The Intelligent Cloud Contact Center

Five9 Professional Services

Collaborating to ensure a successful implementation and ongoing success

Methodology That Works

Five9 Professional Services works with you to implement the Five9 Intelligent Cloud Contact Center to deliver extraordinary customer experiences and improve efficiencies. Five9 uses a phased approach in our implementation methodology. Each phase builds on the previous activity to achieve clear, measurable goals, and culminates in the delivery of a robust solution that matches your unique needs and objectives.

Honed by years of successful implementations, the Five9 Professional Services team leverages industry best practices and is continuously fine-tuned to deliver a customized contact center solution to meet each client's specific business requirements.

Initiation and Definition of Your Configuration

The initiation phase serves as the "kickoff" for the project and the Five9 Professional Services team works with you to identify all project deliverables and milestones, set up regularly scheduled conference calls, and gather workflow documentation. Once guidelines have been set, the Five9 PS team takes it a step further into the definition phase, working with you to identify project objectives and finalize a full project plan.

Configuration

Now that the planning and outlining has been completed, it's time to start the configuration process based on the project plan requirements. As the building of your solution starts, the Five9 Professional

Benefits

- Fine-tuned methodology informed by years of contact center experience and Five9 deployments
- Dedicated Five9 team members guide you through the deployment of the Five9 Intelligent Cloud Contact Center software
- Customized delivery of the Five9 software so that the solution solves your specific business problems
- A trusted partner in the success of your contact center and business
- Train the trainer education to administrators and other leads

Five9 Professional Services methodology includes:

Initiation

Transition from Sales to Professional Services

Identify project roles

Schedule & prepare for Kickoff/Discovery

Complete CAT (test)

Gather workflow / documentation

Definition

Lead series of Discovery sessions

Understand the key business outcomes

Complete Project Charter & implementation workbook

Build schedule and critical path

Configuration

Configure Five9 solution based on the requirements

Complete training sessions

Acceptance Testing (UAT)

Perform Go-Live Readiness Assessment

Engage TAM

Deployment

Oversee controlled initial go-live taking live calls

Modify any configurations based on initial go-live

Monitor agent & resource adoption of solution

Review seat ramp plan

Initiation

Review and optimize solution after having been in production

Continue regular status meetings

Identify any gaps in training, configuration, process, etc.

Introduce Customer Support

Project Closure

Align on project closure and transition

Solution sign-off

Facilitate transition to Account Mgmt.

> **"We ultimately decided to go with Five9 because of the people. I really enjoyed working with the professionals at Five9."**
>
> **Jason Myers, CEO, Sentinel Customer Acquisition**

Services team completes user acceptance testing, conducts train the trainer sessions, and performs a Go-Live Readiness Assessment to ensure a smooth deployment.

Deployment

Once initial deployment is completed, Professional Services works with your team to modify any configurations to achieve the highest levels of performance. The result is a powerful, efficient, and operationally sound contact center that has the potential to completely transform your customer service organization—in addition to your bottom line.

Adoption

During the adoption phase, Five9 works with you to review and optimize the solution after going through production. Five9 helps your team build the competence and confidence to run a contact center in the cloud while building a productive, long-term partnership with the Five9 team.

Closing, The Finishing Touches

As the project nears completion, the Five9 Professional Services team aligns with your team to review the initial project plan to check for any outstanding items. Once alignment has been reached on both sides, the project comes to an end and is transitioned to the Five9 Customer Success Management team to provide support and guidance as you continue to grow and scale your business.

The Five9 Professional Services team is available to assist on an as-needed, hourly basis to integrate new applications, such as adding new contact center locations or creating tailored reports crafted to capture specific business metrics.

Learn More

With Five9, you are get a best in class cloud contact center and a professional services team dedicated to your success.

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

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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