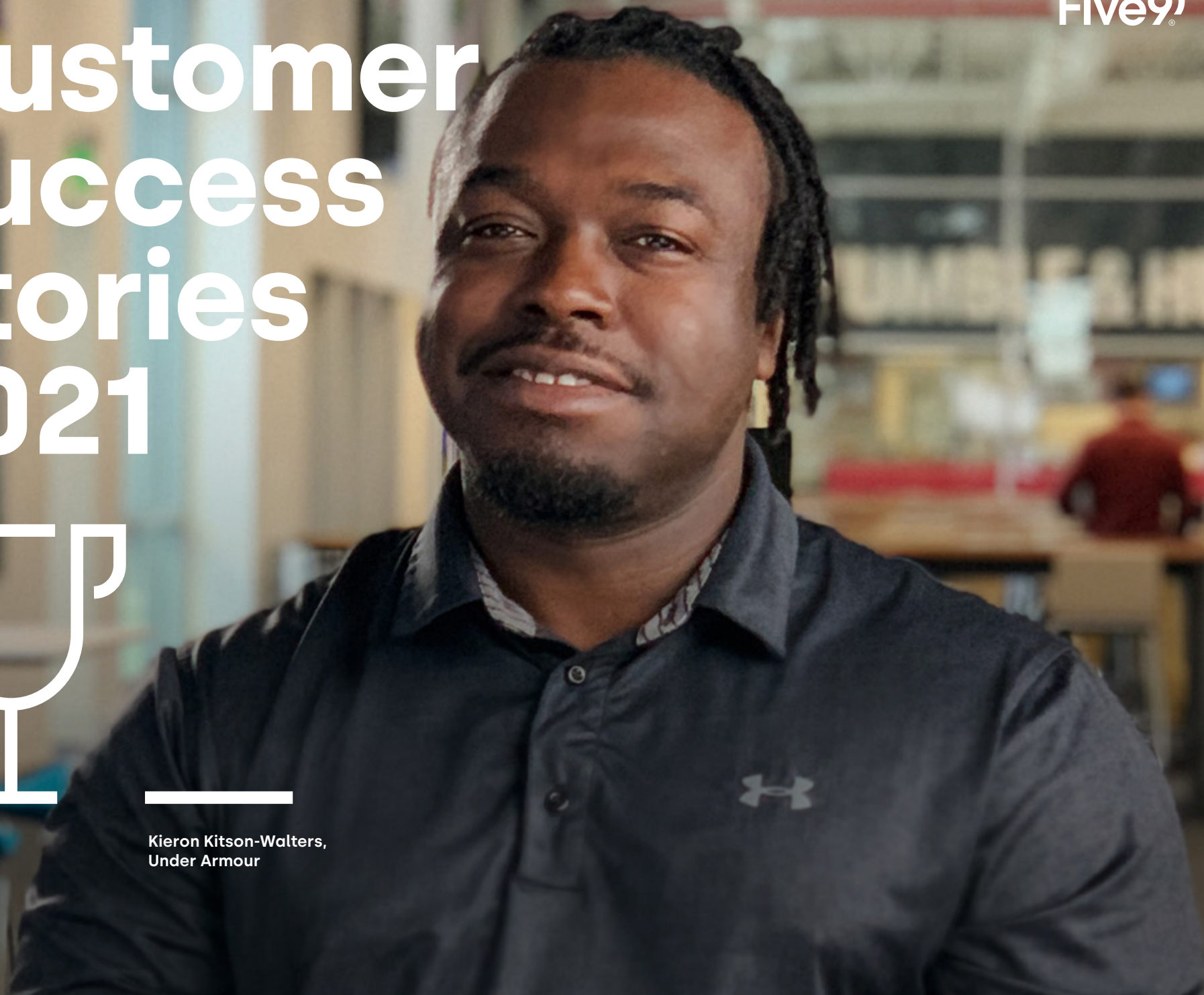


Customer Success Stories 2021



Kieron Kitson-Walters,
Under Armour



Introduction

This year we are proud to showcase so many customer stories that can be used by the Sales team. In fact, we have **increased these by 3x over the previous year.**

For the first time we have also included links to our **“Take5 With Five9”** video series that we post on YouTube, and links to webinars and speaking opportunities that have included our customers.

This compilation of customer assets were all produced in 2020, and we have also provided customer logos by vertical/industry in the Table of Contents.

All of these have been possible thanks to the support and partnership that we have with the Sales team.

Scott Kolman

Senior Vice President, Marketing

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BPO Harnessed Five9 to Deliver Cutting-edge Results for Clients



"Five9 is highly customizable and easily integrates with a myriad of other systems and platforms. Reporting is made simple, and they're quick to build and easy to customize; they are designed for data and make for great presentations."

Damian Paklos, Customer Success Business Partner

Customer Profile

ICON Communications Centres s.r.o. is a multilingual business process outsourcer (BPO) headquartered in Prague, Czech Republic. Specializing in tailor-made contact center services, ICON provides technical support, sales, and customer care services for brands across a multitude of sectors. ICON's 300 highly trained agents in over 30 languages support customers 24/7, 365 days a year.

Challenges

- Inexperienced suppliers
- Poor cost control
- IVR deployment challenges
- Lack of integrations

Solutions

- Blended Contact Center
- IVR
- Agent scripting
- Supervisor Plus
- Adapter for Salesforce
- Adapter for Zendesk

Benefits

- Flexibility to scale
- Integrates with multiple systems
- Easy, powerful reporting
- Robust IVR
- Customizable solution

RESOURCES

 www.theiconadvantage.com

 [Case Study](#)



BPO Pivots Employees to Work Remotely with Five9

Customer Profile

Zevas Communications is a privately-owned leading provider of outsourced and insourced customer contact solutions for national and global companies. Headquartered in Ireland, they serve a cross section of industry verticals, from telecommunications to financial services across global markets. Zevas' team of highly skilled staff allows companies to interact with customers when and where customers need them. Every communication is delivered as a tailored solution for each client's specific business needs.

Challenges

- Slow on premises system
- Inability to scale
- Limited by hardware restrictions

Solutions

- Outbound dialer
- IVR
- Agent scripting
- Digital Engagement – Chat
- Digital Engagement – Email

Benefits




- Flexibility with a cloud-based solution
- Global expansion with scalability
- Ability for agents to work from anywhere



"Being in the cloud, the shackles are off. If we can dream it, it can happen. Being on-prem has restrictions, but the open-ended structure of the cloud means we can give a great customer experience to our customers."

David Cashman, CCO and Board Member

RESOURCES

 www.zevas.com  [Case Study](#)  [Take5 Video 1](#)  [Take5 Video 2](#)

Five9 Enables Liveops Agents to Work Virtually



"It really comes down to work from home being a component of virtual, to the talent profile and the tools and technology used to communicate. Are you setting people up for success – there's a lot of things that go into a productive and successful virtual workforce."

Greg Hanover, CEO Liveops


What's are some of the trends you have been seeing?

