, and view real-time information in Five9 Performance Dashboard.

Benefits

Improve supervisor ability to react to changing conditions in the contact center like increased call volume, work management via queues, and agent performance.

Historical Reporting

Supervisors and administrators can view and export 120 standard reports on calls, campaigns, call dispositions/outcomes, dialing lists, and users.

Benefits

Improve forecasting and provide a repository for reports and KPIs.

Custom Reports

Create custom tabular, summary, or matrix reports based on a large number of criteria and time periods. Include specific columns, filter criteria, and summarization.

Benefits

Enable greater contact center performance insight and flexibility for users to tailor the reporting application to their specific needs or role.

Agent Scripting

Provide automated scripts for both inbound and outbound calls, along with branching logic and forms, to manage complex interactions and save important information about the call or caller.

Benefits

Ensure relevant conversations with your customers and consistent messaging for each campaign while enhancing agent productivity.

Post-Call Surveys

Provide the ability to configure inbound programs and outbound campaigns for post-call surveys, with automatic routing to the survey.

Benefits

Surveys are an important feedback tool for researching and gaining insight into customers' experiences and the effectiveness of your campaigns.

Toll-Free and Local Numbers

Five9 can provide toll-free and local numbers for use in one or multiple inbound programs. If you own existing toll-free or local numbers, you can optionally ask your carrier to make Five9 the responsible organization for those numbers. Alternatively, you can arrange with your carrier to forward calls to a DID number provided by Five9, allowing calls to that toll-free number to be answered by the Five9 Intelligent Cloud Contact Center.

Benefits

Provide telephony options for provisioning your inbound programs. All of the numbers provisioned in the Five9 Intelligent Cloud Contact Center can be easily associated to your inbound programs by your administrator.

Five9 Engagement Workflow

Five9 Engagement Workflow allows you to create and execute a customer engagement strategy across self-service, agent engagement, and agent workflow on the Five9 Intelligent Cloud Contact Center. Use Five9 Engagement Workflow to:

- Make customer service a more human experience
- Improve customer satisfaction
- Improve first contact resolution (FCR)
- Segment customer by value
- Optimize agent skill matching
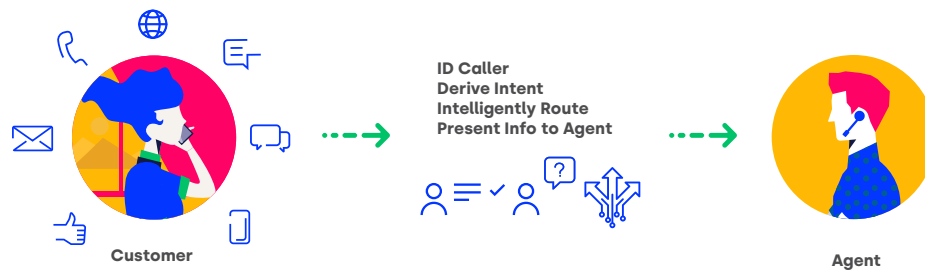- Automate routine tasks and answer common questions

ID Caller
Derive Intent
Intelligently Route
Present Info to Agent

Customer

Agent

Figure 3: Engagement Workflow collects data from a broad set of customer information systems and learn customer intent to deliver service tailored to customers' needs.

Self-Service Applications

Create self-service applications and gather customer intent for voice, email, messaging (chat, SMS, social), and mobile.

Benefits

Self-service applications can increase customer resolution and, when assistance is needed, connect customers to agents with the right skills to help.

Intelligent Routing

Route interactions based on channel, customer need, and agent skill.

Benefits

When you find the best agent for a particular need, customer and agent satisfaction improves. Customer satisfaction increases because they resolved their issue with lower effort and agent job satisfaction goes up because they were able to help.

Omnichannel

Deliver interactions to your agents, regardless of the customer communication channel, along with a "screen pop" that provides a complete picture of each problem before engaging customers.

Benefits

Since agents have a clearer understanding of the customer's journey, they are better equipped to fulfill the customer's expectations.

Natural Language Processing (NLP)

Filter and categorize text-based interactions, eliminate spam, and determine sentiment.

Benefits

The NLP engine improves agent efficiency by providing filters to help agents focus on actionable posts.

Agent Guidance

Agents receive relevant customer information at the moment of contact to give a complete picture of each customer situation so they can better understand customers' needs and fulfill their expectations.

Benefits

Create more meaningful interactions by letting agents focus on communicating and helping the customer, instead of asking questions to understand the problem.

CRM Support

Support for the Five9 desktop and CRM desktop from Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk along with homegrown customer systems.

Benefits

Allows the agent to service the customer from the native CRM environment to better understand customer intent, customer history, and deliver a more human customer service experience.

Five9 Outbound Voice

Five9 Outbound Voice is designed to empower your agents to provide information on a new product or service, follow up on a recent purchase, or remind your customers of an upcoming appointment or engagement. Use Five9 Outbound Voice to:

- Maximize engagement strategy and agent productivity
- Increase customer loyalty and satisfaction through targeted outreach
- Keep your proactive outreach compliant with regulations
- Decrease contact center costs

Automated Dialer Technologies

Predictive Dialer

Automate outbound dialing and increase the amount of time your agents spend talking to real prospects and customers, instead of dialing numbers.

Benefits

Save agents' time listening to unanswered calls or busy signals.

Power Dialer

Automatically dial a user configured number of calls per available sales agent more efficiently and allow agents to focus on live connections instead of manual dialing.

Benefits

Maximize the amount of time agents spend talking to real prospects and customers.

Progressive Dialer

Automated dialing system that only connects agents to calls answered by a live person.

Benefits

Get the productivity benefits of automatic dialing while ensuring each connected outbound call is delivered to an available agent.

Preview Dialing

Automatically deliver each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits

Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialing by removing automatic dialing without agent involvement.

Benefits

Enable agents to review the contact details of pre-assigned records and then initiate dial or skip the record increasing agent efficiency and to maintain compliance standards.

CRM Integrations

Pre-built integrations with leading CRM solutions – Salesforce, ServiceNow, Microsoft, Oracle, Zendesk, and others – provide agents with the information they need to make customers happy.

Benefits

Cost effectively transform static CRM applications into dynamic customer engagement tools while delivering a superior agent experience to produce sales and support results.

Lead Management Tools

Campaign and List Management

Robust features track your sales process and produce greater efficiencies so you can:

- Automatically update dialing lists based on call outcomes
- Increase contact ratios with local presence
- Stay TCPA compliant with DNC list management

Benefits

Comprehensive, automated lead management tools enable agents and inside sales teams to focus on having productive conversations that help you qualify leads and close business.
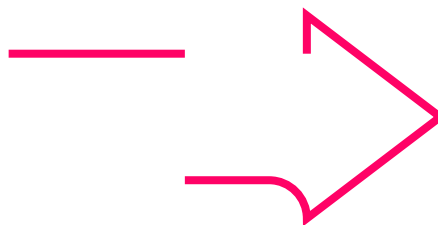
Real-Time "Do Not Call" List Management

Comply with DNC list legislation by uploading your company's supplemental DNC list, which automatically excludes these phone numbers from your outbound calling activity. In addition, automatically track inbound DNC requests and allow agents to mark callers' requests to be placed on the DNC list in real-time.

Benefits

Stay in compliance with applicable regulations and effectively manage DNC requests.

Web Callback

Automatically gather lead records from websites, web forms, or additional lead management applications and insert records into the Five9 call list for immediate sales follow-up.

Benefits

Increase close rates by providing agents with all the information about the lead.

Agent Scripting

Ensure consistent handling of sales calls using flexible, integrated agent scripting with automated outbound dialing.

Benefits

Enable your agents to make more sales calls to prospects and generate more qualified leads to increase revenue.

Data Import

Import outbound calling lists and associate them to campaigns. Lists are dialed according to the order they were imported, or lists can be shuffled to randomly dial the records.

Benefits

Upload target prospect lists on the fly and accelerate your momentum by filling the sales pipeline with potential leads.

FTP Data Import

Automate the list import process by using an FTP server to store the lists, and schedule routine updates on a daily, semi-weekly, or weekly basis. Use templates for mapping list fields to contact fields.

Benefits

Improve outbound campaign results by ensuring timely updates to dialing lists.

Disposition Timers and Redials

Configure each disposition with its own parameters for redial timing.

Benefits

Increase agent productivity by optimizing dialing list penetration and ensuring that more live calls are handled.

Answering Machine Detection

The Five9 Intelligent Cloud Contact Center has the capability to precisely detect answering machines and use automated messages when there is an answering machine and live agents when a person answers.

Benefits

Optimize productivity of outbound call processing while delivering a more effective, complete message to the person contacted.

Automatic Voicemail Laydown

Enable B2B sales reps to select a voicemail message to leave on an answering machine and ensure the message is recorded.

Benefits

Increase the productivity of your B2B sales team by allowing reps to quickly move on to the next call while being assured that the message is recorded.

Time Zone Rules Dialing

Apply time zone filters to configure your outbound calling by area code, zip code, state, and more.

