

## 5 Reasons to Integrate Your Contact Center and UC

Organizations that integrate their contact center with their unified communications (UC) solution surpass customer expectations, increase profitability, and enrich employee connections.



### Exceed Customer Expectations

With an integrated UC and CC, organizations can resolve more complex inquiries on the first call.

**"Agents can improve customer service by leveraging the expertise of non-contact center employees to answer questions or address issues they can't handle alone."**<sup>1</sup>

Metrigy

### Enhance Internal Connection for Hybrid Agents

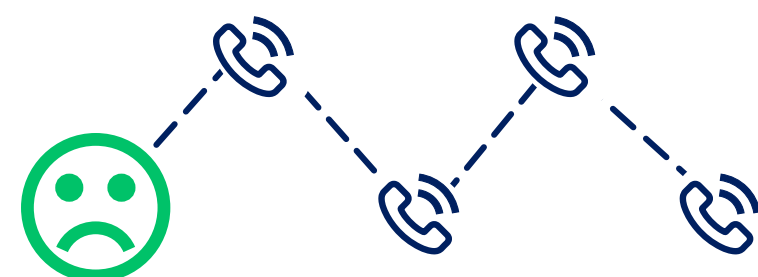
Remote agents can't look over their shoulder to ask for help, so they need software that provides real-time connection with back-office subject-matter experts — from anywhere.



**64% of contact center managers oversee a hybrid workplace<sup>2</sup>**

### Eliminate "Hot Potato" Call Transferring

Customer calls are often transferred multiple times before they reach the right contact because agents can't see who is relevant and available to help.

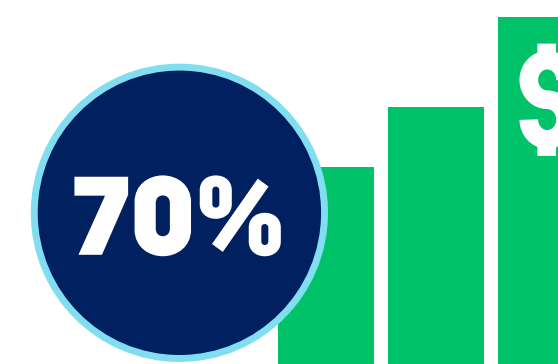


**Customers' #1 frustration with organizations is disconnected experiences<sup>3</sup>**

### Maximize Profitability with Faster Call Resolution

When agents resolve inquiries on the first call, customer satisfaction increases — which positively impacts purchasing behavior.

**70% of consumers purchase more from companies that offer seamless conversational experiences<sup>4</sup>**



### Move Calls, Save Money

With an integrated CC and UC, contact center agents can call, transfer, and conference in back-office workers on-net without incurring additional toll fees.

Learn how you can deliver a personalized, best-of-breed customer experience with [Five9 UC Integrations](#). Unite your organization with industry-leading contact center features and the UC solution of your choice.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied.

Copyright ©2023 Five9, Inc. For more information visit [www.five9.com](https://www.five9.com) or call 1-800-553-8159.

<sup>1</sup> "5 Ways to Supercharge Your Contact Center," Metrigy, July 10, 2023.

<sup>2</sup> "State of the Contact Center 2023: Activating the Agent of the Future," Calabrio, 2023.

<sup>3</sup> "Personalization, Data Security, and Speed Drive Customer Loyalty Amid Uncertainty — Salesforce Research," Salesforce, January 19, 2023.

<sup>4</sup> "Zendesk CX Trends 2023," Zendesk, 2023.