

WHO WE ARE

Five9 is an industry-leading provider of the intelligent cloud contact center, bringing the power of cloud innovation to more than 3,000 customers worldwide and facilitating billions of customer engagements annually.

Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization, and AI and automation to increase agent productivity and deliver tangible business results.

20+

years of cloud contact center experience

2600+

employees around the world

3000+

customers worldwide

350K

concurrent agent seats (avg. as of Q4 '23)

3X

YoY growth in global partner sales certifications

1400+

global SI, channel, and technology partners

2X

YoY growth in partner-led implementations

6X

YoY growth in Agent Assist bookings in Q4 '23

THE NEW CX STARTS HERE

The New CX combines AI innovation with human expertise to deliver hyper-personalized, seamless experiences that drive loyalty and efficiency.

Powered by Genius AI and our Intelligent CX Platform, we help businesses transform customer interactions into competitive advantages. Let's build the future of CX together.



Artificial Intelligence with less hype and more Actual Intelligence.



Advanced orchestration across the entire customer journey.



Deep CX and AI expertise to guide your transformation.



Streamline with AI and automation.

TOP INDUSTRIES



Healthcare



Financial Services



Retail



BPO



SLED (Government + Education)

FIVE9 CORE BELIEFS

01 | LLMs are game changing, but AI benefits should be easy to enjoy and fast to deploy.

02 | Leading CCaaS vendors must help solve the data silo problem.

03 | Engagement experiences should be fluid, effortless, and enjoyable.

FIVE9 DIFFERENCE

Engage customers and interact across their channels of choice.

Empower agents and managers with AI and automation.

Close the loop with customers and be proactive.

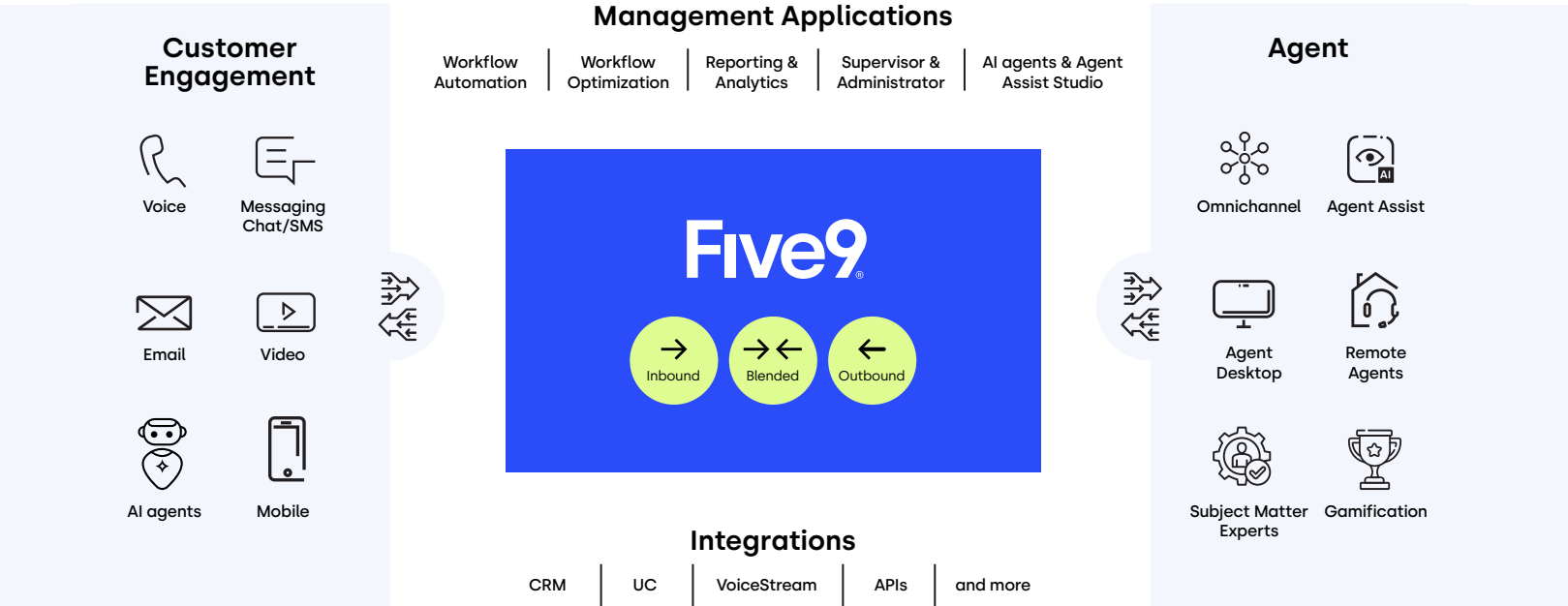
Connect your contact center to the business.

