



# Reimagine Your CX and Realize Results

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Jeff Janos, Director of Enterprise Sales, Five9  
April 6<sup>th</sup>, 2022



The Intelligent Cloud Contact Center



# Agenda

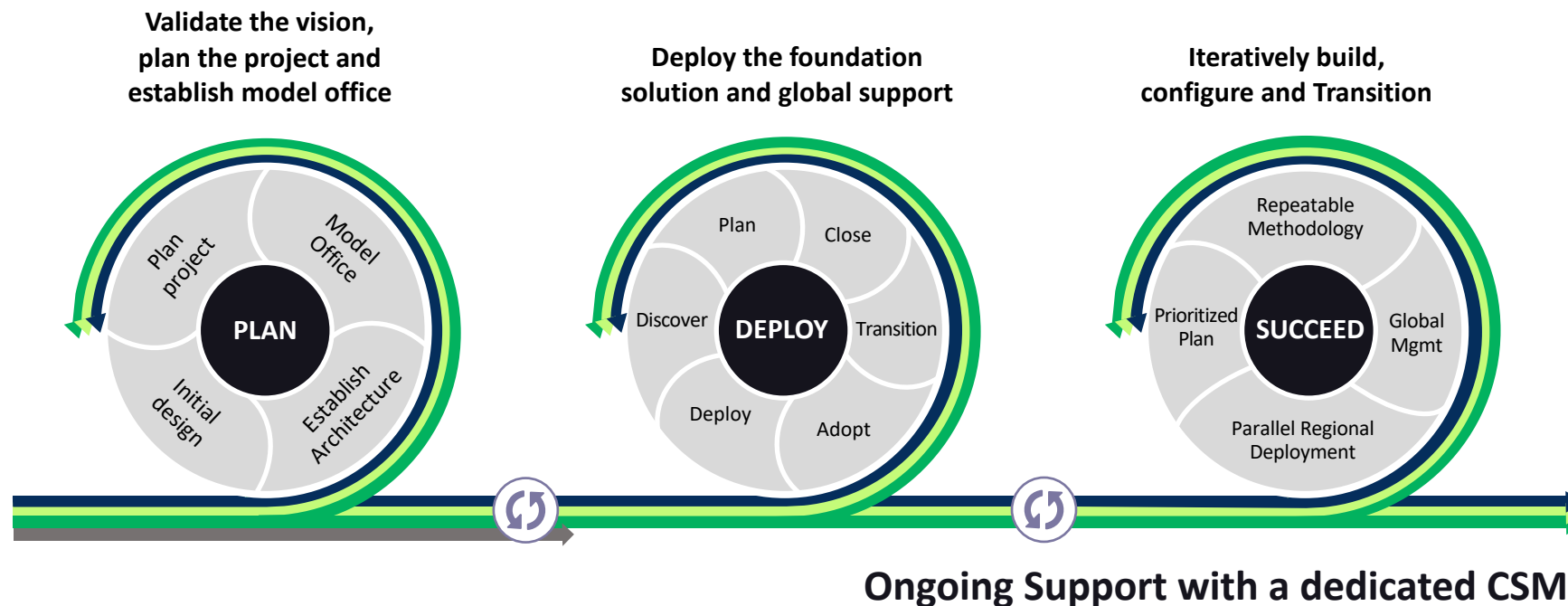
01 People

02 Product

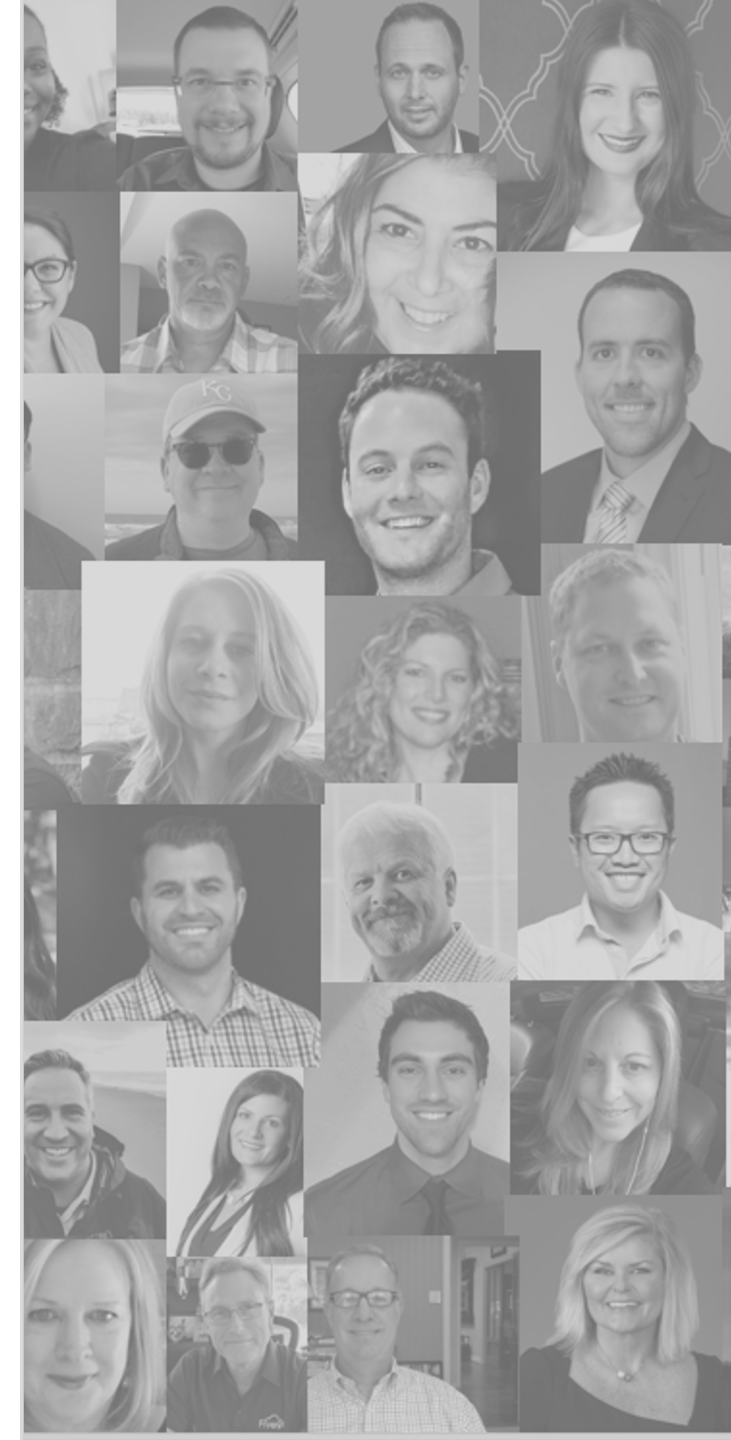
03 Automation & AI

04 Process

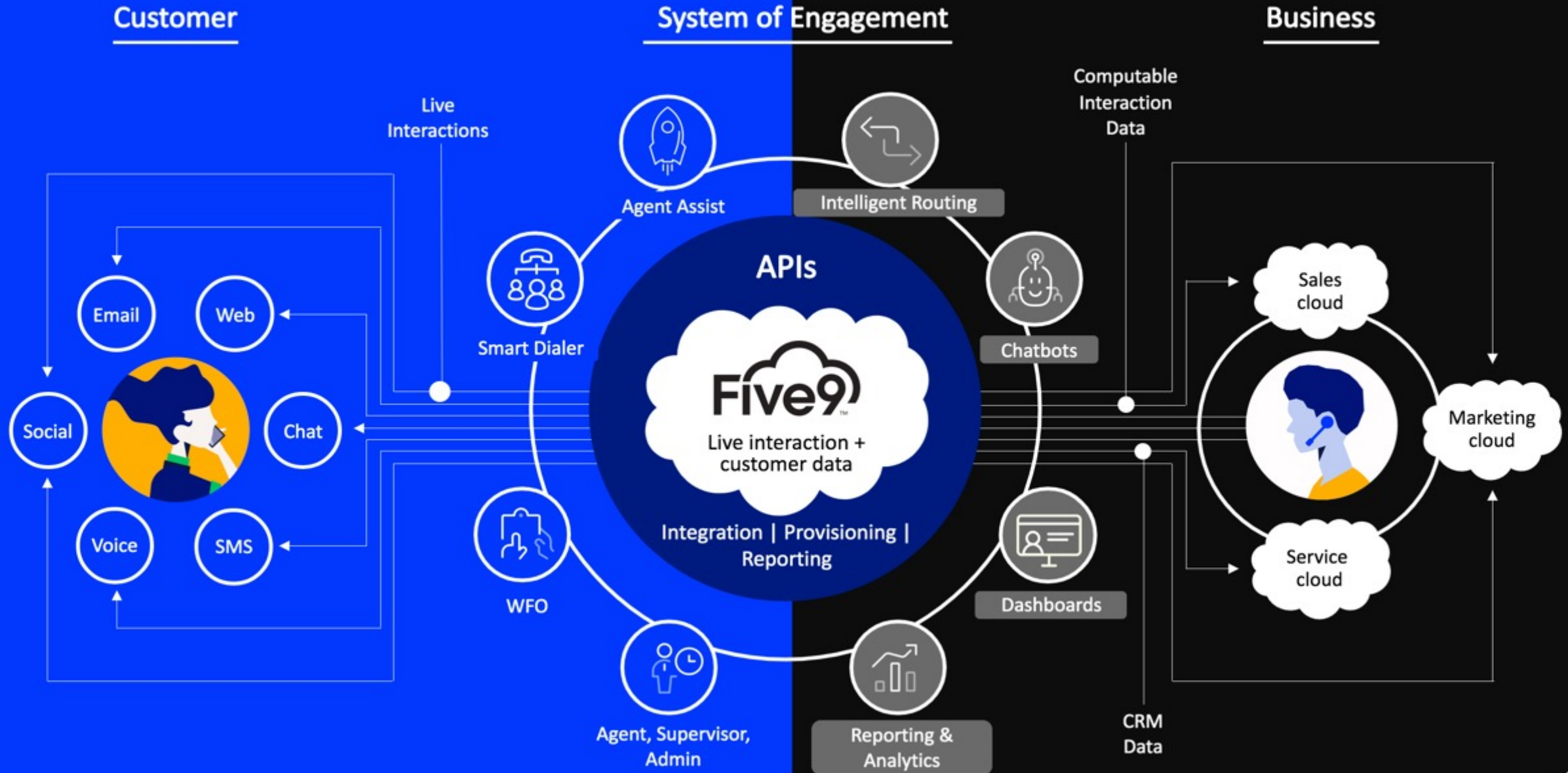
# Services and Support Designed Around You



- Targeted with ensuring your long-term success
