



THE NEW CX STARTS HERE

"The New CX Starts Here—with strong partnerships and AI-powered innovation—the future is now. Our commitment to partner excellence is unwavering because together we drive better customer outcomes. Through collaboration and trust, we are redefining customer experiences—making them more seamless, efficient, and impactful than ever before."

— **Jake Butterbaugh**, SVP Global Partners

WORK WITH A RECOGNIZED LEADER

- Five9 named to 2024 Fortune **Best Workplaces in Technology** list
- Five9 named a **Leader** in the 2024 Gartner Magic Quadrant for Contact Center as a Service
- Five9 GenAI Studio named as a **Best New Product** of 2024 for Industry Excellence
- Five9 wins 2024 Aragon Research **Innovation Award for AI Contact Centers**
- Five9 named a **Leader** in 2024 IDC MarketScape for Contact Center as a Service Applications Software
- Five9 wins **Workforce Innovation of the Year** at the 2024 Customer Contact Week (CCW) Excellence Awards
- Five9 recognized as a **Leader** by Aragon Research Globe™ for Conversational AI in the Intelligent Contact Center (ICC)

TOP REASONS CUSTOMERS CHOOSE FIVE9 OVER OUR COMPETITORS

- **Reliability & Scalability** – 99.999% SLA, 99.995% uptime, scales to 10,000+ seats
- **Customer Trust** – High retention, 110% Dollar-Based Retention Rate (LTM), flexible pricing, customer-first values
- **Global Reach** – 1,000+ employees outside the US, local support worldwide
- **AI & Product Leadership** – Embedded, engine-agnostic AI, deep CRM integrations, omnichannel engagement
- **Implementation & Support** – 850+ experts, 85+ NPS score, high-touch support, tailored solutions

TOP INDUSTRIES



Healthcare



Financial
Services



Retail



BPO



SLED (Government
+ Education)

SPOTTING CUSTOMER OPPORTUNITIES

- Improve customer experience (CX)
- Use AI to drive smarter, faster decision-making and support
- Enhance agent efficiency with powerful tools and regular training
- Manage all customer touchpoints in a unified platform
- Eliminate data silos with platform integrations
- Create seamless experiences across chat, email, web, voice, and and text
- Say goodbye to outdated, on-premises systems
- Reduce manual work with intelligent automation
- Support multiple locations with remote or hybrid teams
- Easily manage customer service spikes and lulls
- Simplify workflows with intelligent insights
- Optimize support during peak seasons with scalable technology
- Have an in-house Sales Department, Customer Service Department, and in-house Help Desk
- Leverage AI, cloud technology, and a complete CX platform for smarter service
- Support multiple locations with remote or hybrid teams

DISCOVERY QUESTIONS

- What is your strategy around Automation and AI?
- What are some of the problems you're trying to solve for from a customer experience perspective?
- Why/how are your customers contacting you today?
- How do you contact your customers?
- How do you leverage your data and reporting to improve CX and EX?
- How are you planning to grow revenue?



About Five9 | Five9 empowers organizations to create hyper-personalized and effortless AI-driven customer experiences that deliver better business outcomes. Powered by Five9 Genius AI and our people, the Five9 Intelligent CX Platform is trusted by 3,000+ customers and 1,400+ partners globally. The New CX starts here and it's at the heart of every winning experience.

For more information visit www.five9.com.

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