FIVE9 MILESTONES

- 2024**
 - 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's 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 2024 "Workforce Innovation of the Year" at the Customer Contact Week (CCW) Excellence Awards
 - Five9 acquires Acqueon
 - Five9 recognized as a Leader by Aragon Research Globe™ for Conversational AI in the Intelligent Contact Center (ICC)
- 2023**
 - Five9 opens new European engineering hub in Porto, Portugal
 - MCM Telecom, Five9, and XTT Mexico announce Strategic Partnership to deliver integrated CX solutions in LATAM
 - Five9 introduces Agent Assist 2.0 with AI Summary powered by OpenAI
 - BT and Five9 expand partnership to accelerate cloud adoption for contact centers globally
 - Five9 earns Frost & Sullivan's 2023 LATAM Competitive Strategy Leadership Award
 - Five9 earns Metrigy MetriStar Top Provider Award for Contact Center as a Service Platform
 - Five9 recognized by Frost & Sullivan as a Growth and Innovation Leader in EMEA and LATAM
 - Five9 recognized as a Leader in Gartner Magic Quadrant for Contact Center as a Service
 - Five9 acquires Aceyus
- 2022**
 - ISG provider Lens for CCaaS — CX in Europe & UK Leader
 - Glassdoor Employees' Choice Award, Best Places to Work
 - Aragon Research Innovation Award (4th consecutive) & Women in Tech Award
- 2021**
 - Best in Biz Award for Enterprise Product of the Year
 - Growth and Innovation Leader, Frost Radar™: North American Enterprise Cloud Contact Center Market
 - Leader in Aragon Research Globe for Conversational AI and Intelligent Contact Centers
 - Metrigy MetriStar Top Provider for Workforce Optimization Platforms
- 2020**
 - Leader in Forrester Wave™ for Cloud Contact Center
- 2019**
 - Leader in Gartner Magic Quadrant for CCaaS, 5th year
- 2018**
 - Leader in Gartner Magic Quadrant for CCaaS, 4th year
- 2017**
 - Leader in Gartner Magic Quadrant for CCaaS, 3rd year
- 2016**
 - Leader in Gartner Magic Quadrant for CCaaS, 2nd year
- 2015**
 - Leader in Gartner Magic Quadrant for CCaaS
- 2014**
 - Completed IPO on NASDAQ as FIVN
- 2001**
 - Began cloud contact center operations

FIVE9 SOLUTIONS | ONE PLATFORM, INFINITE POSSIBILITIES

Five9 elevates both the customer and agent experience by enabling your workforce with AI and evolving the contact center through an open CCaaS platform and powerful product suite.



Core Cloud

Increase business agility with work-from-anywhere capabilities, seamless CRM and UC integration, and powerful customer journey orchestration.



Digital Workforce

Use best-in-class AI to automate interactions and assist your live agents, reducing service costs while you deliver a more conversational service experience.



Employee Engagement

Implement the tools and insights to maintain business continuity and agility while more effectively managing agents and personalizing customer experiences.



Customer Experience

Engage customers where and how they want to communicate to create connected journeys and provide the intuitive, personalized, more human experience they deserve.



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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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