

Google Cloud



Five9

CES Workshop with Five9 On-site

April 15th, 16th, 17th



Google Cloud | Five9



Behold, your humble hosts!



Gloria Vargas

AI Sales Specialist III,
Google Cloud



Lily Britt

Account Executive,
Google Cloud



Derek Bakker

Account Executive,
Five9



Google Cloud



Five9

Day 1: Technical Deep Dive

April 15th



Google Cloud | Five9

Tuesday April 15th, 2025 (PST)

Agenda

Time (PST)	Topic	Duration	Presenters
8:45 - 09:00	Arrivals & Beverages		
09:00 - 09:15	Kick-off & Google Welcome	15 min	Google Lily Britt - Account Executive Google Gloria Vargas - AI Account Executive
09:15 - 09:30	Voice of the Customer	15 min	American Express Matt Peters & Joe Fenicle
9:30 - 10:15	Platform Connectivity - Resiliency/Global Availability	45 min	Five9 Casey Dunigan
10:15 - 12:15	Options: Enhancements - Customer Experience Demo: Question a charge (voice demo) + Demo Discussion Demo: Dispute Resolution + Lost Card (voice demo) +Demo discussion	120 min	Google Lala Wallace Moni Sallam Syndeo Oliver Lennon Alan Beck
12:15 - 1:00	Lunch		
1:00 - 1:30	Demo: Agentic Future	30 min	Syndeo Oliver Lennon Alan Beck Google Lala Wallace Moni Sallam
1:30 - 2:30	Demo & Overview: Outbound and WFM	60 min	Five9 Bruce Plummer
2:30 - 3:00	Demo: Insights & Reporting	30 min	Google Moni Sallam
3:00 - 3:15	Break		
3:15 - 4:15	Path to Production for American Express Discussion	60 min	Google Gloria Vargas
4:15- 4:30	Wrap up and Next steps	15 min	Google Five9
6:00 - 8:00	Dinner		



Wednesday April 16th, 2025 (PST)

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09:15 - 09:30	Voice of the Customer	15 min	American Express Adrianna Bailey, SVP Technology American Express Ian Tomlinson, VP Prod Dev
9:30 - 10:00	A vision for AI-powered CX at American Express	30 min	Google Tomás Coyne
10:00 - 10:45	Why Google AI?	45 min	Google DeepMind Dan Nanas & Shaojian Zhu
10:45 - 11:30	CES Roadmap @ Google Cloud	45 min	Google Antony Passemard
11:30 - 12:00	Penalty Kick	30 mins	Google Dennis Tran
12 - 12:45	Lunch		
12:45 - 1:45	Showcase: Next Generation Customer Journey Demo: Voice & chat deterministic, generative, agentic and conversational insights	60 min	Google Lala Wallace Moni Sallam Syndeo Oliver Lennon Alan Beck
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3:00- 4:00	Target State Design Review	60 min	Google Tomás Coyne & Five9 Derek Bakker
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8:45 - 09:00	Arrivals & Beverages		
09:00-09:15	Kick-off & Five9 Welcome	15 min	Five9 Derek Baker - Account Executive Google Lily Britt - Account Executive
09:15 -09:30	Recap of Day 1 & Voice of the Customer for CCaaS	15 min	American Express Adrianna Bailey, SVP Technology American Express Ian Tomlinson, VP Prod Dev
09:30 - 10:30	Five9 - Platform Overview and Partnership with Google	60 min	Five9 Chris Silver - SVP, Global Sales Five9 Ajay Awatramani - Chief Product Officer
10:30 - 11:15	Migration Showcase #1: Enabling Contextual, Consistent, and, Hyper Personalized experiences	10 min 35 min	Syndeo Oliver Lennon, CEO Five9 Phil Files- SVP, Solution Consulting
11:15 - 12:00	Migration Showcase #2: Equipping agents with tooling to drive efficiency, quality, and, customer satisfaction	45 min	Five9 Phil Files – SVP, Solution Consulting
12:00 - 12:45	Lunch		
12:45 - 1:45	Migration Showcase #3: Full management and Reporting suite with WEM, observability, and, analytics	60 min	Five9 Bruce Plummer – Principal Solution Consultant
1:45 - 2:45	Migration Showcase #4: True geographic resiliency with automated, real-time failover across cloud regions	60 min	Five9 Craig Hanson and Cory Morgart – Director Solution Consulting
2:45 - 3:30	Migration Showcase #5: Robust migration and responsible transformation.	45 min	Five9 Andy Zazzerra – SVP Professional Services
3:30 - 3:45	Break		
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American Express: Voice of the Customer



Google Cloud

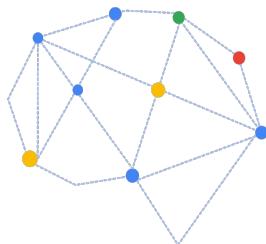


Platform Connectivity

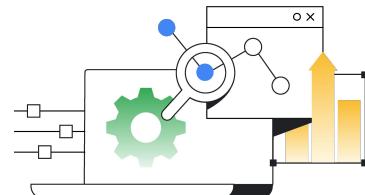


Why GCP for Five9

Resilience



Scale



Data



Engineered for Global Scale



Enterprise-Grade Telephony

American Express can **bring your own carrier**, peering with Five9's carrier grade SBC network.

In addition, Five9 Telephony provides fully **active-active global PSTN network** across 40+ carrier partners, guaranteeing instant call failover, superior voice quality and uninterrupted global reach.

Elastic Cloud Architecture

Born in the cloud, Five9 leverages the latest technology and infrastructure to provide American Express with a **modern, agile, scalable platform for growth** able to seamlessly expand and adapt across regions and infrastructure layers.

FIVE9 GLOBAL VOICE

Five9 Global Voice delivers unparalleled voice quality leveraging **regional Five9 points of presence** to connect customers and agents, providing American Express with local, latency-free, high-quality voice from any location with **centralised management and reporting**.

Geo-Redundancy

Five9 delivers **full regional geo-redundancy**, ensuring uninterrupted CX even during natural disasters, network issues, power outages, fire, and other unforeseen events.

Configuration and data is **continuously replicated** between geographically separated locations, with applications and telephony seamlessly transitioning between sites.

Reliable Scalability.
Proven Uptime. Trusted Availability.

Powering the world's largest global brands.





Casey

Five9 Intelligent CX Platform



Dependable Availability



Globally Scalable



Secure and Protected

CX Marketplace,
Open APIs & SDKs



Google Cloud

Five9

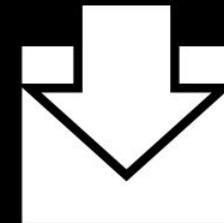
Five9 as the Cx Hub vs Black Box

Built to Integrate Best-in-Class Tools

Control, Transparency, and Configurability

True Future-Proofing—Not a Vendor Stack Trap

Casey



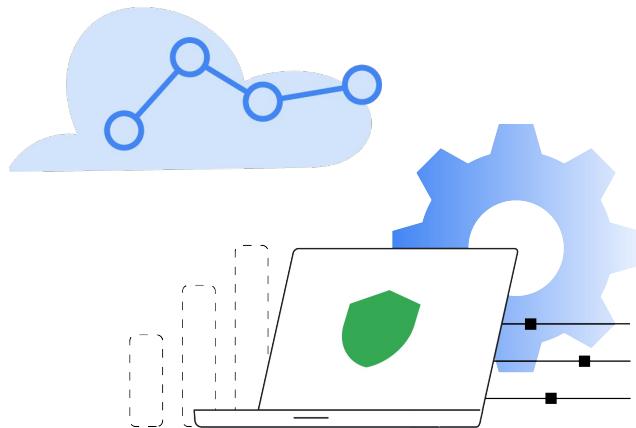
Five9 as Cx Hub vs Black Box

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Built to integrate Best-in-Class Tools

Control, Transparency and Configurability

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Five9 – CX Ecosystem

Five9's CX Open Ecosystem enables **seamless integrations, AI-driven automation, and deep enterprise alliances**, ensuring businesses can build, extend, and innovate on their terms—without limitations.

Five9 Acqueon our predictive outbound engagement engine, for revenue generation, and customer retention.

Syndeo partnership to accelerate transition from Genesys Engage & Nuance.

Google our key strategic CX partner, together powering AI-driven automation and interaction orchestration to transform customer engagement.

Blackchair alliance ensures seamless accelerated transition from Genesys Engage & Nuance.

Best in Class WEM drives workforce engagement, quality and analytics for operational excellence.



Our extensive network connects **1,450+ global SI, Channel, and Technology partners**, offering unmatched choice and flexibility.

Deloitte.

 PEGA

VERINT

CALABRIO

servicenow



 Pindrop



 qualtrics^{XM}



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Thank you



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Five9®



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Thank you!





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Options for Enhancements

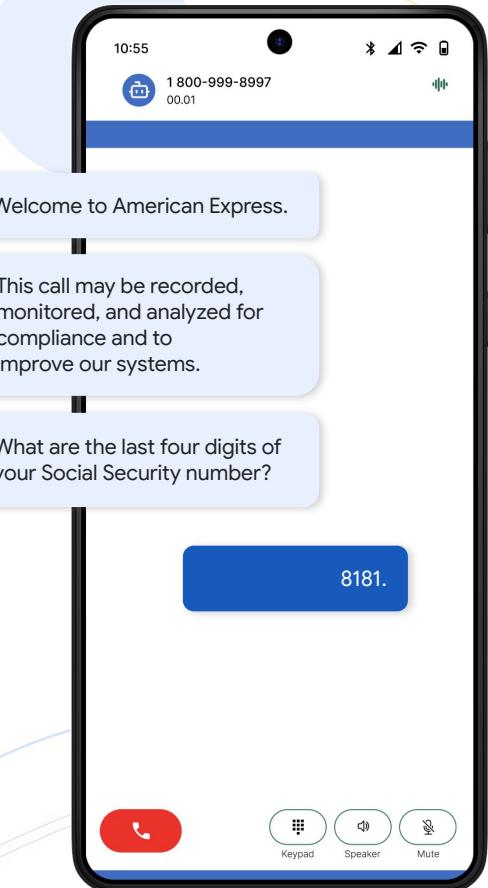




Demo

Question a charge (voice demo) + Discussion

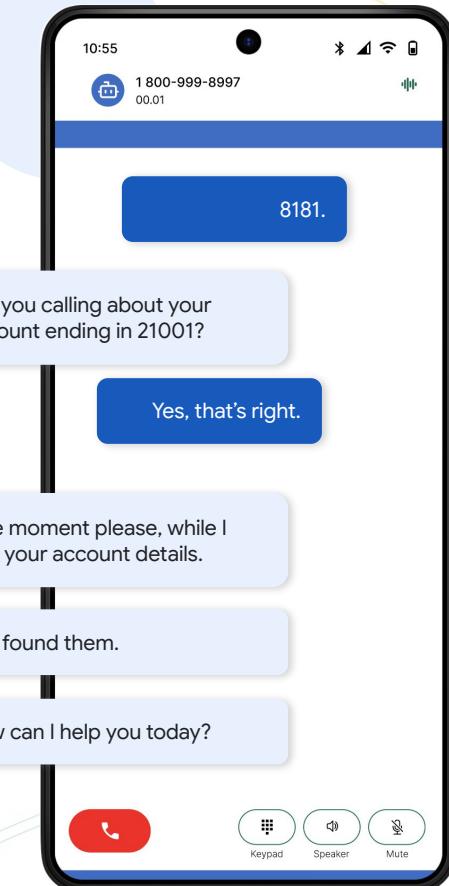
Deterministic Answers



GenAI Answers

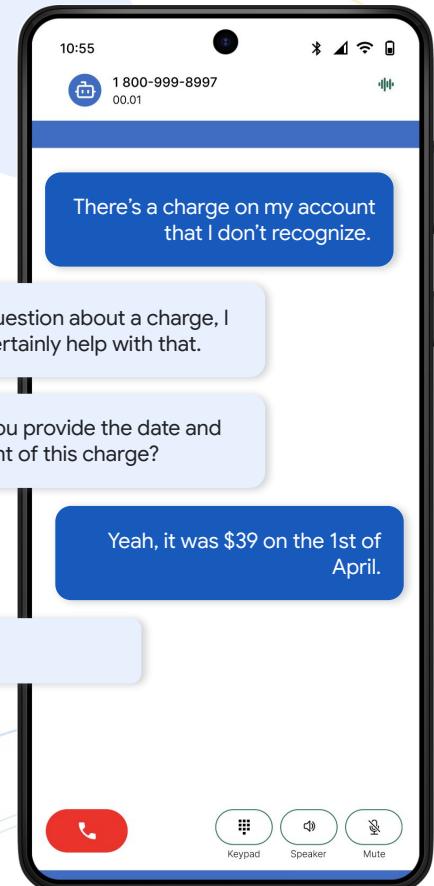


Deterministic Answers



GenAI Answers

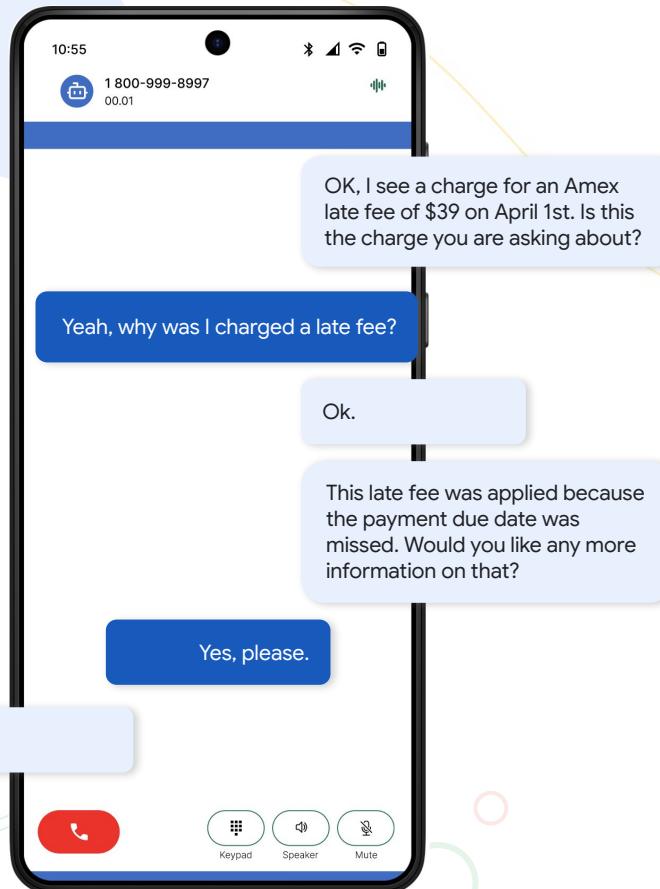
Deterministic Answers



GenAI Answers

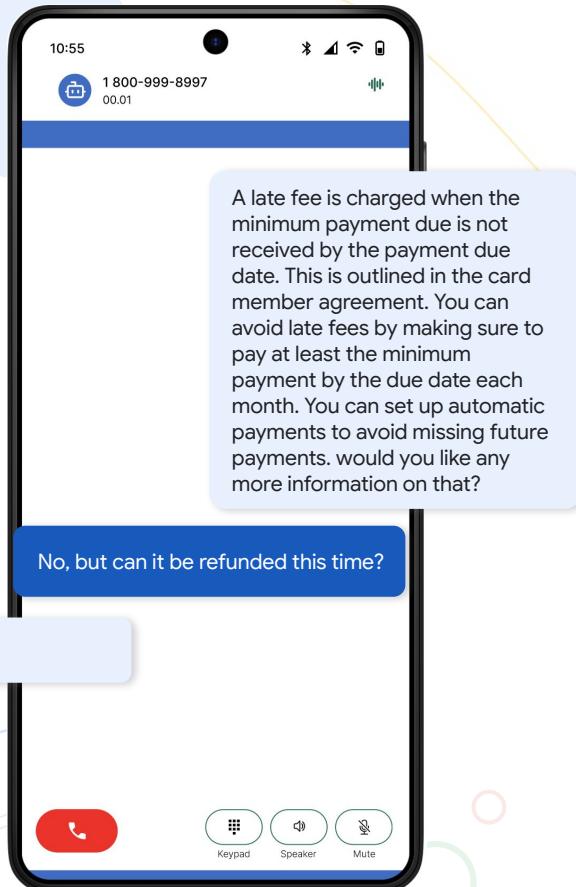
Deterministic Answers

GenAI Answers



Deterministic Answers

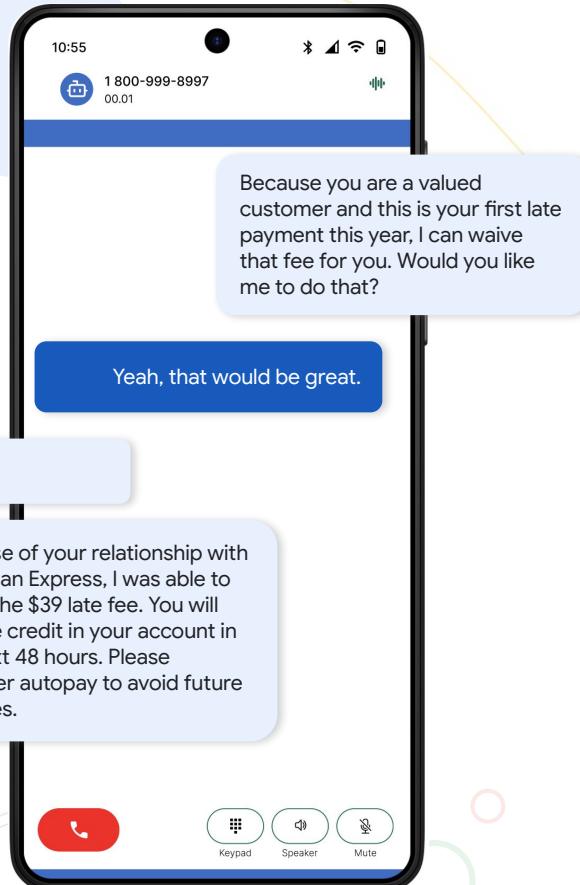
GenAI Answers



Deterministic Answers



GenAI Answers



Deterministic Answers

If you would like to hear this again, say repeat. You can also say make a payment, or if you would like to learn more about autopay, say autopay. For information on a different account, say switch accounts. For anything else, say main menu. If you're done, you can hang up.

I'm done, thanks, bye.

GenAI Answers



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Demo

Dispute Resolution + Lost Card (voice demo) + discussion



Why use generative Playbooks?

