

# Five9 Fact Sheet

Five9 delivers the most trusted and reliable cloud contact centre platform. Proven to unlock customer intelligence and insights that empower agents and organisations to deliver extraordinary customer experiences. For more information: [www.five9.com/trust](http://www.five9.com/trust)

In today's business environment, customer experience is a key differentiator for many organisations. The tools you choose to create those experiences matters. The next five years will see more change in the contact centre than in the last 25 years. Artificial intelligence (AI) and machine learning (ML) 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 centre.

We have the strongest contact centre experience, 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 satisfaction and loyalty.

As we take the lead on incorporating AI into the cloud contact centre, 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 organisation 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 extraordinary care.

"We chose Five9 because it provided us with a solution we can deploy gradually across the whole of EANZ region and provides us greater flexibility for integration and channel selection in the future."

Maria Pereira, EANZ Customer Service Process Improvement Manager, Stanley, Black & Decker

## Five9 Milestones

### 2019

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

Five9 introduces Five9 Genius™ the Intelligent Cloud Contact Centre

Jonathan Rosenberg joins Five9 as CTO & Head of AI

### 2018

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

Named a leader in the Forrester Wave™ for Cloud Contact Centre

Rowan Trollope joins as Five9 CEO

### 2017

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

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 in a row

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 organisations

### 2008

Introduced predictive dialing, IVR self-service, advanced call routing, and enhanced reporting

### 2007

Introduced auto-dialing, increasing contact centre performance by 3x

### 2006

Delivered cloud CRM integration with Salesforce

### 2005

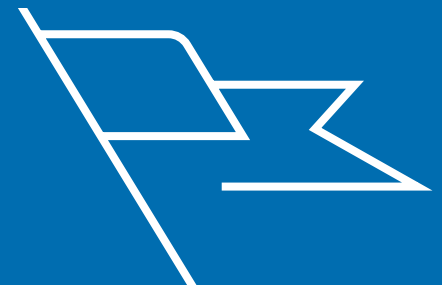
Southeast Asia headquarters opened in the Philippines

### 2003

First release of the Five9 Virtual Contact Center (VCC)

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

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



## Experience the Five9 Difference

### Completely adaptable contact centre that meets your specific needs

- Deep CRM integration with Salesforce, Oracle, ServiceNow, Microsoft, Zendesk and other leading and home-made CRM solutions
- Open platform with support for AI and emerging technologies
- Best in class Workforce Optimisation 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 centre

- 99.991% for past 12 months, <36 min downtime/year
- Highly secure for multi-regulatory compliance
- Non-disruptive real-time updates
- 24x7x365 NOC availability
- Redundant NA & EMEA data centres

### 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 centre expertise to support your digital initiatives

To schedule a live information, email [five9emea@five9.com](mailto:five9emea@five9.com) or call +44 203 318 7902.

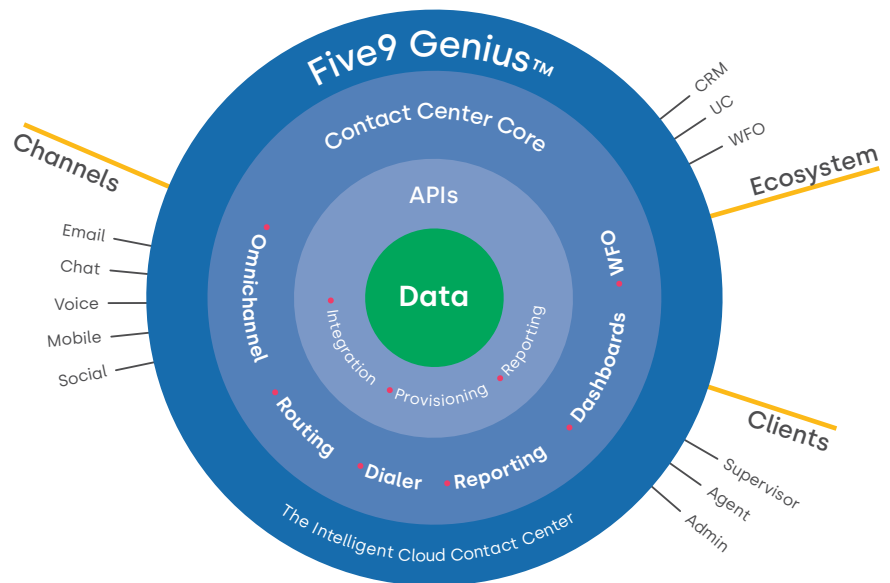
18+ years of cloud contact centre experience

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 centre 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 centres increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit [www.five9.com](http://www.five9.com) email [five9EMEA@five9.com](mailto:five9EMEA@five9.com) or call +44 203 318 7902.

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**US Headquarters:**  
4000 Executive Parkway  
Suite 400  
San Ramon, CA  
94583

[www.five9.com/](http://www.five9.com/)

**EMEA Office:**  
Five9 Inc, UK Ltd  
68 King William Street  
London  
EC4N 7DZ  
UK