"We've seen the migration and acceleration of a move to virtual call center services over the last few years, but obviously with recent events around the pandemic there's just been an accelerated migration in many companies. Whether it's for business continuity, disaster recovery, or to get better results through a more dispersed talented workforce spread out across the country, companies are leveraging virtual services more than they have in the past for a lot of different reasons."

What are you seeing in the future?

"A lot of new partners and enterprise companies that have come on board have talked a lot about reducing their footprint in brick and mortar – leveraging virtual more as part of their overall strategy. I think people will become even more bigger believers in a virtual workforce and what that can do for your customer experience."

RESOURCES

 www.liveops.com

 Podcast

 Take5 Video

Navigating Customer Service Through a Crisis

Customer Profile

NexRep, the largest virtual contact center in the nation, has navigated through the life-changing and unforeseen events of the COVID-19 pandemic by empowering their remote agent workforce with the cloud technology they need to continue delivering exceptional customer service experiences from home.

In this [webinar](#) you will learn how NexRep:

- Navigates high call volume during a crisis
- Empowers expert remote agents to deliver superior support
- Maintains 90% contact center agent retention rate
- Leverages the cloud to improve agent productivity and performance

What are the trends you are seeing for your business right now?

We are in a unique position where we've seen astronomical growth. We have seen a flood of inquiries on the business side, and we've seen an explosive demand of agents that are looking to get onto the marketplace. So both on the labor side and on the demand side – which is clients, who have seen a lot of interest – we used to always talk about the future of work and it sure feels like it's the present today.

Your agents have always worked from home. What are they experiencing now?

There's absolutely been an uplift in demand for the services. We've added over 3,000 agents onto the marketplace in the last four and a half weeks so the demand is absolutely there. I think the good thing for our agents is that it's another day.



"For a lot of employees the hardest part is the burden of parenting and doing work. So it's kind of this double guilt and that phenomenon is real and I think we're trying to be very sensitive to the mental health component of the situation."

Teddy Liaw, CEO

RESOURCES



www.nexrep.com



[Webinar](#)



[Take5 Video](#)

Southern New Hampshire University Leverages Five9 to Serve 90K Global Students

"We have over 1,300 concurrent users logging into Five9 at any point in time. We've made leaps and bounds in terms of how we utilize the technology. Being able to use it a lot more intelligently, a lot more proactively rather than reactive."

Alex Montenegro, Contact Center Director

Customer Profile

Southern New Hampshire University (SNHU) is a private, nonprofit, accredited institution with more than 3,000 on campus students, over 90,000 online students globally, and an alumni network of over 100,000, making it one of the fastest growing universities in the nation. The university's call center has 1,300 agents working both inbound and outbound to address admissions, financial aid, and academic advisory services. Each department has agents assigned to handle its particular function.

Challenges

- On premises with limited scalability
- Disconnected customer experience
- IVR development challenges
- Lack of integrations

Solutions

- Blended Contact Center
- IVR
- API
- Reporting
- Adapter for Salesforce
- Technical Account Manager

Benefits

- Leverage APIs to integrate into other business applications
- Built-in API integrations with Salesforce Lightning and the university's SIS systems to deliver automated screen pops
- Flexibility to scale
- Customizable solution

RESOURCES

 www.snhu.edu

 [Video](#)

University Doubles Its Call Volume Without Adding Staff by Using Five9

Customer Profile

Regent University is a faith-based institution of higher learning located in Virginia Beach, Virginia. Its student enrollment has doubled within the last five years to more than 11,000 – 70 percent of whom are online students. The university has been providing online education since 2000 and runs a contact center primarily focused on outbound calls for admissions, financial aid, and student advisory services. The university was using an on premises solution that had no dialer functionality and no integration with Microsoft Dynamics 365, which reduced productivity. Regent wanted to improve its communications channels and scale to meet growth goals.

Challenges

- Lack of scalability to meet growth goals
- CRM not integrated
- Poor omnichannel delivery
- Unable to handle large call volumes

Solutions

- Blended Contact Center
- IVR
- Digital Engagement – Chat
- Digital Engagement – Email
- Quality Management
- Workforce Management
- Reporting
- Adapter for Microsoft Dynamics 365
- SMS
- Speech Analytics
- Supervisor Plus
- Technical Account Manager

Benefits

- Flexibility to scale
- Integrates with multiple systems
- Optimal omnichannel delivery
- Doubled call volume without adding agents

“Five9 was very easy to implement. The first couple of weeks on Five9, we were making twenty to thirty thousand calls a week. Over the past couple of months, we’re hitting a hundred thousand calls a week.”

Jonathan Harrell, Assistant Vice President of IT for Regent University



RESOURCES

 explore.regent.edu

 [Case Study](#)

 [Video](#)

University Goes Remote Over the Weekend



Customer Profile

The University of Akron is home to 20,000 undergraduate students focused on innovation, entrepreneurship, and economic growth. During the pandemic university employees were forced to work remotely, and this transition impacted the IT help desk that handles remote tickets for students. The university was using an on premises solution that was not optimized for remote work or cloud collaboration.

Challenges

- On premises solution not optimized for cloud collaboration
- Inability to work remotely
- Limited reporting
- Lack of integrations

Solutions

- Inbound
- Workforce Management
- Microsoft Teams integration
- Technical Account Manager

Benefits

- Ability to work remotely
- Flexibility to scale
- Integrates with multiple systems, including a unified communications platform
- Robust and real-time reporting



RESOURCES

 www.uakron.edu

 [Case Study](#)

Online Educator Maximizes Contact Center Efficiency with Five9 and Salesforce

What are some of the trends you have been seeing?

"We have two different businesses. We have our online education which is the main one and we do have physical stores in South America, especially in Colombia. Unfortunately, because of the pandemic the physical store is closed, but the online business has an increase in demand. People have more time now due to the lockdowns, and they're trying to use the time to get better prepared for the post-pandemic world. Education will be very important to sort of help kick-start their job prospects again."

Will your agents all come back to the office?

"We are still discussing and figuring that out, but I don't see all 500 of them getting back to the office. We are evaluating if there is a chance to keep them working from home."

"We are in South America connecting to services that are in the U.S. This was easier than I was expecting. Thank god, I had some help from Five9. We are PCI compliant and you know it's very difficult to keep the PCI when you are you moving everyone to work remote in less than one week. I had some help from our TAM and we set up payment IVR and all the necessary measures were put in place. It's working really well."

Leo Gomes, Director of Telecommunications



RESOURCES

 www.openenglish.com

 [Take5 Video](#)

Jackson Hewitt Improves Agent Performance With Five9 Enterprise WFM



"Now, with Five9 and all these continued innovations, the transformation of the customer experience is a big win."

Anonymous

Customer Profile

Jackson Hewitt Tax Services, Inc. provides 6,000 franchised and company locations nationally with access to simple, low-cost solutions to manage their taxes and tax refunds. During tax season its contact center scales from 50 to 250 seats to serve customers. The firm was having trouble with agent adherence to scheduling and the inability to forecast staffing needs, so it was looking for a cloud contact center to evolve its workforce management capabilities and provide a more human customer service experience.

