TEAMS CCAAS INTEGRATION

The Five9 UC Integration with Teams enables Agent-Expert Consultation by connecting Five9 agents with Teams users throughout the organization. Contact center agents can easily identify the right knowledge workers and subject matter experts using a Five9-Teams consolidated directory on their desktop.

Using Agent-Expert Consultation, agents have an "at-a-glance" directory on their desktop with presence status showing whether the Teams user is available, busy, away, etc. Teams users are identified by department, allowing agents to quickly find an expert to help them.
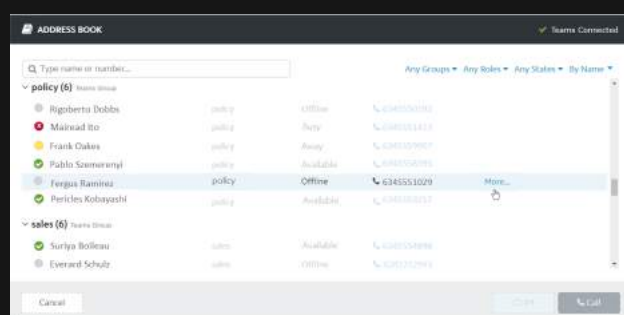
Once the right expert is identified, the agent can talk with them one on one, conference them with the customer, or transfer the call. Regardless of how the call is handled, the goal is to resolve the customer's issue the first time, every time.

ALL THE FEATURES, NONE OF THE HASSLES

Five9 Named Gartner's Magic Quadrant for CCaaS Leader for 5 Years in a Row! Five9 cloud contact center solution provides the benefits of feature-rich, on-premise systems with none of the hassles. Five9 enables your people with the tools they need to make powerful customer connections while delivering the results your business requires.

With the Five9 contact center, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud.

U.S. RESELLER OF THE YEAR

CallTower is a leading provider of cloud-based, enterprise-class unified communications solutions and contact center software for growing organizations worldwide. In partnership with Five9, CallTower provides best-in-class unified communications, collaboration, and CCaaS solutions to meet customers' needs during these unprecedented times.

CallTower's mission is to enable people to easily connect and get work done. The support and patronage of their customers gets them out of bed in the morning and inspires them to exceed expectations every day. Five9 and CallTower have been partners for more than four years and have grown to manage many new customers during the past year, proudly helping to elevate CallTower to the U.S. Reseller Partner of the Year.

READ FIVE9'S NEWS RELEASE
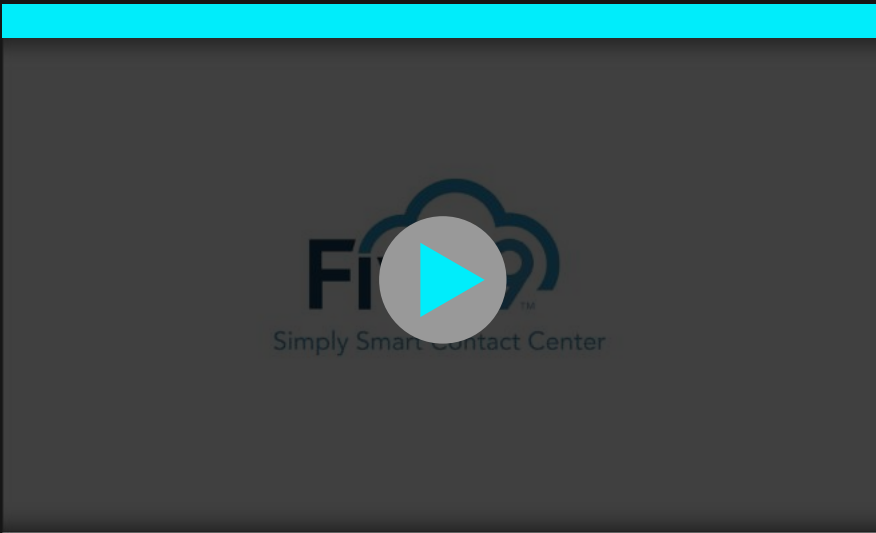
VIRTUAL INBOUND CLOUD CONTACT CENTER

Business moves fast. So should your contact center. With the simplicity of the Five9 Virtual Inbound Cloud Contact Center (VCC), you can configure your contact center in as little as one hour. Five9 is the market leader in customer implementations with the experience you need to help transform your brittle premise infrastructure into an agile contact center with the ability to scale whenever you need it.
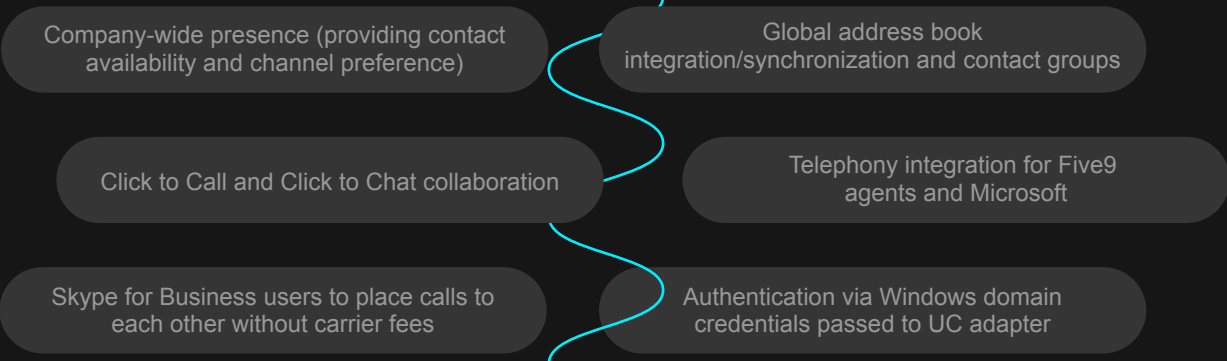
PREDICTIVE DIALER

The Five9 Predictive Dialer automates outbound dialing and triples the amount of time your agents spend talk-ing to real prospects and customers, instead of dialing numbers.