01

No state-machine dependency

02

Faster and more intuitive development

03

No training data needed to start

04

LLM-powered conversational experience

05

OOTB capabilities

06

Enterprise readiness



Playbooks: Benefits of Steering

- **Enhanced Understanding:** LLMs enable virtual agents to understand context, sentiment, and complexity in human language.
- **Sophisticated Routing:** LLMs allow for disambiguation, multi-intent capturing, multi-language acknowledgment, and sentimental responses.
- **Human-like Interaction:** Virtual agents can now respond like human operators without complex logic or NLP models.
- **Leverage LLMs to do the following:**
 - Accurately interpret user's intent
 - Route the conversation to either generative or descriptive flow based on user's intent.
- **Quick and Easy Setup:** Implementation requires just a few clicks, saving time and effort.
- **Efficient:** Drastically reduces the time needed for fine-tuning (potentially from months to days or even hours).
- **Ambiguity and Multi-Intents:** Effectively manages unclear or complex user inquiries with multiple intentions.
- **Better fallback experience:** Dynamic error handling for specific scenarios such as no-matches, no-inputs and system errors.

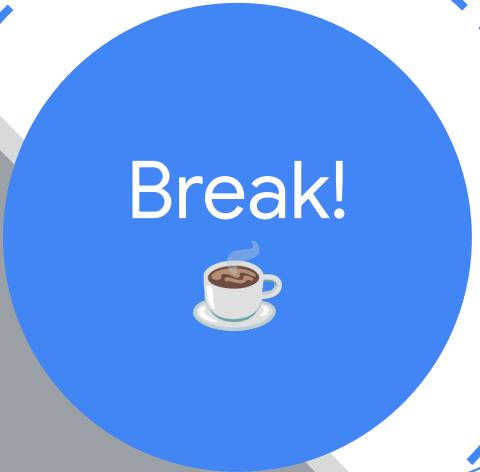




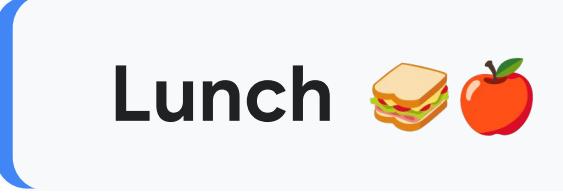
Playbooks: Benefits of Steering

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Break!



Lunch



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Demo

Agentic Future



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Five9 Demo + Overview

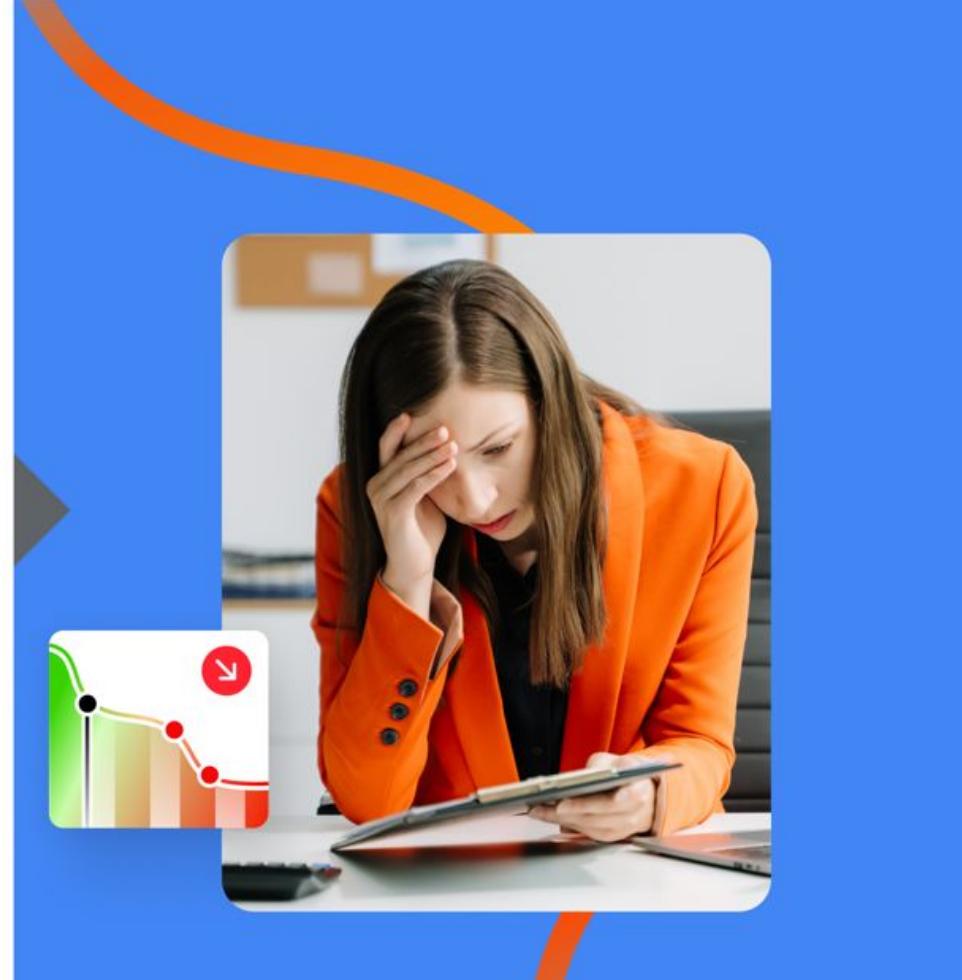


CX teams are poorly equipped.

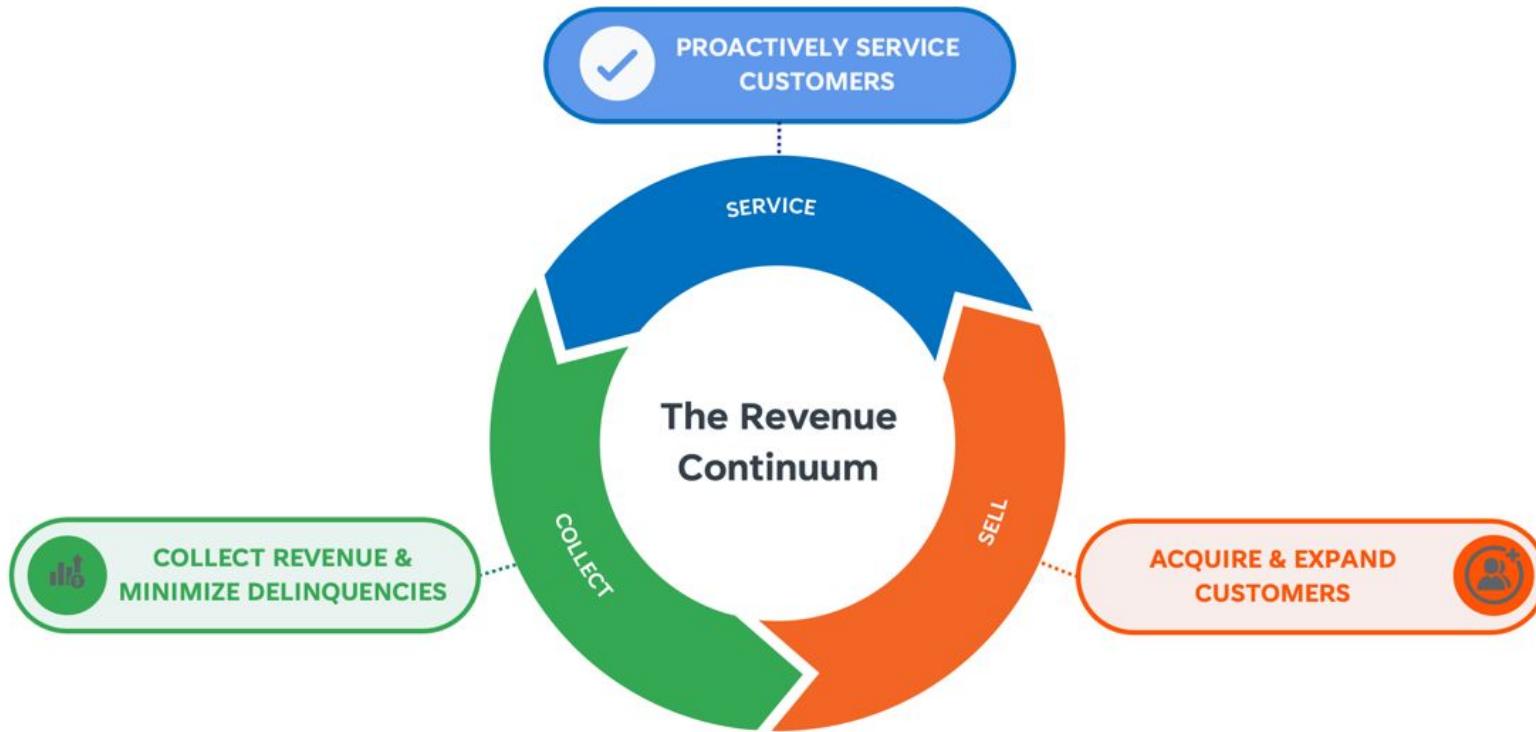
Existing solutions fall short

- CCaaS lacks an engagement engine and customer intelligence
- Point B2C solutions fragment experiences and silo resources
- B2B tools can't match B2C scale, velocity, and compliance requirements

Businesses need a platform to handle the entire revenue continuum



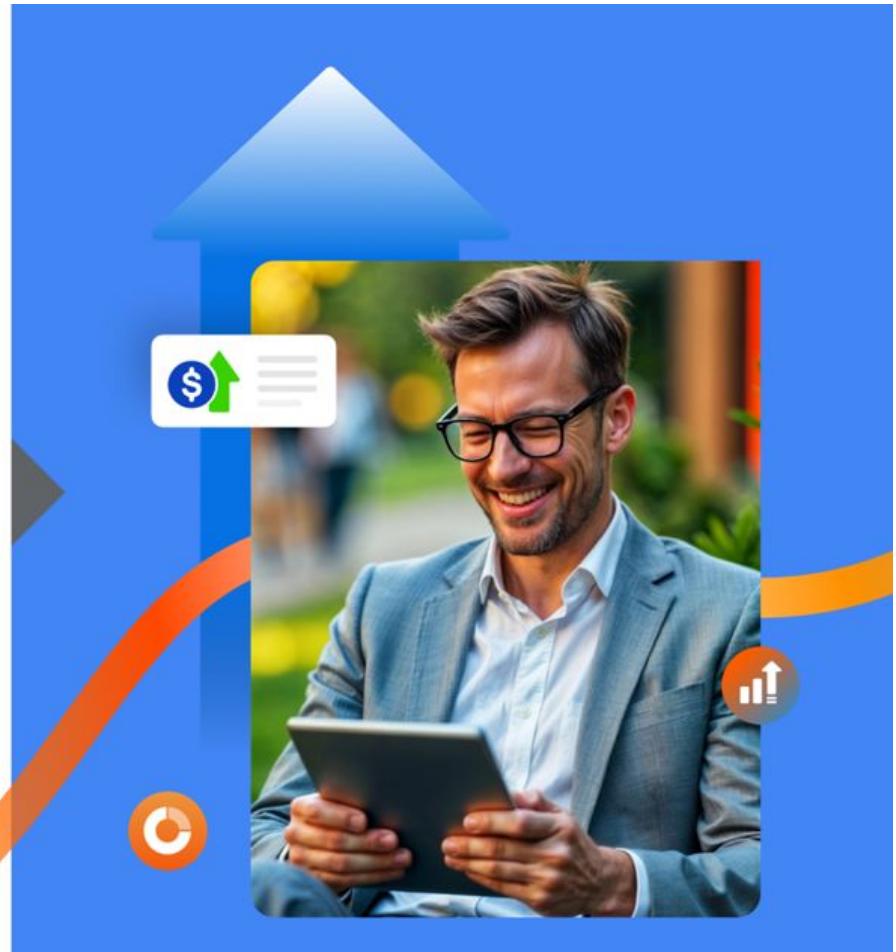
Acqueon Revenue Execution Platform powering Sales, Servicing & Collections



Acqueon is a revenue execution platform

Sits between your communications/CX platforms and systems of engagement to

- Execute compliant campaigns that maximize revenues, outcomes, and the efficient use of limited human resources
- Assemble a singular customer context to design your engagement workflows across voice and digital channels
- Equip sellers, collectors, and healthcare providers with the tools needed to maximize every interaction



Acqueon Revenue Execution platform

Five9®



Unified data
fuels AI &
segmentation



Engagement
& campaign
orchestration



Built-in
compliance



Revenue &
performance
insights



Agent
enablement
& guidance



Database
Agnostic



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The 5 pillars of a revenue execution platform



Optimize & Scale Revenue Outcomes

Proprietary + Confidential

Improve
**Right Party
Contacts**

+5%
lift on RPC

Maximize
**Agents'
productivity**

+10%
increase in
conversions



Typical measures of success and ROI levers



**Improve
Right Party
Contact (RPC)**

+5%

lift on RPC



**Maximize
sellers'
productivity**

+10%

increase in
conversions



**Secure
regulatory
compliance**

-8%

operational costs to
stay compliant



**Collect more
money, more
efficiently**

+12%

revenue per
interaction



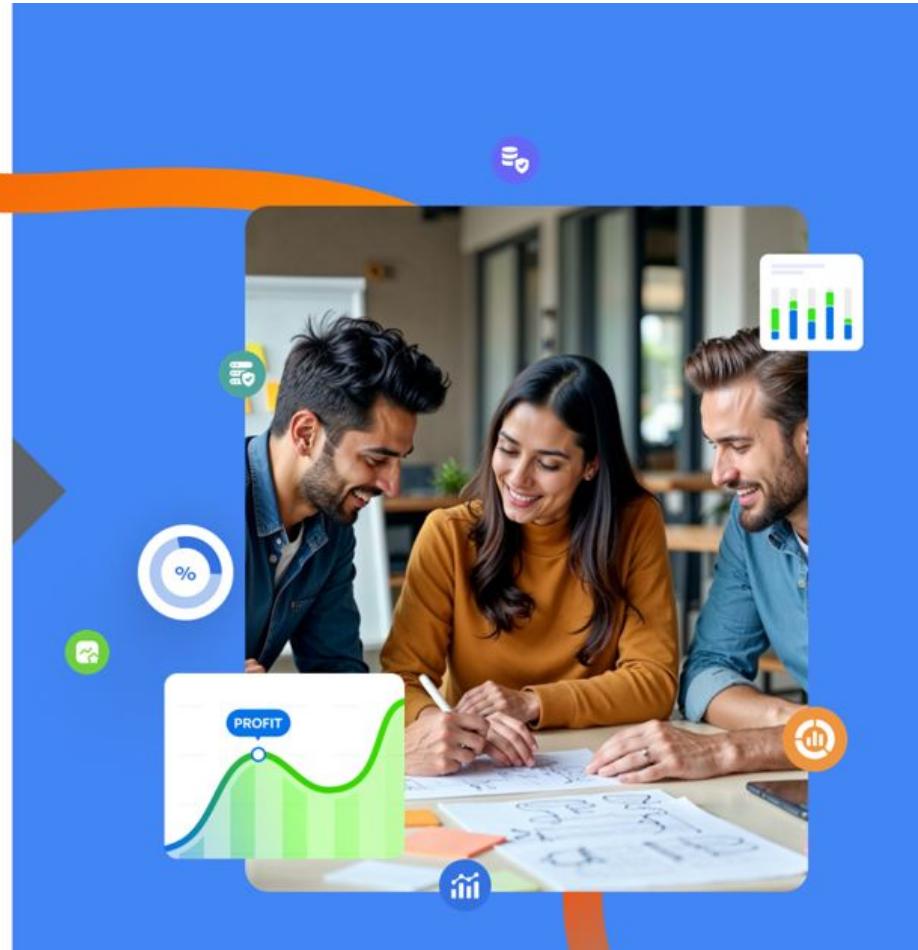
**Increase
Retention**

+2%

Or churn reduction

Why Acqueon

1. Overlay onto your communications platform and systems of records — preserve your investments
2. Unified customer data lets you design high-performing campaigns
3. Drive immediate results through multi-channel engagement
4. Integrated compliance toolkit
5. Gain full control over your human resource allocation — maximize their yield
6. Equip sellers with comprehensive tools to make the most of every customer interaction





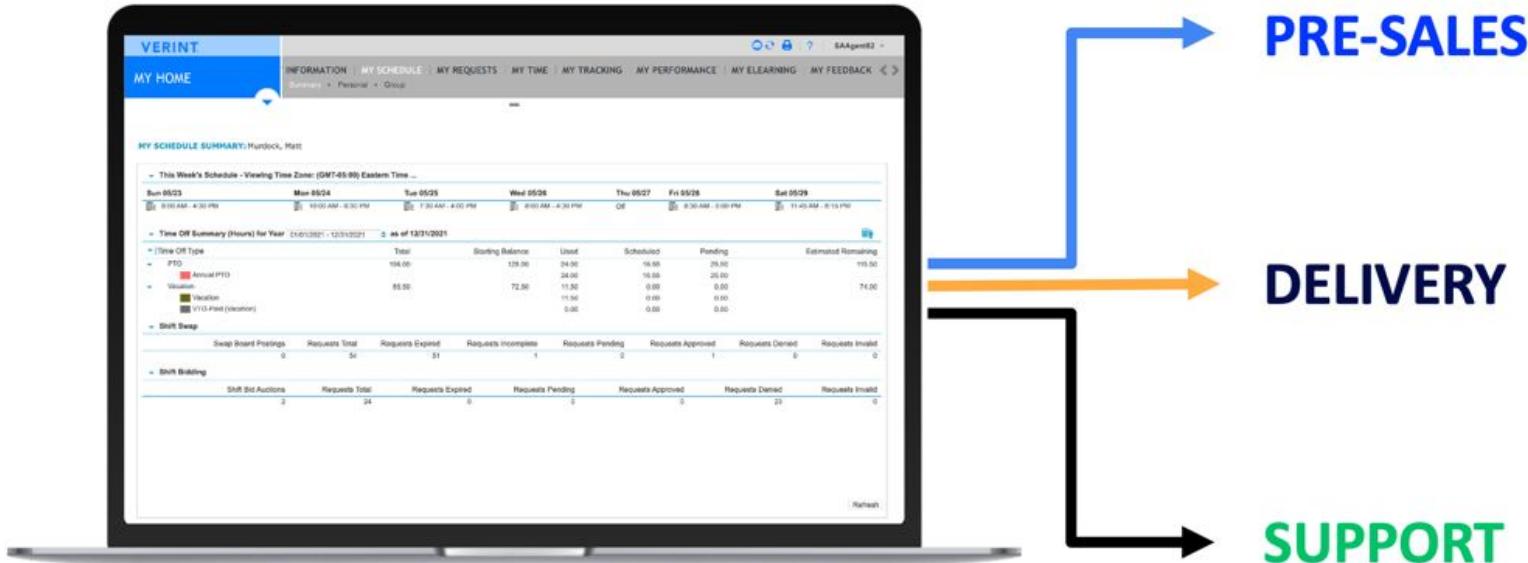
Google Cloud



WFM



Five9 WEM - Building a Practice



Five9 & Verint

Five9 CCaaS w/ Verint at the Core

- Delivered as one product – Five9 CCaaS
- Always on the latest version
- Complete Workforce Offering
 - Recording/Ingesting Interactions
 - Quality Management (Auto Evaluation, Coaching)
 - Analytics (Speech, Desktop, Structured)
 - Performance Management (Goal Oriented, Auto Coaching, Lesson Management...)
 - Workforce Management (Forecasting, Scheduling, RTA, Intraday...)