- Focused on delivering value
- Supported by a broad eco-system of partners



# Modern CX Experience







# Reimagine the Microsoft Experience with Five9



## Microsoft Teams



Solution certified for  
**Microsoft Teams**



## Microsoft Dynamics 365

- Partner since 2015  
Co-Sell/ISV Partner

# Microsoft Leadership

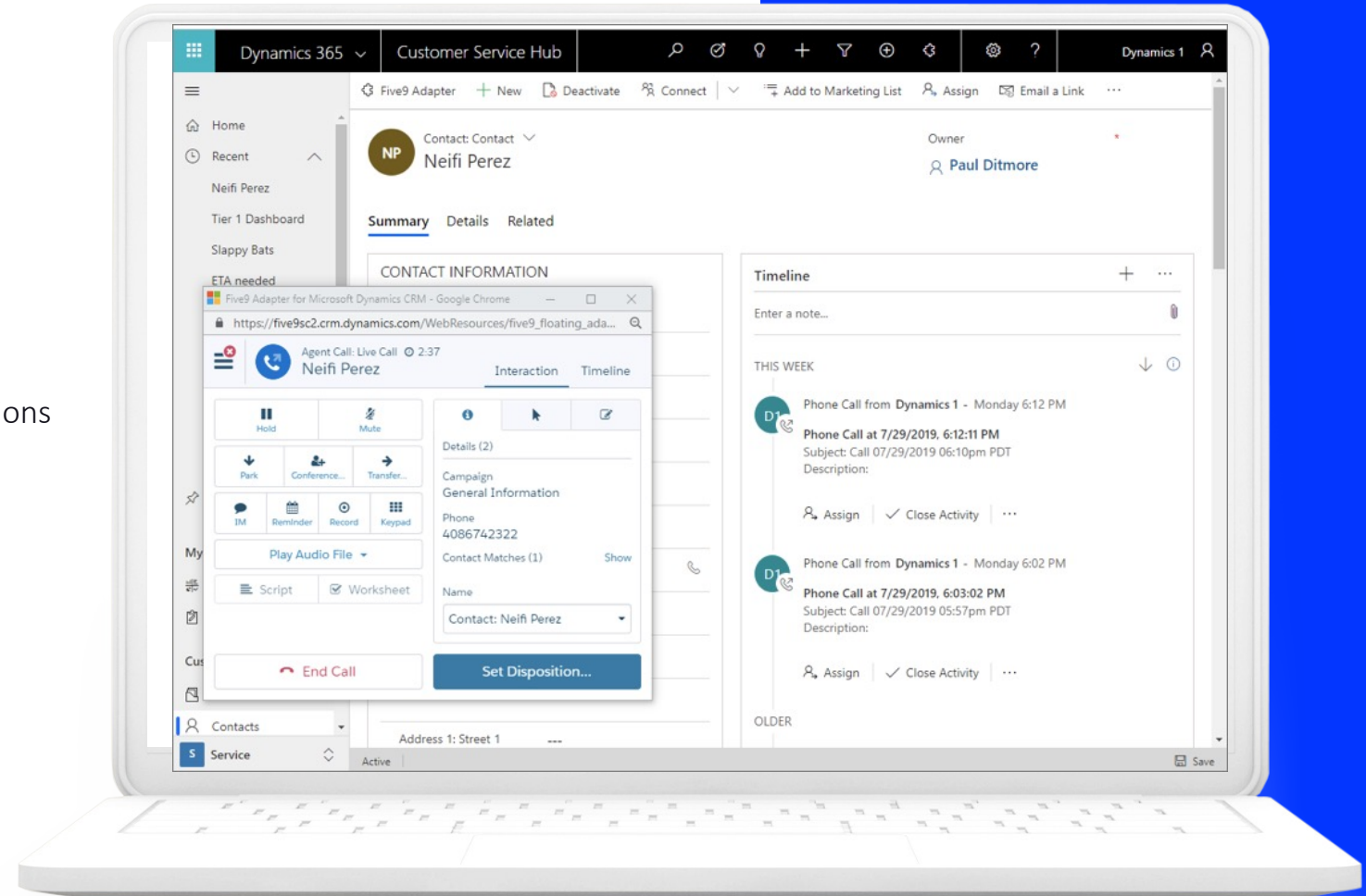
Single enterprise solution for contact center and collaboration

