The Intelligent Cloud Contact Center

Five9 Customer Support

Delivering the highest level of customer support in the cloud contact center industry

In addition to providing cutting-edge cloud contact center technology, Five9 creates partnerships and works in lockstep with customers to support their success and growth. When a customer needs assistance moving its contact center to the cloud, requests support for a technical issue, or has an urgent need, Five9 subject matter experts are always ready to assist and resolve any problems.

Always Within Reach

The Five9 Customer Support team is available 24/7 and is poised to help solve the most pressing business challenges with one goal in mind: ensure every Five9 customer achieves its desired objectives when moving its contact center to the cloud. Customers can reach support the following ways:

- Customer Support Portal – Access to case status and other support tools 24/7
- Email – Automatically create cases with problem description
- Telephone – Speak live with Five9 Customer Support representatives

Flexible Options

Knowing that no contact center is the same, Five9 offers extended support options that allow organizations to fine-tune the level of help – how and when they receive it. Every Five9 solution comes with customer support that includes Tier 1 telephone support and access to a customer support portal that includes support documentation, a solutions knowledge base, and online case management. Each of these options are available 24/7, so customers always have options at hand.

With the Five9 Premium Support program, you will not only receive a comprehensive escalation path within Five9, but also a dedicated Five9 Customer Success Manager (CSM) that will:

- Provide comprehensive coverage of your account
- Review and understand your Five9 configuration and business application
- Facilitate regular account reviews to cover any outstanding issues and requests
- Partner with stakeholders to identify and implement optimization recommendations
- Deliver ongoing customized training and answer questions as needed
- Deliver previews of new releases and assist with training and testing

Premium Support also provides up to 20 hours monthly of consulting time for projects and optimization, as well as escalation support hours as needed.

Developer Support

In addition to customer support, Five9 provides support for customer and third-party developers through the Five9 Developer Program. Programmers, consultants, and IT professionals can access developer support to help their own contact center clients solve key business issues and maximize use of the Five9 Intelligent Cloud Contact Center software.

Premium Support Features:

- Tier 3 support
- Dedicated account managers
- Regular account reviews
- Consulting hours
- Accelerated service levels
- Monthly reports
- New release training

> "We really like the robust reporting options of Five9. We also love the local touch ability that helps our answer rates...After more than 4 years, it's rare when Five9 is not able to do something we need."

Corbin McCabe Account Services Manager
Smart Rhino Labs - Trucking

Custom-Built Support

We understand how critical every contact center is to a company's operations and growth, and we stand ready to assist with any problems or concerns that may arise. Five9 Customer Support was designed to serve the individual needs of each customer, regardless of their size, type of business, or how they utilize Five9 technology.

Five9 support options enable customers to fine-tune the level of assistance to meet their unique needs. No matter what type of contact center a customer runs – or what type of support question a customer faces – the technical support team at Five9 works to find a solution.

Around the Clock Care

When a customer faces any type of issue – whether it involves a software integration, adding seats, or rerouting calls in the event of a local emergency – Five9 Customer Support is there 24/7, ready to assist.

Customers take a huge amount of comfort knowing that the Five9 team is available around the clock to address their questions and concerns. At any hour, they can get in touch with someone who knows their operations and who will work to solve their issue.

Guides to the Future

Five9 is constantly innovating and adding new capabilities to its industry-leading platform, so the value customers receive continues to grow. As new capabilities are added, Five9 Customer Support helps customers integrate these when they are available to deliver even greater benefits to the business.

Learn More

When it comes to getting maximum use out of cloud contact center technology, Five9 Customer Support is your trusted advisor and on-call consultant. It begins the minute you sign up, and it continues throughout the relationship with the contact center industry's preeminent cloud platform.

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

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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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