9 Dedicated
Verint Pre
Sales SMEs

32 Dedicated
Verint Prof
Services

8 Dedicated
Verint
Operations
Staff

35 Dedicated
Verint Support
Staff

15 Dedicated
Verint
Technical Acct
Mgmt

Dedicated
Verint Prod
Mgmt

150K Users
Across 2000
Servers

Five9...

- Implemented
- Supported
- Managed

Five9 Execution

- +90 PS NPS
- +84 CS NPS

Five9 & Verint Together

- Largest Verint
Partner/Customer
- 2019 Partner of the Year
- 2020...
- 2022...
- 2023



Quality Management

3 Things...

- Find
- Evaluate
- Coach

And reports, etc



Speech Analytics

3 Things...

- Categorize
- Analyze
- Feedback loop

And reports, etc



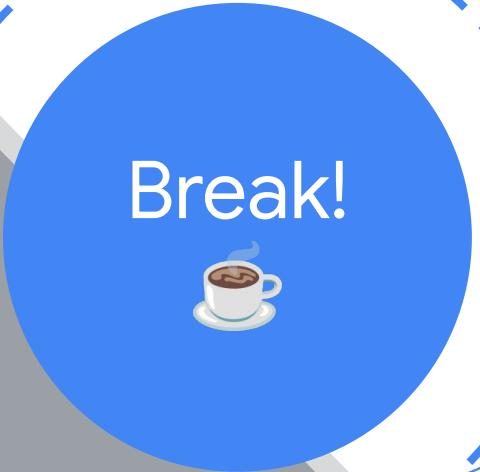
Workforce Management

3 Things...

- Forecasting
- Scheduling
- Intraday Management

And reports, etc





Break!





Demo

Insights and Reporting

Tuesday April 15th, 2025 (PST)

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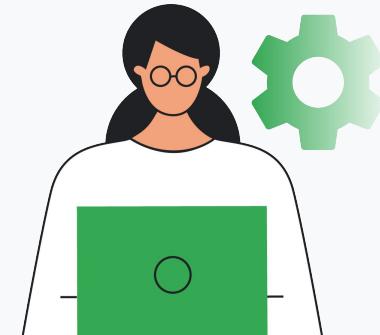
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Path to Production

 Gloria

- Consider 27,000 agent migration to new desktop (Regional prioritization, agent type prioritization)
- Consider motivation to try to integrate Google/Syndeo to Genesys (telephony/agent desktop) for a Q4 kick off migration without disrupting the agent?
- Path to Production thoughts:
 - Use Q4 to jumpstart the migration all the flows (20%-30%) and get Five9 agent desktop to provide a similar experience to minimize agent disruption
 - Use Q4 to implement the WFM process to minimize disruption to the additional UI needs for the CCPs and supervisors (WFM including call compliance)
 - Use Q4 to identify the flows that should be transformed (not only enhanced) (Diagnostics leveraging QualityAI?)
 - Define agent migration waves starting Q1



Thank you!



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Day 2: Google AI

April 16th



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Behold, your humble hosts!



Gloria Vargas

AI Sales Specialist III,
Google Cloud



Lily Britt

Account Executive,
Google Cloud



Derek Bakker

Account Executive,
Five9



Google Team



Lily Britt - Account Executive
<https://www.linkedin.com/in/lilybritt/>



Tomás Coyne - CES Lead for Fin. Services
<https://www.linkedin.com/in/tomascoyne/>



Gloria Vargas, AI Specialist Financial Services
LinkedIn:
<https://www.linkedin.com/in/gloria-lucia-vargas/>



Tom McGrath
<https://www.linkedin.com/in/tommcgrathnet/>



Ivan Fernandez
<https://www.linkedin.com/in/ivanfernandez/>



Moni Sallam
<https://www.linkedin.com/in/moni-s-01248423/>



Lala Wallace
<https://www.linkedin.com/in/lala-wallace-0703711b/>

Five9 Team



Derek Bakker - Senior Director of Major Accounts



Casey Dunigan - RVP Majors Sales - US and EMEA



Phil Files - SVP of Global Solution Consulting



Bruce Plummer - Principal Solutions Consultant

Five9 Team



Chris Silver - SVP Global Majors Sales is a dynamic executive leader in enterprise sales and go-to-market strategy. Specializing in building high-performance teams, optimizing sales processes, and driving global market expansion across SaaS and AI. At Five9, he led the creation of a Global Strategic Sales Organization, fostering a culture of innovation, collaboration, and sustainable growth. With a forward-thinking, solution-driven approach, I empower teams to navigate complex challenges, strengthen client relationships, and achieve transformational business success.



Ajay Awatramani - Chief Product Officer - Leads the company's product strategy and vision, focusing on enhancing AI and customer experience offerings. With over 25 years of experience in product management and software innovation, he has held leadership roles at companies including Cornerstone OnDemand, Adobe, Marketo, Oracle, and Siebel Systems. Ajay holds a Master's degree in Computer Science from the University of Southern California and a Bachelor's degree in Computer Engineering from the University of Mumbai.



Andy Zazzera - SVP Global Professional Services - brings extensive expertise in customer experience solutions. Prior to joining Five9, he held a significant role at Genesys, contributing to the company's advancements in customer experience technologies. Based in Merchantville, New Jersey, Andy continues to drive innovation in the cloud contact center industry.



Al Modglin - VP Global Professional Services - is a results-driven IT leader with over 20 years of experience in customer experience and contact center solutions. He excels in team leadership, business development, and operational management, leveraging his expertise in cloud, SaaS, and CRM solutions to drive success. With a strong focus on client relationships and evolving implementation methodologies, Al ensures exceptional service delivery while fostering an efficient and engaging work environment.

Five9 Team



Director, Solutions Architecture - Leads initiatives to design and implement advanced cloud contact center solutions. Based in the Kansas City Metropolitan Area, he brings extensive experience in cloud connectivity engineering and solutions architecture. Prior to his role at Five9, Cory led the Cloud Connectivity Engineering team at NICE CXone, focusing on customer requirements and capabilities for cloud solutions.



VP, Technical Products -



David Paine - Principal Solutions Consultant - David Paine is a seasoned SaaS technology professional with over 25 years of experience in customer experience-based solutions, strategic planning, and leadership. He currently serves as the Principal Solution Consultant with Five9, where he applies his extensive expertise to cloud architecture. Throughout his career, David has demonstrated a strong commitment to innovation and excellence in the technology sector.

Five9 Team



Aaron Angell - Principal Enterprise Architect - Aaron Angell is a Principal Enterprise Architect - Services at Five9, based in the Portland, Oregon Metropolitan Area. In this role, he leverages his expertise to design and implement advanced contact center solutions, enhancing customer experiences and operational efficiencies. With a strong background in enterprise architecture, Aaron plays a pivotal role in aligning Five9's services with clients' strategic objectives.



Corran Ashby - RVP, Account Strategy Director - Corran Ashby is an Account Strategy Director at Five9, bringing over 30 years of expertise in contact center management and technology implementation. He excels in enhancing operational efficiencies and customer experiences. Corran's extensive background positions him as a key contributor to Five9's strategic initiatives and client success.



Martin Jalowiec - EMEA Senior Director of Major Accounts

Syndeo Team



Oliver Lennon - CEO



Alan Beck - CTO



Gary McGowan - Programme Manager

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American Express: Voice of the Customer



Google Cloud

AMERICAN
EXPRESS

Five9®

A vision for AI-powered CX at American Express



What We Heard: Priorities for Transformation



Tomás

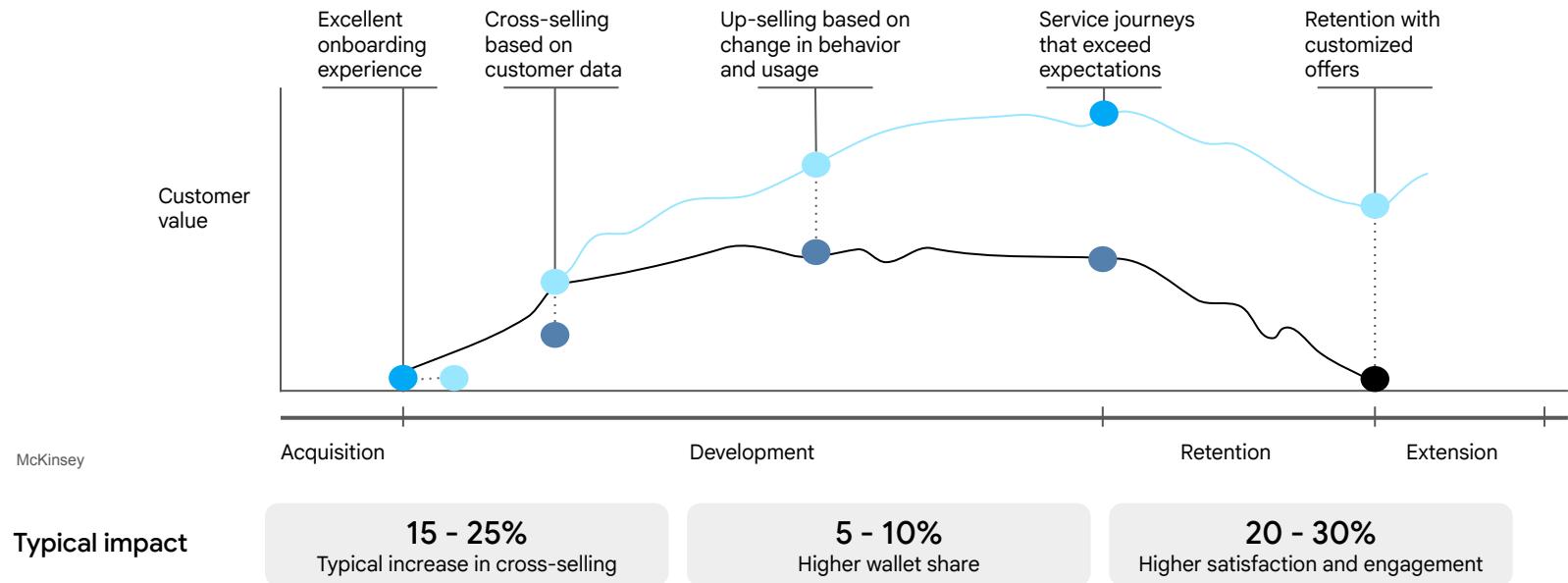




EXPERIENCE-LED GROWTH STRATEGIES BOOST ENGAGEMENT, SATISFACTION, AND RETENTION

Value creation along the customer life cycle (illustrative)

● ● ● ● Scale from bad to great experience based on the customer's voice
— Experience-led growth life cycle
— Typical life cycle



THE CURRENT STATE PROHIBITS AMERICAN EXPRESS FROM CONSISTENTLY PROVIDING HIGH-QUALITY CUSTOMER EXPERIENCES

SITUATION

Complex infrastructure that prevents American Express from modernizing its customer and agent experiences without significant toil, time, and, cost

Based on end-of-life Genesys Engage and Nuance voice recognition technology. These legacy, on-premise, technologies include (but not limited to):

- Genesys GAAP
- Nuance Recognizer
- Nuance Vocalizer
- Nuance Gatekeeper
- Genesys Workspace Desktop Edition (WDE)
- Genesys WFM (highly customized)
- GVP, Outbound Dialler and Routing/IRD

IMPACT



Outdated Technology Stack



Legacy Business Logic



Lack of Customer + Agent Insights



Customer Data Fragmentation



Omnichannel Execution

THE VISION: AN AI-POWERED, CLOUD-NATIVE FUTURE THAT ALLOWS AMERICAN EXPRESS TO INNOVATE AT ITS OWN PACE



Tomás



Best of breed solutions

Built with best-of-breed components and providers, designed to meet American Express' specific needs and the ability to enhance capabilities with Generative AI as and when required.



Surrounded by Google AI

Ensuring continuous investment and advancement. We provide cutting-edge AI capabilities from day one and a future-proof foundation for ongoing innovation and evolution – directly from the vendor who owns the AI capability.



A De-Risked Approach

A commitment to transform away from current architecture with a de-risked approach, that minimizes disruption and allows American Express to innovate at their pace



Global Scalability

A globally scalable platform that aligns with American Express' data strategy, providing the security, compliance, and flexibility needed to support operations across the globe



Your Vision: Provide the world's best customer experience every day.

Backing Our Customers | Backing Our Colleagues | Backing Our Communities



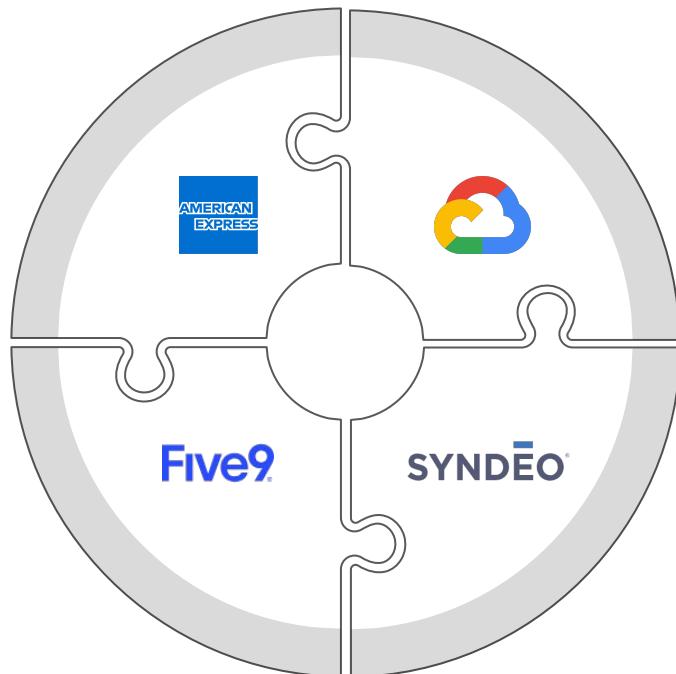
Google Cloud

Five9

MODERNIZING AMERICAN EXPRESS' ENGAGEMENT PLATFORM BY TRANSITIONING TO A NEXT-GENERATION CLOUD SOLUTION



Tomás



- **Accelerated and low risk move to the Cloud** – months rather than years to move American Express' existing "as is" IVR and core contact center into Google's Customer Engagement Suite (CES) with Syndeo and Five9.
- **Conversational AI at Scale** – replacing Genesys & Nuance IVR with Google's diverse and broad portfolio of AI models, tools, and services to deliver AI agents and applications.
- **Agentic AI Experiences** – build agentic experiences rapidly using while leveraging existing data and integrations, built during the Darwin project
- **Cloud Resilience & Scalability** – Five9's global CCaaS infrastructure natively operates within Google's world class compute availability layer and is engineered for global scale, ensuring operational continuity and cost efficiency.
- **Enterprise 360 Customer View** - the only provider that allows American Express to know more about their card members before they engage, while they engage, and after they engage to drive hyper-personalization
- **Real-time Data & Analytics** that is tightly integrated with American Express' Lumi data strategy and enables rich data insights, improving decision-making and optimizing customer and agent experience.
- **Alignment with Corporate Strategy** - a Google cloud solution aligned to the approved American Express cloud and data governance blueprints.



