

Five9 Workflow Automation

Intelligently connect systems to create exceptional customer experiences

Easily Connect Your Systems and Applications

Contact centers work with a wide range of systems that support different functionality and store unique information. Getting a detailed understanding of the current operational state of your contact center often requires combining data from Five9 with other systems like CRM, Service Management, Order Entry, Billing, and others. Five9 Workflow Automation lets you connect your Five9 Intelligent Cloud Contact Center with other business systems to drive exceptional customer experiences by aggregating information, providing comprehensive views of data and performance, and automating sophisticated, cross-platform workflows and reactions based on the data and events being aggregated.

Connect to External Systems with Ease

Workflow Automation offers a library of pre-built connections to popular business systems. These connections automatically collect information and enable interaction between Five9 and external systems. This rich base of information lets you easily create highly visual dashboards that update in real time as data is collected, and it provides a robust foundation for creating automated workflows incorporating data and functionality from Five9 and external systems.

React Intelligently with Automated Workflows

Workflow Automation lets you easily create intelligent, automated workflows to react in a coordinated manner across Five9 and other business systems. Workflows are



Features

- Pre-built data and functional integrations to external systems
- Automated workflows within Five9 and across other business systems
- Real-time visualizations of information from Five9 and other business systems

Benefits

- Reduce integration effort and expense
- Avoid business impacts caused by delayed actions or no actions
- Increase productivity by eliminating manual monitoring and processes
- Improve decision making with a single view of performance across multiple systems

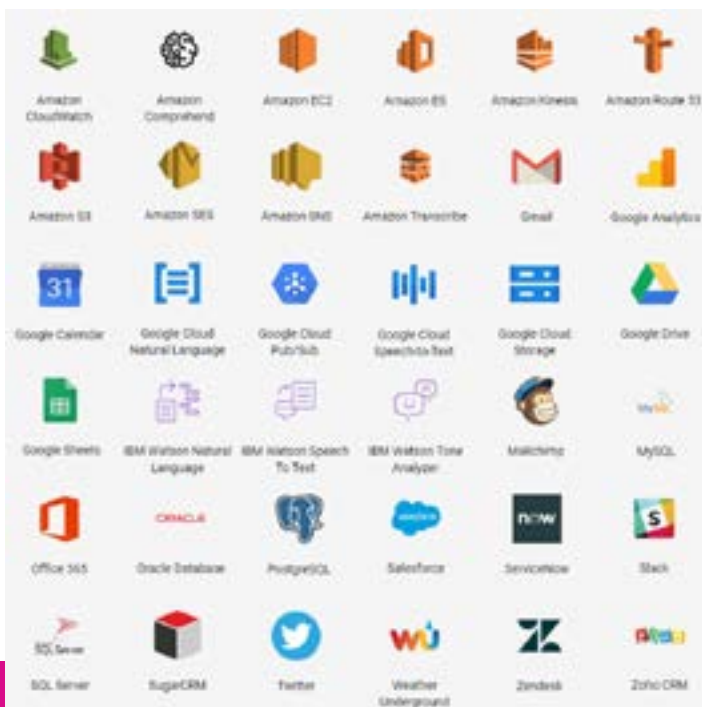


Figure 1:

Pre-built data and functional integrations to external systems

Connect and aggregate information

Visualize data in real time

React automatically to events

created graphically in a 'no code' approach using pre-built connections and business rules. They are automatically initiated by the occurrence of a trigger event originating from Five9 or other systems. Some examples of trigger events include an agent dispositioning an interaction, a case created in a CRM system, or a metric exceeding a specified threshold or range. Complex trigger events can be created incorporating multiple datapoints or events.

An action is automatically initiated following a trigger event. This can consist of a single action or a series of actions. Complex actions can be created using If/Then logic combining multiple datapoints and events. This could include adding context to the event. For example, looking up a customer's email address or mobile phone number to proactively reach out to them.

Trigger conditions are continuously monitored in real time, enabling contact centers to react quickly and effectively based on configured workflows. These intelligent workflows provide multiple potential business benefits:

- Increased productivity by eliminating manual monitoring or processes
- Improved operational consistency by preventing inaction due to human oversight
- Cost avoidance when a delay of action could have a financial impact

Visualize Operational Performance in Real Time

Workflow Automation enhances visibility and transparency into your operations with data visualizations incorporating real-time and historical information from Five9 and

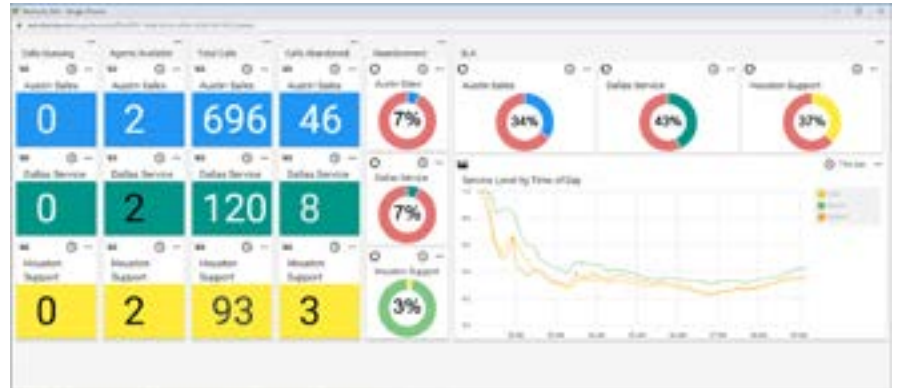


Figure 2:

Real-time visualizations of information from Five9 and other business systems

other systems. A wide selection of pre-built visualizations let you share operational information in a way that's intuitive and easily understood. Drive better, more informed decisions across your organization by delivering relevant and actionable information to the people who need it.

Learn More

To get started, visit www.five9.com



About Nextiva

Nextiva® is a cloud communications company that helps businesses build deeper connections with their customers. Nextiva has 80,000 customers around the world and distinguishes itself on Amazing Service® and unbeatable reliability. The company was named Best Business Phone System two years in a row by U.S. News & World Report and Best Place to Work by Glassdoor. Learn more at Nextiva.com.

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

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

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