

Product Overview

Inbound Call Center



“Five9 allows us to provide a better customer experience”

USCB

Increase Agent Productivity and Decrease Costs

Features

Overview

The Five9 Inbound Call Center provides all the features you need to ensure that incoming calls are managed efficiently and effectively. Our world-class service offers you all of the features of traditional premise-based call center systems, from vendors like Avaya, Nortel, Aspect and Cisco, without up-front investments in hardware, software, telephone lines and I.T. personnel to manage them. Our hosted solution can be rapidly deployed and provides capacity that can be scaled up or down as needed.

Connect the Customer to the Right Agent

Five9's easy-to-use Automatic Call Distribution (ACD), Interactive Voice Response (IVR) and Skills-Based Routing technology ensure that customers connect with the correct representative the first time, generating higher customer satisfaction and loyalty by fulfilling your customers' expectations of a seamless and consistent experience.

Enhance Your Customer's Experience

When your customers call, your agents will be ready to address all their needs. When a call is delivered to an agent, a screen pop will provide all of the caller's info, eliminating customer frustration at repeating information. You can also provide agents with scripts to ensure consistent call handling for improved customer satisfaction. And, Five9 provides built-in quality monitoring and voice recording to help supervisors train agents on ways to communicate more effectively.

Integrate with Your Business Applications

Five9 partners with leading customer relationship management (CRM) and lead management solution providers like Salesforce.com, NetSuite, RightNow and Leads360 to deliver integrated applications that provide a screen pop of related caller info to the agents with every call. Built on the Five9 Cloud Computing Platform for Call Centers, each integration offers increased user productivity within a unified application to handle calls from your customers, automatically log each call, and click-to-call contacts from any phone number displayed in the system.

- IVR
- ACD & Skills-Based Routing
- CRM Integrations
 - NetSuite
 - RightNow
 - Salesforce
 - Leads360
- Reporting
 - CTI Screen Pop
- VoIP
- Agent Scripting
- Quality Monitoring
- Voice Recording
- Web Callback
- Contact History
- Remote Agents

“Five9 stood out as a full service solution”

American Ramp Company

Benefits

Right Customer to the Right Agent

No more busy signals or long queue times for your customers.

No Up-Front Investment

Affordable, monthly, on-demand pricing. Automate your call center and do more with less.

Improved Customer Experience

Every happy customer is a potential revenue opportunity.

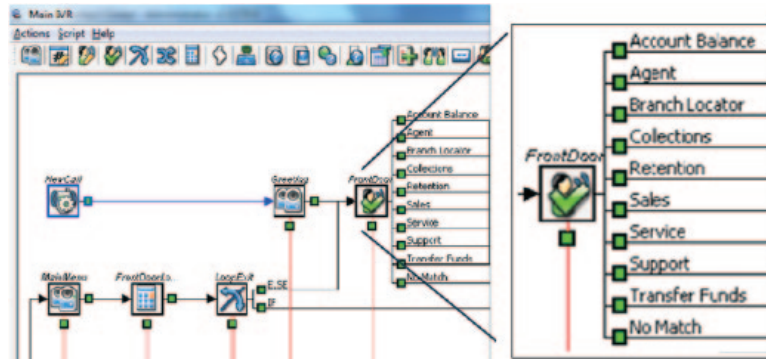
Higher Revenues

Every missed call is a lost sales opportunity. Never miss a call.

Simplified CRM Integration

Out-of-the box pre-packaged integrations mean rapid deployment.

Easy-to-Use Visual Administrator Interface



Five9 provides a graphical user interface to define your inbound call routing scripts. With support for Skills-Based Routing, Text-to-Speech, the ability to retrieve detailed customer data for each call, optional