Google Cloud

Five9



Google Cloud



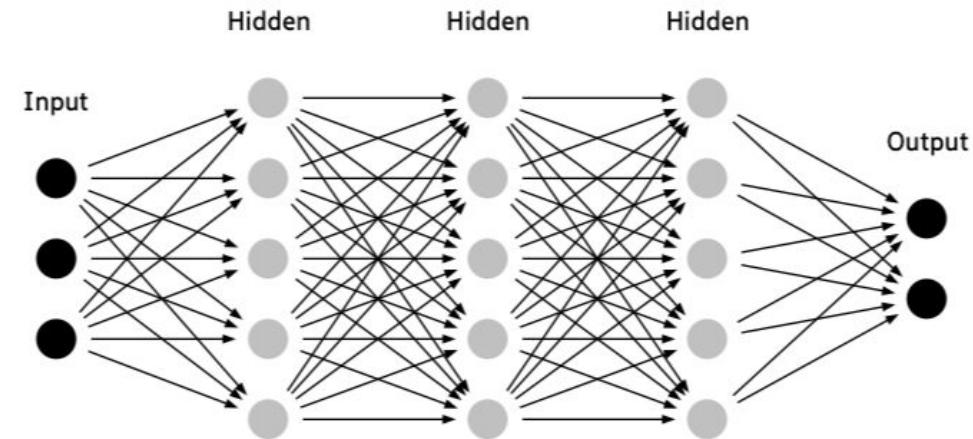
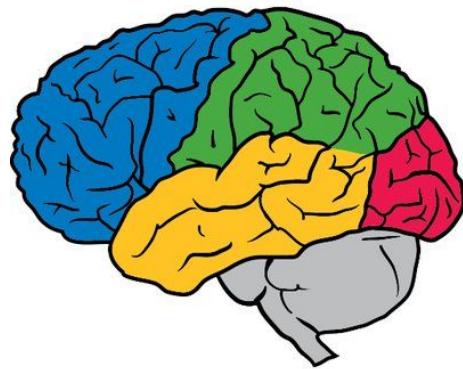
Why Google AI

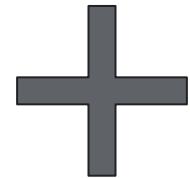
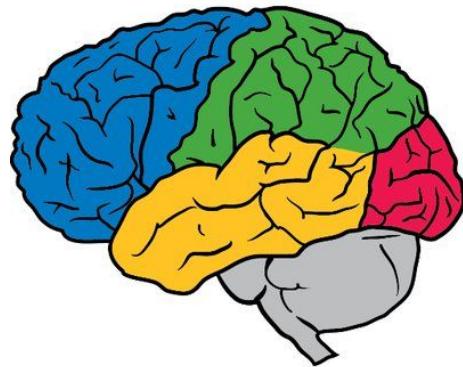












DeepMind



Google DeepMind Mission

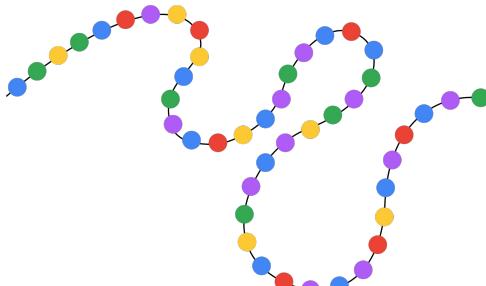
Build AI responsibly to benefit humanity

Responsible AI at the foundation

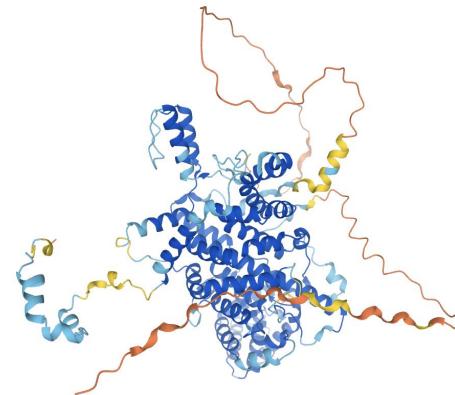


The Protein Folding problem a 50-year grand challenge in biology

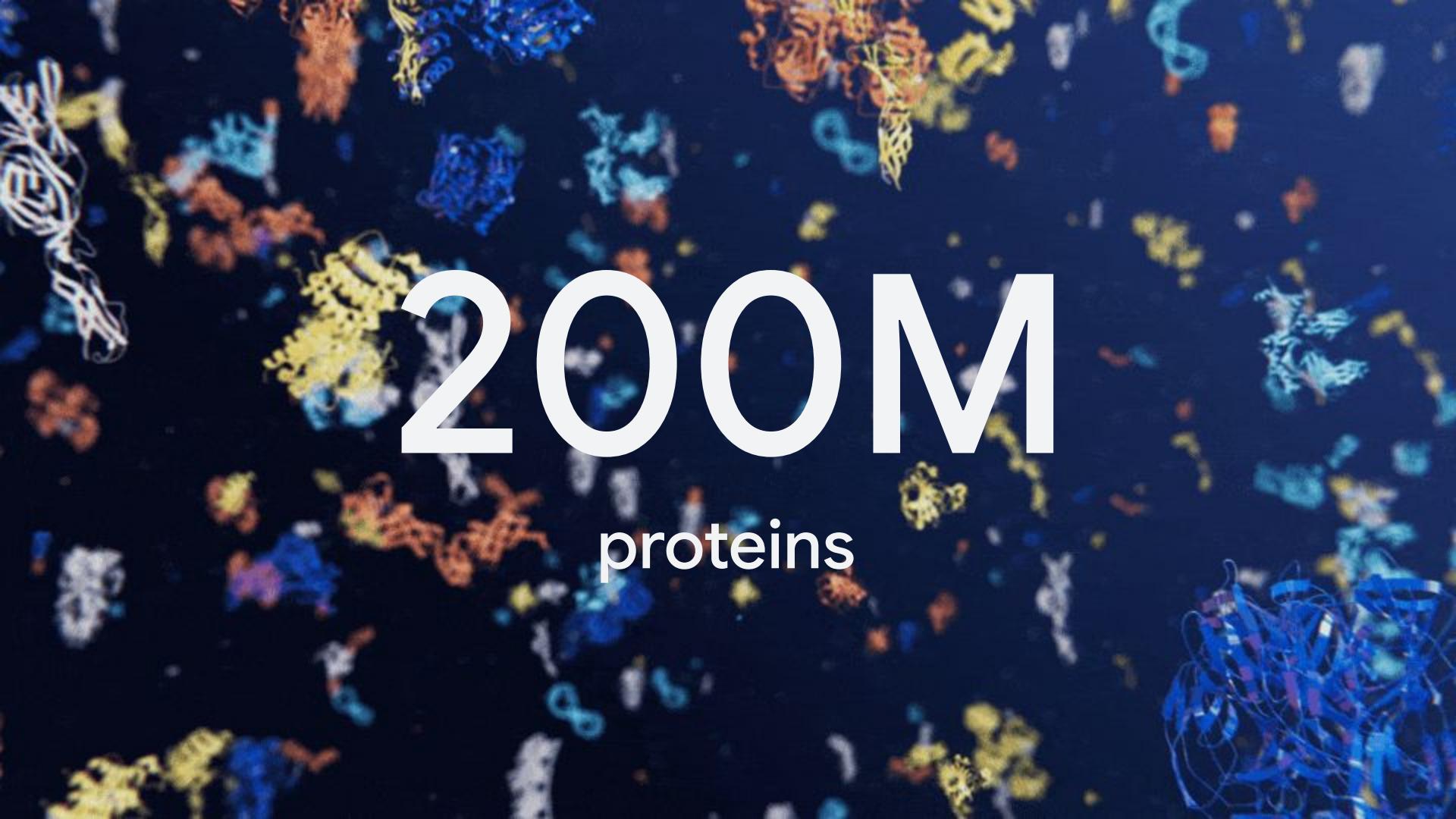
Using only its amino acid (genetic) sequence,
can you predict what shape a protein will fold into?



Amino Acid sequence



3D Protein structure



200M
proteins

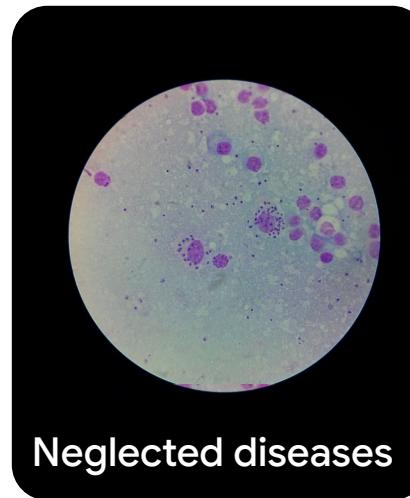
AlphaFold is accelerating progress on a range of important problems



Plastic pollution



Antibiotic resistance



Neglected diseases



Malaria vaccine

Years of AI innovation

Our pioneering AI research and development
have made recent advances possible.



2017
Transformer



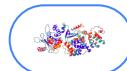
2018
BERT



2019
T5



2020
LaMDA



2021
AlphaFold



2022
PaLM



2023
Gemini

Responsible AI at the foundation

Welcome to the Gemini era



Native
Multi-modality



Advanced
Reasoning



Long Context
Window



Native Multi-modality

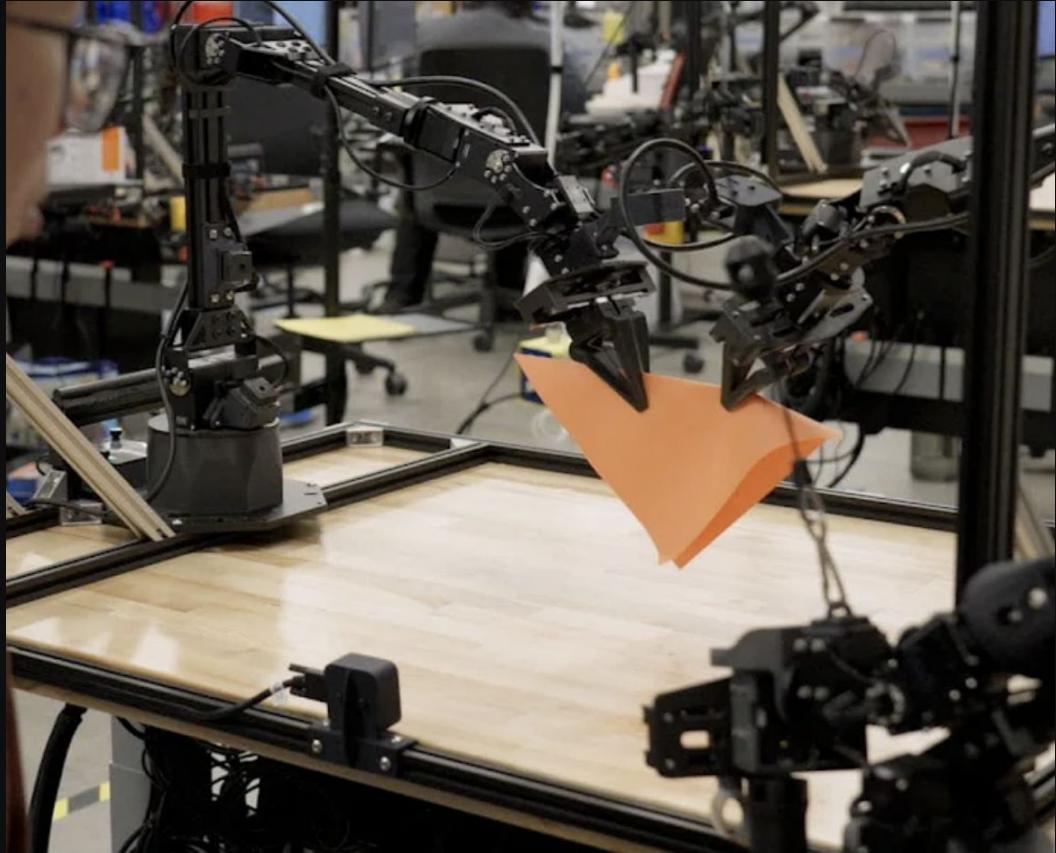
Project Astra, a universal AI Agent helpful in everyday life





Native Multi-modality

Advancements in
multimodal
understanding unlock
new capabilities with
Gemini Robotics





Advanced reasoning

Advanced reasoning powers Gemini's ability to write code

Prompt: “Design a music player interface with a prominent progress bar and queue management. Create an artist profile page showcasing albums, songs, and related artists.”

Previous Gemini

Sample Artist 1

Albums

Album 1 Album 2 Album 3

Songs

Sample Song 1
Chill Vibes

Related Artists

Artist A Artist B Artist C

Sample Song 1
Sample Artist 1

0.00 2.00

Latest Gemini

Starlight
Muse - Black Holes and Revelations

Muse

Muse are an English rock band from Bognor Regis, Sussex, formed in 1994. The band consists of Matt Bellamy, Dominic Howard, Christopher Wolstenholme, and Dominic Howard.

Follow Message

Albums

Black Holes and Revelations Absolution

Black Holes ... 2009 View Album

Absolution 2013 View Album

Top Songs

Starlight Muse - Black Holes and Revelations

Related Artists

Radiohead Coldplay

Radiohead View Profile Coldplay View Profile



Firebase Studio - studio - Firebase Studio

Firebase Studio PREVIEW

Hello, Rody

Welcome back

Prototype an app with AI

Build an interactive canvas drawing app where the user can select between various colors and brush sizes.

Have a button that uses AI to grab a picture of the canvas and guess what the drawing is. Show an alert to the user with the guess

Prototype with AI →

Start coding an app

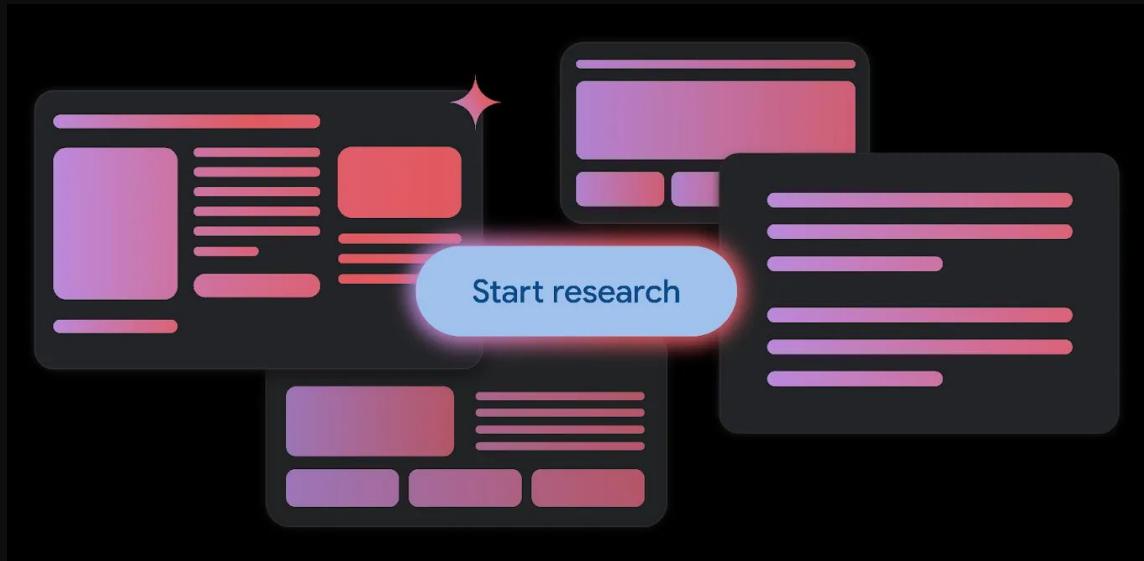
+ New Workspace Import Repo

My workspaces Shared with me

- CanvasAI (Staging) studio-27619222 · Accessed just now
- DoodleAI (Staging) studio-6142387 · Accessed 9 minutes ago
- AI Scavenger (Staging) studio-62210165 · Accessed 16 minutes ago
- ALT Text Hero (Staging) studio-32739809 · Accessed 24 minutes ago
- AltTextAI (Staging) studio-70738313 · Accessed 47 minutes ago
- Caption This (Staging) studio-2961945 · Accessed 55 minutes ago
- TipSplitter AI (Staging) studio-8172676 · Accessed 59 minutes ago



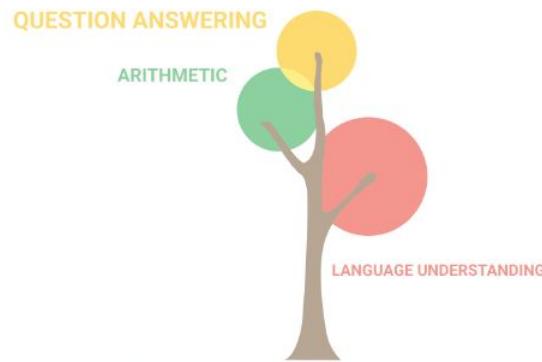
Deep Research can
build custom reports
using information
from the open web





Gemini 2.5 Pro

Rank* (UB)	Rank (StyleCtrl)	Model	Arena Score	95% CI	Votes	Organization
1	1	Gemini-2.5-Pro-Exp-03-25	1437	+8/-6	7431	Google
2	2	ChatGPT-4o-latest_(2025-03-26)	1406	+7/-8	6612	OpenAI
2	4	Grok-3-Preview-02-24	1402	+5/-5	13919	xAI
2	2	GPT-4.5-Preview	1397	+5/-6	13443	OpenAI
5	8	Gemini-2.0-Flash-Thinking-Exp-01-21	1380	+5/-4	25266	Google
5	4	Gemini-2.0-Pro-Exp-02-05	1380	+4/-5	20136	Google
5	4	DeepSeek-V3-0324	1370	+7/-7	4721	DeepSeek
7	5	DeepSeek-R1	1359	+5/-5	15098	DeepSeek
8	13	Gemini-2.0-Flash-001	1354	+4/-4	21065	Google
8	4	o1-2024-12-17	1350	+4/-5	27831	OpenAI



8 billion parameters





Long context

2M

tokens

Gemini's context can fit:

- ~18 novels
- ~10,000 minutes of audio
- >120 minutes of video
- 60,000+ lines of code