Challenges

- Poor agent adherence to scheduling
- Complex code system to report time and activities
- Inability to forecast staffing needs

Solutions

- Inbound
- Outbound
- Quality Management
- Workforce Management
- Supervisor Plus
- Adapter for Zendesk
- Technical Account Manager

Benefits

- Standardized event code for reporting
- Transparency into agent activities
- Data-based metrics and reporting
- Able to forecast staffing during volume spikes

RESOURCES

🌐 www.jacksonhewitt.com

🔍 [Case Study](#)

RoundPoint Mortgage Turns to Digital Engagement to Service Homeowners



"It's an amazing product for having a full-fledged contact center in the cloud with no restrictions and endless integrations, capable of modifying IVRs in real-time to allow flexibility in contingency cases. It's always a pleasure working with Five9."

Fabian Russell, Assistant VP, Call Center Operations, RoundPoint Mortgage

Customer Profile

Receiving over 570,000+ calls a month, 8,000+ emails, and 3,000+ chats, RoundPoint Mortgage is one of the nation's largest, fully integrated, non-bank mortgage servicing companies with offices located in Fort Mill, SC and Dallas, TX. RoundPoint was rapidly growing and needed a contact center solution that could scale and grow with the company, allowing its blended contact center the ability to build upon its reputation for providing a "white glove service" to customers.

Challenges

- Previous legacy system lacked a predictive dialer
- Lacked administrator features and capabilities
- Needed robust, real-time reporting
- Inability to scale

Solutions

- Agent Desktop
- Visual IVR
- Inbound
- Outbound
- Digital Engagement – Chat
- Digital Engagement – Email
- Digital Engagement – SMS
- Performance Dashboard
- Quality Management
- Workforce Management

Benefits

- Improved customer experience by allowing customers to be serviced via chat, email, and voice
- Ability to handle off-hour inquiries and leads through chat and email off-hour submission of interactions
- Improved agent efficiency through use of assistant templates to help agents reduce the typing needed for common questions and inquiries
- Saved 2–3 minutes per chat and email interaction

RESOURCES



www.roundpointmortgage.com



[Case Study](#)



[Webinar](#)

Empowering Workforce Flexibility with Five9

Customer Profile

athenahealth, Inc. partners with healthcare organizations across the care continuum to drive clinical and financial results. athenahealth builds modern technology on an open, connected ecosystem to yield insights that make a difference for customers and patients. In 2019, athenahealth and Virence Health formed to become the new athenahealth, Inc. athenahealth's goal is to create a healthcare ecosystem that allows patients to move between providers with a single set of healthcare records.

Challenges

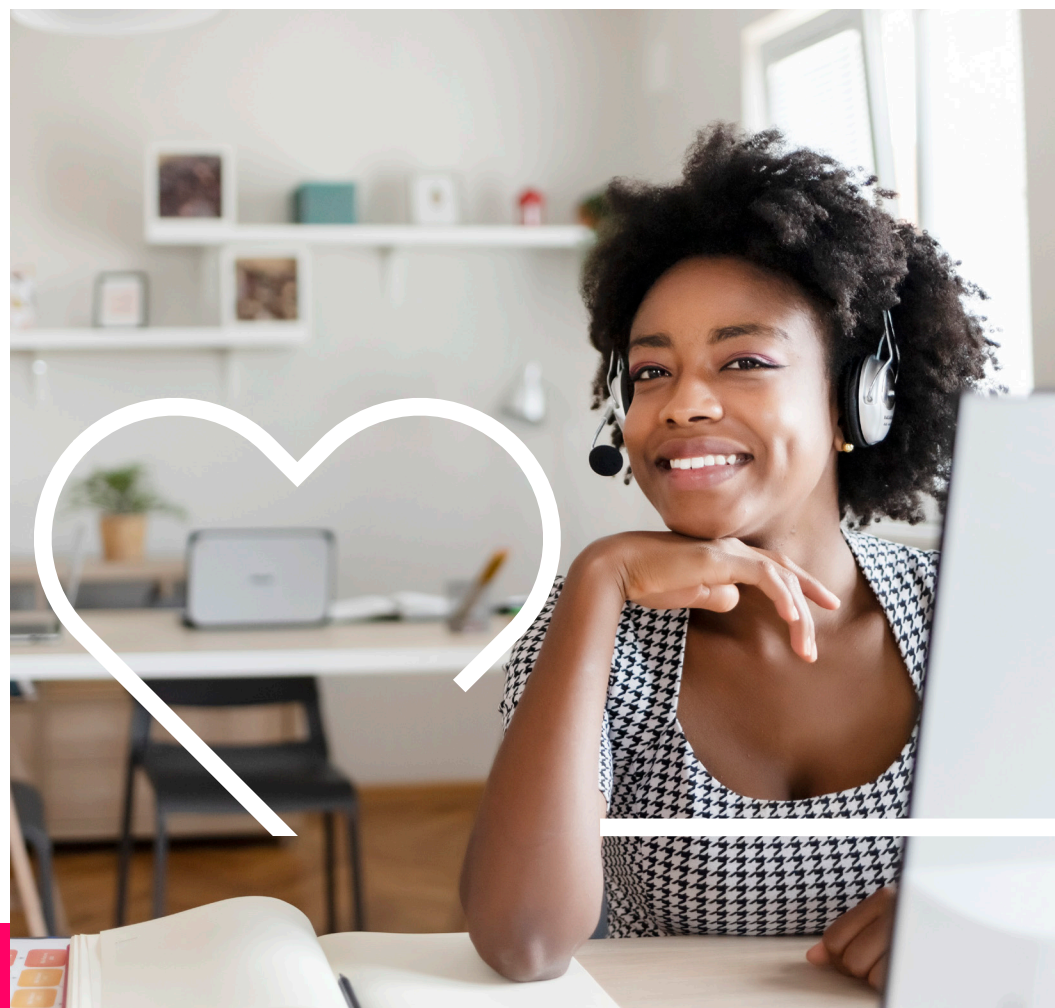
- Workforce flexibility limited with on premises hardware
- Cumbersome training
- Reliability issues
- Lack of integrations

Solutions

- Visual IVR
- Intelligent Omnichannel Routing
- Outbound – Preview Dialer
- Workforce Management
- Quality Management
- Adapter for Salesforce
- Technical Account Manager

Benefits

- Moving to the cloud enables remote workforce
- Minimal training needed
- Integrates with multiple systems
- Reliable, high-quality calls regardless of location



"Our transition and implementation with Five9 was seamless. When we have to train someone on how to use Five9, the process is very, very easy. It literally takes them 30 minutes to be up and running."

Paul Bissonnette, Manager, Customer Care Workforce Management, athenahealth, Inc.