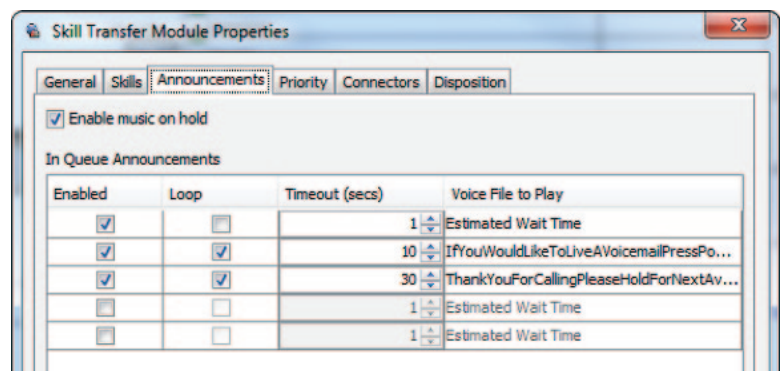
Speech Recognition and more, you can create the ideal experience for your callers. Our easy-to-use visual call routing designer enables call center administrators to ensure that each caller and call type is handled appropriately. Call centers have the flexibility to prioritize inbound call traffic to maximize their business results. And, when queue times are long or a particular agent is unavailable, callers can leave voicemail for a subsequent call.

IVR

With our easy-to-use designer, call center administrators 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. Five9 offers you the flexibility to upload custom prompts and hold music to fine-tune your IVR caller's experience and enhance your brand. Additionally, you can retrieve data from an external web server, to verify a caller's account number, provide self-service options such as reviewing bank account balances or open customer support cases, and more. With robust support for call variables (call-attached-data), call center administrators can easily design sophisticated branching IVR Script logic to ensure that each caller's self-service or agent-assisted service experience is uniquely tailored to the needs of the customer and the business goals of the call center.

ACD & Skills-Based Routing

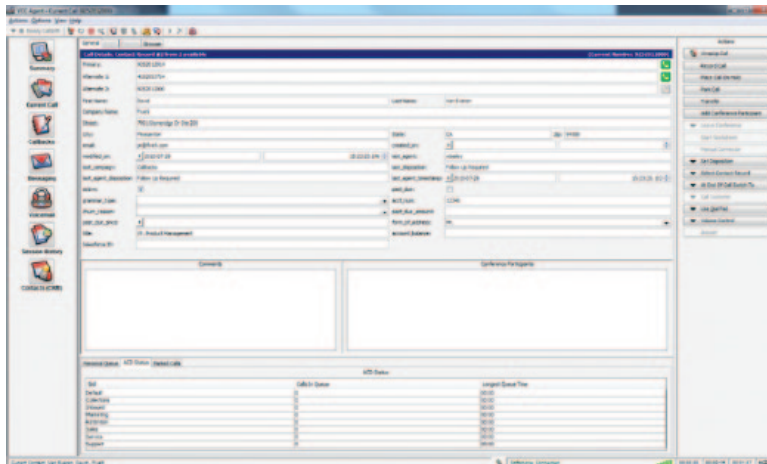
When you need to route callers to agents, your call center administrators can ensure that each caller and call type is handled appropriately. With support for ACD Queues and Skills-Based Routing,



call centers have the flexibility to prioritize inbound call traffic to maximize their business results. Agents can work on calls from multiple ACD queues, and optionally log into specific queues throughout the day. You can easily add pre-built messages that will tell the callers their estimated wait time, based on current queue times and agent availability. And, when queue times are long or a particular agent is unavailable, callers can leave voicemails for subsequent follow-up, which will be routed to agents just like phone calls. In addition to ACD rules such as Longest Wait Time and Round Robin, Five9 also supports time of day and holiday call routing through powerful scheduling options. Administrators can configure schedules for associated IVR Scripts based on days of the week, a specific date or date range, and time intervals.

CTI Screen Pop

The Five9 system can be configured with custom contact and call fields that will be used to store relevant customer information, and when fields such as an account number are used in the IVR to uniquely identify the caller, all of the caller's data is automatically presented to the agent



with each connected inbound call. When it's not possible to find an exact match in the contact database, agents can easily choose from likely matches to load the correct contact record. As a result, your callers will be happier because they don't need to repeat information they already provided, and agents will be more productive because they don't need to re-enter any information already gathered about the caller.

Quality Monitoring

While agents are handling calls, supervisors can monitor them to ensure high-quality customer service. Supervisors can silently listen in on calls, and if needed they can whisper advice to the agents or barge into the call to speak to both the agent and the caller. The monitoring status for each agent is provided to all supervisors so they can see which agents are being monitored, and in which mode.

