

# Five9 SOLUTION BUNDLES

Make customer service a more human experience while modernizing your contact center with Five9 Solution Bundles

Five9 helps you deliver exceptional customer experiences while modernizing your contact center through the power and agility of Five9's cloud-based contact center platform.

Whether you want to digitally transform your business by utilizing digital omni-channel tools to engage with customers, manage onsite or remote teams with intuitive workforce optimization tools, or streamline how everyone works through automation – Five9 has a solution bundle to fit your needs.

## Core Bundle - **VOICE**

All the essential tools your teams need to operate a best-in-class inbound, outbound or blended global contact center

Support thousands of concurrent agents located anywhere in the world.

Blended calling to maximize agent productivity.

Powerful, real-time reporting and administrative tools help identify successful outcomes and areas of improvement.

## Premium Bundle – **DIGITAL ENGAGEMENT**

All capabilities of the Core Bundle plus omni-channel support and essential quality management.

Add, switch and continue the customer engagement with complete context and continuity across channels – never interrupting their journey.

Supervisor-enabled capabilities to maximize agent performance on digital channels.

Essentials QM helps evaluate the entire customer experience for better outcomes, trends, and customer insights.

## Optimum Bundle – **WORKFORCE OPTIMIZATION (WFO)**

All capabilities of the Premium Bundle plus full WFO capabilities to manage and motivate onsite or remote teams.

Improve staffing accuracy with workforce management.

Maximize agent performance with quality management.

Proactively reach out to customers to reduce inbound traffic and enhance the customer experience.

## Ultimate Bundle – **WORKFLOW AUTOMATION**

All capabilities of the Optimum Bundle plus analytics and workflow automation tools and apps.

Quickly identify and automate repetitive agent tasks and complex workflows.

Use Five9 pre-packaged workflow apps like Proactive Notifications to support immediate updates, information and interactions with customers.

Save agents and supervisors crucial time on work activities and allow them to focus on what is most important – the customer.

## BENEFITS



Select the capabilities to meet today's needs while knowing you can scale and add as your business evolves



Deliver exceptional customer experience while modernizing your contact center



Better equip agents and supervisors with unified tools and streamlined workflows that make their lives easier



Reduce costs, stay in compliance, and expand teams with digital labor



Utilize real-time data, analytics and reports for critical agent, customer, and business insights

## Five9 OFFERS FOUR PRE-CONFIGURED BUNDLES TO MAKE IT EASY FOR YOU TO SELECT THE RIGHT VALUE TO MEET YOUR NEEDS

### Solution Bundles

Five9 offers four pre-configured solution bundles to make it easy for you to select the right value to meet your needs, while giving your organization the flexibility to add new applications and capabilities as your business grows.

#### Core – Voice Contact Center

Core, foundational platform for inbound, outbound, or blended voice contact center.

#### Premium – Digital Engagement

Everything in Core plus omni-channel digital engagement reach to connect and communicate with customers on the channel of their choice.

#### Optimum – Workforce Optimization

Everything in Premium plus tools for quality and workforce management.

#### Ultimate – Workflow Automation (WFA)

Everything in Optimum plus analytics and workflow automation tools and apps.