Benefits

Configure your outbound calling to comply with regulations on appropriate timeframes for campaign calling.

Vertical Dialing Mode

Maximize live connections with each contact by calling all numbers in each contact number, up to three, and dialed in succession.

Benefits

Multiple dialing modes give you the flexibility to empower your agents to deliver a superior customer experience.

List Penetration Dialing Mode

Process a calling list quickly by dialing the first number of each contact.

Benefits

Multiple dialing modes give you the flexibility to empower your agents to deliver a superior customer experience.

Local Caller ID

Give your campaign a local presence to increase the rate of answered calls.

Benefits

Increase your opportunities for conversion by giving your campaign a local presence.

Standard Reporting

Supervisors and administrators can view and export 120 standard reports on calls, campaigns, call dispositions/outcomes, dialing lists, and users.

Benefits

Get actionable insights for better forecasting and leverage a repository for reports and KPIs.

Custom Reports

Create custom tabular, summary, or matrix reports based on a large number of criteria and time periods. Include specific columns, filter criteria, and summarization.

Benefits

Achieve greater contact center performance insight and flexibility for users to tailor the reporting application to their specific needs or role.

Five9 Blended

Five9 Blended combines all the features of our inbound and outbound suites to ensure the optimal mix of agent productivity and customer experience by taking full advantage of the peaks and valleys in contact center traffic.

Active Blending

Automatically move outbound agents on per call basis to inbound queues when traffic volume peaks.

Benefits

Adapt to your traffic as it ebbs and flows by enabling automatic adjustments of outbound calling based on inbound call volumes.

Five9 Global Voice

Five9 Global Voice makes it easier to move contact center infrastructure to the cloud. Global Voice delivers unparalleled voice quality leveraging regional Five9 voice points of presence (PoPs) to connect customers and agents with low-latency, rich, quality audio. With Five9 Global Voice:

- Global customers can count on a highly available and reliable global voice network across Five9 data centers and localized voice PoPs

- Five9 capabilities and connectivity options are also available from the Five9 global PoPs in addition to the Five9 data centers

- International customers can meet their compliance needs by keeping recordings in region

Canada Data Center
Montreal, Canada

US Data Centers
Santa Clara, CA
Atlanta, GA

EMEA Data Centers
Slough, UK
Amsterdam, NL

Direct Connection
Beijing 1, CHN
Beijing 3, CHN

Low-Latency Path
Optimized Internet
S.Korea
Taiwan
Hong Kong

ASIAPAC FVP
Five9 Voice PoPs
Tokyo, JPN
Sydney, AUS

São Paulo
Five9 Voice PoP
São Paulo, Brazil

Figure 4: Leveraging Amazon Web Services and Google Cloud Platform to build in region voice PoPs, we are able to take advantage of existing infrastructure to deliver enhanced reliability through the use of multiple availability zones/regions when deploying our Global Voice Architecture.

International Carrier Grade

Carrier grade voice includes over 30 carriers around the globe.

Benefits

Improve voice quality in global locations by leveraging public cloud servers to terminate voice close to the agent. This eliminates poor audio connection due to voice gaps, delay, or jitter.

Localized Voice Points of Presence (PoPs)

Time-sensitive resources such as announcements, DTMF, TTS, voice prompts, voice recording, answering machine detection, and speech recognition are operated in the local PoPs.

Benefits

Customers and agents are close enough that there is no perceived delay in voice communication.

Follow-the-Sun Global call Routing

Place agents in region around the world to provide follow-the-sun service and support for your customers.

Benefits

Achieve the highest quality voice by leveraging follow-the-sun global routing with voice PoPs and data centers around the world.

Global Enterprise Voice Scalability

Microservice SoftSwitch instances are brought as needed to handle voice traffic.

Benefits

Easily scale to serve customers around the globe.

Additional Voice Features

The features described in this section provide a common foundation for the Five9 Intelligent Cloud Contact Center and are available for all channels.

Customer Management Tools

Contact Database

Capture and manage customer data in multiple ways:

Standard and customized contact database: Ten standard customer contact data fields and the ability to add up to 45 custom fields.

Cloud APIs and web connectors: Integration capability for proprietary contact databases.

CRM integrations: CTI adapters for integration with market-leading CRM applications including Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk.

Benefits

Choose the approach that's right for your business with the visibility you need to manage sales and provide top-notch customer service.

Dispositions

Tracks the result of each call utilizing pre-defined system dispositions and custom results.

Benefits

Assess how well your operations are handling customer needs and achieving business goals.

Callbacks

Provide agents the ability to schedule a customer callback during or after a call with automated screen reminders to ensure callback completion.

Benefits

Provide customers with a more human service experience with specific agents.

Voicemail

Route customer voicemails to specific agents or queues where they can be processed along with incoming calls (only available for personal voicemails).

Benefits

Give your customers more service options and manage the routing of voicemail messages.

Operations Management

User Profiles

Facilitate the assignment of roles – administrator, supervisor, agent – and reporting access, as well as user permissions to multiple users at once.

Benefits

Accelerate deployment of your contact center by assigning or changing user roles and permissions in one place.

Skill Groups

Organize agents and supervisors into skill groups and assign them to outbound campaigns and inbound call queues.

Benefits

Increase inbound first contact resolution rates and outbound sales revenues by ensuring that callers quickly reach an appropriately skilled agent.

Agent Groups

Configure organizational groupings for your agents, such as sales, service, marketing, retention, and support.

Benefits

Built-in flexibility enables you to manage your contact center operations and align operations with your business.

Workflow Rules

Define conditional rules that execute inbound and outbound actions when events are triggered, such as stopping or starting a campaign on a specific date.

Benefits

Automate operations with the flexibility to efficiently make changes and conform to changing business needs.

Internal Messaging

Leverage a set of internal communication tools including chat and internal calls among users and broadcast messaging to agents or groups.

Benefits

Keep users up to date with timely information and improve agent effectiveness when they need to discuss customer service and sales topics with other agents.

Call Priority

Assign a profile to inbound programs and outbound campaigns to designate call priority.

Benefits

Align contact center operations to your strategic business objectives and target marketing initiatives to capture higher priority calls associated with specific campaigns regardless of when they enter a queue.

Role-Based Interfaces

- Agents can view their daily statistics and session history, manage live calls, communicate with other users, process voicemails, and manage the contact database.
- Supervisors can monitor and control agent activities, view real-time statistics, monitor calls, and communicate with other users.
- Administrators can use a familiar and efficient interface to configure and maintain the Five9 Intelligent Cloud Contact Center.

Benefits

Tailor the user interface to each role to maximize productivity.

Call Monitoring

Multiple modes enable you to monitor your workforce – from silent monitoring and whisper coaching to barge-in and random monitoring.

Benefits

Silent monitoring and whisper coaching gives supervisors visibility and flexibility to coach agents as needed to improve their skillsets and call outcomes. Barge-in mode provides ultimate control over the customer call, and random monitoring offers the ability to sample agent performance throughout your operations.

Reason Codes

Enable default or custom reason codes to track agent work states.

Benefits

Effectively track and manage your agents' time.

Security

Password Policies

User authentication allows you to specify password policies, expiration periods, password history, lockout attempts, and more.

Benefits

Achieve full control over user authentication for your Five9 Intelligent Cloud Contact Center.

Trusted IP Ranges

For secure access to the Five9 software, you can configure IP ranges to allow specific IP addresses or addresses within a range to access the system.

Benefits

Through IP address identification, you have additional controls for user access to the Five9 Intelligent Cloud Contact Center.

Secure File Transfer Protocol (FTP)

Secure FTP is available for any file transfer operation to or from the contact center.

Benefits

Safeguard the transfer of customer and calling list files.

Secure Real-Time Transport Protocol (RTP)

Ensure strong encryption for your agents' VoIP communications.

Benefits

Minimize the risk of malicious deciphering of your phone conversations.

Certificates for Engagement Workflow Query Data Dips

Support for Secure Socket Layer (SSL) connections is provided by allowing administrators to upload Trusted Certificates (.crt files) for use by Engagement Workflow web service query data dips when accessing external data sources.

Benefits

Improve security by utilizing an SSL connection to provide an encrypted link between the Five9 IVR and external data sources, such as the user's web server.

Telephony and Call Control

Agent Connectivity Options

Softphone: Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.

Media Gateway: This network device enables an inexpensive VoIP connection to your agents' desk phones and provides a higher level of security because it can be located outside of the firewall.

PSTN: Use any direct dial number and phone to establish a connection and deliver Five9 calls to your agents.

Benefits

Flexibility in how calls are delivered to your agents.

VoIP QoS Support

VoIP Quality of Service (QoS) support is used within a converged voice and data network.

Benefits

Prioritize voice traffic within a converged network.

Agent Call Control

Via a familiar and user-friendly softphone toolbar, agents can answer, speed dial, record/pause, hold/ retrieve, park/retrieve, forward or warm transfer, conference, and disconnect calls.

Benefits

Provide your agents with complete control over each call they handle.

Call Forwarding

With permission, agents may configure an alternate phone number for call forwarding when they do not answer their phone.

