Five9 Fact Sheet

The Intelligent Cloud Contact Center

Five9 is a recognized leader in providing contact center as a service (CCaaS) software. Born in the cloud, Five9 has an enviable heritage of providing the most trusted and reliable cloud contact center solutions. For more information, visit www.five9.com/trust.

With Five9, you can unlock customer intelligence and insights that empower agents and organizations to deliver a more human experience for customers.

Today's consumer has never been more demanding and customer service expectations are higher than ever. In fact, 66% of consumers stated that they would be unlikely to continue to do business with a company after just one bad experience.[1] Customers expect to be able to engage an organization when and how they want, so contact centers have to be equipped with the right technology and people to provide the level of service customers need anytime and across every channel.

The Five9 Intelligent Cloud Contact Center is helping to transform the contact center to be the front door of your business to ensure that every customer interaction provides an extraordinary experience for your customers.

The next five years will see more change in the contact center than in the last 25 years combined. Artificial intelligence (AI) and machine learning (ML) are rapidly changing the market, the way customer care is experienced, and how it will be delivered.

1 Five9 Customer Service Index 2019

As we take the lead in leveraging AI in the cloud contact center, we still believe that it's humans who provide the "heart" in customer support. Key to this is unlocking the information that exists in your organization and turning it into actionable insights for your agents. Five9 is here to support your team with the best cloud tools and technology to deliver exceptional care.

19 years of cloud contact center experience

1,300+ employees around the globe

2,000+ customers worldwide

6+ billion call minutes recorded annually

131,954 concurrent agent seats

Five9 Milestones

2020

Kimberly Lytikainen joined as General Counsel and Chief Compliance Officer

Acquired Virtual Observer to improve workforce optimization

2019

Jonathan Rosenberg joined as CTO & Head of AI

Anand Chandrasekaran joined as EVP of Product Management

Barry Zwarenstein named Bay Area CFO of the Year

Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 5th year

Acquired Whendu to rapidly integrate workflows and make enterprise cloud migrations easier

2018

Rowan Trollope joined as CEO

Ryan Kam joined as CMO

David Pickering joined as EVP of Engineering

James Doran joined as EVP of Strategy & Operations

Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 4th year

Named leader in the Forrester Wave™ for Cloud Contact Center

2017

EVP of Global Sales Dan Burkland promoted to President

Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 3rd year

Released powerful platform that enables digital transformation

2016

Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 2nd year

Released comprehensive omnichannel experience

2015

Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 1st year

2014

Scott Welch joined as EVP of Cloud Operations

Completed an initial public offering on NASDAQ under ticker symbol FIVN
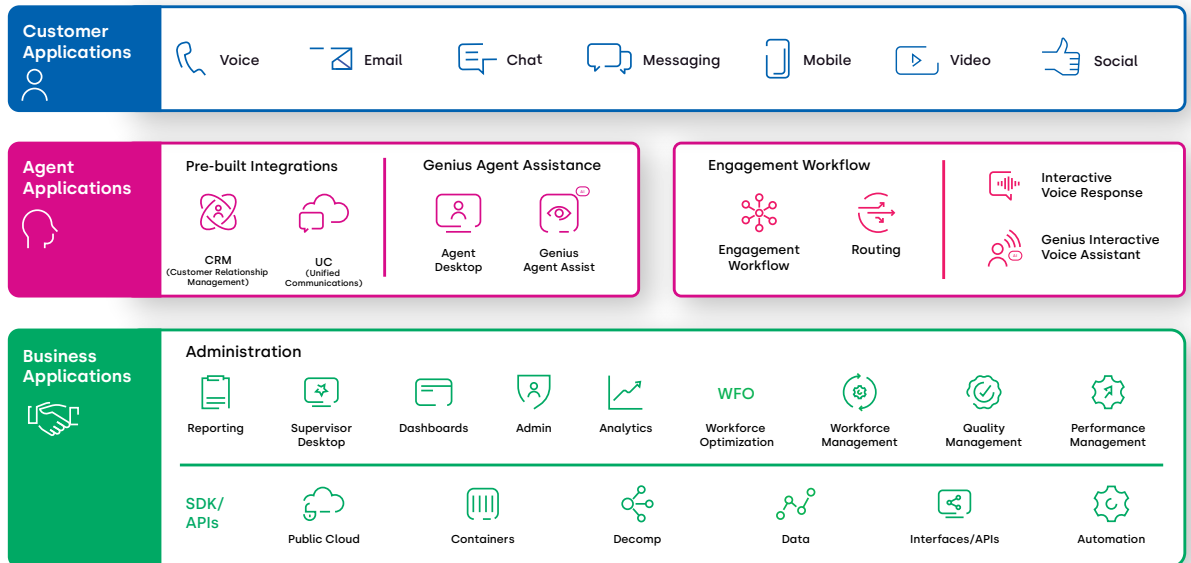
2012

