

Product Overview

Outbound Call Center



“Since deploying Five9, business has quadrupled”

Emerald Mortgage

Improve Sales Performance and Revenue

Features

Overview

The Five9 Outbound Call Center is a complete service consisting of outbound campaign management functionality with predictive, power, progressive or preview dialing. Use our automated dialer and robust outbound call center software to manage product campaigns, generate sales leads, process account collections, raise funds, administer research surveys, conduct political outreach campaigns and more.

Increase Agent Productivity

Our predictive dialer can triple the amount of time your agents spend talking to sales prospects and clients. The system automates outbound dialing, connecting agents only to calls answered by real people, and ignores calls answered by fax machines and voice mail systems. Agents spend their time talking to live people, not dialing telephone numbers.

Reach Sales Leads Faster

Our hosted solution provides a number of ways to reach hot sales leads immediately, so you can capture more revenue by contacting hot leads before your competitors reach them. The Web Callback feature receives requests from website visitors and generates an immediate automated callback. Once the call to the website visitor is connected with an available sales associate, a screen pop helps increase close rates by providing your sales associate all the information about the lead.

Convert More Sales Opportunities

Our flexible, integrated agent scripting abilities combined with automated outbound dialing enables your agents to deliver more winning sales pitches to more prospects. Administrators can easily configure the system to allow agents to walk through a predictable, consistent conversation with prospects. Call scripting ensures consistent call handling, even by less experienced agents, so you can enjoy higher lead quality rates, higher qualified opportunities and increased sales revenues. And our extensive quality monitoring, call recording and reporting features enable you to take the performance of your sales team to the next level.

- Predictive Dialer
 - Power Dialer
 - Progressive Dialer
 - Preview Dialing
 - Vertical Dialing
- Web Callback
- CRM Integrations
 - NetSuite
 - RightNow
 - Salesforce
 - Leads360
- DNC Compliance
- Contact History
- Agent Scripting
- Reporting
- Voice Recording
- Remote Agents

“Five9 stood out as a full service solution”

American Ramp Company

Benefits

Higher Sales Revenue

Increase productivity by up to 300% by connecting only to live parties.

Do More With Less

Dial more numbers, contact more live parties, generate more leads and close more sales.

No Up-Front Capital Investment

Affordable, monthly on-demand pricing with no expensive equipment required.

Maintain Regulatory Compliance

Tools to help you comply with regulations for your industry and location.

Simplified CRM Integration

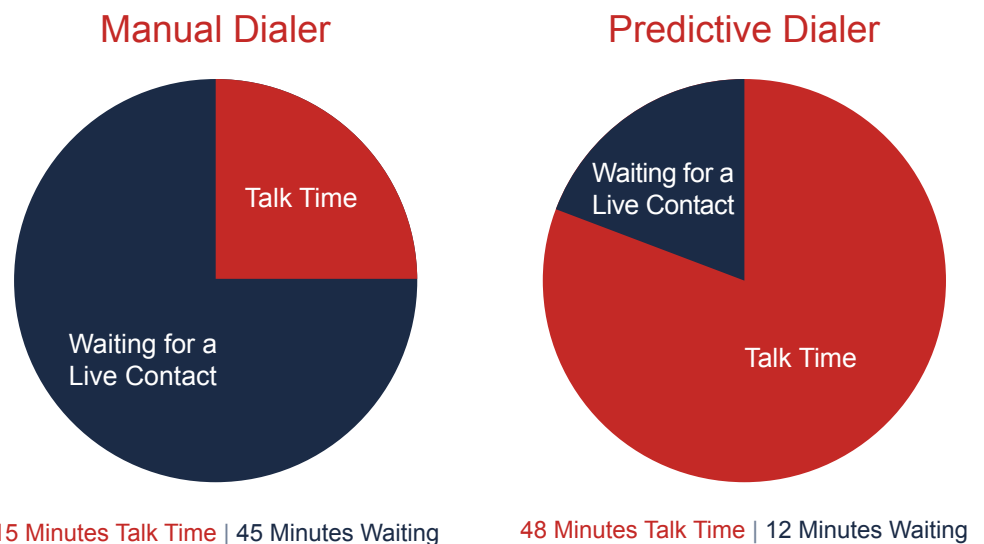
Out-of-the box prepackaged integrations mean rapid deployment

Multiple Automated Dialing Options

- **Predictive dialing** increases sales productivity by up to 300%. Use predictive dialing when you have a large number of leads you need to contact quickly.
- **Power dialing** is normally used when you have a small number of agents and a large number of contacts you need to contact quickly.
- **Progressive dialing** mode is normally used in business-to-business environments where the system dials one call per available agent.
- **Preview dialing** allows agents to familiarize themselves with the customer’s history before dialing, and is typically used in lower call volume operations where a higher level of customer touch is required.