Benefits

Improve customer service by providing greater access to agents, such as when the agents are brokers within a financial institution.

Agent Presence

Provide agents with real-time information to determine the availability of other agents for call transfer.

Benefits

Improve first contact resolution and customer satisfaction when an agent needs to escalate the call to a subject matter expert or someone with a different skillset to resolve the customer's issue.

Five9 Digital Engagement

Five9 Digital Engagement enables exceptional digital-first omnichannel experiences for customers. It is fully integrated with Five9 Inbound and Outbound Voice to create connected customer journeys across voice, email, SMS, webchat, video, and social messaging apps like Facebook Messenger, Twitter, WhatsApp, WeChat, and others. Use Five9 Digital Engagement to:

- Deliver extraordinary digital-first omnichannel customer journeys across voice and digital channels
- Improve agent productivity and service consistency
- Connect customers with the best agent to handle their issue
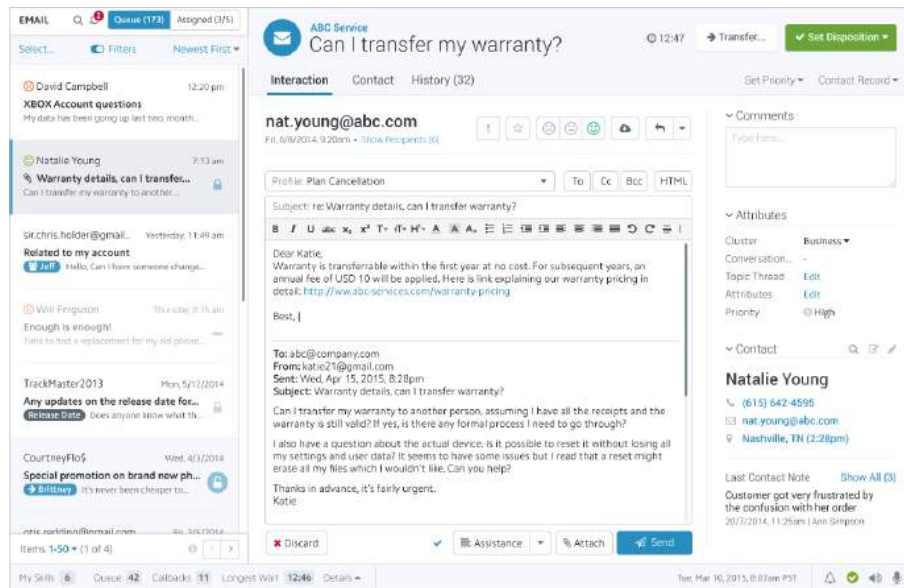- Easily add new channels when you want and streamline management with unified administration
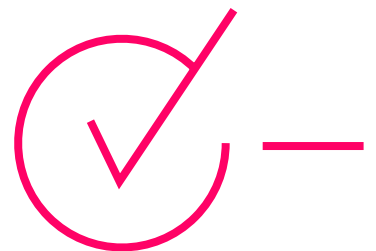
Figure 5: On the left column, customer interactions are organized by latest interaction for agents to monitor and respond appropriately.

Five9 Voice

Five9 Digital Engagement is fully integrated with Five9 Inbound and Outbound Voice. Agents can transition customers smoothly from digital to voice for quick resolution of more complex issues, while maintaining the original digital interaction to send confirmations or follow-up information.
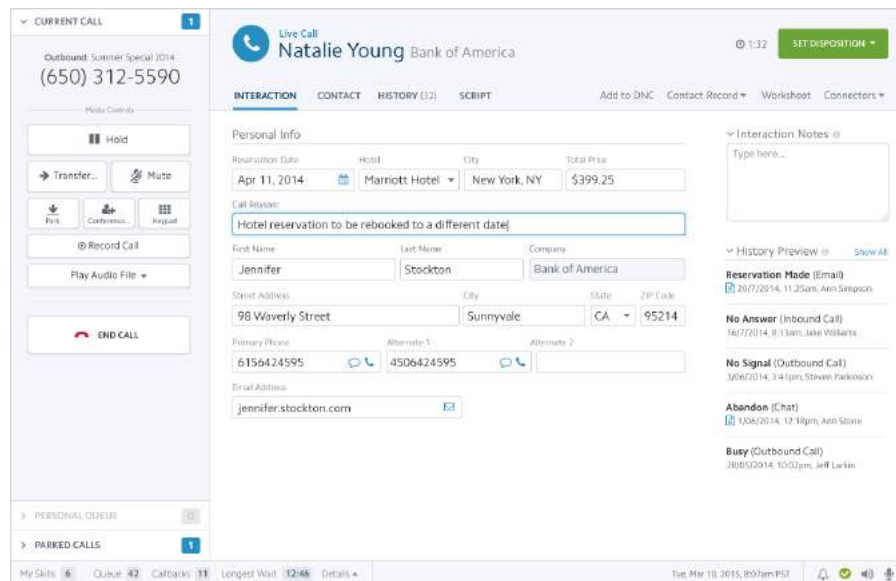

Figure 6: In this desktop view, an agent is on a live call displaying customer history and information.

Five9 Self-Service

Five9 Digital Engagement integrates with the full range of Five9 Self-Service options including traditional and voice-enabled interactive voice response (IVR) and voice and chat intelligent virtual agents (IVAs). Customers can seamlessly move from self-service to interacting with live agents.

Access to Live Service via Phone, Email, or Chat

Customers can opt to interact with a live agent via email, chat, or callback. When a customer transfers to a live agent the context of the self-service interaction is passed to the agent so they can understand what transpired.

Benefits

Provide a personalized experience by letting customers choose their preferred interaction channel.

Five9 Messaging

Five9 Messaging supports chat interactions across a variety of sources including websites, SMS/text, and social messaging applications. Agents engage with customers using a single, unified messaging interface regardless of the source of the interaction, which increases agent productivity and reduces training time for new agents.
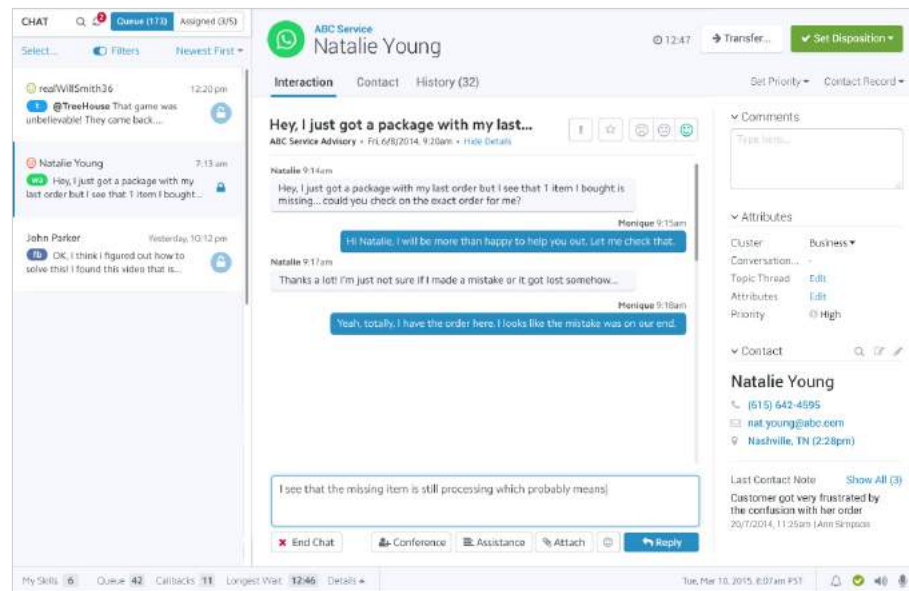

Figure 7: In this desktop view, an agent is on a live chat interaction displaying customer history and information providing context to the conversation.

Initiate via Website or Mobile App

Messaging sessions can be initiated through multiple touchpoints including smartphones, websites, and links sent via email or social. Sessions can be initiated by customers or by the system based on triggers. Messaging sessions can be embedded within mobile apps through the use of HTML5 and JavaScript. A customizable HTML5/JavaScript widget is auto sized to optimize the user experience across both mobile and desktop devices.

Benefits

Enable agents to engage in live sessions with customers on multiple devices.

Multiple Messaging Sessions

Enable agents to engage in multiple, simultaneous messaging sessions. The administrator can configure the number of concurrent chats allowed for an agent.

Benefits

Maximize agent productivity.

Transfer or Conference Messages

Enable agents to conference in other members of their team. Agents can also transfer messaging sessions to other agents or skills.

Benefits

Empower agents to quickly and effectively assist customers by requesting help from others when needed.

Visitor Information

All of the data that a customer fills out on the web or mobile widget is captured and transmitted to the agent's screen. Out of the box, the widget asks for the customer's full name and email address. You can add custom fields to gather intent from the customer prior to initiating the chat.

Benefits

Agents receive a "heads-up" display to understand the context of the message request before directly engaging with the customer.

Proactive Session Initiation

Leverage web analytics to identify where and when to proactively offer the web visitor an opportunity to message with an agent.

