The Intelligent Cloud Contact Center

# Five9 Global Voice

## Deliver unparalleled voice quality globally

### Global Voice

Previously, if you wanted to deploy a voice infrastructure for multiple geographic locations you would have to pay millions of dollars in capital expenses, property, energy, IT, and services.

Five9 Global Voice makes it easier and more desirable than ever for you to move your contact center infrastructure to the cloud. Five9 Global Voice delivers unparalleled voice quality. It leverages regional Five9 points of presence (PoPs) to connect customers and agents with low-latency, rich, quality audio.

**With Five9 Global Voice, we have done the work for you.**

### Foundational Voice Architecture

The Five9 class 5 softswitch supports carrier grade voice quality at global enterprise scale. The softswitch, deployed in Five9 data centers, or within the public cloud, is made up of a set of microservices. These microservices compartmentalize functionality making future updates faster. It fits seamlessly into our existing microservices-based architecture and leaves the door open for rapid innovation.

Five9 Global Voice makes it easier and more desirable than ever for enterprises to move their contact center infrastructure to the cloud. Use it to deliver extraordinary customer experiences anywhere in the world with carrier grade voice quality.

### Superior Voice Quality for Great Customer Conversations

We realize that to have a great conversation you need superior voice quality. That's why we enhanced our service to provide the highest quality voice connections – free from jitter, voice gaps, delay, or line noise. Your customers will think your agents are in the next room, while in reality you can have agents located anywhere around the globe. Now, you can focus on agent training, resource costs and all the other elements that go into building a great customer service operation.

### Enterprise Ready

Enterprises require both reliability and scalability. Five9 Global Voice provides both. To support more agents, we can add softswitch instances in a voice cluster. To allow for variations in usages such as rapid calls in short bursts, we can scale vertically by increasing processing and memory capacities.

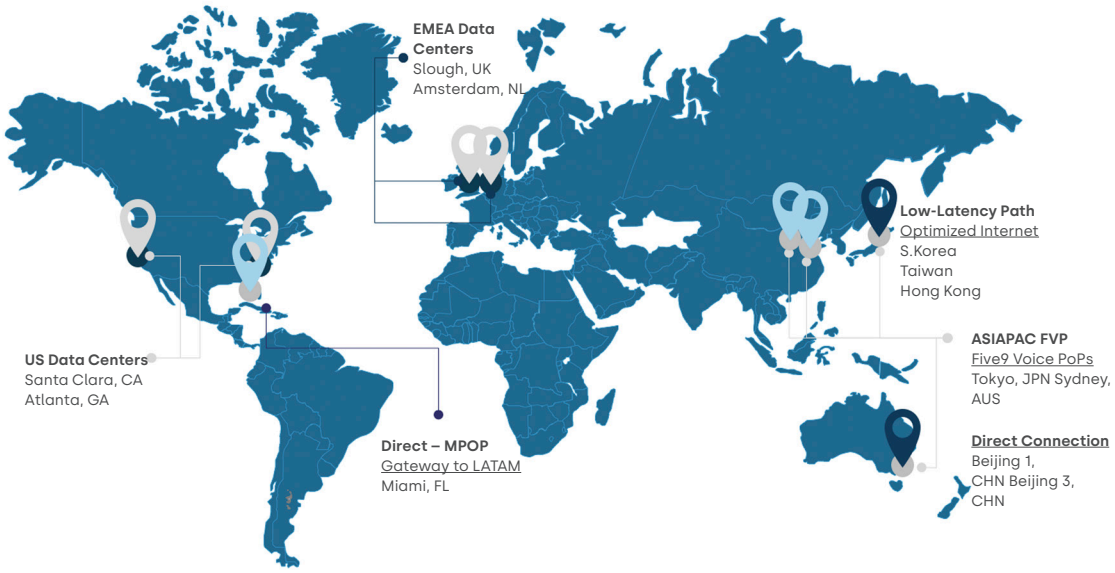
These capabilities give us the additional headroom to continue scaling our service as our customers around the world move their contact center capabilities to the Five9 cloud.