## Features

- Easy to setup pre-built integration
- Single-pane Agent and Supervisor Desktop
- Support for cloud-based Dynamics and on premises versions
- Your choice of Classic or UUI desktops
- Digital Engagement (Omnichannel)
- Skills-based routing
- Delivers real-time customer context
- Responsive design

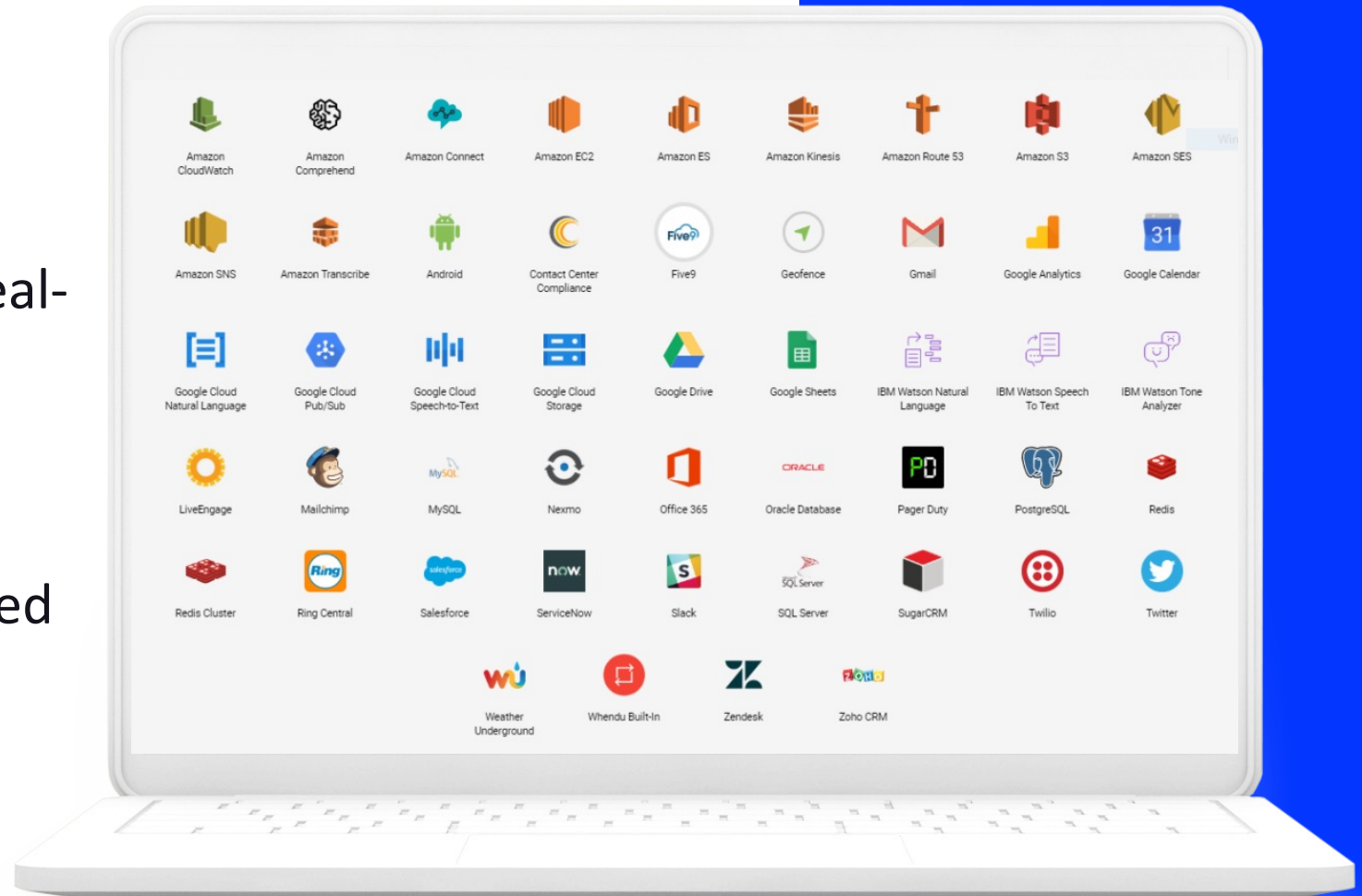
## Benefits

- Call controls embedded into the MSD desktop
- Enable agents to focus on the customer experience
- Faster agent ramp time
- All relevant customer information is right at the agent's fingertips
- Easy access to experts, scripting, and other tools



# Workflow Automation

- Out-of-the-box connections to applications and systems
- Aggregate information from real-time data streams
- Access external application functionality
- Add new connections as needed



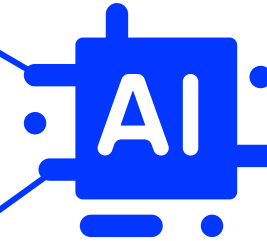
# Self Service: Part of delivering a more human experience

## Transactional

"I need to pay a bill."



