

# Inbound Call Center Overview

## ACD with Skills-Based Routing



CALL US FOR A  
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DEMO!

800-553-8159  
sales@Five9.com

Provide a world-class customer experience

FIVE9

## OVERVIEW

Five9 provides a comprehensive suite of on-demand call center software that allows you to enjoy the benefits and features of premise-based solutions while ensuring consistent operations across both your IVR and ACD.

## DELIGHT YOUR CALLERS

Using speech recognition and the advanced capabilities of the Five9 IVR, you can create voice applications that provide unparalleled self-service options to your customers. Common speech-enabled applications such as store locators, account balance inquiries, customer surveys, order status, and delivery notifications can be quickly deployed to give your company a competitive edge.

## EASY-TO-USE VISUAL CALL ROUTING DESIGNER

With our IVR script designer, call center administrators can easily define the customer experience for all calls as they are guided through IVR menus and prompts, into ACD queues and skill groups, and delivered to agents. The Five9 IVR offers the flexibility to upload custom prompts and hold music to fine-tune your IVR caller's experience and enhance your brand. With support for DTMF, text-to-speech and speech recognition, you can offer self-service applications that help reduce staffing costs by automating the handling of more phone calls. And, with the ability to use web services to retrieve data from external systems and databases, your IVR applications can provide more data to your callers, gather more information about the callers to make routing decisions, or even update external systems with call-related data.

## LOWER YOUR COSTS

By deploying Five9's IVR technology you can provide self-service options to your callers and increase customer satisfaction as they enjoy a seamless and consistent experience from the moment they are in touch with your company. And, your agents will be more productive with important and timely customer information at their fingertips, reducing your call center's cost of operations.

**Rapidly Deploy  
IVR Applications**  
Visual call routing designer simplifies setup

**Reduce Costs**  
Provide more automated self-service options to your customers

**Improve Customer Satisfaction**  
Fulfill expectations with a seamless and consistent experience

## CONTACT FIVE9

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