Data Sheet

The Intelligent Cloud Contact Center

Five9 Operational Intelligence

Improve Organizational Alignment and Agility with a Unified View of Performance

Drive Better Decisions with Real-time Views of Operational Performance

Contact centers are complex operations with information existing in multiple systems. Getting a comprehensive view of performance can be challenging when information exists in siloed, disparate systems. This can create delays in availability that prevent acting swiftly to resolve issues.

Five9 Operational Intelligence automatically aggregates information in real time using a library of pre-built connections to popular business systems like CRM, Service Management, Order Entry, Billing, and others. External data is combined with Five9 information to create vibrant visualizations that enable widespread understanding of how your operation is performing, in real time.

Gain Actionable Insights with Pre-defined or Customized Views

Get up and running quickly with metrics and visualizations designed with contact center best practices in mind. If your business has unique operational needs, customized views can be easily created using pre-built visualization widgets. Select a visualization, a chart, table, heat map, or gauge. Then select the data source. It's as simple as that.

Respond Proactively When Needed

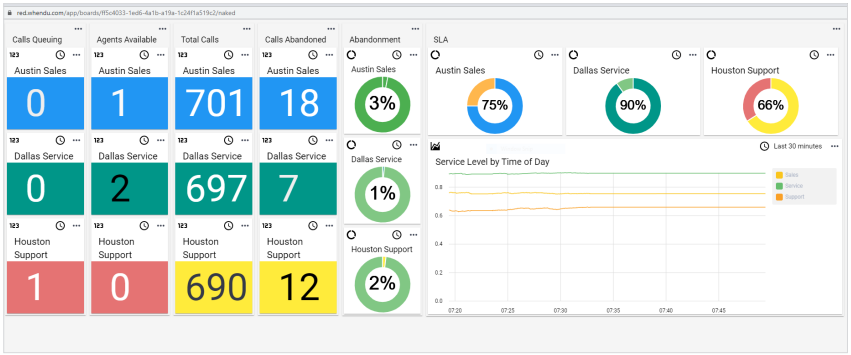
Ensure action is taken when warranted with real-time alerts. Send emails or instant messages to appropriate parties when metric thresholds are exceeded to let them know action is needed.

Share Information Everywhere, Even Remote Workers

Share real-time operational information easily with people across your organization, even those not using Five9, to promote better data-informed decisions. A standalone dashboard viewer accessible via URL is ideal for use on mobile devices or wall boards. Read-only versions of dashboards can be shared with anyone using their email address, with complete access control. A web widget is also available for easy inclusion of dashboards into CRMs or other third-party systems.

Learn More

Five9 Operational Intelligence, powered by Whendu, boosts organizational alignment and agility with a unified, real-time view of your contact center's performance. To get started, visit **www.five9.com** or call **1-800-553-8159**.



Features

- Incorporate real-time and historical information from Five9 and other systems
- Create calculated metrics using data from multiple systems
- Use pre-defined dashboards or create your own
- Embed dashboards within CRM and other third-party systems
- Send real-time alerts when metric thresholds are exceed to ensure action
- Share dashboards across your business using email addresses or links
- Use a standalone view for wall-boards on large-format displays

Benefits

- Improve decision making with access to real-time operational data
- Align efforts with a single view of performance across multiple systems
- Eliminate time spent manually collecting and consolidating data from multiple systems
- Achieve operational goals consistently with increased transparency

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**.

4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000

www.five9.com

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