Use the Five9 Predictive Dialer when you have a large number of leads you need to contact quickly. It runs through your call lists across multiple campaigns, detects voice mail, fax machines, and busy signals. It also avoids "Do Not Call" numbers and automatically adjusts the dialing pace according to predicted agent availability.

SKYPE FOR BUSINESS INTEGRATION

THE FIVE9 AND MICROSOFT SKYPE FOR BUSINESS INTEGRATION EMPOWERS AGENTS TO LEVERAGE:

Company-wide presence (providing contact availability and channel preference)

Global address book integration/synchronization and contact groups

Click to Call and Click to Chat collaboration

Telephony integration for Five9 agents and Microsoft

Skype for Business users to place calls to each other without carrier fees

Authentication via Windows domain credentials passed to UC adapter

AGENT DESKTOP PLUS

Boost agent productivity, reduce training costs, and see customer satisfaction scores skyrocket.

EASY ACCESS
Everything the agent needs is accessible from one screen

IMPROVED RESPONSE RATES
Alerts notify agent when interaction requires immediate attention

CUSTOMER INSIGHTS
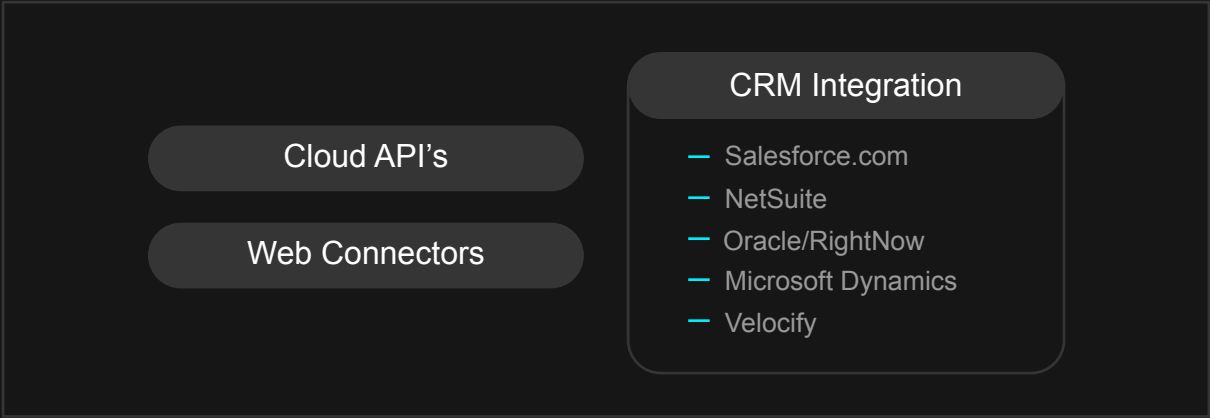Everything the agent needs is accessible from one screen

ADVANCED INTEGRATIONS

Five9 is the market leader in cloud computing for contact centers, with more than 300 cloud-based integrations seamlessly incorporated into our Virtual Contact Center (VCC) platform.

With this open platform in the cloud, your enterprise has a complete migration path for your contact center. You can take advantage of all the robust functionality you expect from a full-featured, sophisticated contact center plus have built-in integration capabilities for the in-house applications you need.

INTEGRATION CAPABILITIES INCLUDE:

Cloud API's

Web Connectors

CRM Integration
— Salesforce.com
— NetSuite
— Oracle/RightNow
— Microsoft Dynamics
— Velocify

ⓘ ABOUT CALLTOWER

Experience seamless, intelligent communication with CallTower, your trusted cloud communications provider.

We specialize in Unified Communications as a Service **(UCaaS)**, Collaboration as well as Contact Center as a Service **(CCaaS)**, Conversational AI **(CAI)** technologies, with end-to-end professional and managed services. Our expertise and commitment to exceptional Customer Experience **(CX)** empower businesses to connect, collaborate, and grow with ease.

From streamlining workflows and optimizing IT infrastructure to proactive management and strategic guidance, our innovative and scalable solutions are designed to meet your unique business needs. **Redefine the way your organization communicates with CallTower— where innovation and expertise unite to drive meaningful connections and lasting success.**

ⓘ ABOUT FIVE9

The passage to the cloud is now well underway. As mentioned at the outset of this paper, cloud contact center software is growing in the high double digits, while adoption of premise-based solutions is declining. Improved business processes resulting from the cloud-based business model contribute to superior customer interactions that create brand advocates. End users that have moved to the cloud are already reaping the benefits of cost containment and improved customer satisfaction, which in turn drives customer loyalty and higher revenues. As cloud contact center software enters the phase of early mainstream adoption, those enterprises that make the shift will gain competitive advantage, while those that hesitate will lose ground.