# SOLUTION BUNDLES VALUE LINEUP

|  | Core<br>Voice Contact Center | Premium<br>Digital Engagement | Optimum<br>Workforce Optimization | Ultimate<br>Workflow Automation |
|--|------------------------------|-------------------------------|-----------------------------------|---------------------------------|
| Core Functionality   |                              |                               |                                   |                                 |
| Blended VCC Seat <sup>1</sup>                              | ●                            | ●                             | ●                                 | ●                               |
| Agent Desktop Plus   | ●                            | ●                             | ●                                 | ●                               |
| Geo Redundancy   | ●                            | ●                             | ●                                 | ●                               |
| Call Recording   | ●                            | ●                             | ●                                 | ●                               |
| Softphone  | ●                            | ●                             | ●                                 | ●                               |
| Channels <sup>2</sup>                                      |                              |                               |                                   |                                 |
| Chat   |                              | ● <sup>3</sup>                | ● <sup>3</sup>                    | ● <sup>3</sup>                  |
| Email  |                              | ● <sup>3</sup>                | ● <sup>3</sup>                    | ● <sup>3</sup>                  |
| Workforce Optimization <sup>2</sup>                        |                              |                               |                                   |                                 |
| QM Essentials<br>(VO Only)                                 |                              | ●                             |                                   |                                 |
| QM Enterprise<br>(VO <sup>4</sup> or Verint <sup>6</sup> ) |                              |                               | ●                                 | ●                               |
| WFM Enterprise<br>(VO <sup>5</sup> or Verint)              |                              |                               | ●                                 | ●                               |
| Speech/Interaction<br>Analytics (VO or Verint)             |                              |                               |                                   | ●                               |
| Workflow Automation <sup>2</sup>                           |                              |                               |                                   |                                 |
| Proactive Notifications                                    |                              |                               | ●                                 |                                 |
| Full Platform  |                              |                               |                                   | ●                               |
| Support  |                              |                               |                                   |                                 |
| 24/7 World Class Support                                   | ●                            | ●                             | ●                                 | ●                               |

**Subject to change without notice**

<sup>1</sup> VCC seat includes ACD, IVR, dialer, reporting, queue management, Five9 Inference Studio Access

<sup>2</sup> Offered on a named-basis. When named seats required exceeds concurrent seats sold, additional sold as add-ons

<sup>3</sup> Includes Engagement Workflow

<sup>4</sup> VO QM Enterprise seat includes coaching capabilities

<sup>5</sup> Strategic Planner and Mobile included in VO

<sup>6</sup> AQM added to Verint to match with VO

# UNIVERSAL ADD-ONS

## ARTIFICIAL INTELLIGENCE



### Intelligent Virtual Agent

Delivers answers to common questions and solves customers problems with an intelligent virtual agent build on the latest SI communication technology.



### Agent Assist

Increase agent efficiency with real-time transcription and call summarization.

## MANAGEMENT



### Admin & Supervisor Consoles

Web-based applications to configure and manage contact center operations (Admin) and view real-time statistics, manage campaigns, and monitor agents (Supervisor).



### Admin Assist

A turnkey managed service offering that provides technical assistance with administrative moves, adds, changes, and delete activities.



### Operational Intelligence

Automatically aggregate information in real time to improve decision-making by using a library of pre-built connections to popular business systems.

## EXPERT SUPPORT



### Technical Account Manager (TAM)

The main point of contact and liaison for Five9 for training, projects, operational improvement, and reporting.

## DIGITAL ENGAGEMENT



### SMS

Stay highly responsive and engaged with customers by filtering and intelligently routing SMS messages to the best possible agent and tracking progress from initial message to resolution.



### Video

Shorten resolution times and create better experiences by letting your customers show and share their problems with agents in real time.



### Social

Automate the process of interacting with your socially engaged customers to ensure prompt and consistent responses.



### Digital Outreach

Automate follow-up when calls fail by providing automated outreach through email, SMS, or social to let your contacts know you missed them.



### Social Engagement

Engage customers quickly and drive positive business outcomes by monitoring social networking sites and automating follow-up based on pre-configured responses.

## CONNECT + INTEGRATE



### Connectivity, Security, Toll-Free (TFN) and Direct Inward Dialing Numbers (DIDs)

Provides a point of contact within the Five9 telecom department that coordinates all your telecom activities.



### CRM Connectors

Pre-built integrations with leading CRM solutions including Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk.

## WORKFORCE OPTIMIZATION



### WFO Recording Data Protection

Provides a protective layer of security to prevent exposure of valuable customer data and assist with PCI and HIPAA compliance.



### Essentials WFM

Plan, optimize, and manage your workforce with a single WFM solution that is interactive and customizable for end users.



### Performance Dashboard

Real-time dashboards and wallboards that provide holistic reporting from all of your disparate systems to understand contact center performance.



### Gamification

Provide a variety of rewards to motivate agent behavior, increase engagement, reinforce training, and improve productivity.

## PAYMENT & STORAGE



### Extra Storage

Extends the length of time critical customer information is stored for governance and regulatory purposes.



### Secure Pay

Collect payments and securely send the payment information directly to the payment processor

**LET'S CONNECT**