RESOURCES

 www.athenahealth.com

 [Case Study](#)

 [Video](#)

Delivering Better CX to Patients at Gonzaba Medical Group



“One of the things we were able to do when we implemented the Five9 WFO solution was the ability to build robust forecasting and staffing models to ensure we had the right number of people at the right time for our patients to call in. It also enabled us to have shift bidding which was something that was made readily available thanks to Five9.”

Darryl Flores, Director of Customer Experience, Gonzaba Medical Group

Customer Profile

Gonzaba Medical Group (GMG) has been providing comprehensive patient services in the San Antonio region for over 60 years. Committed to the health of the senior residents of the community, GMG was searching for the best solution to move to the cloud and support its evolving contact center needs. Patients had to wait on hold for extended periods of time when they needed assistance, and GMG also had challenges with its on premises legacy system and wanted to improve the efficiency of its contact center operation.

Challenges

- Average speed to answer was over 1 minute
- Lacking visibility for reporting
- Limited flexibility with supervisors unable to manage the number of calls coming in

Solutions

- Agent Desktop
- Digital Engagement – Email
- Digital Engagement – SMS
- Inbound
- IVR
- Outbound
- Adapter for Salesforce
- SMS
- Supervisor Plus
- Workforce Management
- Technical Account Manager

Benefits

- Insight into agent activities and real-time alerts
- Supervisors able to efficiently modify agent schedules and schedule training for improvement of agent skills
- SMS/text reduced the rate of “no show” patients by 4%
- Seamless integration with Salesforce

Hoglund Leverages Five9 to Save Over \$1 Million

Customer Profile

Hoglund, Chwialkowski & Mrozik, PLLC (Hoglund) is a Minnesota-based legal firm and marketing and analytics agency. Hoglund handles over 6,000 net new calls on a daily basis and realized it would not be able to handle the flow of calls it was receiving. The call abandonment rate was too high. Clients would often wait on hold for 30 to 45 minutes until they could speak to a live representative. Streamlining the contact center experience, Hoglund moved the entire office to Five9 with amazing results within months of deployment.

Challenges

- Meeting inbound and outbound call needs
- Manual reporting taking up resources
- Poor visibility into agent performance
- Lack of integrations

Solutions

- Inbound
- Outbound
- Performance Dashboard
- Quality Management
- Workforce Management
- Speech Analytics
- Adapter for Salesforce
- Technical Account Manager

Benefits


- Reduced manual report generation time by 50%
- Increased YOY productivity by 2%
- Moved workforce to a 100% work from home environment
- Saved \$1.2 million by moving to Five9
- Significantly reduced call handle time
- Improved call abandonment rate





"In lead costs we used to spend \$220,000 on marketing in a month and now, with new leads, we dropped that monthly spend to \$120,000. We bought less, got the same results, and saved over \$1.2 million a year. We saw immediate ROI in 30 days of running the Five9 platform."

Jason Adams, Call Center Director, Hoglund Law

RESOURCES

 www.hoglundlaw.com

 [Case Study](#)

 [Take5 Video](#)

NJ 211 Stays Open for its Community During Disasters

"With this pandemic, we were able to deploy 80% of our staff to work remotely very quickly and efficiently. This is something we really didn't have to worry about thanks to Five9."

Janice Kaniewski, COO, NJ 211

Customer Profile

NJ 211 is a statewide information and referral service that provides New Jersey residents with an easy way to get connected with a community resource specialist when they need assistance finding essential health and human services pertaining to needs like affordable housing, utility assistance, healthcare, senior services, food, etc. The organization needed work-from-home capabilities, the flexibility to scale, and a cloud contact center solution with web capabilities.

Challenges

- Needed work-from-home capabilities
- Needed to have the flexibility to scale
- Needed a cloud contact center solution with web capabilities

Solutions

- Inbound
- IVR
- Agent Desktop
- Workforce Management

Benefits

- Easily updated IVR
- Ability to work remotely
- Improved customer experience

RESOURCES

www.nj211.org [Case Study](#) [Take5 Video](#) [Take5 Video 2](#)

Work Connect Project Deploys Contact Center in a Day

Customer Profile

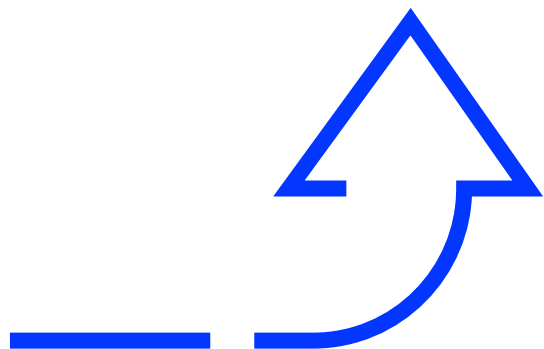
Work Connect Project (WCP) is a nonprofit organization with an objective to deliver emergency funds to hourly waged employees who were laid-off by the COVID-19 pandemic, as well as help workers connect with work opportunities as the nation opens back up. The organization realized that it needed a cloud contact center as a service (CCaaS) provider to easily collaborate since everyone worked remotely. WCP selected Five9 due to its ability to rapidly deploy, scale as needed, and handle high call volumes.

Challenges

- Needed to rapidly deploy
- Call quality
- Ability to handle call volumes

Benefits

- Flexibility to scale
- Ability to work remotely
- Improved customer experience



"Our experience with Five9 has been optimal – there is no other word. Five9 responded to our urgency and, in less than a day, helped us land on a solution that met our immediate needs but in no way limited our ability to add services once the work from home restrictions are lifted and we can go back to a more centralized location. That was a great introduction to our experience with Five9."

Ellen Willmott, President and COO

RESOURCES

 [Case Study](#)

 [Webinar](#)

BISSELL Digitally Transforms its Contact Centers



"The Five9 platform has helped us save over 5% of FTE costs. Between the queue callback feature and Five9 QM I'm estimating that I would need at least 7 more FTEs than what I have right now if we weren't on the Five9 platform."

Razi Sharbaan II, Associate Director, Global Consumer Services

Customer Profile

Michigan-based BISSELL Homecare, Inc. has developed innovative floor care solutions for over 140 years. The company supplies households across the globe with vacuums, sweepers, carpet-cleaning machines, hard floor cleaners, and cleaning formulas. BISSELL has 2,500 employees worldwide, with 150 full-time agents across four outsourced contact centers in four countries using the Five9 platform.

Challenges

- On premises contact center that was outdated and unable to support growth
- Lack of system integrations
- Difficult IVR configuration

Solutions

- Inbound
- IVR
- Queue callbacks
- Quality Management
- Adapter for Oracle
- Technical Account Manager

Benefits

- Fully integrated cloud-based system
- Out-of-the-box proven features and benefits from day one
- Support for continual growth and innovation
- Increased CSAT score by 9%
- 5% FTE savings with queue callback and efficient agent routing capabilities

RESOURCES



www.bissell.com



[Case Study](#)



[Webinar](#)

Under Armour Delivers a Seamless Customer Experience

Customer Profile

Founded in 1996 by former University of Maryland football player Kevin Plank, Under Armour is the originator of performance apparel – gear engineered to keep athletes cool, dry, and light throughout the course of a game, practice, or workout. Under Armour's mission is to make all athletes better through passion, design, and the relentless pursuit of innovation. Headquartered in Baltimore, Maryland, Under Armour employs more than 15,000 people and serves customers through 20 global offices worldwide. Over 300+ agents handle over 1.7 million transactions annually – with the majority of those calls happening during the holidays.



