Five9
The Intelligent CX Platform

Five9 Fact Sheet

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

1450+
global SI, channel, and technology partners

2X
YoY growth in partner-led implementations

6X
YoY growth in Agent Assist bookings in Q4 '23

Bringing Joy to CX

We built the Five9 platform to empower agents to do more than ever before, with less effort and more agility. Moving forward, we'll keep innovating on this platform with our partners, as we continue to lead the contact center platform industry.
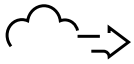
Move fast with a trusted cloud provider.

Empower agents to deliver results anywhere.

Scale with AI and a digital workforce.

Streamline with AI and automation.

Top Industries

Healthcare

Financial Services

Retail

BPO

SLED (Government + Education)

Five9 Core Beliefs

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

Leading CCaaS vendors must help solve the data silo problem.

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.

Aragon Research | Gartner | DMG Consulting LLC | metrigy | opusresearch | FORRESTER | FROST & SULLIVAN

Five9 Milestones

2024
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 on August 7th, 2023

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

Aragon Research 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
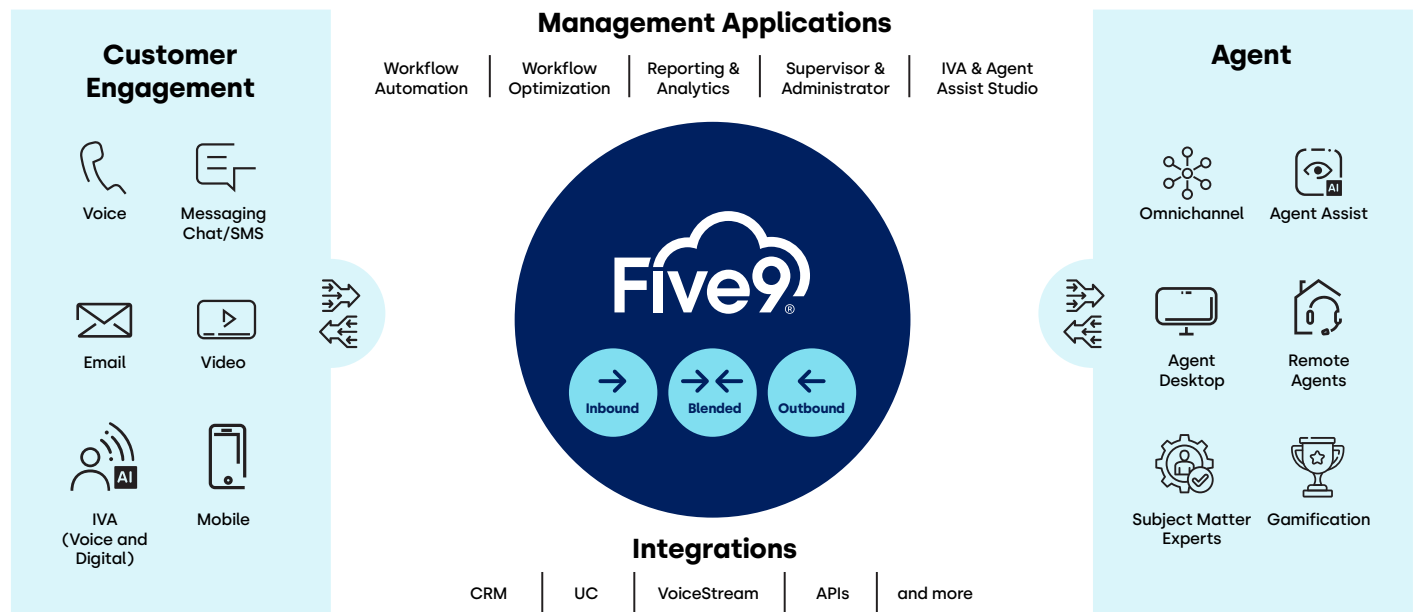Leader in Gartner Magic Quadrant for CCaaS

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 experiences by enabling your workforce with AI and evolving the contact center through an open CCaaS platform and powerful product suite.

Customer Engagement

- Voice
- Messaging Chat/SMS
- Email
- Video
- IVA (Voice and Digital)
- Mobile

Management Applications

| Workflow Automation | Workflow Optimization | Reporting & Analytics | Supervisor & Administrator | IVA & Agent Assist Studio |

Five9

- Inbound
- Blended
- Outbound

Integrations

| CRM | UC | VoiceStream | APIs | and more |

Agent

- Omnichannel
- Agent Assist
- Agent Desktop
- Remote Agents
- Subject Matter Experts
- Gamification

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 type of intuitive, personalized, and more human experience they want.

Alaska AIRLINES • ESTĒE LAUDER COMPANIES • fromyouflowers.com • LendingClub

Nutrisystem • Southern New Hampshire University • Teladoc HEALTH • WYNDHAM HOTELS & RESORTS

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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**.