Data Sheet

The Cloud Contact Platform for the Digital Enterprise

Five9 and Google

Five9 and Google partner to allow enterprises to improve the customer experience through the use of intelligent virtual assistants.

Google Cloud

The combined capabilities of Five9 Genius and Google Contact Center AI make it easy for organizations to leverage data and intelligence to deliver a better customer and agent experience.

Features

- A natural and engaging conversational virtual agent designed to provide consumers a way to quickly resolve more common issues without the need to speak to a live agent
- Seamlessly escalate a call to an appropriately skilled live agent with all relevant data from the self service interaction
- Live agent augmentation, designed to guide and assist the live agent to deliver more prescriptive, accurate and timely responses.

The Five9 partnership with Google builds on our announcement earlier this year of Five9 Genius, a new foundation layer to the Five9 platform that facilitates practical AI in the contact center to deliver predictive, consistent and personalized customer experiences.

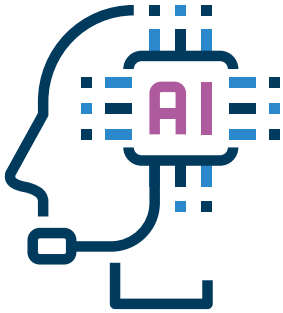
Today's technology has advanced considerably with customers now able to converse with an automated assistant to explain what they are trying to accomplish, or provide information, in a more natural manner. Key to this is the advancements in artificial intelligence (AI) that make it possible to leverage the power of AI to deliver more intelligent customer engagements. Five9 is pleased to partner with Google on their Contact Center Solution.

Google Cloud Contact Center

Provides a collection of connected tools for contact center providers and operators to create contact center solutions. These tools, built upon Google's machine learning technology, can help contact center providers and operators to:

- Build robust virtual agents that can understand customer statements, determine appropriate responses, and reply to customers directly.
- Increase the effectiveness of live agents by surfacing support documents to consult while working with customers.
- Build a searchable repository of support documents organized around central themes.
- Discover themes and keywords that help diagnose customer concerns by analyzing archived customer data like call recordings, chat logs, and email correspondences.

The Google Contact Center API helps to manage individual support queries. The Cloud Contact Center API tracks sessions and provides the hand off between virtual agents and live agents. The Cloud Contact



Center API also connects the Agent Assistance service and knowledge bases to each session. A session can integrate a virtual agent that uses Dialogflow Enterprise, Cloud Speech-to-Text, and Cloud Text-to-Speech. The Cloud Contact Center API enables these integrations.

The combined capabilities of Five9 Genius and Google Contact Center AI enables organizations to leverage data and intelligence to make the customer and agent experience better. Use cases include intelligent routing and agent assist.

Five9 Genius and Google Agent Assist

As a leading cloud contact center platform, Five9 handles millions of voice conversations annually. Five9 uses the aggregated customer data to train the virtual agent to handle common customer inquiries. This is just the type of data rich environment required to successfully train and tune a machine learning application. Five9 has partnered with Google to move the industry forward with this revolutionary approach to customer service. For common inquiries, Five9 Genius can handle the majority of interactions. Together, the combined Five9 and Google solution will meet end user expectations to get their questions and issues resolved quickly.

Five9 has partnered with Google to move the industry forward with this revolutionary approach to customer service.

Five9 will be working with Google to validate customer scenarios, such as the following:

Take for example a customer named Cathy. She has just purchased a new refrigerator. She is expecting to have it delivered to her home on Thursday between 10am and 12pm. However, a big project has come up at work and she needs to reschedule the delivery date. Calling into a Five9 Genius application powered by Google Contact Center AI, she is able to speak to the virtual agent as though she were speaking to a human agent. The virtual agent accesses the organization's online delivery schedule.

"It sounds like you want to reschedule your delivery. The next available time is next Tuesday between 12 and 2. Does that time work for you?"

"Um, yes I think so."

"Great, I see that we need some additional information about your home location to make the change. I am going to transfer you to an agent who can complete the schedule change.

"OK, thanks for your help."

The human agent seamlessly takes over the interaction with all the data collected by the virtual assistant shared with them before engaging the customer. While chatting with Cathy about her work, the agent quickly validates that the correct delivery time has been captured, and triggers the delivery of the refrigerator, reinforcing the AI's learning. The agent also enters a note in the delivering order that there are no stairs to manage at Cathy's residence. The time spent by the agent was reduced significantly and the customer experience was smooth and easy.

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 three billion customer interactions annually. Five9 helps contact centers create exceptional customer experiences, increase productivity, and boost revenue.

For more information visit www.five9.com or call **1-800-553-8159**.

4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000
www.five9.com

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. Other marks and brands may be claimed as the property of others. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright © 2018 Five9, Inc.

2018_F_2018