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.

Five9®

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."[1]

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%

64% of contact center managers oversee a hybrid workplace[2]

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.
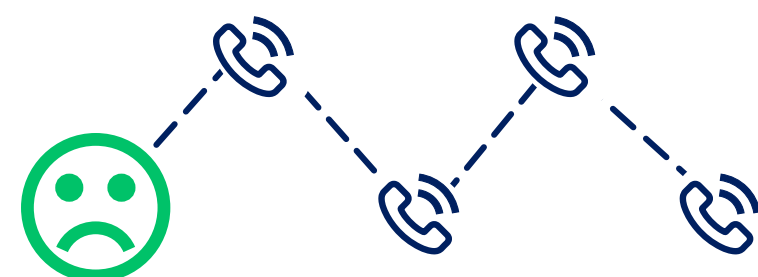

Customers' #1 frustration with organizations is disconnected experiences[3]

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[4]

70%
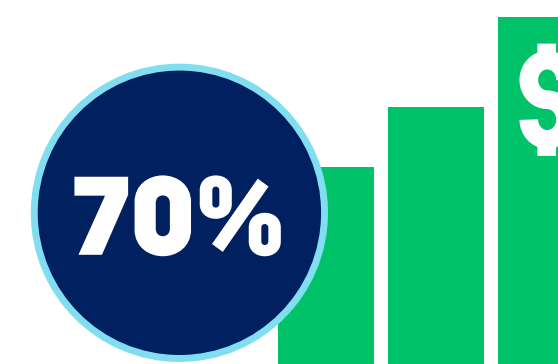
Move Calls, Save Money

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.

1 "5 Ways to Supercharge Your Contact Center," Metrigy, July 10, 2023.
2 "State of the Contact Center 2023: Activating the Agent of the Future," Calabrio, 2023.
3 "Personalization, Data Security, and Speed Drive Customer Loyalty Amid Uncertainty — Salesforce Research," Salesforce, January 19, 2023.
4 "Zendesk CX Trends 2023," Zendesk, 2023.