Virtual assistant  
resolves FAQ



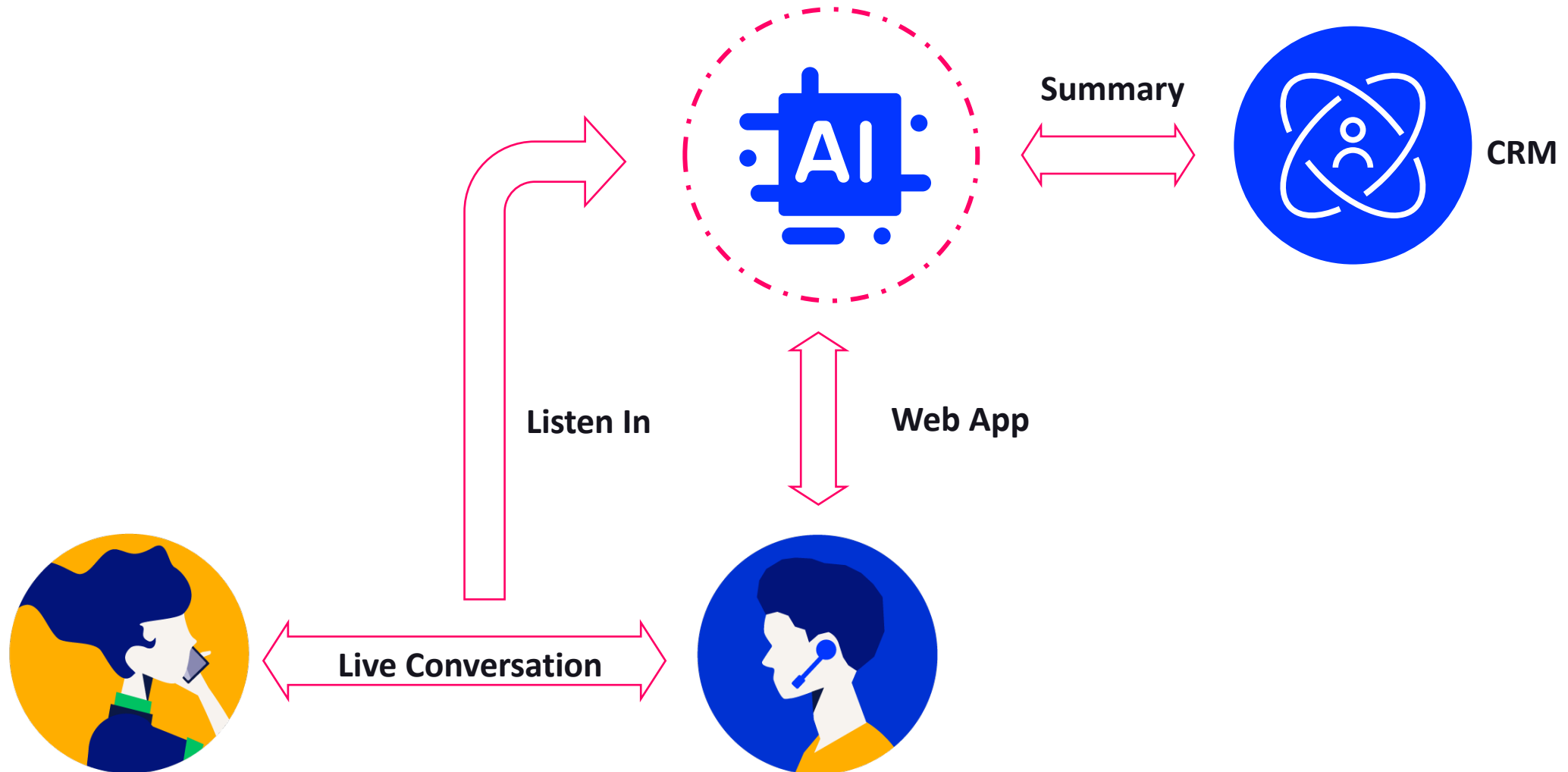
Human agents resolves  
requests which require  
attention & empathy

## Relational

"I'm worried about making  
my next mortgage  
payment."

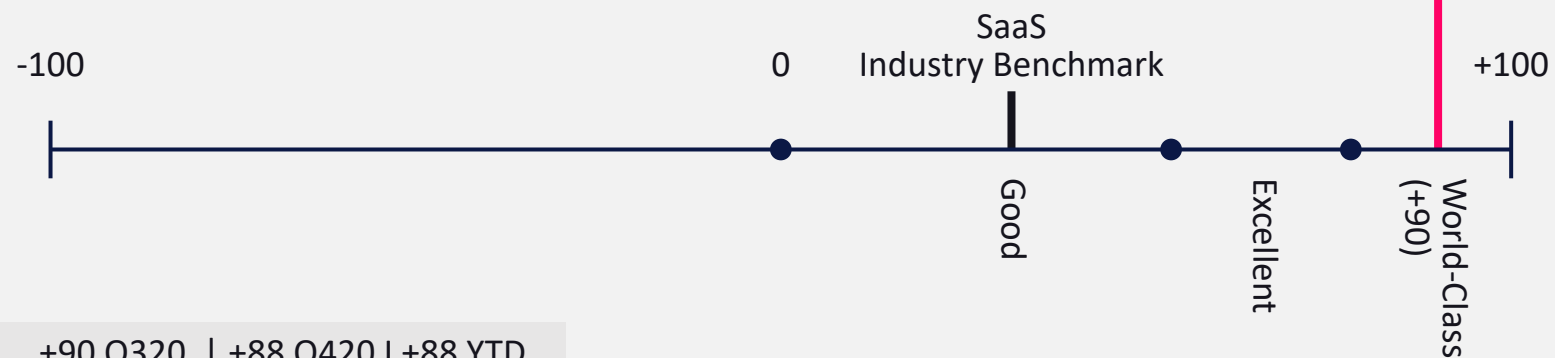


# Transcriptions and Summaries



# Measured & Verified by TSIA Experts

## Five9 Professional Services Net Promoter Score (NPS)



Their knowledge and professional approach was very evident and assisted in gaining the trust and respect from both our direct team and our end customer.



They were absolutely amazing to work with!



The Five9 team went above and beyond from start to end. Thank you for keeping us on track and making sure we met our implementation deadline.



# Contact info

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