

Five9 Company Fact Sheet

Five9 delivers the most trusted and reliable cloud contact center proven to unlock customer intelligence and insights that empower agents and organizations to deliver extraordinary customer experiences in a digital era. For more information: www.five9.com/trust

In today's business environment, customer experience is the differentiator for many organizations. The tools you choose to create those experiences matters. The next five years will to see more change in the contact center than in the last 25 years. Artificial intelligence (AI) and machine learning are rapidly changing the market and the way customer care is and will be delivered.

Five9 is ready and here to support you through the next evolution of the contact center.

We have the deepest based contact center experience as Five9 was born and developed in the cloud, for the cloud. When you choose Five9, you partner with experts in cloud delivery of customer care – and it makes

a difference. We're not just another cloud vendor, we believe in transforming customer experiences into customer loyalty and love.

As we take the lead on incorporating AI into 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 it exists in your organization and turning it into actionable insight for your agents. Five9 is here to support your people with the best cloud tools and technology to deliver exceptional care.

"Five9 understands our company and where the market is going, which helps us navigate social media, mobile technology and the web."



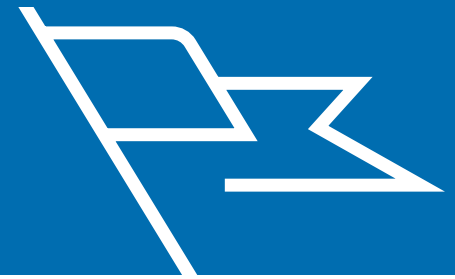
Gary Britton, Vice President of Operations, Teladoc

Five9 Milestones

- 2018**
Five9 introduces Five9 Genius the Intelligent Cloud Contact Center
Jonathan Rosenberg joins Five9 as CTO & Head of AI
- 2018**
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
Rowan Trollope joins as Five9 CEO
- 2017**
Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 3rd year
EY Entrepreneur of the Year Award
Releases powerful platform that enables digital transformation
- 2016**
Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 2nd year
Releases comprehensive omnichannel experience
Expanded presence to Europe and Latin America
- 2015**
Named leader in the Gartner Magic Quadrant for Contact Center as a Service, 1st year
Releases the "simply smart" Agent Desktop Plus user interface
- 2014**
Completes an initial public offering on NASDAQ under ticker symbol FIVN
- 2013**
Launched New Mobile App for Supervisors and Enhanced Multichannel Capabilities
- 2010 & 2011**
Inc. Magazine ranked Five9 one of the 5000 fastest-growing private companies in the US
- 2010**
One billion annual run-rate of calls processed
- 2009**
Launched new enterprise sales, service, and support organizations
- 2008**
Introduced predictive dialing, IVR self-service, advanced call routing, and enhanced reporting
- 2007**
Introduced auto-dialing, increasing contact center performance by 3x
- 2006**
Delivered cloud CRM integration with Salesforce
- 2005**
Southeast Asia headquarters opened in the Philippines
- 2003**
First release of the Five9 Virtual Contact Center (VCC)

"Five9 offers the best customer support out of any contact center vendor I've worked with before."

Emily Cramer, Contact Center Technical Project Manager, Penn Foster, Inc.



Experience the Five9 Difference

Completely adaptable contact center that meets your specific needs

- 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
- Rich set of APIs and SDKs
- Scalable and flexible to meet your evolving needs

Highly reliable and secure cloud contact center

- 99.993% for past 12 months, <32 min downtime/year
- Highly secure for multi-regulatory compliance
- Non-disruptive real-time updates
- 24x7 NOC availability
- Redundant NA & EMEA data centers

Empower your agents to deliver a superior customer experience

- Agent insight and guidance for faster resolution
- Unified agent desktop that increases productivity
- Dashboards and gamification for agent empowerment and engagement
- Omnichannel to engage with your customers on their channel of choice
- Intuitive UI to focus agents on CX, not on tech & systems

Customer-first approach to ensure your success

- Full implementation, configuration and lifetime support for your solution
- Account and Technical Account Managers ensure your long-term success
- Deep cloud contact center expertise to support your digital initiatives

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

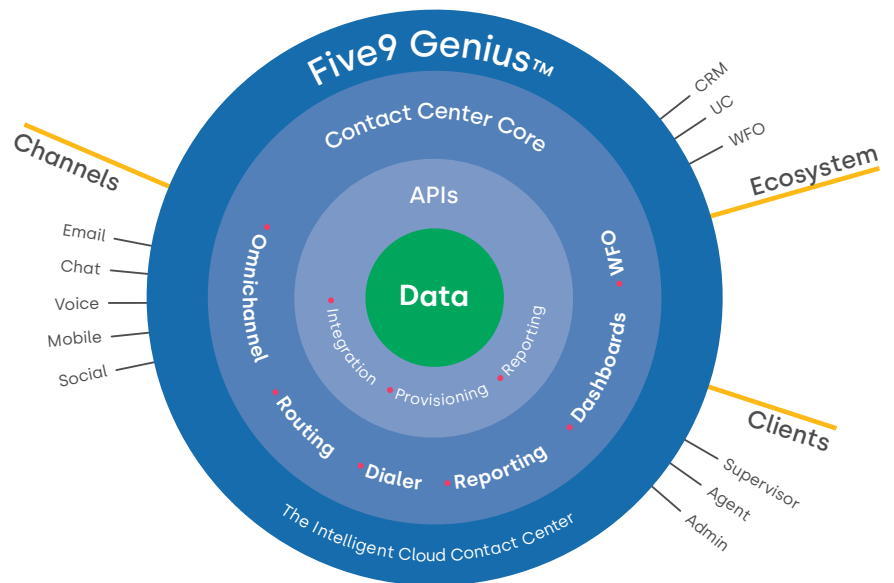
18+ years of cloud contact center experience

1000+ employees around the globe

2,000+ customers worldwide

5+ billion call minutes recorded annually

105,000+ concurrent agent seats



About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

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



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