Long context

Upload sources

 Google Drive

 Upload PDF

 Copied text

The Gemini models: our most capable AI

Google Cloud & DeepMind

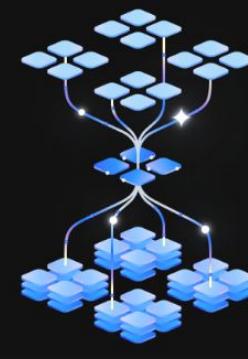
Google DeepMind



Public preview

2.5 Pro

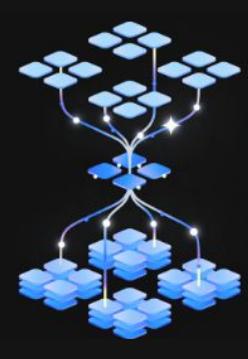
Best for coding and complex prompts



Coming soon

2.5 Flash

Best for fast performance on everyday tasks



General availability

2.0 Flash-Lite

Best for cost-efficient performance





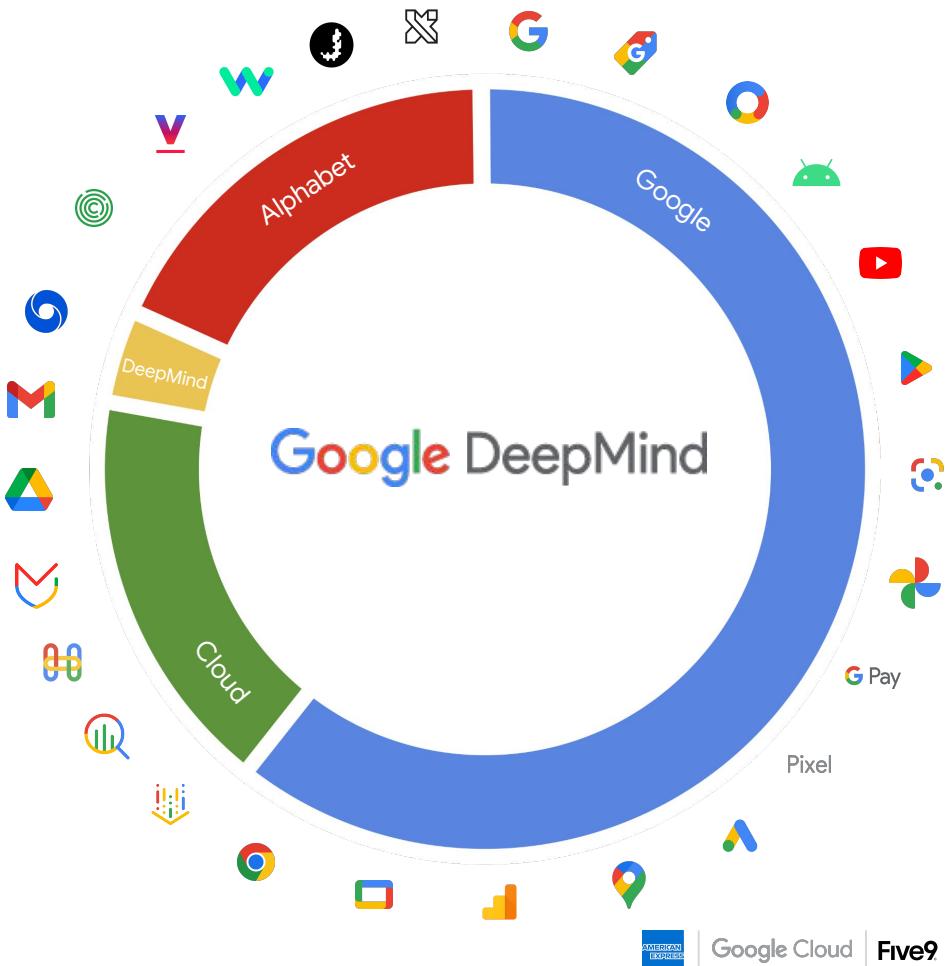
Imagen 3



Veo 2 creates
videos with
realistic motion
and high quality
output, up to 4K

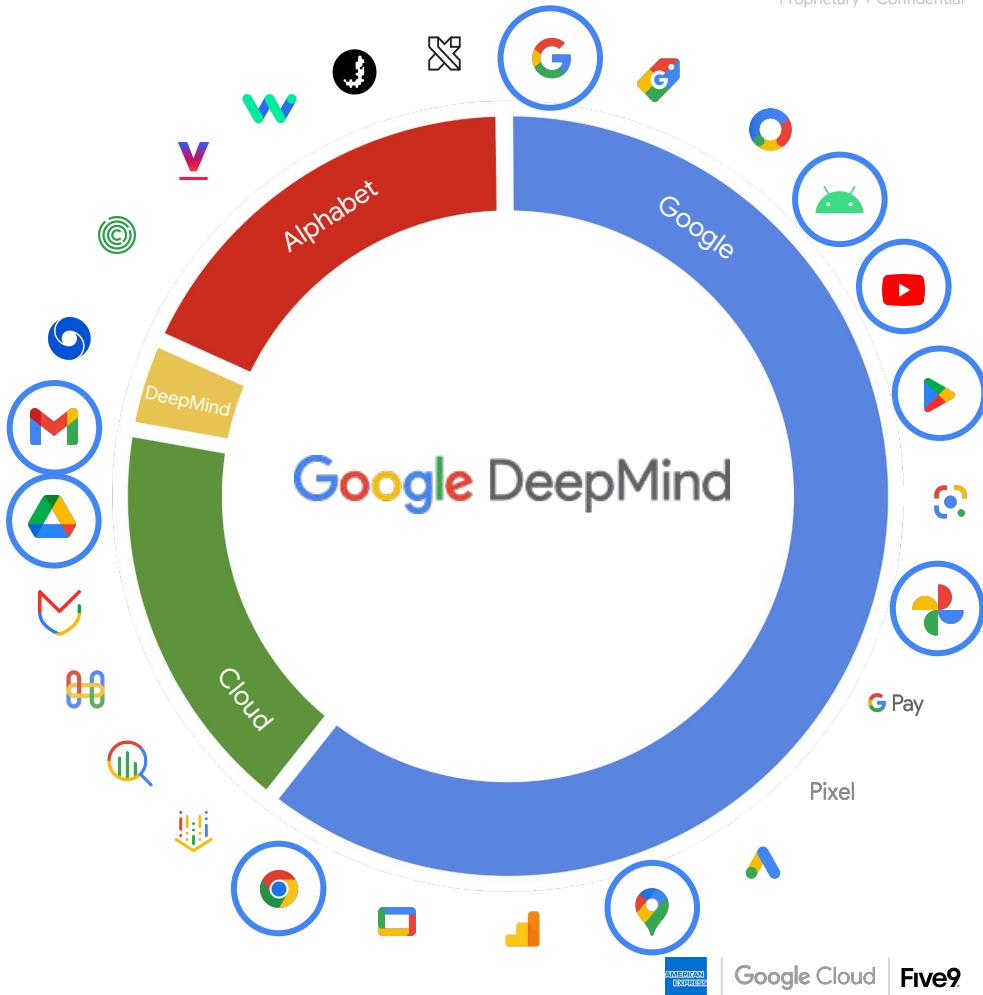


Driving AI innovation across Google



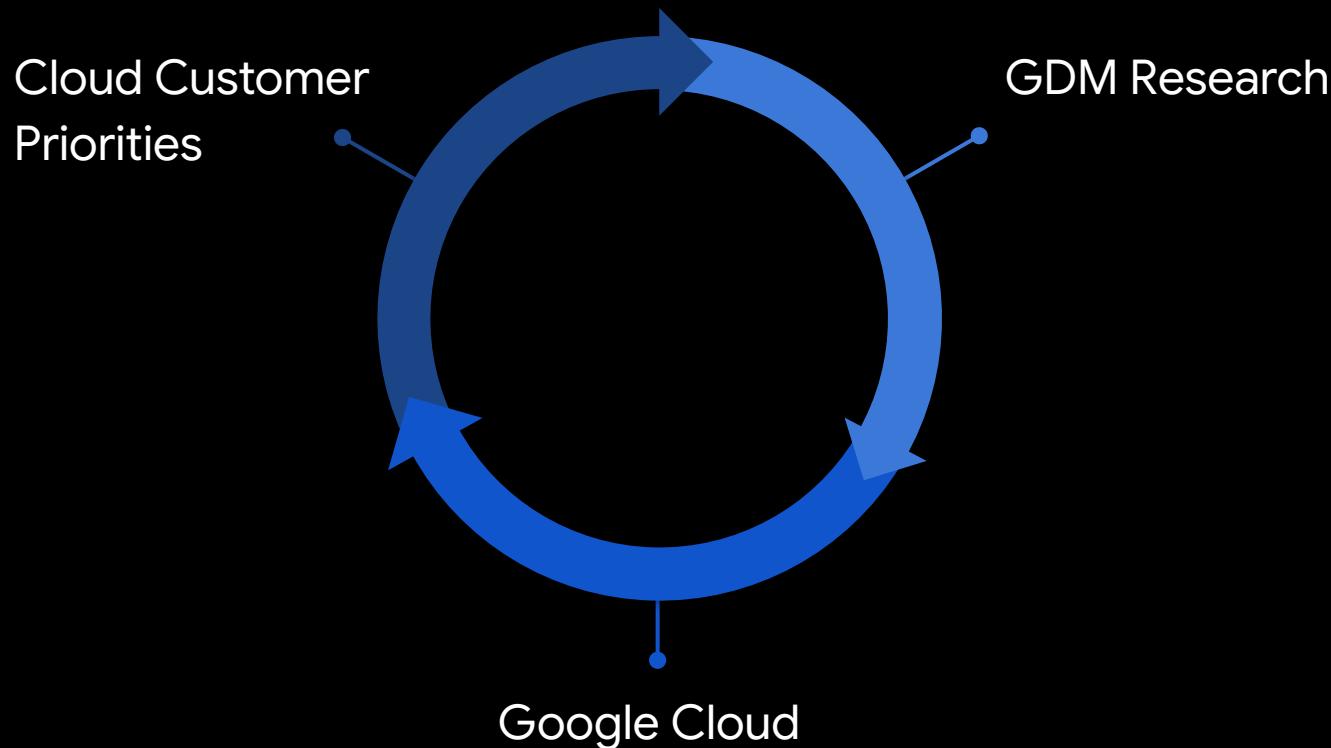
Driving AI innovation across Google

Proprietary + Confidential





GDM + Google Ecosystem





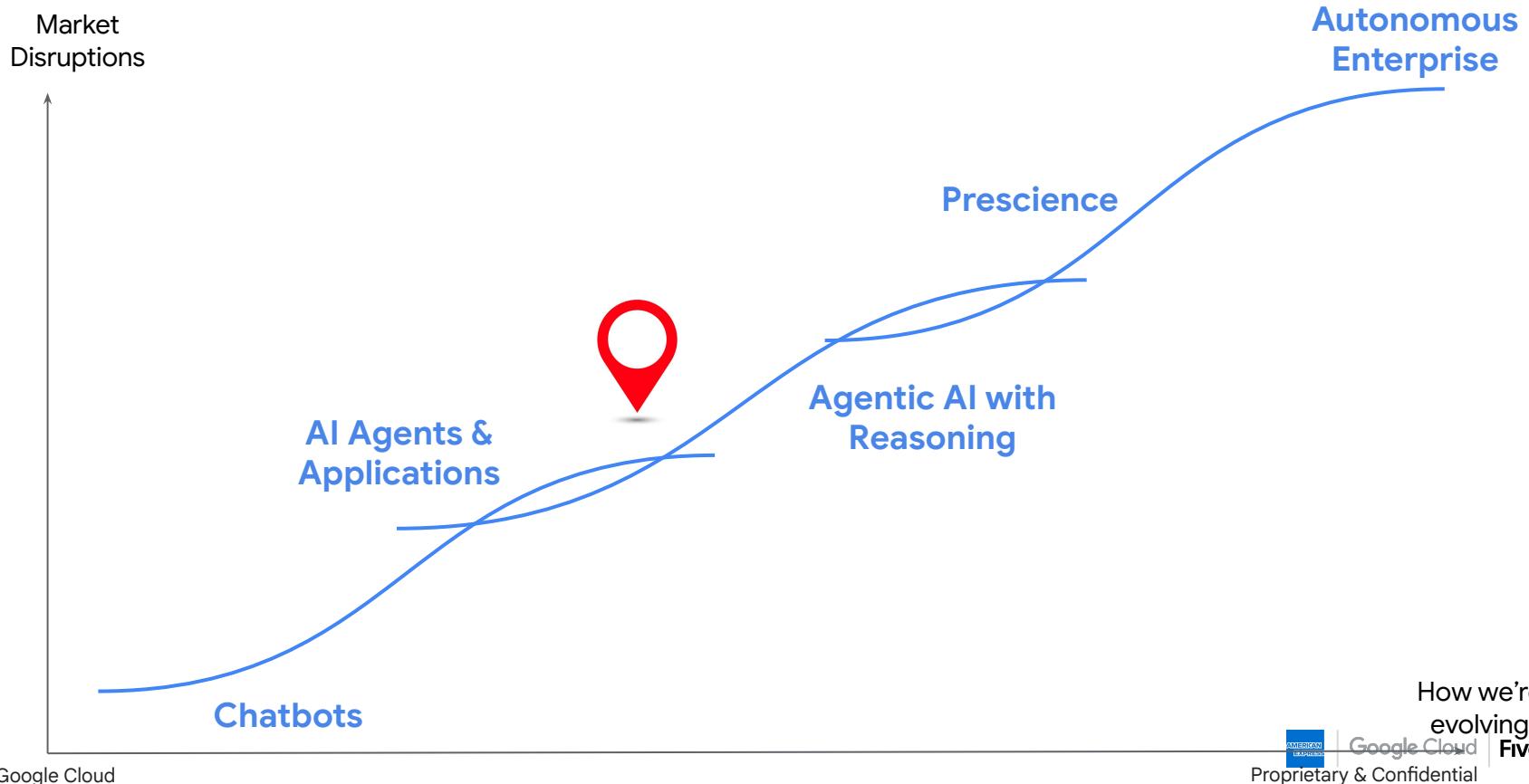
Google Cloud



CES Roadmap @ Google Cloud



AI in Enterprise is evolving at an unprecedented pace



Google CES Powered By DeepMind



Customer Engagement Suite / aka CCAI

Google pre-built | Customer built



AI Building Blocks

Connectors | AI Search & Reasoning | Agent Orchestration



Model API & Studio

Direct LLM Access



AI Models

Gemini | Imagen | Veo | Partner (Model Garden)



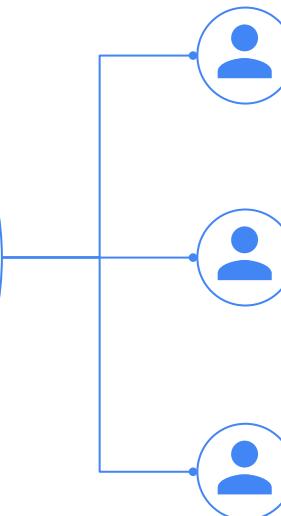
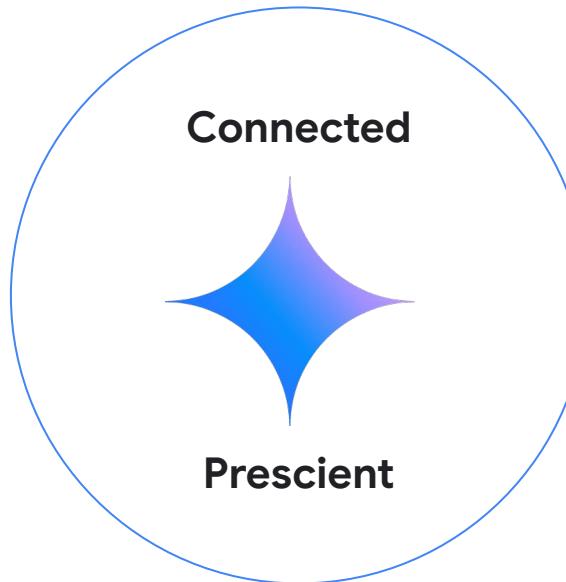
AI Hypercomputer

Performance-optimized hardware | Open software | Flexible consumption

Enterprise Ready

Data Privacy | Training Safety | Security | Compliance | High Availability | Inference Latency

Customer Expectations in the Era of LLMs



Value me and my time
Know me, solve it, tell me

Seamless contact,
effortless AI driven solutions

Fleeting brand loyalty,
every interaction matters

Towards prescience



Real-time
Personalization



Proactive
& Outbound



Effective &
Efficient

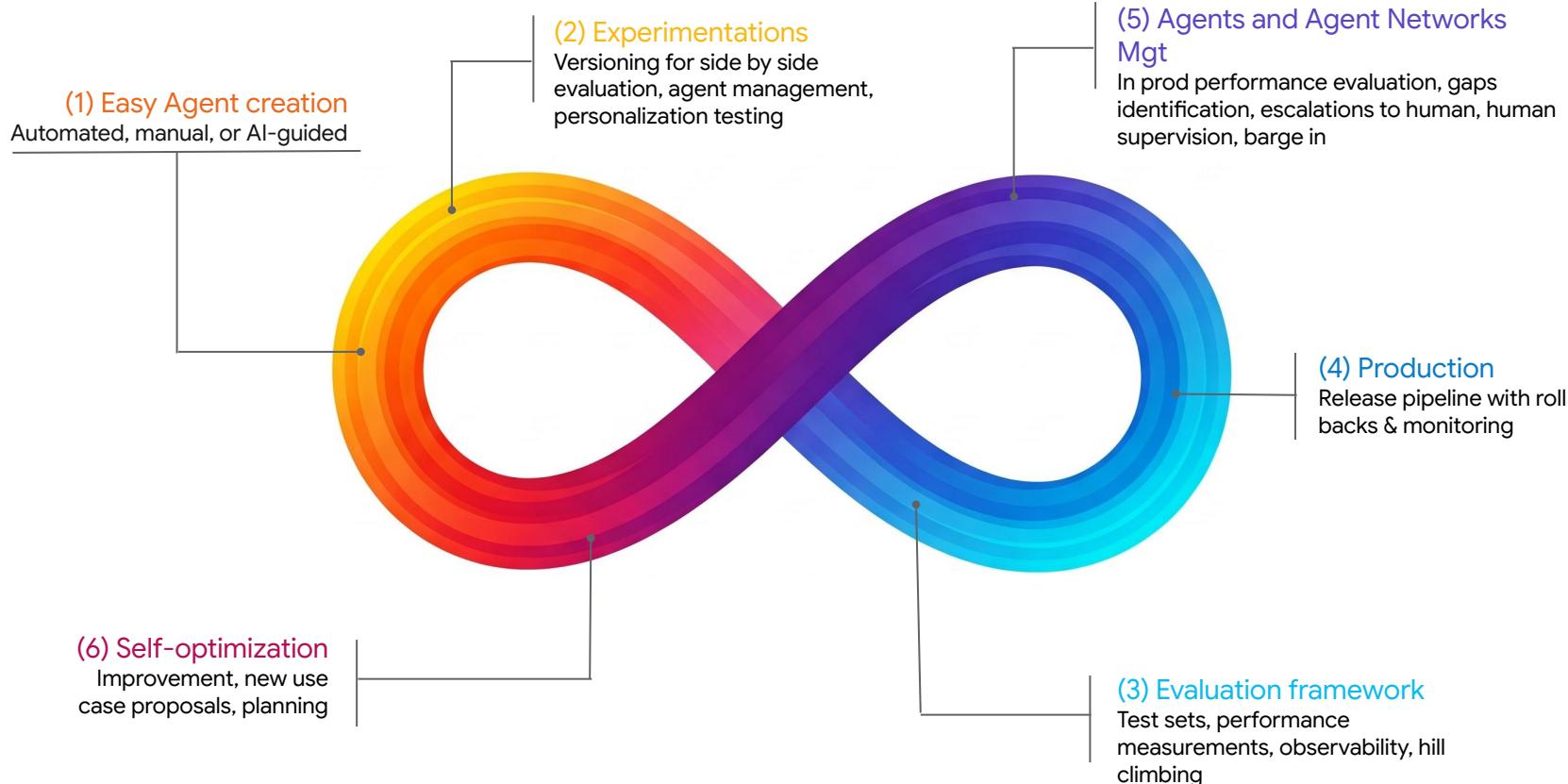


Multimodal
Seamless
Transitions



Agent Network:
Purpose-specific, Grounded, Cooperating, Self-optimizing

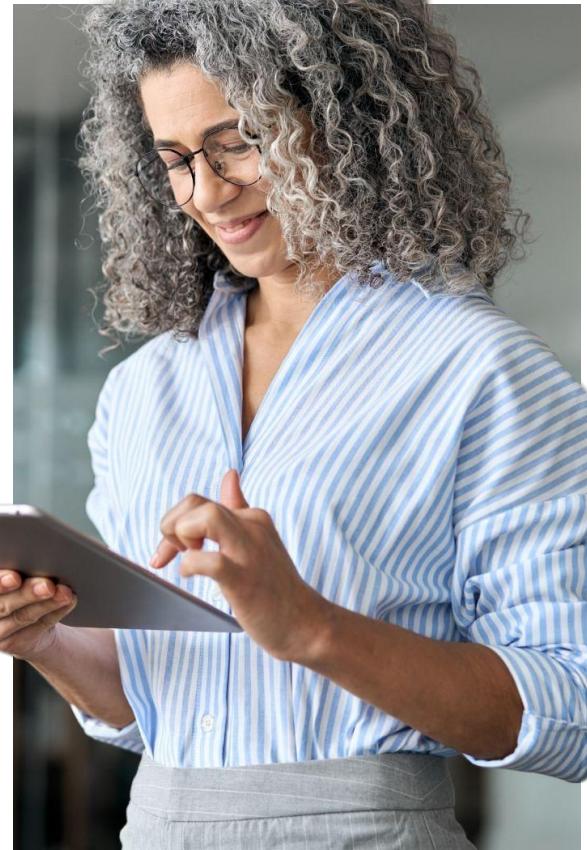
Prescience requires a complex AI Agent Lifecycle Mgt