Benefits

Improve the customer experience by anticipating customer questions and offering help when and where they need it most.

Auto-Greeting

Two types of greetings are available. One is a configurable global greeting that is used as a default if there is no customized agent greeting. The other is a greeting agents can customize.

Benefits

Improve the customer experience.

Agent-Alias

Use a custom agent alias instead of the agent's real name when engaging with a customer over messaging.

Benefits

Protect an agent's personal information.

Web Form with Drop-Down Lists for Topic Selection

The messaging widget for web and mobile use is customizable so that additional fields and parameters can be processed by the system. For example, some enterprises may want to include a customer account number or order number.

Benefits

Easily capture information that is tailored to the organization.

Automatic Pushback

Once an agent has accepted a message request or has a message request routed to them, they can reply to the invitations within a configurable time frame to have the messaging session pushed back to the interaction queue and assigned to another agent. This only applies to the initial response.

Benefits

Improve the customer experience by ensuring customers receive timely replies to their chat requests.

Configurable Business Hours

Hide the session widget and/or display a custom after hours message for the widget based on your contact center's daily, weekly, and/or special holiday hours of operations. Automatically alert customers when agents are not available and provide contact options like sending an email or scheduling a callback.

Benefits

Improve the customer experience when reaching out via messaging outside of business hours.

WordPress Plugin

Configure and implement the Five9 messaging widget in minutes for your WordPress website.

Benefits

Reduce effort and simplify the process of providing messaging as a contact option for customers within a WordPress site.

Chat Comfort Messages

Configure custom messages to be delivered automatically while an agent is researching an issue, so the customer doesn't think the agent has abandoned the interaction.

Benefit

Improve the customer experience by providing periodic notices that the messaging session is still in progress.

Transfer and Re-queue Messages

Configure custom messages to ensure customers know they have been transferred or placed back into queue to find the next best agent to help address their issues.

Benefit

Improve the customer experience by providing notification that they are being connected to another agent for help.

Google Analytics for Messaging Widget Events

Send Five9 messaging console events to Google Analytics.

Benefit

Enhance the customer experience by gaining better insights into messaging console performance in order to drive improvement efforts.

Customer-requested Messaging Transcript

Allow individual customers to request a transcript to be sent after the session has ended.

Five9 Email

Five9 Email enables exceptional email customer service with actionable insights and better control. A natural language processing (NLP) engine analyzes email content to determine topics, eliminate spam, and uncover customer sentiment.
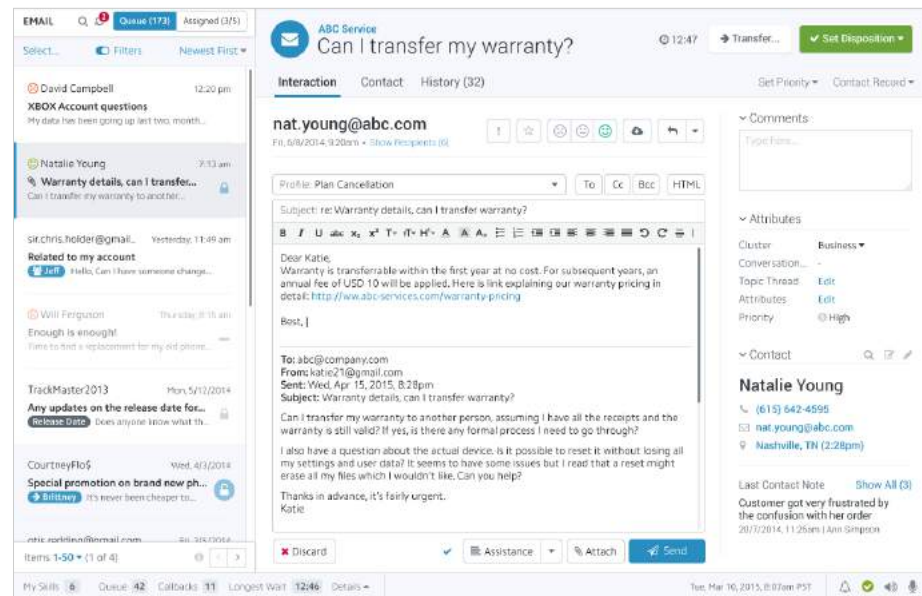

Figure 8: In this view, an agent is replying directly to an email interaction within the native Five9 user interface (UI) creating a unified experience.

Multiple Touch Points

You can capture and respond to emails from on premises email servers or cloud email clients such as Microsoft Outlook and Microsoft Office 365, as well as POP3 and IMAP enabled email accounts. Five9 supports native exchange connections. Native emails are converted into a Five9 email interaction that can then be assigned to agents.

Benefits

Respond to emails from multiple touchpoints.

Search Open and Closed Emails

Agents can do a quick search by keywords in title or body, or use advanced search with metadata, of open and closed email interactions. Searches will only return emails an agent is authorized to find, read, or reply.

Benefits

Increase agent productivity by reducing the time required to find emails.

View All Emails in Queue

In cherry pick mode, agents can look through all emails in a queue to find items to work on. Emails are shown 50 at a time.

Benefits

Increase agent productivity by reducing the time required to find emails to work on.

Email Attachments Contact History

Email attachments are shown in the contact history of past interactions with a customer.

Benefits

Improve the customer experience by providing additional information an agent can use to deliver personalized experiences.

Email Auto-Reply and Auto-Acknowledgment

Automatic replies and acknowledgments can be configured for emails.

Benefits

Improve the customer experience by providing proactive communication regarding a customer's email contact.

Drag and Drop Email Attachments

Agents can drag and drop a file into the body of an email they are working on.

Benefits

Improve agent productivity by simplifying the process of including file attachments in emails.

Five9 Video

Five9 Video can be a powerful addition to your customer contact options by bringing what your customers see directly to your agents. Shorten resolution times and create better experiences by letting your customers show and share their problems with agents in real time.

Five9 Visual lVR

Five9 Visual IVR lets you turn existing IVR flows, forms, and surveys into a visual, app-like engagement with customers. When necessary, connect your mobile customers directly to agents without forcing them to place a call or start a chat.

Estimated Wait Time

When a customer opts for a callback during a Visual IVR session, they can be shown an estimated wait time with the option to wait or request a callback.

Benefits

Customers no longer need to sit on hold during periods of heavy call volume.

Reusable IVR Scripts

Create specific visual IVR scripts in Engagement Workflow and/or convert existing voice IVR scripts.

Benefits

Reduce development and maintenance time, create consistency across voice and visual IVR channels by building once, and deploying for voice and mobile service.

Database Lookup

Visual IVR leverages the power of Engagement Workflow including the ability to use the query module to retrieve information from external databases.

Benefits

Provide information to customers on self-service.

Visual IVR Testing

Launch visual IVR scripts from the campaign manager into a web browser for testing.

Benefits

Simplify development and testing to deploy faster.

Prepackaged and Customer Themes

Visual IVR comes with a set of visual designs for web and mobile interaction. You can also develop your own themes using standard CSS.

Benefits

Utilize company branding and design.

Visual Customer Feedback

Collect customer satisfaction feedback immediately after a call, email, or chat interaction using an intuitive visual feedback form.

Benefits

Improve CSAT and NPS by monitoring and measuring customer satisfaction.

Additional Features

Natural Language Processing

Spam Filtering

NLP improves agent efficiency by tagging and categorizing chat, email, and social interactions after they have been assigned to queues. When agents are in Cherry Pick mode, they can manually set their filters to view the most relevant and actionable interactions to meet their business goals.

Benefits

The NLP engine improves agent efficiency by providing filters to help agents focus on actionable posts.

Sentiment Analysis

When in Cherry Pick mode, the agent can set manual filters to prioritize how interactions should be handled. Once the interaction has been routed to or locked by an agent or sent to a queue, the NLP engine automatically scans the content and determines whether the customer is happy, neutral, or unhappy.

Benefits

Improve customer service by enabling agents to prioritize and respond to posts based on customer sentiment.

Rules Engine

Rules-Based Prioritization

Automatically tag interactions after the item is routed to a queue, and then set the attributes and priority of the interaction. Priorities are based on a scale of priority one, priority two, and priority three according to your specific needs.

Benefits

Improve customer service and satisfaction by enabling agents to respond first to customers with posts that are of the highest priority.

Rules-Based Automatic Dispositioning

Following the routing of interactions into a queue, rules can be applied to go through email and social interactions for dispositioning. There are three fundamental disposition types – open (being worked), transferred (to someone else), and closed. Rules can be used to automatically assign a workflow milestone in one of these three categories.

Benefits

By automatically dispositioning posts, agents only see those items that really matter to their productivity.

Rules-Based Attribute Tagging

When an agent is in Cherry Picking mode, interactions are routed to a queue and rules can set attributes. Attributes are custom values that can help further classify an interaction.

Benefits

Eliminate manual tagging and increase agent productivity by automatically characterizing posts in order to gain customer insights into the transactions for a particular campaign.

Advanced Agent Assistance Tools

Media Stream Queue

A queue of items from text-based channels is provided to the agent from within the multichannel agent desktop. The media stream can include social posts, emails, and chat requests.

