The Intelligent Cloud Contact Center

Five9 Summer Release 2020 New Features and Enhancements

Empower your agents and supervisors to provide a more human experience

Introduction

Five9 Intelligent Cloud Contact Center Summer Release 2020 introduces Five9 Digital Engagement to help you provide a digital-first omnichannel experience to your customers. We have also added integrations with UC partners Zoom, Microsoft Teams, TetraVX, and Fuze. Summer Release 2020 also includes a large number of customer feature requests across the suite, enhancements to our global voice capabilities, and new APIs that expand integration possibilities and partner ecosystem development.

Five9 Digital Engagement

Five9 Digital Engagement enables exceptional digital-first omnichannel experiences. It creates connected customer journeys across voice, email, SMS, webchat, and video. With Five9 Digital Engagement your agents can engage customers through multiple channels during a single interaction.

We have added management and optimization tools to ensure that digital-first omnichannel experiences are delivered efficiently while meeting service level agreements (SLAs). Supervisors now can monitor agents and queues across all contact channels in real time, including live monitoring of chat and email interactions. Improved data feeds enable omnichannel workforce optimization to ensure accurate staffing across all channels and allow contact centers to deploy omnichannel quality management programs.

Five9 gives customers flexibility and choice for digital communications. Five9 Digital Engagement integrates with CRM partners such as Salesforce Omni-Channel to intelligently route chats and cases along with Five9 voice interactions. Five9 Digital Engagement can also be delivered within Five9 CRM Plus Adapters for Salesforce, ServiceNow, Microsoft Dynamics, Zendesk, and other CRM systems using the Agent Desktop Plus Toolkit.

Five9 Unified Communications Integrations

Five9 UC Integration allows your agents to easily access subject matter experts (SMEs) throughout your company with Agent-Expert Consultation.

Agent-Expert Consultation connects Five9 agents to UC platform users throughout the business. Contact center agents can quickly identify the right subject matter experts using a consolidated directory on their desktop. Agent-Expert Consultation gives agents an "at-a-glance" directory with presence status showing if SMEs are available, busy, away, etc. SMEs are identified by department allowing agents to quickly find the right expert to help them. Once an expert is identified, the agent can talk with them one-on-one, conference them with the customer, or transfer the call to them.

Another element of the Five9 UC Integration is Telephony Connect. Telephony Connect offers a Five9 cloud-to-cloud integration over a private network to support on-net calling and transfers. This allows calls to be effortlessly moved between UC platforms

Five9 Digital Engagement helps you provide a digital-first omnichannel experience to your customers.

Five9 UC integrations help you resolve customer issues on first contact and provide exceptional experiences for your customers.

and the Five9 Intelligent Cloud Contact Center without incurring additional toll charges.

Whether you need to seamlessly move calls between UC platforms and the Five9 contact center or provide your agents easy access to experts throughout your business, the goal is simple – resolve customer issues on first contact and provide exceptional experiences for your customers.

Five9 Performance Dashboard

Five9 has added a number of enhancements and capabilities to our Performance Dashboard product. These include new modules informed by user feedback, as well as user interface enhancements that make them even easier to use. New template and subscription options make it easier to share dashboards, and user profile updates streamline setup and introduce digital pets. Objective improvements make goals clearer and progress easier to track, and alerts have been tweaked to increase awareness when KPIs cross thresholds.

Five9 Global Voice

Five9 Global Voice has been improved in a number of ways to make it easier and more desirable for clients to expand their contact center infrastructure globally. Five9 Global points of presence (PoPs) now have the option to locally save Five9 encrypted recordings in POPs to support PCI compliance. International customers can now meet data localization requirements by keeping recordings in-region.

Localizing voice POPs allows for high-quality voice connections between agents and callers in the same region. Expanded connectivity with Global POPs include Agent Connect, Direct Connect, and private SIP Trunks. Summer Release 2020 offers Quality of Service (QoS) improvements across all the Five9 voice services and robust call routing capabilities.

Adaptable CCaaS

Five9 makes it easier for our customers, partners, and developers' community to develop and deploy APIs. A comprehensive set of 10+ REST APIs and SDKs are available along with pre-built integrations including CRM, UC, IVA, WFO, BOT/MSG, and ISV. In addition, integrations with UC partners Zoom, Microsoft Teams, TetraVX, and Fuze are now available.

Many other Features and Capabilities

In addition to the highlighted areas above, many other enhancements have been made to Five9 Intelligent Cloud Contact Center with Summer Release 2020, including enhancements to the Five9 infrastructure to allow for more flexible delivery of new features and your feature requests. Five9 continues to help you deliver more human experiences.

Please contact your Customer Success Manager for more information on any of these features or for specific timelines related to the rollout of Summer Release 2020.

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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