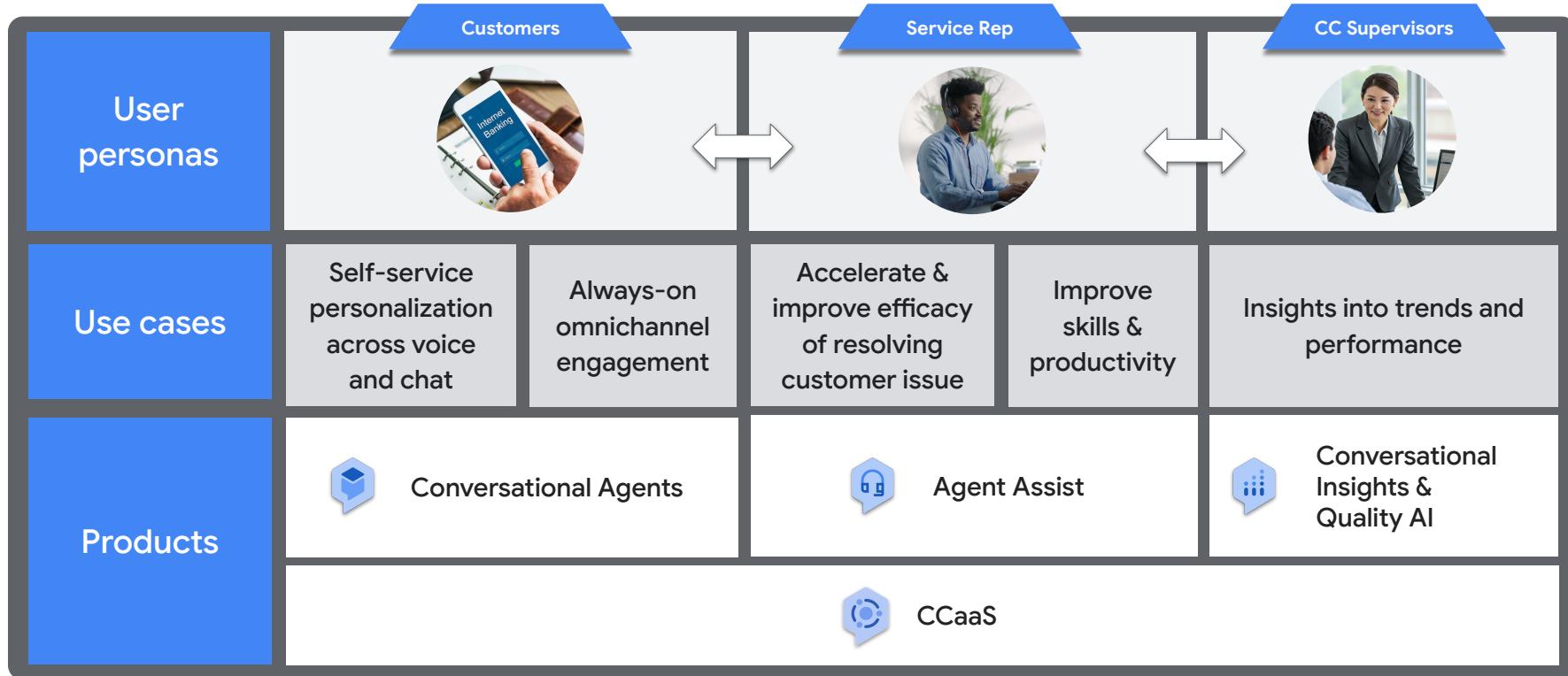
Our Vision:

Deliver proactive, personalized and human-like customer experiences

AI that knows you, anticipates your needs,
and engages with you seamlessly
across every touchpoint.



Customer Engagement Suite with Google AI



But AI is driving business impact today!

60% containment and 98% intent detection accuracy



90 second improvement in average handle time



Labor cost savings of \$3M per year



\$20 million in labor cost savings in one quarter



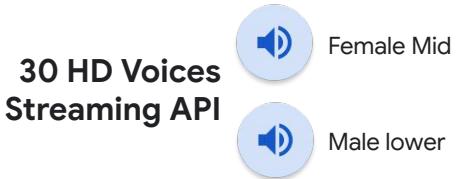
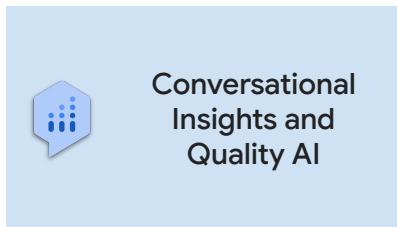
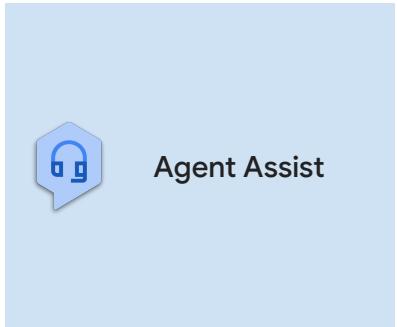
185% increase in containment, and 20% reduction in abandoned interactions



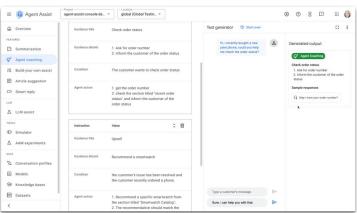
\$2.3M in Agent effort reduction per year



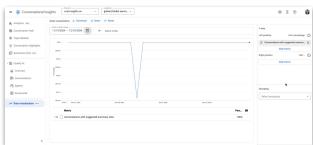
Available today: Capability highlights



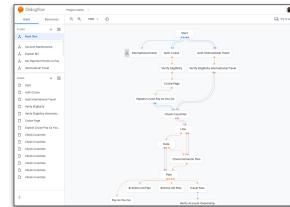
AI Coach
Proactively guides the conversation in real time
Compliance
Upsell/Cross Sell
RT Translation
Generative KA.



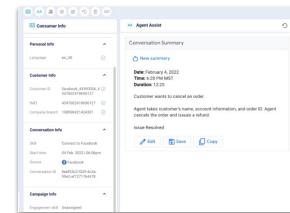
Data visualization
with Looker
Topic extraction
Sentiment analysis



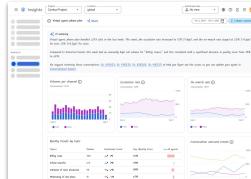
Unified console
Hybrid Deterministic
And **Generative AI**
Evaluations



AI Trainer
Ramp new Rep faster
Train new skills



Agent Performance
Quality AI





Inbound/Outbound

- Voice (PSTN)
- In-App Voice
- Voicemail
- Callback
- Chat
- Email
- SMS
- Social/Messaging
- Outbound Voice
- Outbound Digital
- Inbound/Outbound blending

Conversational Agents (Dialogflow CX)

- Conversational IVA
- Voice Virtual Agent
- Chat Virtual Agent
- Agent Assist
- Virtual Task Assistant
- Live Agent Coaching

Agent Assist

Self Service + Virtual Agents + Live Agents

Privacy by Design

Real-Time Data Exchange

Vertex AI

Conversational AI,
Generative AI, ML, RPA

AI Leadership & Velocity

Enterprise Cloud & Security

Rapid Deployment

- ### Mobile & Web SDK's
- Co-browse
 - Native Agent App
 - Web Messaging
 - Mobile SDK
 - SmartActions (Patented)
 - Pre-Session SmartActions
 - Device Data/Metadata
 - Visual IVR

Intelligent WFM & QM

- Native WFM
- Quality Management (Q3 24)
- Recording
- Screen Recording
- Speech & Text Analytics
- OOTB Integration with NICE, Alvaria, Verint



Looker

- CCAI Insights
- Looker BI
- Historical Reporting
- Performance Dashboards
- Sub 30-second refresh Real-time Reports



Zendesk



Kustomer



ServiceNow



Microsoft Dynamics CRM



HubSpot



freshdesk



+ Custom CRM Solutions

- CRM Agent Adaptor
- Google Workspace
- Software (Chrome + OS)
- Hardware



Gmail



Sheets



Slides



Docs

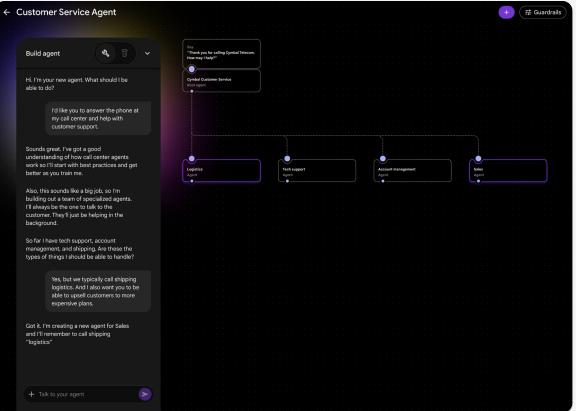
Google Workspace



ChromeOS

Building the Next Generation of Customer Engagement

Introducing PolySynth and Next Gen Agents

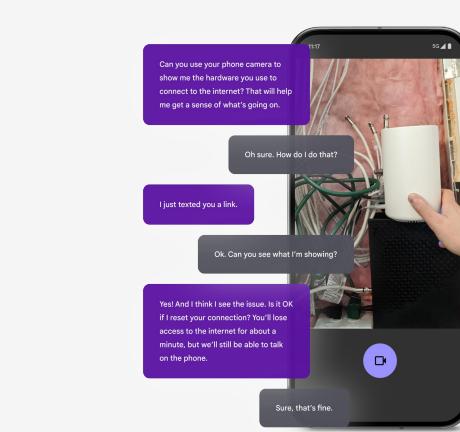


Code Name PolySynth
A new AI driven, no-code first console

Intuitive **Enterprise Grade** **Extensible**

Target personas & use cases

Business user **Technical user**



Next Gen Agents
Real time voice, multimodal, AI actions

Cutting-edge Voice **Rich Interactions** **Customer Agency**

Target personas & use cases

Customer **Human agent**

Google Cloud Next '25 Opening Keynote

Google
Cloud
Next 25



Google CES Accelerating Business Outcomes



Reduce Agent Churn, Increase Productivity

- Agent Expertise Optimization
- Efficient Training
- Agent Confidence Level
- Agent Satisfaction
- Intuitive Toolset
- Tool Automation

Agent Assist / PRA

Insights

AI Coach

AI Trainer

Mariner



Increase Cost Savings & Revenue

- Reduction in AHT
- Increase Self-service Resolution
- Increased First Call Resolution (FCR) Rate
- Reduced After Work Time (AWT)
- Operational Efficiency
- Time to Value for New Use Cases
- Sales Opportunities (Up Sell / Cross Sell)
- Mix Optimization

Conversational Agents

Insights

Agent Assist / PRA

AI Coach

Proactive AI

AI Agent
Lifecycle



Increase Brand Loyalty

- Higher CSAT & NPS Scores
- Reduce Reputational Risk (Privacy, Security)
- Increase Uptime
- Reduce Wait Time
- Increase Personalization
- Deliver True Multichannel (Physical & Digital)
- Multimodal Experience

Google Privacy Safe

Google Infra

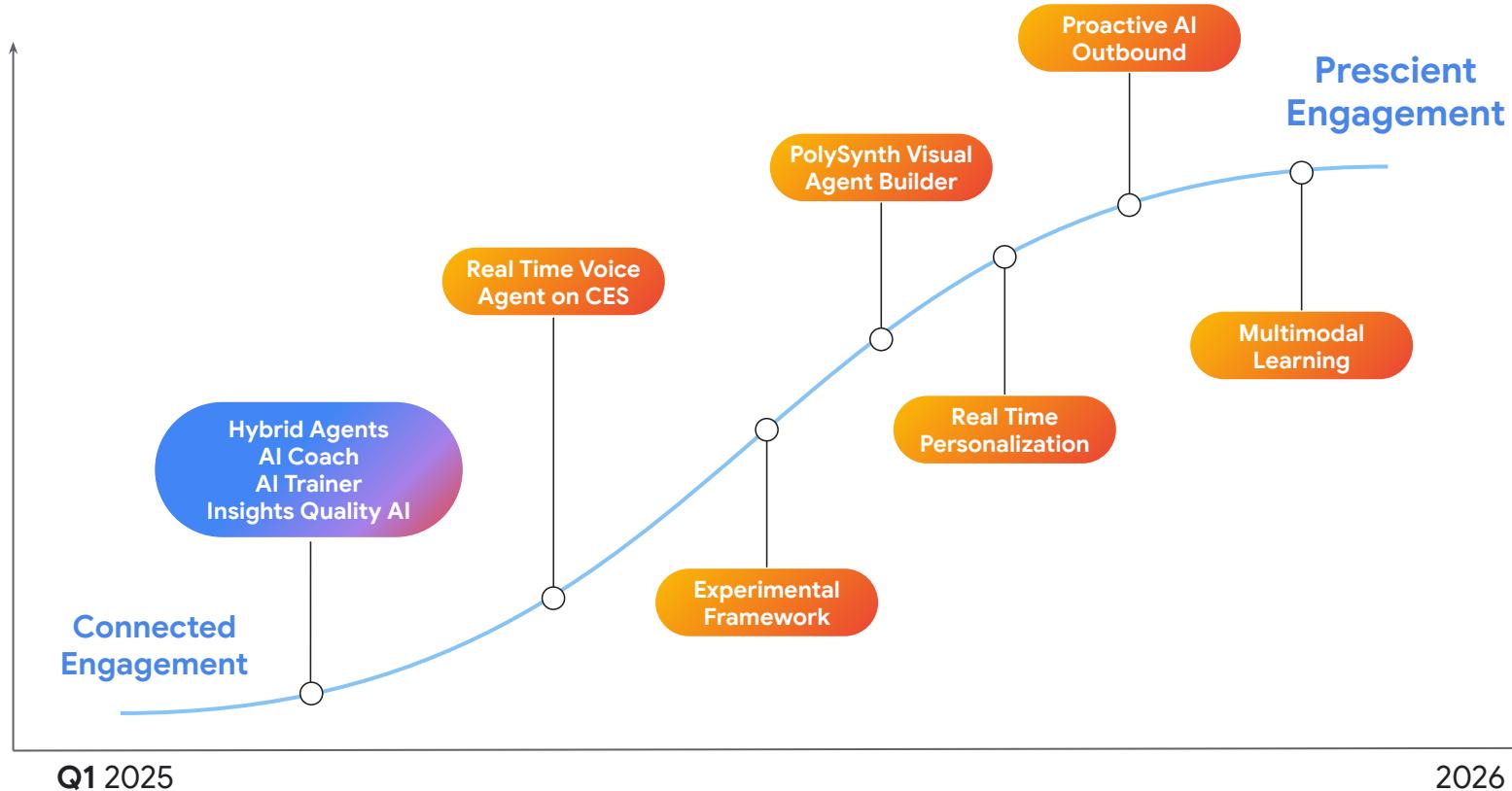
Insights

HD Voices

Real Time Personalization

Proactive AI

CES Roadmap Looking Ahead



Key takeaways from this presentation

1

Prescience is the next step toward autonomous enterprise, but supporting technology is required to manage complete agent lifecycle at scale

2

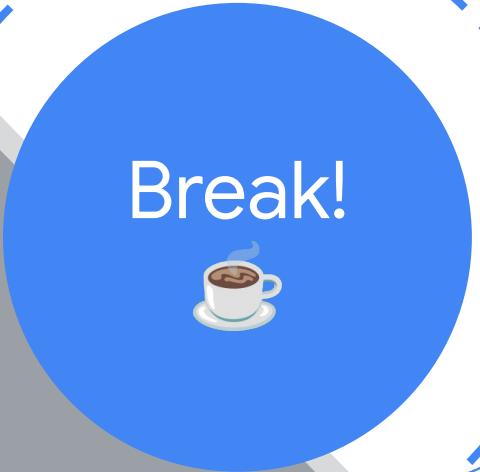
Google's Privacy Safe & Security is a differentiator to ensure customer trust and brand loyalty

3

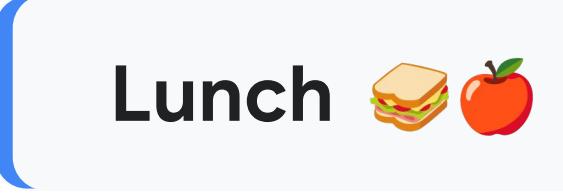
With a rapidly evolving technology landscape, Google's consistent AI innovation leadership is the best choice for the partnership

Cloud Experience





Break!