Benefits

Agents in Cherry Pick mode can use a list of preset drop-down values to filter interactions to view, select, and respond to inquiries from multiple text-based channels.

Sorting and Custom Views

Agents can manually sort media streams based on a variety of filters following the processing of interactions by the business rules or NLP.

Benefits

Ensure that agents follow corporate policies and guidelines using a mechanism to establish a process for escalations.

Next Best Actions

A message can be provided based on the attributes within the interaction following the routing of an item to an agent or queue. This allows for the presentation of specific enterprise "policies" to the agent when particular conditions exist.

Benefits

Ensure that agents follow corporate policies and guidelines using a mechanism to establish a process for escalations.

Agent Notes

Enable agents to create a custom note associated with the author and interaction.

Benefits

Maintain context and history of interactions with a customer.

Transfer to Agent or Group

Agents can transfer an interaction to another agent, or back to a skill group queue.

Benefits

Enable agents to quickly and easily transfer to the most skilled agent.

Dispositions

Agents can disposition an interaction to close it out and move on to the next interaction.

Benefits

Improve agent productivity by providing the ability to easily close out an interaction and move on to the next one.

Five9 Workforce Optimization (WFO)

Five9 WFO includes call and screen recording, quality management, workforce management, performance management, and speech analytics. It provides a wealth of information to contact center supervisors and managers to effectively manage staffing and improve agent capabilities. Use Five9 WFO to:

- Improve first contact resolution rates

- Enhance customer experience results and consistency

- Increase agent engagement, performance, and productivity

- Lower operating costs

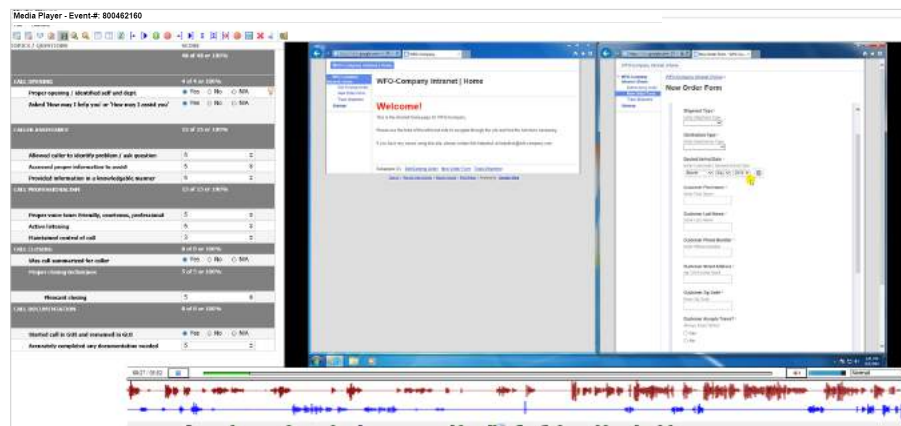- Reduce customer effort for issue resolution

- Improve brand loyalty

Figure 9: Time-synched playback and evaluation of audio and screens with stereo speaker separation.

Workforce Management (WFM)

Five9 Workforce Management provides resources for planning, forecasting, scheduling, agent adherence, adaptive intraday management, shift bidding, dashboards, and more. WFM strategically addresses staffing concerns using a proactive approach and ensures that agent productivity is maximized while still meeting the scheduling needs of your employees. This allows you to achieve the right balance between cost and service-level management to provide great customer experiences.
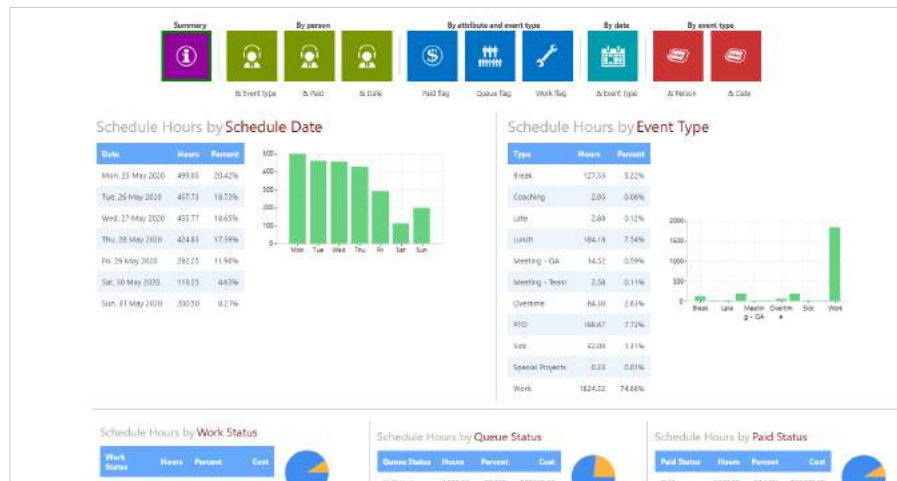
Figure 10: Provides supervisors and managers with a single view to manage agents time off, schedules, and make adjustments through the scheduling tools.

Quality Management (QM)

Five9 Quality Management includes an intuitive set of quality management tools for your contact center to deliver end-to-end management of the QM processes. QM provides monitoring, interaction recording, audio and digital channel transcript capture, screen capture, performance management, and advanced analytics. The quality management component gives you the ability to score the customer interactions, enhance your agent review process, and assign e-learning all to shape the evolution of your contact center staff.

Call Recording

Configure call recordings of inbound programs or outbound campaigns – including third-party call segments and capturing a caller's integrated voice recognition (IVR) speech input. You have an automatic system in place for your contact center operations that covers all bases to minimize exposure and establish an audit trail.

Benefits

Monitor and manage the quality of your contact center operations to ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal requirements.

Real-Time Privacy Control

Pause recording of call segments while sensitive information is gathered according to PCI standards. Sensitive information appears as silence with multiple pause periods per call while screen data appears frozen during playback.

Benefits

Comply with regulatory and legal requirements while protecting sensitive customer information.

Screen Recording

Record agent interactions and capture screen information in real time based on random call recording or customer business rules.

Benefits

Improve service quality and enhance the customer experience, identify agent skill gaps as input for coaching and training needs, increase productivity, monitor quality to gain visibility into operations across multiple contact centers, and strengthen your contact center bottom line.

Recording Storage

Record and store 100 percent of your contact center interactions.

Benefits

Protect against liability risks and have an audit trail of all customer interactions.

Encryption

Encrypt data at the point of capture and throughout its lifetime in storage and archiving. Advanced capabilities for real-time privacy controls based on PCI standards enable you to pause recording of call segments while sensitive information is gathered.

Benefits

Sensitive information appears as silence with multiple pause periods per call while screen data appears frozen during playback.

Coaching packages:

Ad Hoc Coaching

Managers or coaches can proactively (manually) initiate coaching sessions as and when needed. The need can be driven by a quality evaluation of an interaction, the review of KPI scores that may be trending in the wrong direction, or some other external event. Managers can immediately assign coaching sessions to an employee or group of employees directly from within the QM evaluation workspace without the need to toggle to another screen.

Performance-Driven Coaching

Coaching assignments can be automatically triggered when QM-related KPI scores in Scorecards fall outside of customer-defined thresholds. These automatic events alert the trainee, manager, and scheduler that a coaching session has been initiated. The benefit of this is that deficiencies in skills, knowledge, and behaviors can be immediately addressed to ensure the best customer service.

Planned Coaching

This is a variation of the ad hoc scenario. Planned coaching sessions could be linked with events such as annual or quarterly performance reviews, new product or service introductions, and periodic refresher training.

Benefits

Schedule coaching for your agents based on a quality evaluation, a review of KPI scores, scorecards, events, or annual or quarterly performance reviews. Agents consistently receive the right training or coaching based on their specific needs, which empowers them to provide great customer experiences.

Customizable Dashboards

Easily configurable, real-time dashboards for monitoring KPIs include drag-and-drop widgets and charts for voice and text monitoring.

Benefits

Improve supervisor efficiency and ability to adhere to SLAs.

Interaction Analytics

Analyze customer interactions with your contact center to view agents' actions and reveal customers' sentiments, likes, dislikes, and needs.

Benefits

Track and mine valuable information to understand how your customers feel about your products and brands to drive business outcomes and growth.