Challenges

- No call pops
- Unable to change IVR quickly as business needs change
- On premises system hindered customer experience

Solutions

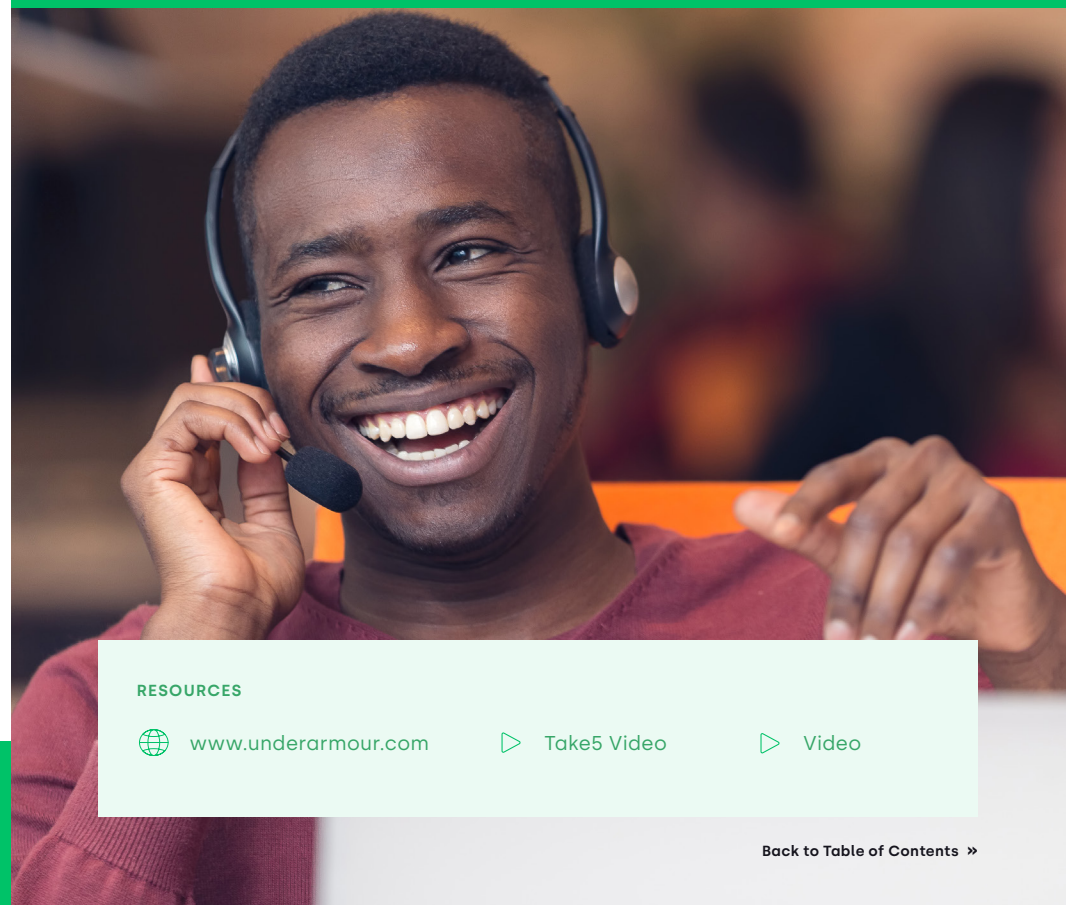
- Inbound
- Outbound
- Quality Management
- Workforce Management
- Adapter for Salesforce
- Visual IVR
- Technical Account Manager

Benefits

- Call reduction time savings of \$1M+
- Improved call handle time by 31%
- Increase in quarterly revenue targets by 84 – 113%
- Implemented cloud-based solution with disaster recovery
- Ability to make changes within minutes with customer service ownership of the contact center solution

"In my opinion, technology is best when it's not in the way and Five9 allows our team to simply focus in on what the customer is saying, have a real conversation with that customer, and get to the root of their problem more quickly so that they can ultimately solve that customer's issue. I think that Under Armour and Five9 share a passion for their customers, which is why we connect so well with each other."

Rebecca Arwood, Director, Contact Center, Under Armour



RESOURCES



www.underarmour.com



[Take5 Video](#)



[Video](#)

The Steaks are High for Customer Service

Customer Profile

Omaha Steaks has been in business for over 100 years and is one of the world's most famous direct to consumer purveyors of meat and seafood. The company's peak sales season is Father's Day and the months of November and December with inbound calls from consumers calling in to make purchases. Dedicated to delivering exceptional customer experiences, Omaha Steaks can seamlessly scale its contact center agents during the peak seasons, and improved the agent experience with remote working capabilities during the COVID-19 pandemic.

Challenges

- Aging on premises contact center
- Inability to enable work from home
- Difficulty scaling agents during peak sales seasons
- Disconnected systems that did not integrate

Solutions

- Inbound
- Outbound
- Quality Management
- Workforce Management
- Technical Account Manager

Benefits


- Flexibility and security of the cloud
- Capability to support a 100% work-from-home model
- Scalability to adjust during peak volumes
- Fully integrated with other core business applications




"For many of us in the retail business (55 Omaha Steaks retail stores), business continuity was top of mind. We put our employees' safety ahead of everything else. So we were lucky that prior to COVID-19, Five9's advanced technology allowed us to deploy remote agents previously. When the pandemic hit, we took our entire call center to a work from home environment before the end of March of 2020."

Nate Rempe, COO & President

RESOURCES

 www.omahasteaks.com

 Webinar

PAR Delivers Superior CX with Five9 and Zoom



"We had a customer with an issue that resulted in thousands of calls coming in, and within minutes we were able to scale out our teams and route calls to handle the volume. In the past, this would have taken us hours to do."

Christopher Greenburg, Director of Customer Service and Support

Customer Profile

PAR Technology is a technology company that provides point of sale hardware and software to 100,000+ restaurants worldwide. PAR's Brink POS® integration ecosystem enables restaurants to improve their operational efficiency by combining its cloud-based point of service (POS) software with the world's leading restaurant technology platforms. PAR moved to the cloud and chose Zoom for its unified communications as a service (UCaaS) system. The company chose Five9 as its contact center as a service (CCaaS) provider because of its integrated solution. PAR realized that it could get a best-of-breed experience with Zoom and Five9.