Lunch





Showcase: Next Generation Customer Journey

Demo: Voice & chat deterministic, generative, agentic and conversational insights

Showcase

Showcase: Next Generation Customer Journey

Demo: Voice & chat deterministic, generative, agentic and conversational insights

De-risking your migration from Genesys Engage with Syndeo

-



Google Cloud

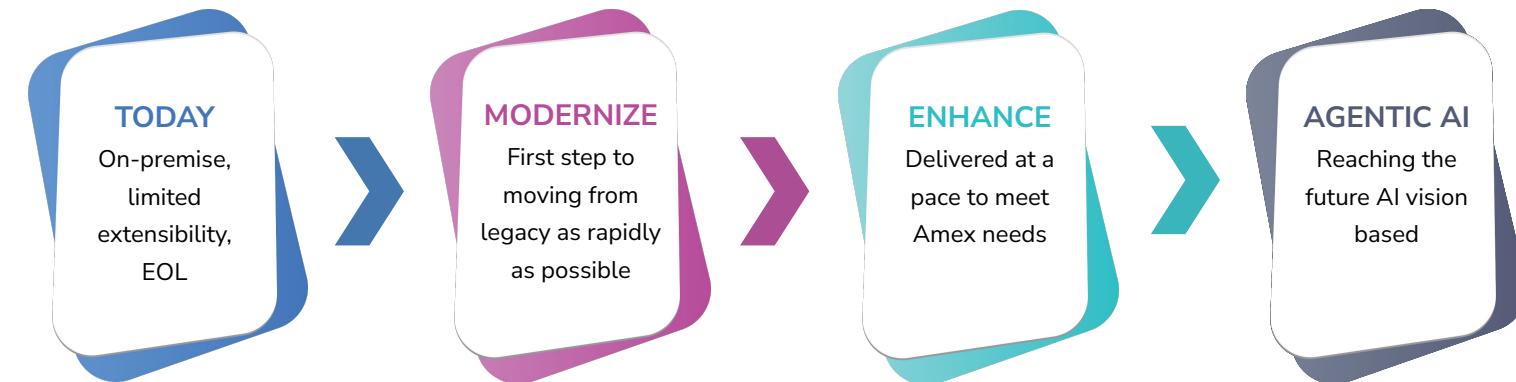
AMERICAN
EXPRESS

Five9®

Target State Review



IVA Roadmap for American Express



Modernize With Iva Cloud Accelerator

From Legacy To Responsible Agentic AI



Modernize

Extract Amex GAAP definitions from Genesys Engage – import into Syndeo on GCP

Remove Dependency On Genesys



Enhance

Immediate access to the best-in-class CES Speech (STT, TTS, Voices) AND chat and omnichannel

Remove Dependency On Nuance



Extend

Blend deterministic with generative agents to deliver innovation at a pace controlled by Amex

Provide A Pathway For Responsible Agentic AI

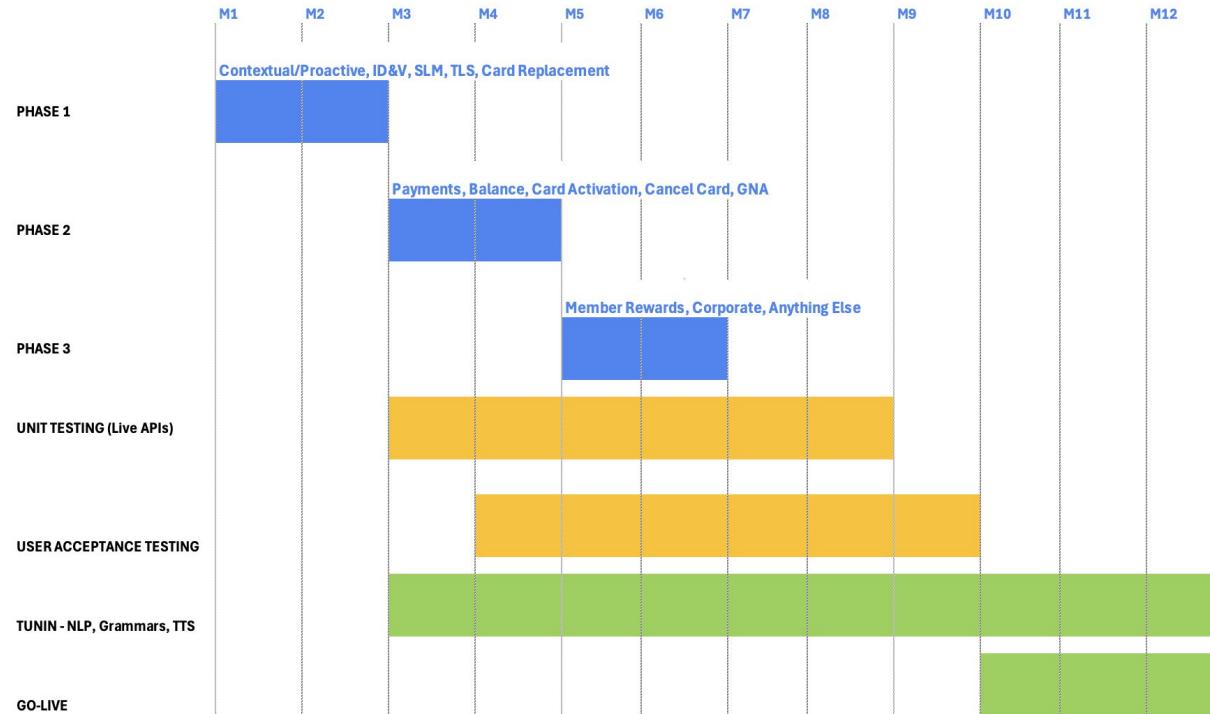


Typical IVR Cloud Migration Project

1. Discovery
2. Document Flows
3. Customer sign-off (existing flows fully documented)
4. Design & Build voice bots in the new system
5. Build integration components
6. Unit test
7. Quality Assurance
8. Customer UAT
9. Go-Live



Example IVA Project with Syndeo - US Flows



EXAMPLE US VR MIGRATION PROJECT

The screenshot displays two main interface sections of the Intelligent Automation platform:

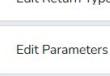
- Left Section (Export):**
 - Section Title:** Export
 - Description:** This page lets you save various details about your module(s) in XML format, including the callflow definition and any Product-specific 'Data' that has been uploaded.
 - What to Export:**
 - Export Everything: Includes all callflows, uploaded grammars, product-specific settings (e.g. web service details in Balance Enquiry, or store information in Store Finder), and all uploaded audio prompts.
 - Export Prompts Only: Includes only uploaded audio files - both those that are part of the callflow and those that are product-specific (e.g. store information prompts in Store Finder).
 - Export Product-Specific Data and Prompts Only: Includes only settings and audio prompts that are product-specific; does not include callflow information or 'static' prompts or grammars.
 - Modules to Export:** A scrollable list of application modules:
 - Activate Card
 - App - Card Services Application
 - App - Certurion RM Line
 - App - Commercial Credit
 - App - Commercial EMEA
 - App - Credit
 - App - Dynamic Transfer Application (Not used)
 - App - Executive Relations Application
 - App - Fall Over Application
 - App - GNA
 - App - ICC Application
 - App - ICC Premium Application
 - App - Insurance Application
 - App - Merchant Credit / Risk
 - App - Merchant EMEA
 - App - Outbound IVR Application
 - App - Premium Application
 - App - UK Merchant
 - Availability Declined (outbound)
- Right Section (Invoke):**
 - Section Title:** Invoke
 - Description:** Add Description
 - Script Tab:** Script (selected), Unit Tests, Preferences
 - Switch script type:** Complex script
 - Script Content:**

```
def url;
if(env == 'e1' || env == 'E1')
{
    url = 'https://vruspayment-dev.aexp.com/voice/payment/v1/paymentHistory';
}
else if(env == 'e2' || env == 'E2')
{
    if(cardNumber.equals('371726645523003')){
        url = 'http://ivrapp1330-vip.phx.aexp.com/voice/Web/us-com-20230808VX/data';
    }
    else if(cardNumber.equals('372284272464009') || cardNumber.equals('372738229833004') || context.get("inside flat file");
    context.logError("inside flat file");
}
```
 - Buttons:** Update, Cancel

Extract
definitions from
Genesys
Engage – GAAP



 Edit Return Types 

 Edit Parameters 

 Chat Simulator 

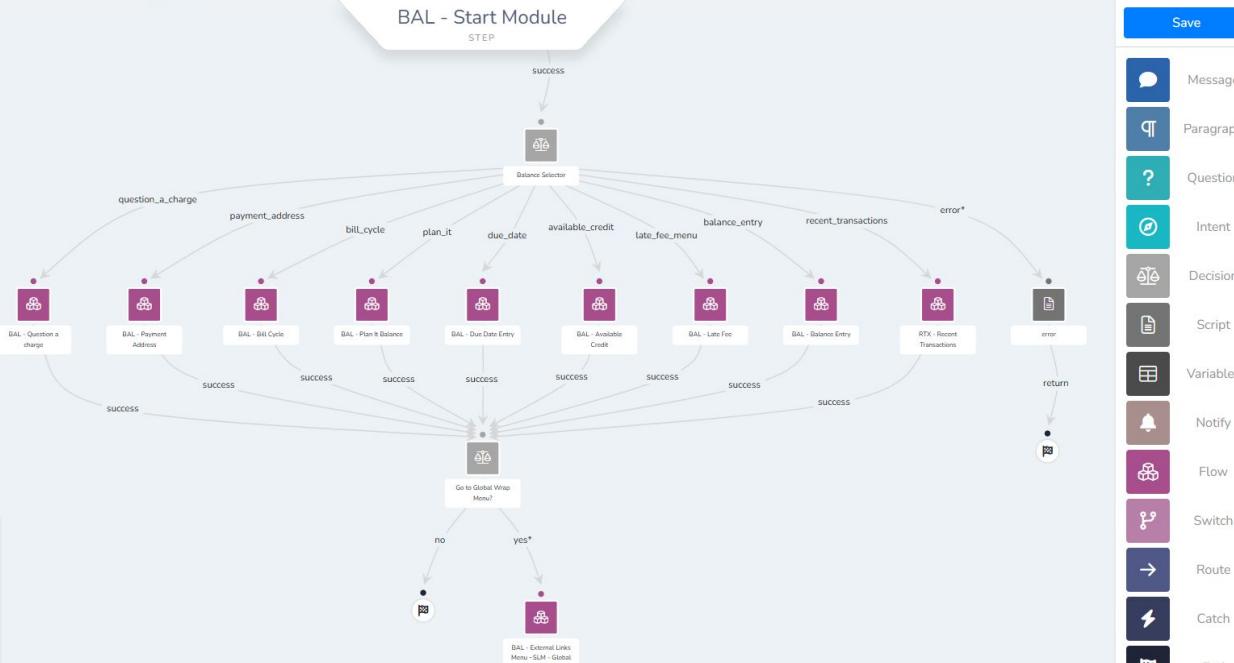
hey

Welcome to American Express.

This call may be recorded, monitored, and analyzed for compliance and to improve our systems.

What are the last 4 digits of your credit card number?

Import definitions to the Syndeo IVA Cloud Platform



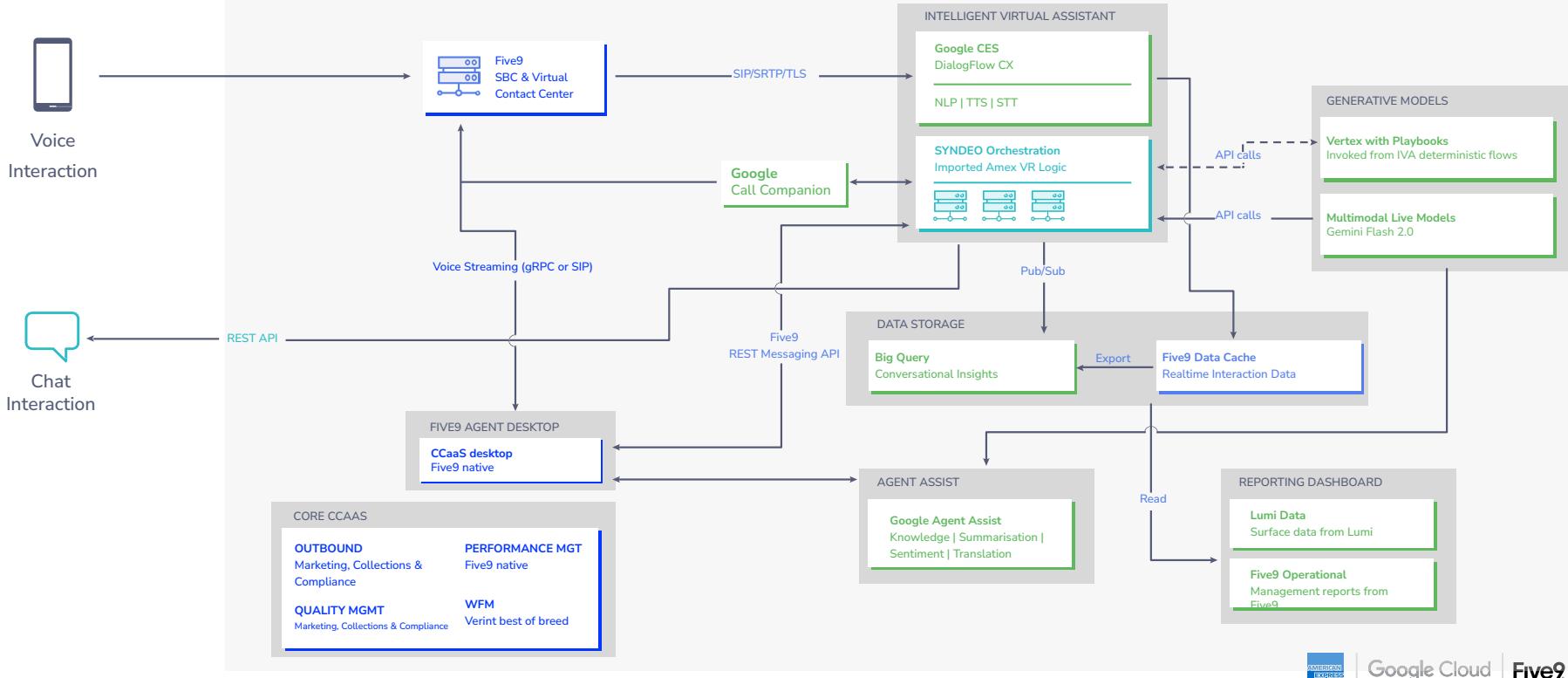


Demo

of Syndeo Migration

Software component architecture

Google Cloud



Your A.I. Settings

	Name	Type	Description	
Training	Gemini-2.5-pro	Gemini	Using gemini-2.5-pro-exp-03-25, Amex digital assistant system instructions.	<button>View</button> <button>trash</button>
Normalization	Gemini-Guard-Rails	Gemini	Guard Rails using gemini-2.0-flash-001.	<button>View</button> <button>trash</button>
Tuning Parameters	Llama-3.2	Meta	Using llama-3.2-3b-instruct, no set default system instructions.	<button>View</button> <button>trash</button>
LLM Configuration	Claude-3.7-Sonnet	Anthropic	Using claude-3.7-sonnet-20250219, no set default system instructions.	<button>View</button> <button>trash</button>
Other	DeepSeek-V3	DeepSeek	Using deepseek-v3-0324, no set default system instructions.	<button>View</button> <button>trash</button>

Extend with
Gemini and
Vertex Model
Garden

SYNDEO HOME REPORTS EXPERIENCE APPS FLOWS AI WORKBENCH WEB INTEGRATION DEPLOYMENTS TRANSFER BUSINESS SETTINGS AMEX Pilot

BAL - Start Module

STEP

Balance Selector

question_a_charge, payment_address, bill_cycle, plan_it, due_date, available_credit, late_fee_menu, balance_entry, recent_transaction

Dialogflow CX

Project: syndeo-amex-poc-us-sa Language: en

Playbooks: Dispute a Charge

Basics Examples Test cases Settings

Playbook name: Dispute a Charge

A playbook is the basic building block of a Vertex AI Conversation app. Each playbook is defined to handle specific tasks. Learn more

Goal:

- Effectively guide American Express customers through the charge dispute process.
- Gather all necessary information to initiate a charge dispute.
- Provide clear and accurate explanations of the dispute process, timelines, and potential outcomes.
- Ensure compliance with American Express's policies and procedures for charge disputes.
- Maintain a professional, empathetic, and helpful tone throughout the interaction.
- Adhere to American Express's brand voice and maintain compliance with financial regulations.

High level description of the goal the playbook intends to accomplish. Learn more

Instructions:

1. Understand the Customer's Request:** Recognize and acknowledge that the customer wants to dispute a charge.

2. *Gather Necessary Information:** Prompt the customer for the following information about the disputed charge:

- Date of the transaction
- Merchant name
- Transaction amount
- Reason for disputing the charge (e.g., unauthorized, incorrect amount, goods/services not received, defective merchandise, etc.)

3. Explain the Dispute Process:** Clearly outline the steps involved in the dispute process:

- Investigation by American Express
- Potential for temporary credit during the investigation
- Timeline for resolution
- Possible outcomes (e.g., charge approved, charge upheld)

4. Provide Dispute Resolution Guidance:** Advise the customer on any documentation they might need to provide to support their dispute (e.g., receipts, emails, proof of delivery, etc.). Provide options on how the customer can submit the documentation.

5. *Initiate the Dispute (if applicable):** Offer to initiate the dispute on the customer's behalf, after they have provided the necessary information.

6. Follow-up:**

- Provide a confirmation of the dispute being filed.
- Provide a reference number for the dispute.
- Inform the customer how they will be updated on the progress (e.g., email, mail, online).
- Provide the customer with an estimated timeframe for the resolution.

7. Escalate When Necessary:** If the customer's issue is complex, or the agent cannot resolve the issue, offer to connect them with a live agent or provide the appropriate contact information.

Save

Message, Paragraph, Question, Intent, Decision, Script, Variables, Notify, Flow, Switch, Route, Catch, End

Welcome to American Express.

This call may be recorded, monitored, and analyzed for compliance and to improve our systems.