Five9 Performance Dashboard

Five9 Performance Dashboard is designed to help everyone make better decisions when they are informed. Share operational metrics, key performance indicators, and service level agreement statistics to gain insight into your customer service or sales operations. Use Five9 Performance Dashboard to understand exactly where performance stands, moment by moment, 24/7 so you can:

- Increase agent engagement and productivity
- Drive data-based decisions across your organization
- Instill a culture of high performance and transparency
- Foster continuous improvement with immediate feedback
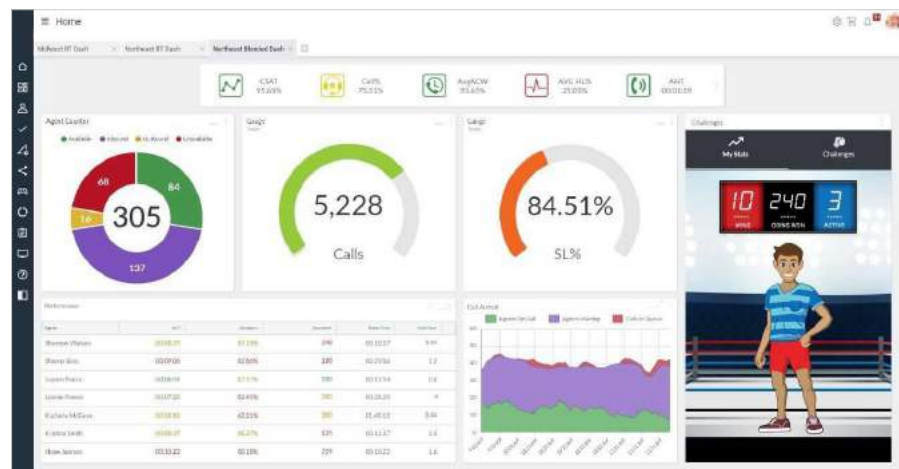- Create an enterprise-wide single view of the truth

Figure 11: Customizable, role-based dashboards keep everyone informed and engaged with their personal and contact center's performance.

Multirole Dashboards

Role-based dashboards provide useful information across all levels of your organization – agents, supervisors, managers, and line of business professionals.

Benefits

Powerful, intuitive visualizations make data easier to consume and drive better, data-based decisions.

Vibrant Wallboards

Publicly display leaderboards, employee spotlights, performance metrics and KPIs, company messages, and other important information.

Benefits

Keep everyone informed and engaged with their personal and your contact center's performance.

Customizable KPIs and Metrics

Create key performance indicators (KPIs) based on your business's goals and objectives.

Benefits

Align goals, increase transparency, and foster collaboration to maximize everybody's contribution to your business's success.

Automatic Notifications

Receive notifications when key service-level agreements (SLAs) or KPIs drift off target.

Benefits

Know when action may be needed to stay ahead of changes to quickly dig down, discover the underlying causes, and develop effective action plans to get back on track.

Data Aggregation

Automatically aggregate information from external sources and combine it with Five9 data to create unified metrics.

Benefits

Keep everyone in your business on the same page and working with a single view of truth.

Five9 Gamification

Five9 Gamification provides a variety of reward systems to motivate agent behavior, create an environment for agents to see the big picture, and shake off moment by moment setbacks to achieve something greater. Use Five9 Gamification to:

- Instill a culture of high performance and transparency
- Increase agent engagement and reduce turnover
- Reduce supervisory workload
- Create a social working environment
- Reinforce agent training
- Improve productivity
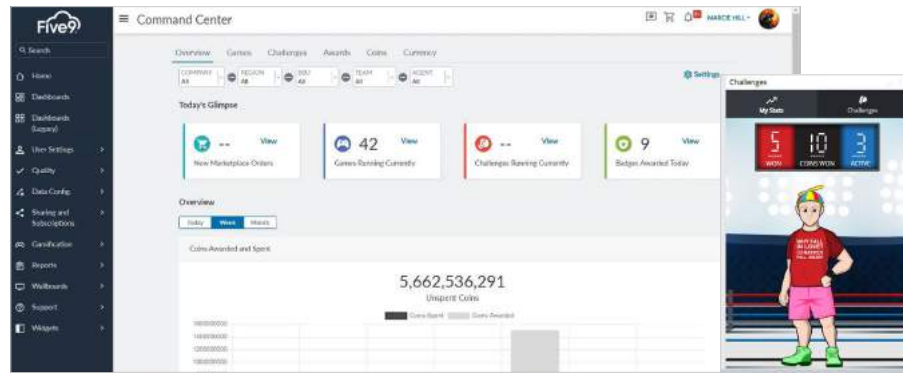- Build team comradery

Figure 12: Command center provides a single dashboard for supervisors to view and manage challenges.

Games and Challenges

Supervisors and administrators can build and simulate games and challenges for agents to compete.

Benefits

Boost performance during critical periods or let agents initiate their own motivating competitions.

Payouts and Rewards

Flexible reward types include coins, gems, badges, and experience points.

Benefits

Agents are motivated to meet performance metrics in order to redeem payouts and rewards.

Online Marketplace

Agents can spend coins at the Marketplace which offers goods, event tickets, gift cards, company swag, or other items.

Benefits

Make the extra effort agents exhibit in a game turn into tangible benefits.

Avatars

Allow agents to create a personalized character with the ability to purchase clothing, pets, and accessories.

Benefits

Give agents a fun way to express themselves and compete with other agents based on job performance.

Full Integration with Performance Dashboard

Allow agents to access their daily performance metrics and easily engage in games and challenges.

Benefits

Agents use a single dashboard to see their game performance and other performance metrics.

Five9 Reporting

Five9 Reporting provides crucial insights into contact center performance with comprehensive and flexible reports for both real-time and historical information. Use Five9 Reporting to:

- Get out-of-the-box results using pre-built reports based on contact center best practices
- Address unique business requirements with flexible custom reporting features
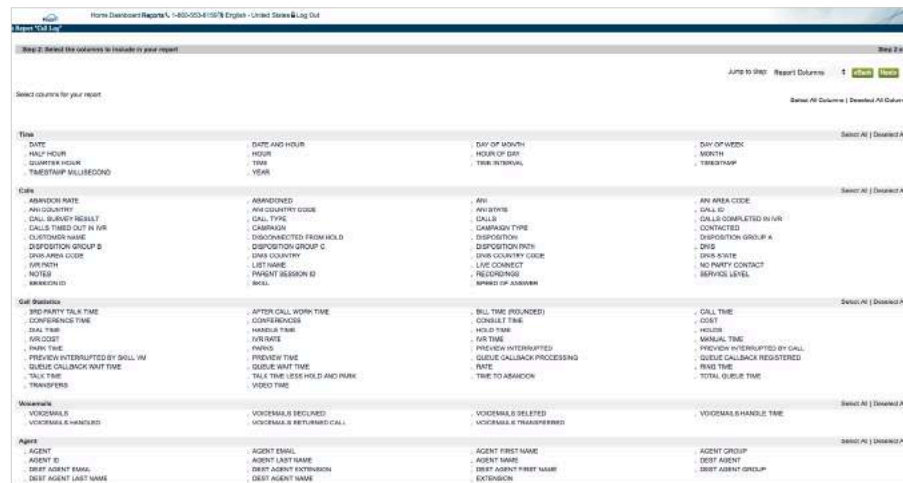- Improve results of reporting functionality outside of Five9 with easy data sharing

Figure 13: Five9 provides a variety of out-of-the-box reporting options to view, share, and download.

Real-Time Reporting

Operate the contact center more effectively by monitoring contact center statistics and key performance indicators (KPIs), personalizing their views and alerts, and viewing real-time information in an excel dashboard.

Benefits

Improve supervisor ability to react to changing conditions in the contact center like increased call volume, work management via queues, and agent performance.

Historical Reporting

Supervisors and administrators can view and export 120 standard reports on calls, campaigns, call dispositions/outcomes, dialing lists, and users.

Benefits

Improve forecasting and leverage a repository for reports and KPIs.

Custom Reports

Create custom tabular, summary, or matrix reports based on a large number of criteria and time periods. Include specific columns, filter criteria, and summarization.

Benefits

Achieve greater contact center performance insight and flexibility for users to tailor the reporting application to their specific needs or role.

Scheduled Reports

Schedule reports to automatically run daily, weekly, or monthly and share them with other users. View scheduled reports online in the reporting application or have reports delivered to an email address.

Benefits

Improve user productivity by allowing reports to be automatically processed and delivered.

Canned Reports

Provide access to a limited set of reports without the ability to create, modify, "save as," or schedule reports. Generating a report is as easy as choosing the report and defining the time zone and interval for the report.

Benefits

Provide access to operational insights without providing access to restricted data. This is useful for outsourcers to distribute to their clients and contact center managers to share with non-Five9 users.

Charts for Standard Reports

Add pie, line, bar, and column charts to reports.

Benefits

Monitor and analyze KPIs more effectively.

Omnichannel Reports

Historical reports and real-time dashboards combine voice and text interaction channels including agent achievement, agent max handle time, group max handle time, group SLA, volume report, workload summary by campaign, and workload summary by skill.

Benefits

Monitor and measure agent performance across interaction channels.

Visual IVR Reporting

Visual IVR reports include a session log, module summary, and script summary.

Benefits

Understand session results for text, voice, and self-service.