### Public Cloud – Five9 Voice PoPs

Five9 avoids areas of congestion on the internet by strategically deploying voice PoPs around the world. This ensures customers and agents are close enough that there is no perceived delay in the voice communication. By setting up voice PoPs in carefully selected locations, we can ensure the distance between a customer and an agent is as short as possible. Time sensitive resources such as announcements, DTMF, TTS, and voice prompts, voice recording, answering machine detection, speech recognition and regional carriers are all local.

### Features

- Enterprise scalability to support thousands of contact center agents.
- Clustering of voice media resources for unparalelled uptime.
- Carrier grade voice quality.
- Strategically placed Five9 Voice PoPs ensure the shortest distance between agent and customer.
- Deployed in Five9 data centers and public cloud to maximize country coverage worldwide.
- Reduced deployment cycles to months from years as compared with on premises solutions.
- Time sensitive services such as DTMF, TTS, and voice prompts, voice recording, answering machine detection, and speech recognition are all operated within the PoPs.
- Manage all interactions globally from a centralized engagement center platform.
- Route to agents in region or globally based on business objectives.
- Optimize routing; Voice quality of service, contact center service models, and follow the sun models.




*We leverage Amazon Web Services to build in region voice PoPs. Therefore, we are able to take advantage of existing infrastructure to deliver enhanced reliability through the use of multiple availability zones/regions when deploying our Global Voice Architecture.*

**Five9 Data Centers**

**Five9 Public Cloud Data Center**

**Five9 Direct Connectivity China LATAM**

## Route Customer Interactions to the Right Resource Anywhere in the World

Global Voice extends high quality voice to the right agent by leveraging the Five9 Intelligent Cloud Contact Center. Its intelligent routing capabilities give your company control over inbound interactions including chat, social, and email. Also, our skills-based routing gives you the tools to channel each customer contact to the right queue and agent. You can use variables like closest agent, language skillset, and how quickly that in-region agent can answer the caller. These enhancements give you the power to increase first contact resolution resulting in more satisfied customers.

## Agents, Supervisors, and Administrators Located Anywhere in the World

You can use Five9 to manage multiple physical contact centers, agents who work from home, or a combination of agents around the globe as a single virtual contact center. You can use our web-based administration to optimize customer IVR and routing strategies. This allows you to take advantage of agent resources globally, and find the best possible match for a customer based on that customer's needs at that time of day, in that part of the world. Also, our single administration portal simplifies all aspects of customer service management.

The Five9 service comes with comprehensive supervisor capabilities. Monitor, whisper, or barge in from any location. It no longer matters where your agents or supervisors are located – at home, in a physical contact center, or half way around the world.

## One Platform for a Seamless Experience

When using Five9 for inbound, outbound and blended contact center operations, you benefit from unified real-time and historical reporting applications that deliver performance results across all your campaigns and agents. You can listen to agents' calls in real time and review the intraday performance of your campaigns for key metrics such as sales volumes. You can use historical reports for additional insight into agent performance across call types. You can also view unified customer history across your operations.

Five9 offers a highly configurable real-time dashboard that contact center supervisors and administrators can use to keep track of KPIs and SLAs.

Five9 provides over 120 standard reports for agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, exported to calling lists, or exported to a variety of file formats for further review and archive.

## Learn More

Want to see for yourself how Five9 Global Voice will help you deliver extraordinary customer experiences anywhere in the world? To get started, visit **www.five9.com** or call **1-800-553-8159.**

**"The biggest issue for our business was the fact that we're dealing with so many different countries and you run into so many issues when you're dialing into 30 different countries. We selected Five9, because we wanted a solution that could handle everything that goes into getting a call to a customer no matter what country we're working in."**

**Lee Hasson,** Director of Business Intelligence
**Open English**

### 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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