Barry Zwarenstein joined as CFO

2001

Began cloud contact center operations

"One of the big abilities that Five9 enabled was to allow our agents to work from anywhere. That wasn't something we had agents doing before."

Devlin O'Neil, Manager, Contact Center Technology, **lululemon athletica**

The Intelligent Cloud Contact Center

Customer Applications
- Voice
- Email
- Chat
- Messaging
- Mobile
- Video
- Social

Agent Applications

Pre-built Integrations
- CRM (Customer Relationship Management)
- UC (Unified Communications)

Genius Agent Assistance
- Agent Desktop
- Genius Agent Assist

Engagement Workflow
- Engagement Workflow
- Routing
- Interactive Voice Response
- Genius Interactive Voice Assistant

Business Applications

Administration
- Reporting
- Supervisor Desktop
- Dashboards
- Admin
- Analytics
- WFO — Workforce Optimization
- Workforce Management
- Quality Management
- Performance Management

SDK/APIs
- Public Cloud
- Containers
- Decomp
- Data
- Interfaces/APIs
- Automation

"Five9, being a cloud-based platform, allows us to focus on what we're doing, which is transforming and revolutionizing the workforce space."

Teddy Liaw, CEO NexRep

Experience the Five9 Difference

Completely adaptable cloud contact center
- Rich set of APIs, SDKs, and a no-code integration solution
- Deep CRM integration with Salesforce, Oracle, ServiceNow, Microsoft, Zendesk, and more
- Open platform with support for AI and emerging technologies
- Best-in-class workforce optimization hosted from the Five9 cloud
- Scalable and flexible to meet your evolving needs
- Rapid deployment with the Five9 FastTrack program

Highly reliable and secure
- 99.992% average monthly systems availability (past 12 months)
- Stringent administrative, physical, and technical safeguards ensure security and compliance
- Non-disruptive real-time updates with no maintenance windows
- 24x7 NOC availability and redundant data centers
- Maintain business continuity

Empower agents to deliver a superior customer experience
- Streamline agent workflows with prebuilt automatic actions
- Resolve interactions faster with agent guidance
- Increase productivity with unified agent desktop
- Improve agent engagement with gamification
- Be where your customers are with Five9 Digital Engagement
- Focus agents on customer experience, not on tech and systems

Customer-first approach that is aligned with your goals
- Full implementation, configuration, and lifetime support
- World-class account management to ensure your long-term success
- Deep cloud contact center expertise to support your digital initiatives

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

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About Five9

Five9 is a leading provider of cloud contact center software for the intelligent contact center space, bringing the power of cloud innovation to customers and facilitating more than six billion call minutes annually. Five9 provides end-to-end solutions with omnichannel routing, analytics, WFO and AI to increase agent productivity and deliver tangible business results. The Five9 Genius platform is reliable, secure, compliant and scalable; designed to create exceptional personalized customer experiences.

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