Predictive Dialer

The Five9 Predictive Dialer does it all for you automatically: it runs through your calling lists across multiple campaigns, detects answering machines and busy signals, avoids "do-not-call" numbers to ensure compliance with regulations, and automatically adjusts the dialing pace according to predicted agent availability. With easy-to-use settings for call progress detection and dropped calls, you can fine-tune the dialer so that your business goals are achieved while you stay compliant with applicable regulations for your industry and location.



Power Dialing

Call centers with a small number of agents that prefer to manually control the dialing pace typically use power dialing, which automatically dials a user-configured number of call per available agent. Power dialing is an excellent way for smaller organizations to gain the productivity benefits of automated dialing while leveraging all of the robust campaign and list management features provided by the Five9 Outbound Call Center.

Progressive Dialing

Call centers that prefer to avoid dropped (abandoned) outbound calls typically use progressive dialing, which automatically dials one call per available agent. For business-to-business campaigns, it’s important to have an agent available for every connected call. Progressive dialing is the simplest dialing mode to set-up and administer and is the best way to gain productivity benefits of automated dialing while ensuring each connected outbound call is delivered to an available agent.

Preview Dialing

Preview dialing is typically used in call centers where agents need to familiarize themselves with the context of the customer relationship or the last contact just before dialing. This allows agents to tailor the conversation for each call according to the company's history with the customer. To increase productivity, administrators can control how much time the agent has to review the contact's details and history before the system automatically dials the customer's telephone number.

Vertical Dialing

For debt management agencies and other organizations that must urgently get in touch with contacts on any of the contacts' phone numbers, Five9 provides a vertical dialing feature for each dialing option: Predictive, Power, Progressive, and Preview. Each contact can be configured with 3 phone numbers, and the Five9 dialer will prioritize live connections with each contact rather than penetrating through the calling list.

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 leads and other types of callback requests from the website can be added to an existing calling list.

Campaign & List Management

Five9's campaign and list management capabilities provide a robust set of parameters to ensure that your campaigns run smoothly. Administrators can schedule the automatic import of lists, filter and sort the lists for dialing, automate campaign management through workflow rules, and adjust extensive configuration and calling profile options, even while campaigns are running. Each campaign can apply its own set of "dispositions" or outcomes, which are used throughout the Five9 system to track campaign results.

Do-Not-Call List Compliance

Five9 helps you comply with do-not-call (DNC) list legislation by letting you upload your company's supplemental DNC list, which automatically excludes these telephone numbers from your outbound calling activity. In addition, the Five9 Virtual Call Center automatically tracks inbound requests for DNC and allows agents to mark callers' requests to be placed on the DNC list in real-time. You have the option to override the Do Not Call list with customers that you have permission to call.

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. Finally, for greater flexibility, the Five9 system allows you to use highly customized HTML-based agent scripts.

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.

*"Five9's
execution was
flawless"*

Vonage

How It Works

Upload Your Lists

Five9's easy-to-use solution helps you get your outbound campaigns up and running quickly, by uploading your lead lists from your existing spreadsheets.

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 making outbound calls on their behalf.

Add Phone Numbers

For inbound return phone calls, clients can obtain toll-free 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+

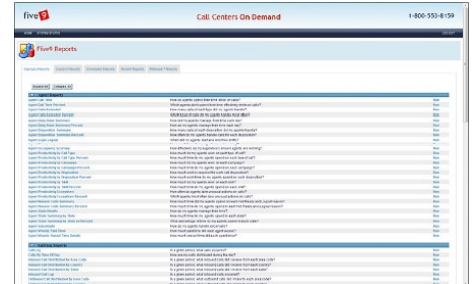
* Requirements subject to
change. Contact your sales
rep for details.

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 live calls and recordings, viewing their real-time performance, and sending messages to them individually or broadcasting to agent groups.

Real-Time & Historic Reporting

By leveraging the real-time information available from the Five9 Supervisor application, supervisors can monitor contact center statistics and KPIs, 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 Agents, Calls, Campaigns, Lists, Contacts, 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.



The screenshot shows a web-based reporting interface titled 'Call Centers On Demand'. It features a navigation menu on the left and a main content area with several data tables and charts. The tables appear to contain performance metrics for agents and calls. The interface is clean and professional, typical of a business analytics tool.

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.

CRM Integrations

Five9 provides pre-packaged 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 outbound 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.

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

Like Five9? Tell your friends:

www.facebook.com/callcentersoftware