Challenges

- Lack of integration between UCaaS and CCaaS
- Needed to improve first call resolution
- Facilitate work from anywhere for agents

Solutions

- IVR
- Inbound
- Microsoft Dynamics 365
- Quality Management
- Workforce Management
- UC Integration with Zoom Phone
- Technical Account Manager

Benefits

- Better first call resolution
- Improved agent and customer experience
- Lower overhead for IT

RESOURCES

www.partech.com [🔍 Case Study](#) [▶ Take5 Video](#) [▶ Video](#)

Stratasys Moves to the Cloud with Five9

Customer Profile

Stratasys, Ltd. is an American-Israeli manufacturer of 3D printers and 3D production systems for rapid prototyping and direct digital manufacturing solutions. Stratasys' U.S. contact center is based in Minnesota with customer service handling the bulk of the calls. Customers and resellers call the contact center for technical support for their Stratasys printers. Stratasys was growing but its on premises contact center was holding the level of service today's customers expect. Stratasys needed a contact center solution that could grow with them and provide a seamless agent experience, the ability to work remotely, and comprehensive reporting capabilities.

Challenges

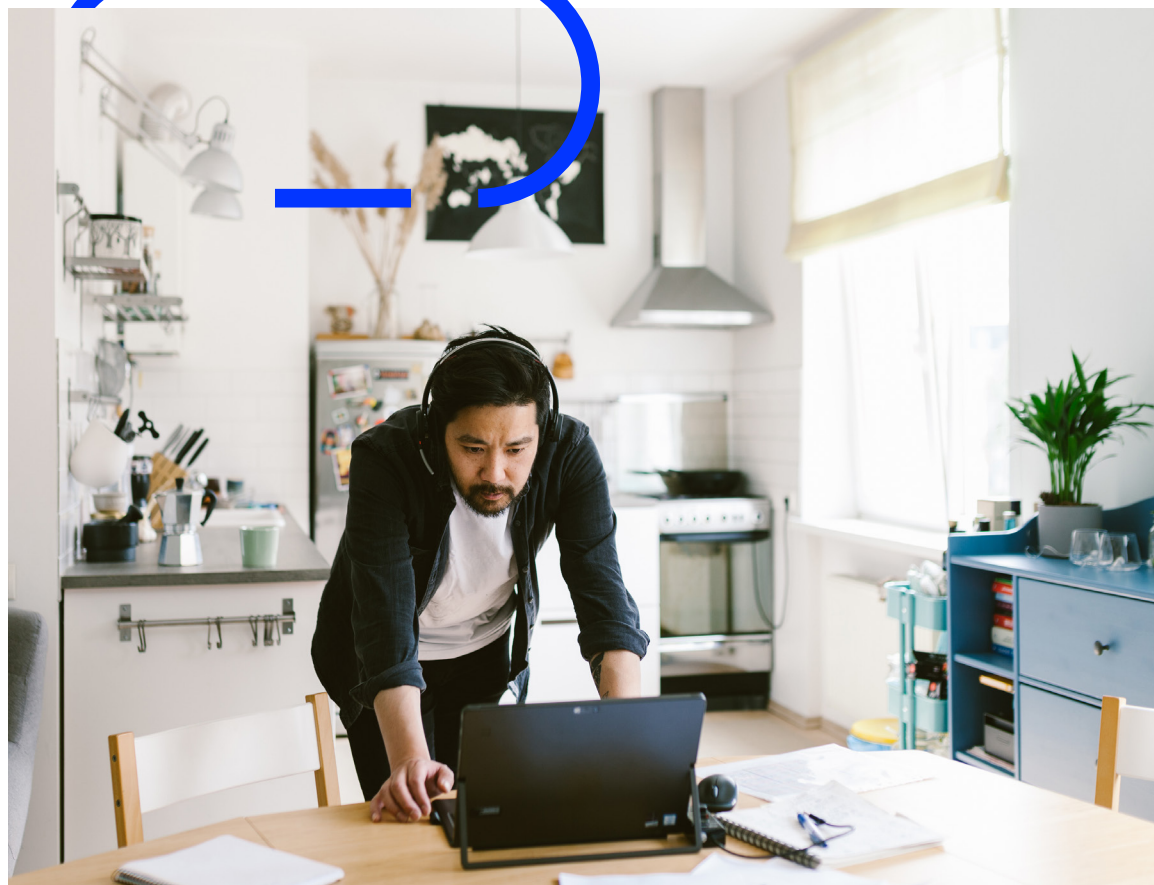
- Limited data visibility
- Lack of integration with Salesforce CRM
- Inability for agents to work remotely

Solutions

- Inbound
- Outbound
- Adapter for Salesforce
- Workforce Management
- Visual IVR
- Technical Account Manager

Benefits

- Enhanced reporting capabilities
- Improved flexibility and control
- Increased agent efficiency
- Ability to shift to a remote workforce



"Being able to offer agents the ability to work from home during these times was an added plus of Five9. Agents can work seamlessly from home without any issues."

Kevin Brett, Senior Manager, Sales Operations

RESOURCES

 www.stratasys.com

 [Case Study](#)

 [Take5 Video](#)

TruConnect Leverages AI to Deliver Exceptional Experiences for Its Customers



"Our goal is to provide connectivity access and bridge the digital divide. Being part of the Five9 early adopter program for AI has proven that even efficient call centers can be improved by using the automated summaries. This also assists us in gaining additional insight into our customer behavior patterns."

Lucy Sung, COO, TruConnect

Customer Profile

TruConnect is an American mobile virtual network operator (MVNO) that sells mobile hotspots, smartphones, mobile data plans, and prepaid cell phone talk and text plans on T-Mobile's network. TruConnect was the first prepaid broadband provider in the U.S. to offer pay-as-you-go, portable Wi-Fi service plans. The only Lifeline provider (ETC) headquartered in Los Angeles, CA, the company is one of the nation's fastest growing providers of no-contract wireless voice, text, and data service. TruConnect uses either Sprint or T-Mobile's network depending on location.

Challenges

- Agents spending too much time on after call work
- Longer average handle times
- Inability to work remotely

Solutions

- Inbound
- Agent Assist
- Digital Engagement – Chat
- Digital Engagement – Email
- IVR

Benefits

- Increased agent engagement and productivity
- Reduced average handle time by 30 seconds
- Ability to work remotely

RESOURCES

 www.truconnect.com

 [Take5 Video](#)

Artificial Intelligence Trends



"When COVID-19 hit we needed a way to handle the massive influx of calls. Five9 Virtual Assistant technology based on Google CCAI allowed us to coordinate callbacks times, collect information, and then automatically schedule a callback. It was easy to set up and handled 87% of the calls without an agent being involved. In one week, it scheduled over 65,000 callbacks."

Thomas Kulp, Staff Operational Services Manager, Colorado Department of Labor and Employment



"Faster agents with good data helps us be more efficient and make better choices. Five9 Agent Assist helps reduce the call handle time while keeping the call information consistent and accurate."

Lucy Sung, COO, TruConnect



"With all the calls coming through our contact center, it's not practical for us to listen to every call. On the other hand, knowing what our agents are talking about with customers is critical to understanding the transaction and the larger trends our customers are dealing with. With Five9 Agent Assist, agents had an easier time dealing with customers which resulted in shorter call times. Customer asks were easier to identify and trends across the contact center are easier to see. Also, our accuracy to adherence for our DNC list improved thanks to the AI."