Extend deterministic flows with Generative AI

AMERICAN EXPRESS | Google Cloud | Five9

SYNDEO HOME REPORTS EXPERIENCE APPS FLOWS A.I.WORKBENCH WEB INTEGRATION DEPLOYMENTS TRANSFER BUSINESS SETTINGS Hello, Oliver ▾

Your A.I. Settings

Name	Type	Description	
Gemini-2.5-pro	Gemini	Using gemini-2.5-pro-exp-03-25, Amex digital assistant system instructions.	View Delete
2.0-flash-001.		Product, no set default system instructions.	View Delete
2-20250219, no set default system instructions.		Product, no set default system instructions.	View Delete
2, no set default system instructions.		Product, no set default system instructions.	View Delete

Create New LLM Configuration

Training

SCRIPTING LANGUAGE

Groovy

```

1 def variables = syndeo.getVariables();
2 def instructions = syndeo.getProperties().get("VerificationInstructions");
3
4 // Override LLM Configuration, reduce temperature, set verification instructions and use thinking model.
5 def llmID = syndeo.newLLMChat("AmexLLM", { temperature: 0.1,
6   systemInstruction: instructions,
7   model: "gemini-2.0-flash-thinking-exp-01-21 " });
8
9 def userInput = variables.get("UserInput");
10
11 var result = syndeo.sendMessageToLLM(llmID, userInput);
12 variables.set("LLMVerificationResponse", result);
13 syndeo.setPath(0);

```

PATHS

ID	NAME	LEADING TO
0	user input	Question: Ask LLM
1		Script: Exit

ALLOW SCRIPT TO ACCESS CONVERSATION MESSAGES

Make the easy things
easy, but don't stop
people from doing
the hard things

Pilot Summary - 8 week duration for build phase

1. Move US GAAP Flows

- Import 160 of 1,000 US modules (SLM, IDV, Payments, Question a Charge, Dispute a Charge, TLS Upcoming Trip)
- Call flow updates
- SLM format & import
- Groovy updates
- Build fabricated data & Stubbs

2. Enhance flows:

- Utilize DialogFlow STT, TTS, NLP
- Incorporate multi-channel capability within flows – leveraging Google Call Companion
- Repurpose voice flows for chat
- Utilize Vertex Model Garden to add generative AI
- Build an agentic experience using an Amex flow

3. CCaaS & Reporting

- Build within a full CCaaS environment – leveraging Five9
- Add agent assist capability
- Push data to the Conversational Insights and BQ



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One man-month to complete

Import GAAP Flows	2%
Call flow Updates update missing link blocks, prompt checks, question & menu block checks, decision block checks	29%
SLM Intent Module format & import tagging guide, replace custom vXML	17%
Groovy Updates code validation	17%
Fabricated Data build endpoints, create data based on assessing data contracts	30%
Sanity Testing	5%



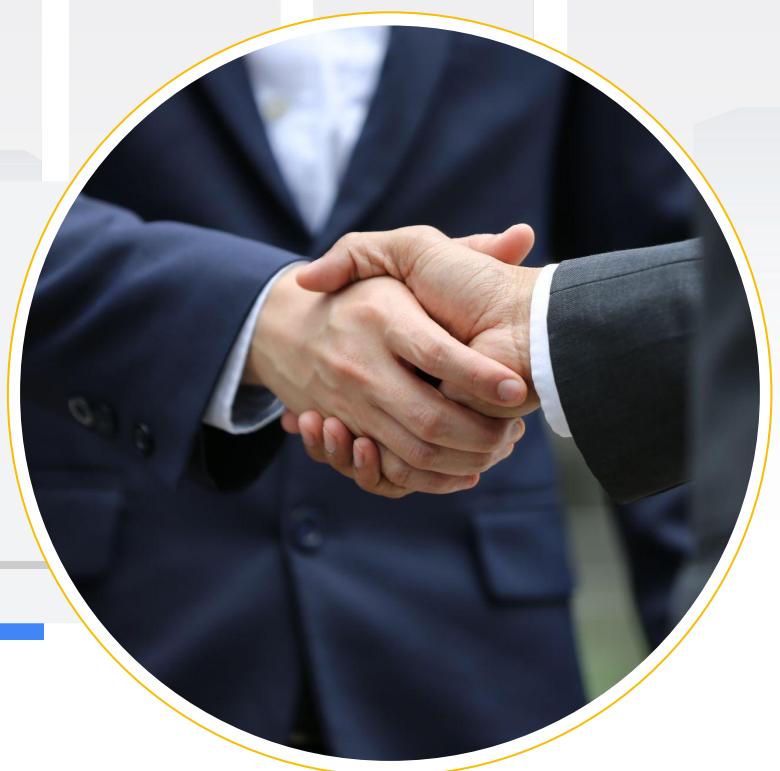
What Syndeo Provides for American Express

- Accelerate and de-risk your migration
 - Approx 4x to 5x less effort
- Continue to manage and execute deterministic flows
 - Ramp-off pathway if required
- All within an Amex Org
 - You have control & visibility
- DevOps aligned
 - APIs into many aspects of Syndeo
- Enables Generative AI to enhance Deterministic Flows
 - Enhance at your pace
- Co-exists with new AI agents built within CES and Playbooks
 - Extend using the Google tools as necessary
- Enables Multimodal (voice streaming)
 - Providing you with options to build the “future state”

**Syndeo is a
Flexible Accelerator
Not a Gatekeeper**



Thank you!



Google Cloud



| Five9



Google Cloud | Five9

Google Cloud



Five9®

Day 3: Five9 + Google

April 17th



Google Cloud | Five9

Agenda

Time (PST)	Topic	Duration	Presenter (suggested)
8:45 - 09:00	Arrivals & Beverages		
09:00-09:15	Kick-off & Five9 Welcome	15 min	Five9 Derek Baker - Account Executive Google Lily Britt - Account Executive
09:15 -09:30	Recap of Day 1 & Voice of the Customer for CCaaS	15 min	American Express Adrianna Bailey, SVP Technology American Express Ian Tomlinson, VP Prod Dev
09:30 - 10:30	Five9 - Platform Overview and Partnership with Google	60 min	Five9 Chris Silver - SVP, Global Sales Five9 Ajay Awatramani - CPO
10:30 - 11:15	Migration Showcase #1: Enabling Contextual, Consistent, and, Hyper Personalized experiences	10 min 35 min	Syndeo Oliver Lennon, CEO Five9 Phil Files- SVP, Solution Consulting
11:15 - 12:00	Migration Showcase #2: Equipping agents with tooling to drive efficiency, quality, and, customer satisfaction	45 min	Five9 Phil Files – SVP, Solution Consulting
12:00 - 12:45	Lunch		
12:45 - 1:45	Migration Showcase #3: Full management and Reporting suite with WEM, observability, and, analytics	60 min	Five9 Bruce Plummer – Principal Solution Consultant
1:45 - 2:45	Migration Showcase #4: True geographic resiliency with automated, real-time failover across cloud regions	60 min	Five9 Craig and Cory – Director Solution Consulting
2:45 - 3:30	Migration Showcase #5: Robust migration and responsible transformation.	45 min	Five9 Andy Zazzerra – SVP Professional Services
3:30 - 3:45	Break		
3:45 - 4:15	Path to Production for American Express	30 min	Google Five9 Syndeo
4:15 - 4:30	Recap & Next Steps Plan	15 min	Google Five9

Google Cloud



WEM

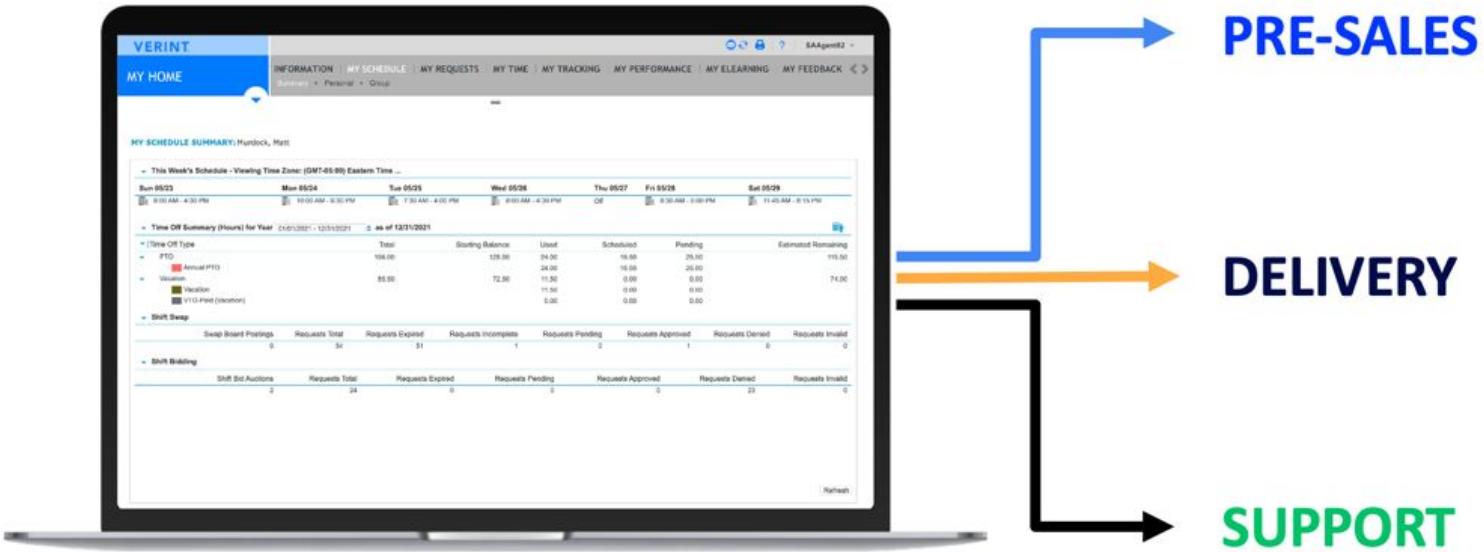


Bruce



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Five9 WEM - Building a Practice



Five9 & Verint

Five9 CCaaS w/ Verint at the Core

- Delivered as one product – Five9 CCaaS
- Always on the latest version
- Complete Workforce Offering
 - Recording/Ingesting Interactions
 - Quality Management (Auto Evaluation, Coaching)
 - Analytics (Speech, Desktop, Structured)
 - Performance Management (Goal Oriented, Auto Coaching, Lesson Management...)
 - Workforce Management (Forecasting, Scheduling, RTA, Intraday...)

9 Dedicated
Verint Pre
Sales SMEs

32 Dedicated
Verint Prof
Services

8 Dedicated
Verint
Operations
Staff

35 Dedicated
Verint Support
Staff

15 Dedicated
Verint
Technical Acct
Mgmt

Dedicated
Verint Prod
Mgmt

150K Users
Across 2000
Servers

Five9...

- Implemented
- Supported
- Managed

Five9 Execution

- +90 PS NPS
- +84 CS NPS

Five9 & Verint Together

- Largest Verint
Partner/Customer
- 2019 Partner of the Year
- 2020...
- 2022...
- 2023



Quality Management

3 Things...

- Find
- Evaluate
- Coach

And reports, etc



Speech Analytics

3 Things...

- Categorize
- Analyze
- Feedback loop

And reports, etc

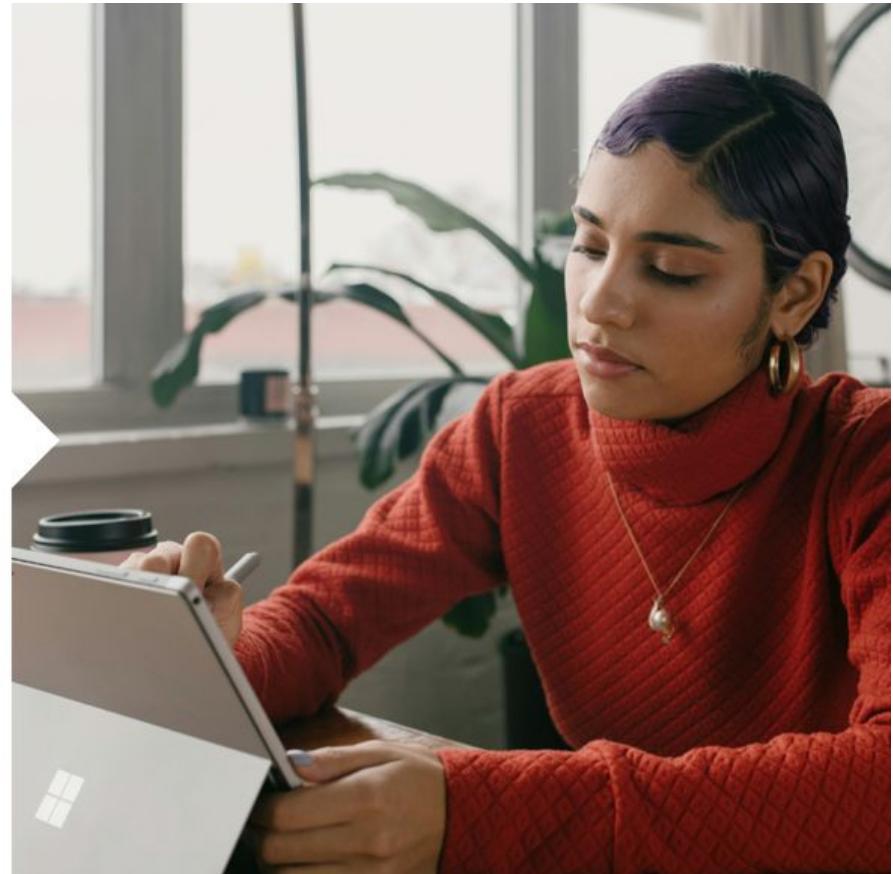


Workforce Management

3 Things...

- Forecasting
- Scheduling
- Intraday Management

And reports, etc



Google Cloud



Five9 Professional Services

Andy Zazzera
SVP, Global PS

A photograph of a woman with long dark hair, wearing a pink t-shirt, smiling and looking towards the camera. She is sitting at a desk with a laptop open in front of her. The background is blurred, showing an office environment. The Five9 logo, consisting of the word "Five9" in a large white sans-serif font with a registered trademark symbol, is overlaid on the bottom right corner of the image.

Five9®

Largest, Most Experienced CCaaS Services Team in the Industry

1000+ Strong Team
100+ Service Partners

CX Advisory

- Supporting clients as they reimagine their customer experience
- Provide strategic recommendations through Insight to Value Methodology
- Realizing Benefits

Professional Services

- Program Management
- AI & Analytics
- Design & Engineering
- Configuration, Migration & Testing

Customer Support

- Tailored Managed Services

Proven Expertise

Global Scale

- 1000+ PS & CS Team Members
- 100+ Service Partners
- Global Service Model

Specialist Experience

Domain Expertise

- Five9 VCC, WFO, Data & Analytics
- AI & NLU Analytics & Design
- Iterative Program Delivery

Accelerated Time to Value

Digital Transformation

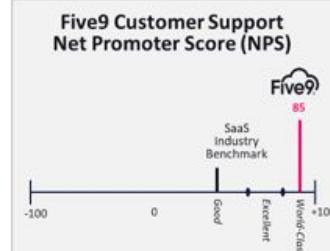
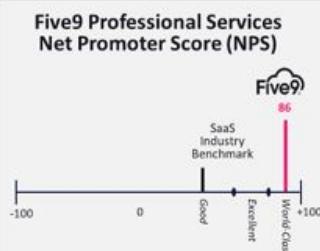
- Accelerate move to cloud to gain rapid access to innovation, workflows and new tools

Five9 University

- Accelerate the training for Client teams to take on deliver and day 2 support functions

AI, Data-Driven CX

- Incorporate AI, analytics, business intelligence, and real-time decision making



Establishing a long-term Partnership



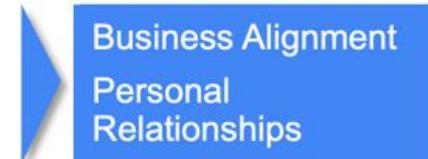
Gain **Insight** into your current operational challenges and goals



Build **Alignment** and achieve commitments on delivery and business value



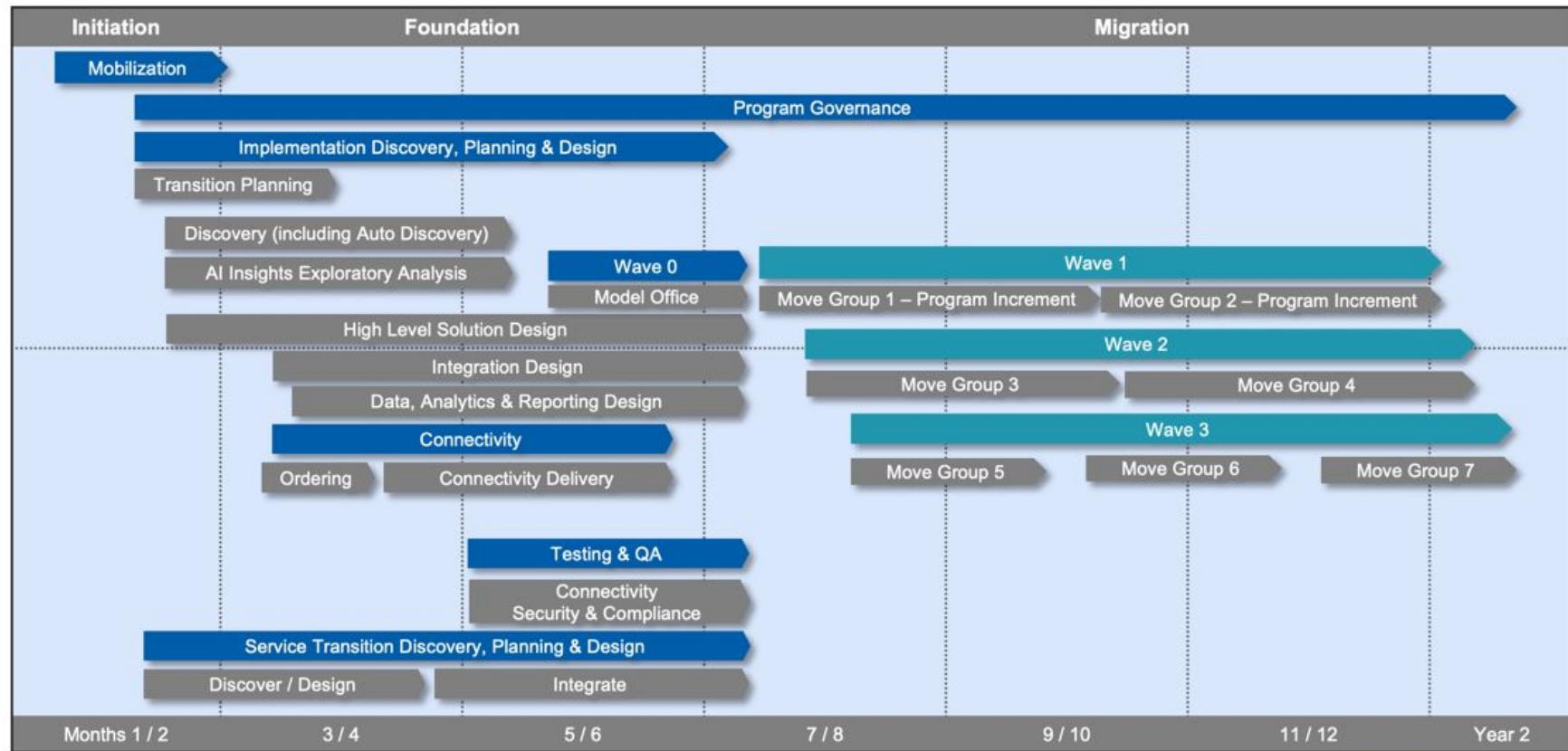
Build **Trust** establishing relationships



Five9 Team Structure



Implementation Program Approach – 1st Year



De-Risking Migration

Clarity Automated Discovery

1

- Reduce Manual Discovery
- Clean legacy config extracts
- Orchestration of Project Delivery
- Behavioural Insights
- Data Driven Transformation

Migration Assurance

2

- Establish the Migration Profile
- Translate relevant legacy configuration
- Automated delivery of legacy CX config into Five9 VCC , with precision
- End-2-End migration project governance and compliance on BOTH Legacy and Five9 platform
- Manage multi-vendor environments from one cohesive and central UI

Symphony

3

- Change Tracking
- Automated Configuration Management
- Minimize defects from Change Management
- Rollback
- Reduces Manual Error



Path to Partnership



Five9 | Google Cloud



Google Cloud | Five9

Google Cloud



Slide break / title



Thank you!



Google Cloud



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