

# Five9 UC Integrations Overview

Unite the best of your organization to deliver exceptional customer experiences.

## Rising Customer Expectations

Now, more than ever, organizations need to connect their contact center agents with back-office workers to deliver exceptional customer experience. Customer expectations continue to rise, and many callers assume organizations will completely resolve their inquiries on the first call. However, many of these inquiries extend beyond the scope of contact center agents.

When unified communications (UC) and contact center (CC) solutions are left disconnected, contact center agents are forced to put customers on hold or hang up because they have no easy way to collaborate with back-office workers and complete customer requests. This damages the quality of customer service and creates a painful working environment for contact center agents. Overcome these challenges by integrating your UC and CC to deliver a delightful and intuitive experience for your customers and agents.

**Connecting your contact center with the rest of your organization shouldn't mean forfeiting best-in-class contact center features.**

## The Integrated Advantage

Five9 offers immersive, pre-built integrations with leading UC solutions such as Microsoft Teams, Nextiva, RingCentral, AT&T Office@Hand, and Zoom Phone, inviting you to leverage the UC system of your choice without compromising on industry-leading contact center features.

Integrating Five9 with a UC solution creates a seamless connection between your contact center agents and UC users anywhere in the organization. Agents can identify back-office subject matter experts (SMEs) and call, transfer, or conference with them in real time. Give your contact center agents the confidence to collaborate with the rest of your organization and elevate your customer experience.

## Intuitive Collaboration

Empower your agents to collaborate with back-office workers effectively. With a consolidated CC and UC directory for all agents and UC users, agents can easily identify relevant back-office SMEs. The directory also displays presence status, so Five9 agents can instantly view which SMEs are available to help.

Calls that come into your main number can be automatically redirected to your contact center, and Five9 agents can call, transfer, or conference in a back-office SME on-net without incurring additional toll fees.

## Connection Without Compromise

Connecting your contact center with the rest of your organization shouldn't mean forfeiting best-in-class contact center features. Five9 offers industry-leading contact center functionalities in AI and automation, reporting and analytics, inbound routing and outbound dialing capabilities, and workforce engagement management — just to name a few.

### Benefits

- Enhance collaboration between agents and back-office workers
- Deliver exceptional CX to more customers
- Improve customer satisfaction and loyalty

### Core Features

- Automatic call redirection to the contact center
- Consolidated UC and CC directory
- UC user presence status visibility
- On-net click-to-call, transfer, and conference with any UC user

Five9 also provides robust, native integrations with leading CRM solutions. By contrast, vendors that promise an all-in-one UC + CC solution lack many of these features that are essential for the modern contact center. Integrating Five9 with the UC vendor of your choice invites you to create a connected, best-of-breed solution that unites the best of your organization and delivers a more fluid and personalized customer experience.

### Learn More

See for yourself how you can deliver exceptional customer experiences by leveraging [Five9 UC Integrations](#).



Figure 1:

*Five9 offers immersive, pre-built integrations with leading UC solutions such as Microsoft Teams, Nextiva, RingCentral, AT&T Office@Hand, and Zoom Phone.*

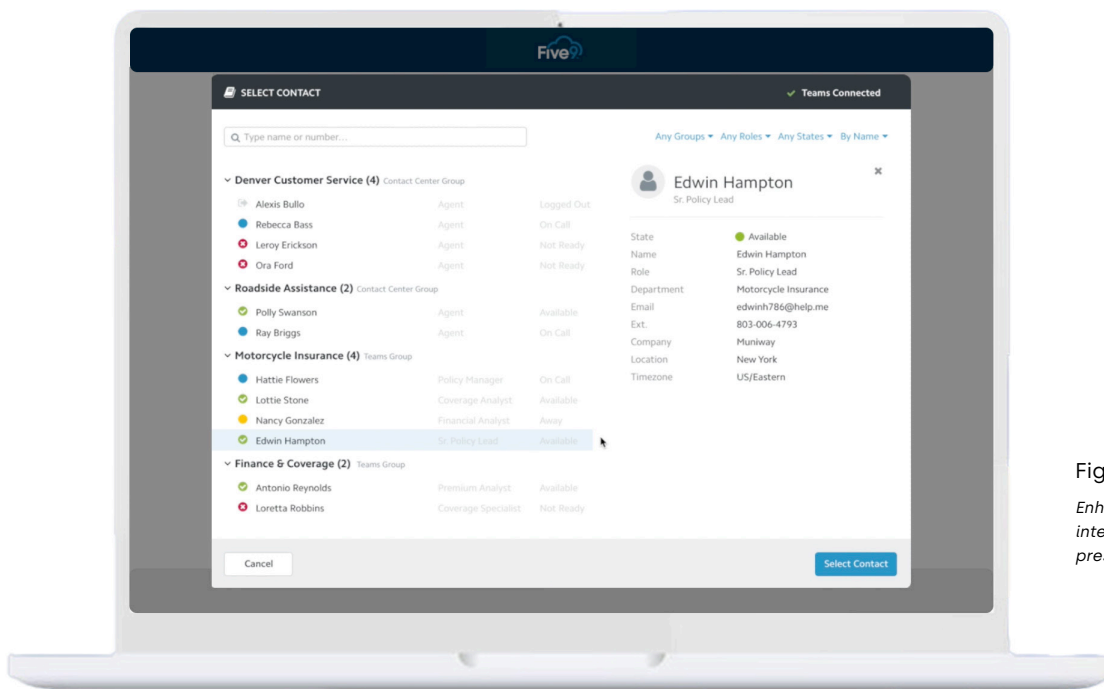


Figure 2:

*Enhance collaboration with integrated directory and presence status.*



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### About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact center performance, and elevate your business to deliver better business outcomes and Bring Joy to CX™. Our cloud-native, scalable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, technology, and partners to more than 2,500 organizations worldwide.

For more information, visit [www.five9.com](http://www.five9.com).

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