The Intelligent Cloud Contact Center

Five9 MPLS Agent Connect

Improve call quality and guaranteed available bandwidth with private, dedicated connectivity

What is MPLS (Multi-Protocol Label Switching) Agent Connect?

The Internet is such a busy place with all kinds of traffic – social media, gaming, and streaming videos. With almost 312 million internet users,[1] calls placed on public networks can suffer due to all the congestion and have negative impacts on your customer interactions. With Five9 MPLS Agent Connect, you – and your customers – will enjoy a private, high-quality network connection between your contact center and the Five9 application.

Avoid Disruption

Five9 MPLS Agent Connect uses a private network connection linking Five9 agent desktops to Five9 applications allowing agent voice and data to be transported on a purpose-built network optimized for voice.

Ample bandwidth is allocated to each customer, eliminating the guesswork as to whether or not your phone calls will suffer due to internet congestion or outages. This predictability results in excellent quality and peace of mind knowing that your voice and data is being carried between two locations on a private, dedicated path.

Highly Reliable and Secure

Five9 MPLS Agent Connect has been designed and purpose-built from the ground up to support voice, video, and data in a highly available environment. MPLS Agent Connect uses technologies to carve out a separate network from the Internet, allowing each customer's data to be isolated from other data streams. The private network connection uses specific routing labels that direct packets along pre-determined paths through the network.

Companies that rely on the public Internet for their contact center are more vulnerable to outages. Many organizations have experienced slowdowns or outages as data is treated similarly to voice and subject to the same congestion. Call quality suffers and can become choppy — even inaudible.

Prioritize Your Data

Think of Five9 MPLS Agent Connect as a predefined path that your voice and data travels as it makes its way from the Five9 application server to your contact center. This dedicated path helps you minimize any slowdowns or downtime that may occur.

Features:

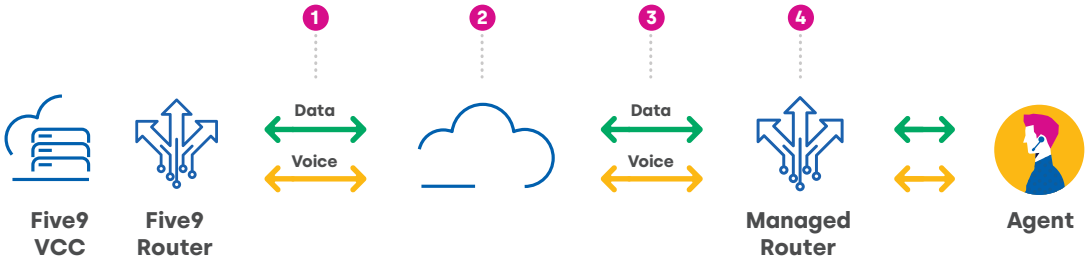
- Private and secure network connection for the Five9 application
- Monitored and supported by Five9 subject matter experts
- Standards-based MPLS technology
- Global coverage in 60 countries
- Single call end-to-end resolution
- Quality of Service

Benefits:

- Optimized for quick and easy deployment
- Eliminates the use of public Internet
- Reduced network congestion
- Improved bandwidth utilization
- Better end-user experience
- QoS guarantee while the public Internet is only a "best effort"
- Large enterprise-grade level of redundancy and high availability

Figure 1:

1. *Five9 preconfigures connectors to the private network.*
2. *Agent voice and data traffic securly routed between the Five9 Application Cloud and customer agents.*
3. *Five9 orders and installs bandwidth to match number of agents.*
4. *Five9 installs preconfigured, managed router at the customer's contact center.*



Five9 MPLS Agent Connect is fully installed, monitored, and supported by Five9 subject matter experts so that you can focus on what you do best – delivering amazing customer experiences.

Additionally, Five9 MPLS Agent Connect supports the type of communications you've labeled as a high priority.

If you do happen to experience a general data slowdown, your voice is pushed through the pathway before other types of data. As a part of the Five9 MPLS Agent Connect solution, Quality of Service (QoS) guarantees come standard.

Turnkey Solution

Five9 makes it easy to take advantage of the quality, security, and reliability by making MPLS Agent Connect a full, turnkey solution.

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Choice in Network

Five9 has options to meet your specific business requirements, including single and dual carrier network options that provide greater reliability and uptime.

Learn More

Five9 representatives are ready to help improve your contact center quality with a private network using Five9 MPLS Agent Connect.

To find out more information, visit **www.five9.com** or call **1-800-553-8159.**

[1] https://www.statista.com/statistics/276445/number-of-internet-users-in-the-united-states/

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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