Data Sheet

The Intelligent Cloud Contact Center

Five9 Adapter for Oracle Service Cloud

Digitally transform your contact center and start delivering amazing customer experiences, every time.

Maximize Every Contact

The integration of Oracle Service Cloud with the industry-leading Five9® Genius™ the Intelligent Cloud Contact Center creates a powerful, flexible customer service platform. Together, Oracle and Five9 allow you to easily maximize every customer interaction.

By combining both technologies, you can provide the kind of customer experience that sets your company apart from competitors, while lowering costs and increasing efficiency.

How It Works

The Five9 Adapter for Oracle Service Cloud is a prebuilt integration that connects the Oracle Service Cloud with Five9 Genius capabilities, giving you the ability to interact with customers from a single desktop optimized for customer service. We've embedded the Five9 Adapter into the Oracle Service Cloud, delivering a native contact center experience for your agents to easily manage interaction controls inside the Oracle Service Cloud desktop.

Powerful Outbound Dialer

The Five9 Oracle solution brings powerful outbound dialer capabilities to bear for your organization. The Five9 Predictive Dialer automates outbound dialing allowing you to reach out to customers and blend it seamlessly with inbound support traffic.

Five9 supports predictive, power, progressive, preview, and TCPA manual touch dialing.

Easy, Effective, and Efficient

The Five9 Adapter provides a native contact center experience embedded into Oracle Service Cloud, enabling your agents easy access to all inbound and outbound channels. Agents enjoy a single, streamlined omnichannel desktop allowing them to focus on the customer.

Five9 and Oracle Features

Five9 Genius

- Route calls based on customer context
- Screen pop on incoming customer interactions

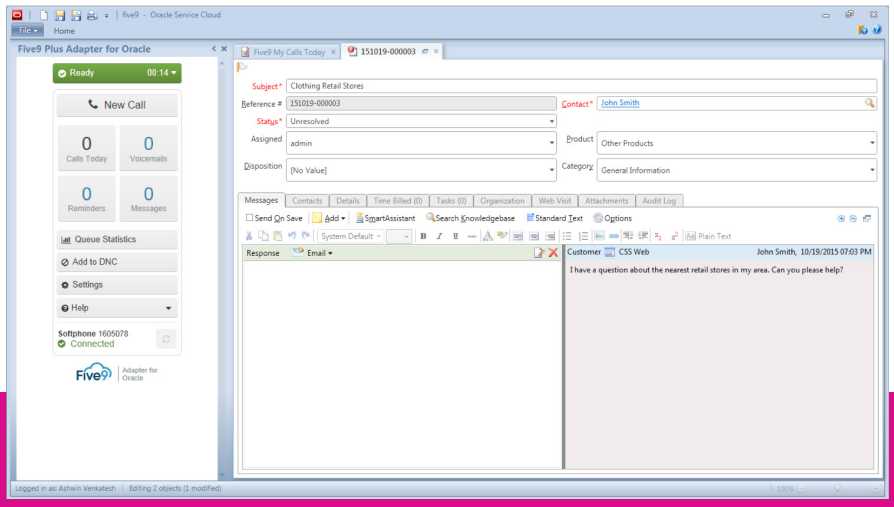
Agent Desktop

- Single desktop for oracle Service Cloud
- Embedded telephony capabilities
- Call logging into Service Cloud
- Five9 Agent Desktop can be move to optimal spot within Oracle Service Cloud
- Click to Dial from Service Cloud

ORACLE Gold Partner

Figure 1:

The Five9 Adapter is jointly developed and optimized for Service Cloud. Omnichannel agents are immediately ready to help and engage customers.



With the Five9 integration to Oracle Service Cloud you can deliver a powerful, modern and intuitive solution that lets your agents focus on the right information at the right time to deliver an amazing customer experience.

Jointly designed with Oracle to be a seamless and intuitive part of the agent desktop

Five9 and Oracle Service Cloud

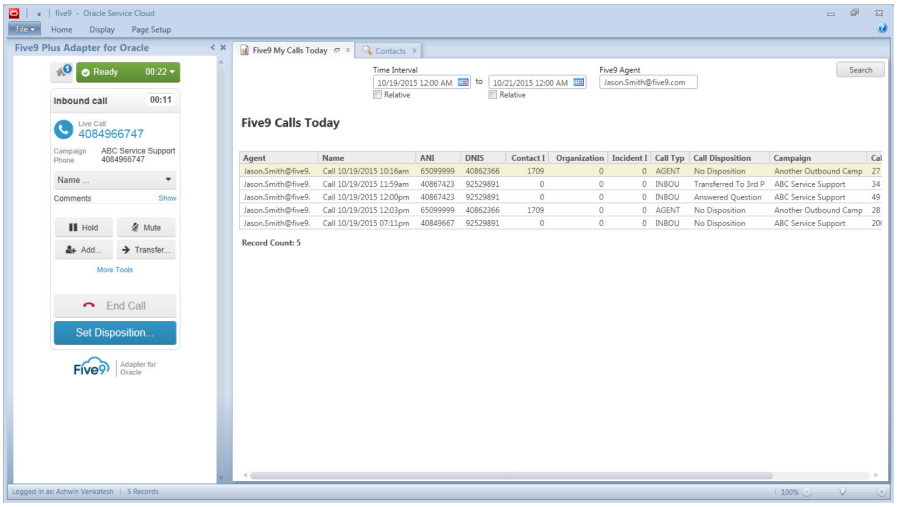


Figure 2:

Phone controls are available within Service Cloud so the agent can seamlessly communicate with the customer.

Increased Service Efficiency

Five9 screen pops blend directly into the Service Cloud desktop, giving your agents a complete picture of each customer prior to agent engagement. With the entire customer contact history at the agent's fingertips, they can better understand customers' needs and fulfill their expectations.

Better Insights

Five9 provides actionable insights into contact center operations. Contact center managers can create customized reports at regular intervals or on an ad hoc basis, in real time. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.

Workforce Optimization

Five9 provides a best-in-class, comprehensive contact center and WFO solution in the cloud. The Five9 Genius is deeply integrated with leading WFO providers and offered as a core part of the Five9 service out of the Five9 cloud. This allows for simpler, more elegant experiences and minimal overhead, allowing you to get up and running quickly. Whether your team is small or huge, Five9 WFO scales to your needs and grows with you.

A Perfect Fit

It's no secret that a great customer experience leads to customer advocates and higher revenue. Organizations that choose Service Cloud are serious about delivering great service to their customers. So is Five9 – which makes the industry leading Five9 software the perfect complement to the Service Cloud platform. With this solution, you can immediately deploy powerful tools for agents embedded into their familiar workspace, solve customer issues quickly and empower your agents with the relevant information exactly when they need it.

Learn More

To get started, visit **www.five9.com** or call **1-800-553-8159.**

"The guys at Five9 made the process of getting a cloud call center up and running easy, even for some employees with limited technical experience. From purchase to implementation was just a few quick phone calls. **We were online in days, not weeks. Five9 has allowed us to more effectively engage our customer base while reaching out to new customers in our spare time. It's been a great addition to our business."**

William Monk
Mediterranean Heating and Air

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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