Voice Recording

The Five9 hosted call center software allows you to record some or all of the calls between agents and callers, and review them afterwards. Recordings can be reviewed in the Reporting application, and can be sent to a File Transfer Protocol (FTP) location of your choice to be stored indefinitely for compliance, quality management, or agent training purposes.

Agent Scripting

Five9 provides a flexible system for agent scripting that allows Administrators to easily define a series of questions and agent-entered responses that will help the agents work through a predictable, branching conversation that meets your service and sales expectations. Additionally, all of the agent-entered information is associated with the call record and is available via the robust Five9 reporting application. For greater flexibility, the Five9 system allows you to use customized HTML and JavaScript-based agent scripts.

CRM Integrations

Five9 provides integrations with leading on-demand CRM solutions, enabling companies to take full advantage of the benefits of cloud computing and increase productivity for employees in virtually any department.

Once an inbound call is connected, the Five9 system can open an appropriate contact, case, opportunity, lead, etc. Each displayed phone number becomes a clickable link to make an outbound phone call. All calls and notes are automatically saved in the CRM application.

“Five9’s execution was flawless”

Vonage

How It Works

Build Your IVR and ACD

Easily configure sophisticated inbound IVR and ACD applications with call attached data, skills-based routing, time of day routing, call prioritization, and more.

Connect Your Agents

To connect to the Five9 system, your agents can use our software telephone or their existing phone lines. Once connected, Five9 can start routing inbound calls to your agents.

Add Phone Numbers

For inbound phone calls, clients can obtain 1-800 and local numbers from Five9, or procure their own from their telephone company.

Why Five9?

- Easy to Use
- Robust Features
- Proven Reliability

Call Us for a Personalized Demo!

800-553-8159
sales@five9.com

Requirements

Operating System

Windows 2000
Windows XP
Windows Vista
Windows 7

Processor

Intel Pentium IV 1.5GHz
or equivalent

Memory

1 GB or greater

Screen Resolution

1024 x 768 or greater

Java Runtime Environment

Sun Java JRE 1.6.15+

Optional

Some optional features
require MS Office 2003+

* Requirements subject to
change. Contact your sales
rep for details.

Web Callback

Five9 provides a Web Callback capability that allows you to capture requests from website visitors for a prompt return phone call from a sales representative. By using the Five9 Cloud APIs, any website can be integrated with your call center so that sales and support inquiries and other types of callback requests from the website can be added to an outbound calling list.

Remote Agents

Since the Five9 Agent application is entirely browser-based, agents can log into the system from anywhere in the world, so long as they have an Internet connection. Supervisors and administrators can easily monitor their remote agents as effectively as if they were in the same building, by listening to recordings, viewing their real-time performance results, and sending messages to them individually or broadcasting to the entire group.

Real-Time & Historical Reporting

By leveraging the real-time information available from the Five9 Supervisor application, supervisors can monitor contact center statistics for ACD Queues and service objectives, personalize their views and alerts, and view real-time information in a Microsoft Excel dashboard.

The Five9 call center on-demand provides over 100 standard web-based reports on ACD Queues, Agents, Calls, Call Segments, Campaigns, IVR Scripts, and more. Reports can be customized, scheduled, viewed within the Five9 application, exported to calling lists, or exported to a variety of file formats for further review and archival.

Contact History

The Five9 Virtual Call Center includes a database of contacts for your company that all agents can access and update as they interact with your customers. Each call record for a contact is readily available, along with any notes entered by the agent. Agents can look up contacts, add callbacks and dial the customer directly from their contact info.

VoIP

Five9 enables you to take advantage of the business benefits of voice-over-IP (VoIP), using either a VoIP gateway or the built-in Agent Softphone. As a result, agents require no telephone lines, and there are no long distance fees between agents and the Five9 system, leading to a significant reduction in operational costs.

About Five9

Five9 is the leading global provider of on-demand call center software for telesales, telemarketing, customer service, help desks and order processing. The award-winning Five9 Virtual Call Center and Predictive Dialer serve inbound and outbound call center operations of all sizes. Customers across all industries and on five continents profit from Five9's reliable, robust call center solutions that are fast, easy, and affordable to deploy. The company was founded in 2001 and is headquartered in Pleasanton, California.

For more information, visit:

www.Five9.com

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