Steele Anderson, Senior Manager Sales Operations, Womply

Large Life Sciences Organization Improves Its Employee Experience Using AI

Customer Profile

IQVIA is a leading global provider of advanced analytics, technology solutions, and contract research services for the life science industry. The company has three contact centers with 67,000 employees across 100 countries. Prior to implementing Five9 Virtual Assistant, IQVIA employees were frequently routed to the incorrect contact center, which resulted in caller frustration, unnecessary telco charges, and an inefficient use of agent resources.

Challenges

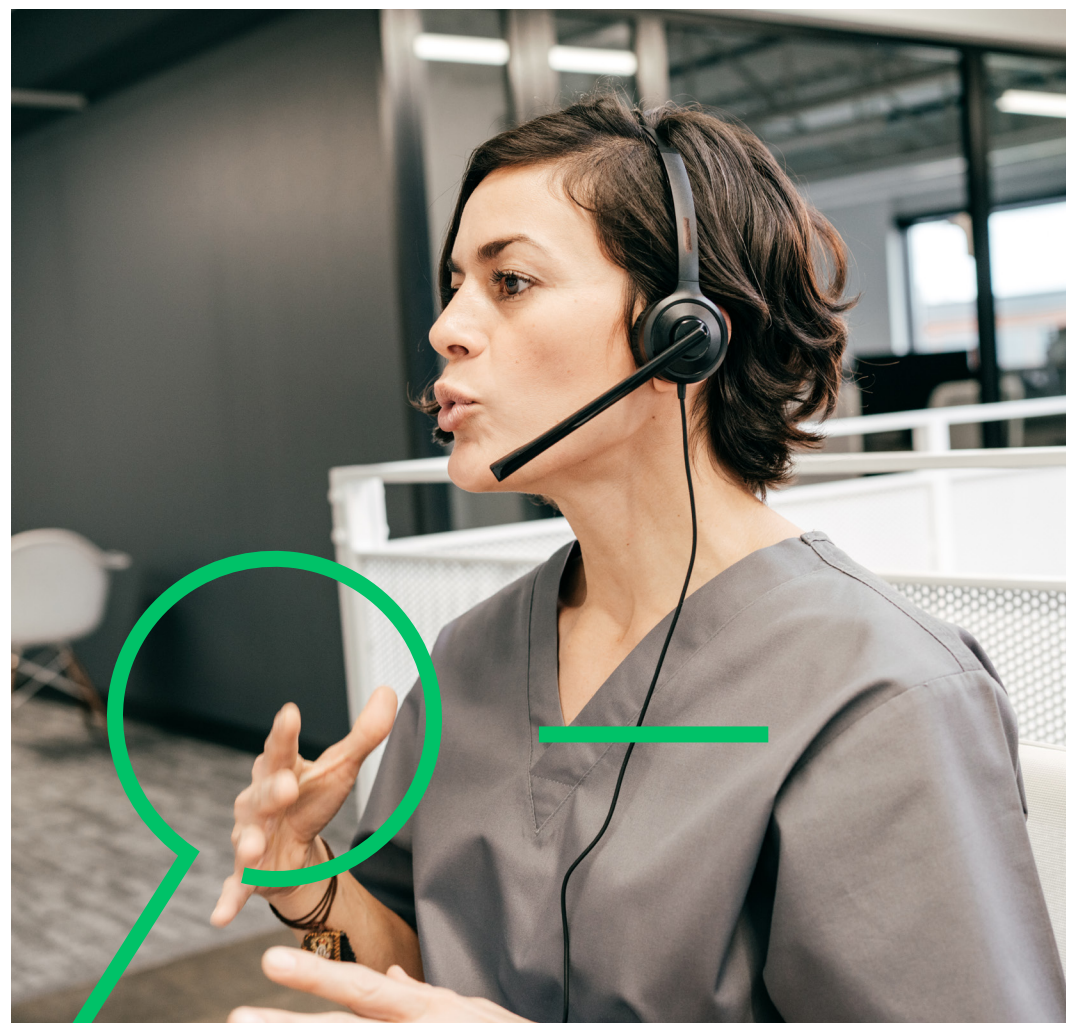
- Employees' selection of an incorrect IVR option routes calls to an incorrect contact center, requiring a transfer to the correct contact center
- Increased telco charges
- Inefficient use of agent resources
- Caller frustration from repeated transfers

Solutions

- Inbound
- Agent Desktop Plus
- Virtual Assistant
- Technical Account Manager

Benefits

- 80% success rate in call routing and less than 1% transfer rate on all skills
- Reduced telco charges
- Agents utilized effectively volumes
- Fully integrated with other core business applications



RESOURCES

 www.iqvia.com

 Webinar 1

 Webinar 2

Work From Home Use Cases



THE BIG DEBATE:

The workforce of tomorrow – A complete remote workforce or a hybrid remote and office-based organization

How do you motivate and encourage workforces to be productive and empathetic? Your contact center is the most important connection with your customers, and it will be impacting your brand more than ever before. Which is the best workforce model for your brand? Join our panel as we debate the pros and cons of both options.

MODERATOR:

Michael Rose, Senior Director of Brand & Communications, Five9

PANELISTS:

Teddy Liaw, Chief Executive Officer, NexRep

– Speaking for the remote workforce

Rebecca Arwood, Director of Customer Service, Under Armour

– Speaking for the hybrid workforce

[See Video →](#)

Customer Film: Enable Agents to Work from Anywhere

Click the video link to hear how the Under Armour, athenahealth, PAR Tech, and NexRep contact centers have embraced working remotely.

[See Video →](#)

Take5 Montage Video: “What is the New Normal?”

Click the link to hear customers share their thoughts on the new normal. Includes guests from Under Armour, Open English, NJ 211, NexRep, Liveops, TruConnect, and Stratasy.

[See Video →](#)

Press Release Customer Quotes



"Our laser-focus on improving our customer experience required updating and integrating our technology solutions and, with the help of Five9 and ServiceNow, KAR is transforming the customer experience with seamless, streamlined communications," said Adam Chobany, product manager for unified communications and collaboration services at KAR Global. "By being a market leader and providing superior customer support, we aim to be the customers' automotive remarketer of choice."

[Press Release →](#)



"With the Five9 integration with Microsoft Teams, we were able to put our customers and prospects in touch with our subject matter experts and account managers immediately which directly enhanced the overall customer experience," said Keith Washington, VP of Products, ProSites. "We've been able to spend less time searching for the right expert and refocus our attention to providing the right answers to customers in real time."

[Press Release →](#)



"Our legacy platform didn't allow our call center and phone systems to integrate and didn't allow us to be agile enough to easily collaborate across the company," said Bernie Salvaggio, IT Director, PAR. "Being a technology company, we have experts that are spread across the globe. During support calls, we need to be able to quickly access those experts and get our customers' issues resolved as fast as possible. We are excited to partner with Five9 and Zoom to greatly improve the customer experience and increase first contact resolution."