Five9 Workflow Automation

Five9 Workflow Automation lets you connect your Five9 Intelligent Cloud Contact Center with other business systems to drive exceptional customer experiences by aggregating information, providing comprehensive views of data and performance, and automating sophisticated, cross-platform workflows, and reactions based on the data and events being aggregated. Use Five9 Workflow Automation to:

- Reduce integration effort and expense, including integration with on premises systems
- Avoid business impacts caused by delayed actions or no actions
- Increase productivity by eliminating manual monitoring and processes
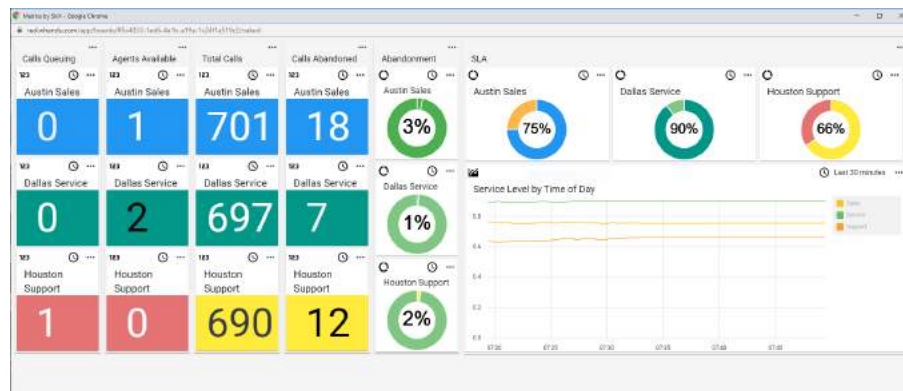- Improve decision-making with a single view of performance across multiple systems

Figure 14: Real-time visualizations of information from Five9 and additional business systems.

Pre-built Connections

A library of pre-built connections automatically collects information and enables interaction between Five9 and external systems.

Benefits

Reduce the expense and effort associated with developing and maintaining system-to-system integrations.

Automated Workflows

Easily create intelligent, automated workflows to react in a coordinated manner in real-time across Five9 and other business systems.

Benefits

React quickly and effectively to improve operational consistency by preventing inaction due to human oversight.

Real-time Visualizations

Enhance visibility and transparency into your operations with data visualizations incorporating real-time and historical information from Five9 and other business systems.

Benefits

Drive better, more informed decisions across your organization by delivering relevant and actionable information to the people who need it.

Five9 Social Engagement

Five9 Social Engagement reacts intelligently to engage customers quickly and drive positive business outcomes by monitoring social networking sites for mentions and automating follow-up based on your pre-configured responses. Use Five9 Social Engagement to:

- Respond promptly and consistently to social media mentions
- Prevent social incidents from escalating out of control
- Improve the social customer service experience

Private and Public Response

Continuously monitor social media channels and initiate action when a mention is detected.

Benefits

Automatically send replies to posters, either public or private, letting them know you've heard them and, if necessary, will be reaching out to them for follow-up.

Intelligent Event Handling

Tailor your outreach according to business priority, issue urgency, customer preference, and other key factors.

Benefits

Query CRM or other customer information systems to determine customer contact preference, permission, value, and other vital details to determine which communication channel is best for outreach.

Alerts

Automatically detect when customers reach out to your company in social media for service, questions, or other issues and deliver those queries to the person best able to handle them.

Benefits

Alerts are sent to supervisors and managers, even those working in other departments, to make them aware of what is happening with customers.

Five9 Proactive Notification

Five9 Proactive Notification automates real-time outreach to customers via phone, SMS, email, or social channels when events occur in Five9 or other business systems. Use Five9 Proactive Notification to:

- Increase customer satisfaction and retention
- Reduce incoming customer contact volumes
- Lower contact center operating costs

Continuous Monitoring

Monitoring capabilities include CRM, order management, service management, and additional business-critical systems.

Benefits

Continuously monitor events in systems throughout your business to proactively communicate with customers.

Intelligent Event Handling

Tailor your outreach according to business priority, issue urgency, customer preference, and other key factors.

Benefits

Query CRM or other customer information systems to determine customer contact preference, permission, value, and other vital details to determine which communication channel is best for outreach.

Channels

Choose from email, SMS, voice, and social channel options.

Benefits

Tailor your outreach according to customer preference, issue urgency, and other key factors.

Five9 Digital Outreach

Five9 Digital Outreach automates follow-up when calls fail complimenting outbound campaigns by providing automated outreach through email, SMS, or social to let your contacts know you miss them. Use Five9 Digital Outreach to:

- Increase sales response and close rates
- Improve collections connect and promise to pay rates
- Boost agent productivity with automation

Contact Preferences

Determine customer contact preferences and check for permissions before initiating outbound contact.

Benefits

Determine best method of contact to avoid potential compliance violations and, more importantly, ill will.

Personalized Outreach

Automate personalized digital follow-up after leaving voice messages.

Benefits

Increase response rates and close more sales opportunities.

Five9 Operational Intelligence

Five9 Operational Intelligence automatically aggregates information in real time using a library of pre-built connections to popular business systems like CRM, Service Management, Order Entry, Billing, and others. Use Five9 Operational Intelligence to:

- Improve decision-making with access to real-time operational data
- Align efforts with a single view of performance across multiple systems
- Eliminate time spent manually collecting and consolidating data from multiple systems
- Achieve operational goals consistently and with increased transparency

Configurable Dashboards

A pre-built library of visualizations, including chart, table, heat map, gauge, and others, make it easy to visualize information.

Benefits

Get up and running quickly with metrics and visualizations designed with contact center best practices in mind.
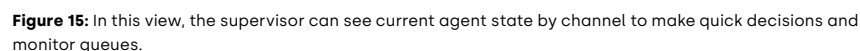
Real-Time Alerts

Send emails or instant messages to appropriate parties when metric thresholds are exceeded.

Benefits

Notifying parties receive the alert to let them know action is needed on their part.

Five9 Supervisor Plus

Five9 Supervisor Plus is a web-based application that displays real-time statistics for queues, campaigns, and agents allowing supervisors to manage contact center resources efficiently and effectively. Data visualization including customizable views and multi-conditional alerts allow supervisors to focus on what's important to your business. Monitoring and communicating with your agents is easy, and lets supervisors develop agent skills through observation and guidance. Use Five9 Supervisor Plus to:

- Manage operations quickly and efficiently
- Gain a 360-degree view of your contact center
- Leverage a modernized interface and omnichannel statistics
- Use management tools needed to support a digital contact center

Figure 15: In this view, the supervisor can see current agent state by channel to make quick decisions and monitor queues.

Browser-based Supervisor UX

Use the latest HTML5 web interface design techniques to provide a contemporary look and feel with a streamlined supervisor experience.

Benefits

Enable supervisors to monitor agents in a single desktop view and streamline management operations.

Real-time Agent Monitoring and Coaching

Supervisors can sort, filter, and search for agents using a wide range of variables including name, queue, and call log to easily find and monitor agents in real-time. Managers can listen, coach, and monitor real-time interactions for quick feedback to improve performance.

Benefits

Managers can access recordings of previous calls and reference coachable moments to further improve training. Supervisors can choose to intervene or silently coach agents to improve their skills.

Omnichannel

Uses real-time statistics from Five9 Digital Engagement to help supervisors understand agent and customer communication. Multi-conditional alerts help supervisors stay on top of changing conditions.

Benefits

Understand what channels your agents are using to effectively communicate with your customers.

Campaign and Agent/User Management

Supervisors can start and stop campaigns, reset list dispositions, and manage agent skills. They can logout users, send test calls, and monitor agents in real time.

Benefits

Manage campaigns and agents to quickly identify issues and increase efficiency in your contact center.

Customizable Views

Supervisors have customizable views using a number of widgets on their home screen to monitor specific metrics and KPIs.

Benefits

Customize your view for optimized visibility and increase agent productivity.

Shareable Supervisor Settings

Share supervisor settings, configured alerts, and data views with other supervisors. Supervisors can jointly share best practices and help improve reporting.

Benefits

Shared settings help standardize management practices across contact centers and create uniform supervision.

Five9 Agent Desktop Plus

Five9 Agent Desktop Plus allows agents to log into Five9 Intelligent Cloud Contact Center directly from a web browser. Agents can service customers through any channel including calls, email, chat, SMS, social, mobile, and video, and see a complete picture of the customer's journey context and history across all channels. Use Five9 Agent Desktop Plus to:

- Increase agent efficiency and effectiveness
- Enhance the customer experience across all channels
- Reduce tedious repetitive tasks so agents can focus on what matters – the customer
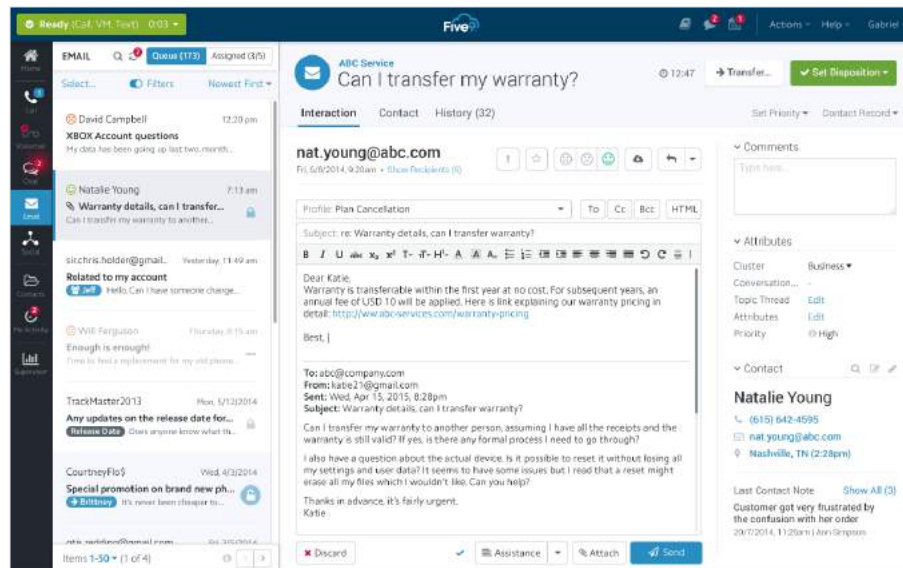

Figure 16: In this view, the agent is responding directly to an email interaction within agent desktop. Agents are provided a single view displaying contact information, attributes, along with additional customers waiting in queue.

