

Five9 Fact Sheet

Five9 is an industry-leading provider of the intelligent cloud contact center, bringing the power of cloud innovation to more than 2,500 customers worldwide and facilitating billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization, and AI and automation to increase agent productivity and deliver tangible business results.

20+

years of cloud contact center experience

2000+

employees around the world

2500+

enterprise, mid-market and SMB customers in 104 countries

246K

concurrent agent seats (12/31/21)

9+

billion call minutes recorded annually

670+

global SI, channel, and technology partners

90+

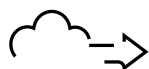
Net Promoter Score (NPS) for professional services

180%

growth in use of Five9 Intelligent Virtual Agent in 2021

Reimagine the Customer Experience

The Five9 platform is reliable, secure, compliant, and scalable. Designed to help organizations reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.



Increase business agility with cloud



Scale with digital and live agents



Streamline with automation, AI, and analytics



Empower agents and deliver results anywhere

Make CX Work for Real Life

Top Industries



Financial Services



Healthcare



Retail



Education



BPO

Five9 Difference

Engage customers and interact across their channels of choice.

Empower agents and managers with AI and automation.

Close the loop with customers and be proactive.

Connect your contact center to the business.



Five9 Milestones

2022

Received Glassdoor Employees' Choice Award, Best Places to Work

Won 4th consecutive Aragon Research Innovation Award

2021

Wins Best in Biz Award for Enterprise Product of the Year

Named a Growth and Innovation leader in the Frost Radar™: North American Enterprise Cloud Contact Center Market

Named a 2021 UK's Best Workplace

Named Leader in Aragon Research Globe for Conversational AI and Intelligent Contact Centers

Named Metrigy MetriStar Top Provider for Workforce Optimization Platforms

2020

CEO Rowan Trollope named Top Executive for Cloud Computing by Stratus Awards

Selected to power largest COVID-19 testing organization in the US

Ranked highly in Gartner® Critical Capabilities for CCaaS

Named leader in the Forrester Wave™ for Cloud Contact Center

Acquisitions: Inference Solutions (IVA) and Virtual Observer (WFO)

2019

Barry Zwarenstein named Bay Area CFO of the Year

CEO, CFO, and IR earn top rankings in All-America Executive Team

Named leader in Gartner Magic Quadrant for CCaaS, 5th year

Acquisition: Whendu (Workflow Automation)

2018

Introduced practical AI for contact center

Named leader in Gartner Magic Quadrant for CCaaS, 4th year

Named leader in the Forrester Wave™ for Cloud Contact Center

2017

Dan Burkland promoted to President

Named leader in Gartner Magic Quadrant for CCaaS, 3rd year

Released comprehensive omnichannel experience and customer journey analytics

2016

Named leader in Gartner Magic Quadrant for CCaaS, 2nd year

2015

Named leader in Gartner Magic Quadrant for CCaaS

2014

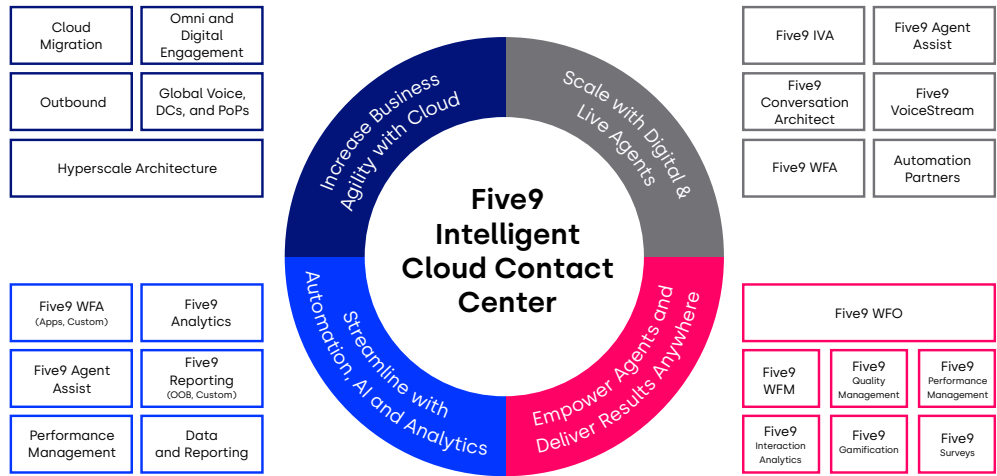
Completed IPO on NASDAQ as FIVN

2001

Began cloud contact center operations

Reimagine Customer Experience

The Five9 Intelligent Cloud Contact Center makes it easy for your business to engage customers on their channel of choice to quickly provide the type of intuitive, personalized, and more human experience they want.



Core Cloud

Empower agents to focus on customers, not technology. Deliver exceptional service by connecting the touchpoints of a customer journey across time and channels.



Digital Workforce

Use best-in-class AI to automate interactions and assist your live agents, reducing service costs while you deliver a more conversational service experience.



Employee Engagement

Implement the tools and insights to maintain business continuity and agility while more effectively managing agents and personalizing customer experiences.



Customer Experience

Engage customers where and how they want to communicate with you to quickly provide the type of intuitive, personalized, and more human experience they want.

“The rollout was planned for six months but only took 45 days. It was a rapid, flawless implementation and performance has been impeccable.”

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About Five9

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

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