[Press Release →](#)



"As PODS continues to gain momentum and address the growing rate of moving during the pandemic, we understand that implementing the best technologies to create and drive extraordinary customer experiences will allow us to help make a stressful moving event become stress-free," said Luci Rainey, SVP and Chief Customer Officer of PODS. "Through improved automation and intelligent call routing, we look for our investment and upgrade to Five9 to not only help us deliver a better customer experience, but also exceed business deliverables."

[Press Release →](#)

What Are Five9 Customers Saying?

Five9 is proud to share user feedback from TrustPilot, a distinguished business review website, and G2, a leading business software and services review website.

[TrustPilot Reviews](#) →

[G2 Reviews](#) →

IMPLEMENTATION & USABILITY

"It is simple and easy to use, from installation to the interface we really like this system over the previous one we had in our company. We transitioned from Cisco to this platform and the **training and support from the Five9 team was unmatched!** They were extremely helpful in assisting us with building custom reports and the online resources available for training for the employees was perfect to allow them to be self-sufficient in learning the tool."

– Richard H

"The user interface is a huge upgrade from our previous system. The ease of use and training has been amazing, but the monitoring and recording features are really top notch and intuitive. **Their customer service has also been great.**"

– Patricia R

"Very fast implementation. 10 days faster than anticipated. Agents quickly onboarded and had very few post training questions. Highly recommend."

– Jill H

"The tool is easy to learn and stand up, but you have the ability to dive in and really customize it if you want. **It is very easy for us to create custom messaging for holidays and closed times, then leverage that on the correct days.**"

– Kevin B

"Five9 was very easy to implement and has worked very well for our call center over the few years. They have helped us expand our call center and maximize our collection revenue. Highly recommended."

– David M

"Five9 has great support and is a user-friendly platform for both agents and supervisors! I have used their system in two call centers I have implemented and would recommend use to any organization setting up inbound or outbound calling activities."

– Josh M

INTEGRATION & FEATURES

"Five9 provides world-class support and is best in class. Very easy to manage IVR's, queues/skills, agent profiles, etc. Five9 is always looking to better themselves, specifically in the area of A.I. I love that they strive to be top in their field and always looking for new ways to improve their system and service."

– Matthew D

"Five9 has been a great partner for me in both the Verint QM/WFM arena and also in assisting us in evaluating their contact center platform offerings. **All of the folks we've dealt with at Five9 have been very knowledgeable and extremely personable, from the top down"**

– John P

"Five9 is a blank canvas that lets you create any type of IVR or CCaaS environment imaginable. **They have a huge commitment to maintaining industry leading uptimes.** Their executives are serious and accountable about making sure users' needs are being met and the platform is running as smoothly as advertised. TAM and Account Managers are all friendly and knowledgeable about making sure you are using Five9 in the best possible way for their business."

– John K

"The interface is beautifully designed. It's clean and simple with soothing colors. The layout is easy to use and is quickly familiar. The built in queue tracker is really helpful when managing the flow of incoming calls. The call state codes are easy to customize as well."

– Deidre

"I like that Five9 comes with what we call a "dialer" setting. It allows us to set our mode to ready and then calls through our accounts for us. The reason that I enjoy it the most is due to the fact that it places the calls on its own cadence depending on how you disposition the last call.

If you disposition as a Left Voicemail for the last interaction, then Five9 knows not to call that customer again for at least the next seven days. It's cool for the fact that it will determine the next touch point via the phone for you based on previous interactions. Also enjoy the way that you can click on a number through Salesforce."

– Joseph H

"Five9 provides an all-in-one platform to streamline many processes. Having chat, email, phone, and Salesforce all in one console lets our agents multitask without missing a beat. **There are so many benefits to having all these products from one source and being that it's all cloud-based helps during times like these where work from home is so important.**"

– Michael M

"Five9 has been and will always be my cloud contact center solution. I have integrated Five9 at two Contact Centers I consulted with as well as implemented it within my company. Their product is hands down the best on the market, and they have the best customer service as well. If you are in the market for a Contact Center solution that is cloud-based, I highly recommend you reach out to Five9."

– Adam B

Quotes have been edited and shortened for brevity.



What Are Five9 Customers Saying?

FLEXIBILITY



"The sandbox style design gives us the best flexibility to build our campaigns to work with varied client needs. **The extensive list of integrations and API's they offer are essential in growing our footprint in the market** with services our competitors can't match with their own technology. The account management and support services have been excellent and provide us the assurance we need to confidently market our services aggressively."

– Brett P

"**Service is excellent, we recently transitioned all our employees to WFH, which we were able to do in just a few days, thanks to Five9.** We have had no issues since moving everyone. We have not had any outages with Five9 and the customer service / tech support team is very quick to help, and any questions we have had are always answered very quickly."

– Dave K

"Five9 being cloud hosted, no more worries about on-prem! **The application is extremely user friendly and they are constantly innovating!** Five9's leadership team has also been very communicative in the event an issue arises or to keep their customers apprised of what the future holds! Five9 has made some great acquisitions that help create a great suite of applications to bundle together."

– Jacob S

"Five9 has a robust implementation process – organized, results-oriented, and very professional. **The platform is also very robust, and customizable.** Whether you want to insource its total administration and customization, or rely on Five9 support, you have flexibility along with support!"

– Kevin M

SERVICE & SUPPORT

"The customer support is very responsive. It's a cloud based service so no infrastructure setup. Billing is month to month and licensing is per user so we can scale up and down as needed. The product is stable and has excellent reporting and data download features. It was easy to integrate with our CRM."

– Mark D

"Five9 thus far **has had AMAZING customer service practices and seems very open and honest.** The implementation team and our assigned support team with Five9 has been awesome. I'm glad I chose to go with Five9 and look forward to adding more to the platform and with any additional Five9 services offered. My company moved to Five9 recently, from another CRM platform – the service wasn't good enough to keep us. Five9 has been a breath of fresh air to say the least! The assistance, kindness, knowledge and transparency of their products and billing is beyond impressive."

– Melissa T

"**Five9 acts as a partner with clients** – telephony providers (and I am familiar with many) typically treat relationships somewhat clinically, but not Five9; they are personable, professional, and consistent in working with your business to achieve your goals."

– Kevin G

"Five9 has been a valuable asset to our call center especially in this challenging time of transitioning our workforce to work from home. **I would like to make a special mention to our representative for being a trusted member of our team!!**"

– IT AMG

"Five9 has helped revolutionize the way we assist our customers! Since the first day of trying it out and as we go through this pandemic, **Five9 has helped us take care of what matters most, our customers.** The features it contains makes it quick and efficient for us to handle our volume of calls even with a minimized staff. Their customer support is always in hand and will respond very quickly to any sort of disruptions you may help and act to get you back up through any minor and major issues."

– Julian R

Quotes have been edited and shortened for brevity.



Learn how Five9 can
improve customer
experiences for your
organization.

For more information
visit www.five9.com
or call **1-800-553-8159**

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