Single Intuitive Desktop

Use the latest HTML5 web browser interface design techniques to provide a contemporary look and feel and a streamlined agent experience.

Benefits

Reduce the learning curve and training costs while speeding up the onboarding of new agents.

Omnichannel

Give agents the ability to support, interact, and switch between all media channels through an easy-to-use, unified interface.

Benefits

Enable agents to easily engage with customers over the phone, email, chat, SMS, video, and social networks.

Unified Multichannel History

Provide agents with a unified history of all interactions with a customer regardless of interaction type.

Benefits

Agents can pick up the conversation where they (or another agent) left off, preventing them from having to ask the same questions over and over again.

Agent Home Page

At a glance, agents can see important metrics like number of calls in queue, number of voicemails, and number of interactions such as social inquiries, chats, and emails.

Benefits

Improve agent efficiency by providing agents with insight into how they are performing against your company's contact center metrics.

Channel Context

User interface automatically adjusts to include all the relevant channel response controls while removing controls related to other channels.

Benefits

Focus agents on the interaction at hand so they can complete tasks quickly and easily.

Priority Over Preview

Prioritize high value interactions over outbound preview call.

Benefits

Ensure that higher priority interactions get handled first.

Five9 Application Integration

Five9 Application Integration is designed to help your existing applications integrate seamlessly with the Five9 Intelligent Cloud Contact Center by providing a comprehensive suite of CRM adapters, cloud application programming interfaces (APIs), software development kits (SDKs), and connectors. Five9 Application Integration gives the connectivity options you need to make Five9 an integrated part of your contact center and provide a more human experience.

CRM Adapters

Five9 provides robust pre-built integrations with industry-leading CRM solutions that embed telephony controls into the CRM application enabling agents to focus on the customer experience. CRM integrations include:

- Five9 Adapter for Salesforce
- Five9 Adapter for ServiceNow
- Five9 Adapter for Microsoft Dynamics 365
- Five9 Adapter for Oracle Service Cloud
- Five9 Adapter for Oracle NetSuite
- Five9 Adapter for Zendesk

Benefits

A single environment for businesses to create a seamless and powerful combination of telephony capabilities and CRM that works better together to deliver customer history and information at the right time with every inbound or outbound interaction.

Five9 Agent Desktop Toolkit

Browser plug-in that enables you to integrate the Five9 Intelligent Cloud Contact Center with your choice of CRM application.

Benefits

Businesses powered by the Five9 CRM Integration solution have the flexibility to cost effectively transform their static CRM applications into dynamic customer engagement tools while delivering a superior agent experience to produce sales and support results.

Unified Communications (UC) Integration

Five9 provides pre-built integrations with industry leading UC providers that allow agents to identify subject matter experts (SMEs) throughout the enterprise and communicate with them to answer customers' questions. It also allows calls to be seamlessly moved between Five9 and the UC platforms toll-free. UC integrations include:

- Five9 UC Integration for Zoom Phone
- Five9 UC Integration for Microsoft Teams
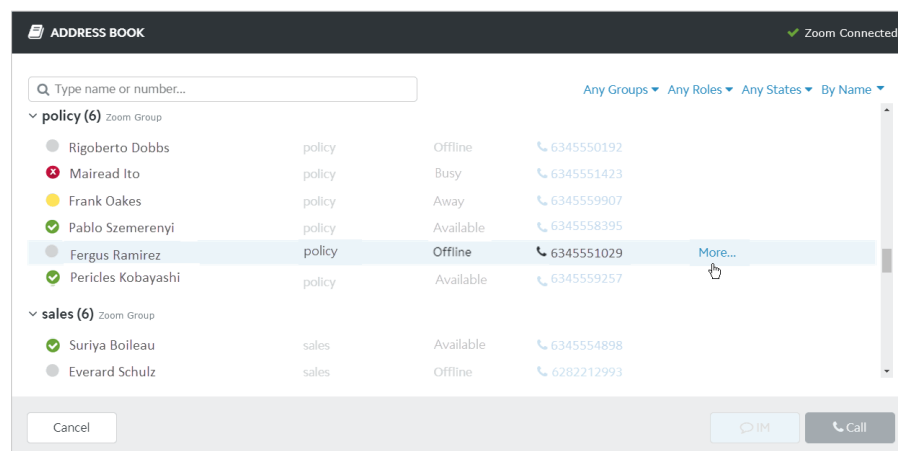- Five9 UC Integration for Skype for Business

Figure 17: Consolidated directory of Zoom Phone users on the agent desktop to quickly find the right expert.

Benefits

Increase first contact resolution, customer satisfaction, and loyalty with easy access to subject matter experts leveraging your existing phones connected to the UC platform.

Cloud APIs

Enable advanced software integrations with other applications and services and allow your business applications to work directly with the Five9 Intelligent Cloud Contact Center.

Benefits

Flexibility to use and derive more value from your front and back office applications and proprietary systems, such as ERP, ordering, and billing systems.

Computer Telephony Integration (CTI) Web Services API

Enable developers to connect Five9 softphone in the Agent Desktop Plus application to other business applications your agents are using. The CTI Web Services are part of the Agent Desktop Toolkit, which also contains the softphone web toolbar for agents.

Benefits

Pair Five9 softphone with business applications outside of the Five9 solution offerings.

Configuration Web Services API

Enable developers to build secure applications to access, configure, and synchronize their contact center information with workflow management systems, such as lead management, CRM, and ERP systems.

Benefit

Authenticate business applications to communicate with the Five9 Intelligent Cloud Contact Center.

Reporting Web Services API

Enable retrieval of call log and agent audit reporting data.

Benefits

Reports can be archived, saved in existing data warehouses, and imported into business applications to identify business trends.

Statistics Web Services API

Enable developers to build secure applications to obtain real-time statistical data from Five9 domains, such as Five9 Supervisor Plus, to send to wallboard displays, custom agent desktops, and workforce management systems.

Benefits

Powerful intuitive visualizations make data easier to consume and drive better, data-based decisions.

Web2Campaign API

Enable defined users to add or update records in a Five9 list used for dialing in an outbound or autodial campaign.

Benefits

Send HTTP POST and GET requests from a contact or lead management application or from a Web form in which a contact enters information.

Messaging API

Enable Five9 agents using Agent Desktop Plus or CRM Plus Adapters to receive message interactions from third-party messaging platforms such as SMS, WhatsApp, Facebook Messenger, WeChat, RCS, etc.

Benefits

Provide a unified messaging application experience for agents, customers, and administrators.

Web Connectors

Built-in integration capability for the agent application that enables the execution of a dynamic HTTP GET/POST to an external web-based system.

Benefits

Lightweight, easy-to-implement integration option connects to other web-based applications like an in-house CRM system. Results can be displayed directly within the agent application.
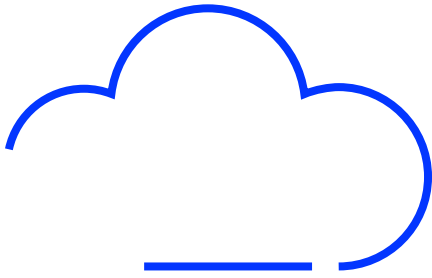
Conclusion

Now that you have a better understanding of the Five9 Intelligent Cloud Contact Center, you can see that our solutions are designed to help provide the all-in-one contact center solution you have been looking for. Five9 is here to help transform your contact center to be the front door of your business to ensure that every customer interaction provides an extraordinary experience for your customers.

We can help you determine the right path forward for your company as you plan for your contact center's future in the cloud. You can trust that Five9 is here to support your team with the best cloud tools and technology to deliver exceptional care.

To schedule a live demo or find out more information, visit **www.five9.com** or call **1-800-553-8159.**

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About CallTower

Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS and CCaaS solutions, including Native Microsoft® Teams Direct Routing, Microsoft® Office 365, Enterprise Hosted Skype for Business, Cisco® HCS, Cisco® Webex, CT Cloud Voice, CT Cloud Boost, CT Cloud Meeting powered by Zoom and Cloud Contact Center for business customers.

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to 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.

For more information visit **www.five9.com** or call **1-800-553-8159**.

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