Five9

Customer Success Stories 2022

Introduction

We pride ourselves on the partnerships and relationships we create with our customers. As we look toward 2022, we are honored to introduce a new compilation of success stories that illustrate how organizations worldwide are reimagining customer experience.

The innovators and business leaders that you'll meet share how they use Five9 solutions to gain business agility. They're transforming their contact centers in the cloud, leveraging AI and automation to drive efficiency, and empowering their teams.

We are also delighted to spotlight the winners of the inaugural Five9 2021 Reimagine CX Awards. And we're pleased to share that Gartner recognized Five9 as a CCaaS provider in the Gartner Peer Insights Customer First Program in 2021. In fact, we are the first CCaaS leader to receive this acknowledgment. In our commitment to best practices in sourcing reviews, as defined by Gartner Peer Insights, we have added a widget to Five9.com that lets customers easily submit and read reviews.

I extend my deepest gratitude to all of you who rely on the Five9 Intelligent Cloud Contact Center to service and support your customers every day. It's a most vital responsibility that we are ready to meet and exceed with you.
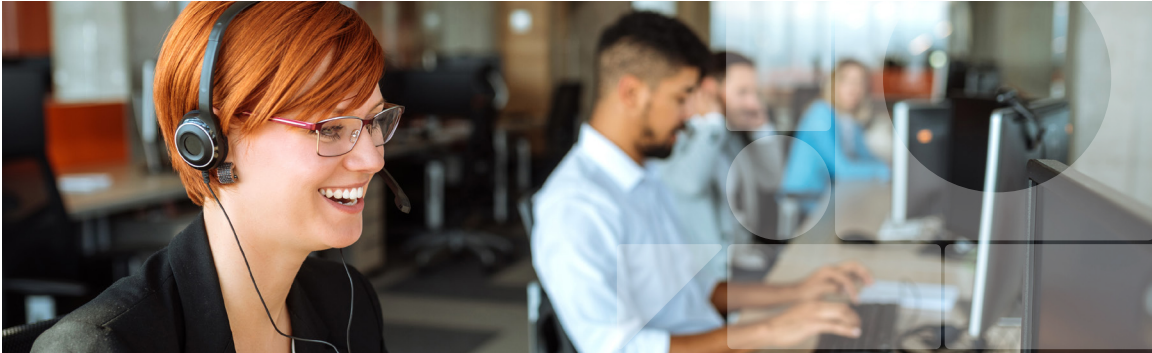
Genefa Murphy
Chief Marketing Officer

Contents

Reimagine the Contact Center E-book

> **"We're able to imagine lots of solutions then immediately make them real because we're in the cloud."**

David Muttiah, Director of Customer Success and Operations, **CARFAX**

The customer experience industry has seen tremendous change over the past two decades – but nothing like the unprecedented acceleration we've seen in the past two years. When forced to, organizations must adapt to changing customer needs and market conditions and do so quickly. Enterprises of all sizes must have the ability deploy a solution that spans the globe and scales to meet the needs of their contact centers today and tomorrow.

Read this E-book to learn:

- How contact centers can take a nimbler test-and-learn approach
- What six different contact center leaders did as they experienced tough times and emerged more confident
- How the cloud is enabling speed and empowerment to deliver better experience for customers

Get the E-book →

The Contact Center Experience Sweet Spot

The experience your contact center provides needs to serve three constituents:

Customers need quick, accurate, and thorough answers and/or resolutions to their issues.

Agents need the right tools and information to quickly and easily assist with customers' requests.

The business needs to keep costs manageable and, where appropriate, drive increased revenue.

Streamline and Optimize with Five9 Workflow Automation

According to Gartner, "Hyperautomation has shifted from an option to a condition of survival." The contact center is no different. To reimagine CX and realize results, companies must start doing things differently. Here's how Five9 Workflow Automation helps businesses automate and accelerate.

» Gartner press release

OUT-OF-THE-BOX INTEGRATION
Five9 WFA lets you integrate any technology with other contact center services via drag-and-drop UI. It eliminates the need for custom engineering by enabling out-of-the-box integration with your CRM and any on-premises or hosted telephony solutions.

ANI ROTATOR
After every call attempt to a contact in an outbound list, Five9 WFA will assign the next ANI to the contact to pulse for the next call. The next ANI is based on the area code (if required) and the last ANI associated with the contact record.

RECORDING STORAGE
Add direct call recordings to the storage platform of your choice – Google Cloud Storage, Amazon S3, Google Drive, Microsoft One Drive, or Dropbox – in an instant. Five9 WFA can generate a link to the recording and enter it automatically in your CRM.

RECORDING TRANSCRIPTION
Five9 WFM can send call recordings to your transcription service, then save a copy of the transcript in the customer's CRM profile or in your company database.

SENTIMENT AND EMOTION TRACKING
Use AI from Google, IBM, and Amazon to gauge the sentiment of customer calls. Five9 WFA can automatically enter the results into your database of choice and notify managers of negative calls. Automate manager notification via Slack, email, or your preferred form of communication.

PROACTIVE NOTIFICATION
Proactively send a custom message to customers via SMS or email informing them that you'll be calling in five minutes. Letting them know to expect the call has been proven to increase contact rates by up to 15%.

RPA FOR THE CONTACT CENTER
Robotic process automation (RPA) automates agent tasks within manual, rules-based processes like launching apps, cutting and pasting from different apps, and basic calculations – many of the "swivel chair" tasks – allowing the agents to focus on value-added work.

DIGITAL OUTREACH
Automatically contact a person based on events on social platforms. If someone posts a negative tweet about your company, the Five9 WFA platform can listen for it, understand it, and automatically respond via tweet, SMS (if they're an existing customer), or email.

EXTRACT, TRANSFER, LOAD (ETL)
Five9 lets you automatically extract, transfer, and load data – a task that's usually done manually. Perform data transfer, upload, and more on a scheduled basis or in real time based on random events.

AUTOMATICALLY RE-SKILL AGENTS
Based on SLAs, move agents back and forth between skills to assist with overflow traffic on phone and digital channels. When overflow agents are no longer needed, automatically move them back and send a notification to the agent via Slack or SMS.

AGENT ACCOUNT SETUP/ONBOARDING
Seamlessly onboard new agents and employees with a self-service process customized by your manager. Create new accounts (in Five9, your CRM, and other applications) all at once, instead of one at a time.

SOCIAL ENGAGEMENT
Create workflows to listen for social media mentions and automate multiple actions. For instance: look up customer value, automatically engage the customer via email, SMS, or phone, create a CRM case, and notify an agent via Slack or email.

AUTOMATE MASS EMAILS AND TEXTS
Automatically generate welcome emails or texts using marketing automation software, helping to nurture leads and send important information and promotional items. Pull data from multiple databases to send group messages via email or SMS.

Learn More →

RIT | Rochester Institute of Technology

University Moves to the Cloud in Four Days

> "People are pleased and thrilled with how easily Five9 worked. Once it was set up, the technology didn't get in the way. It was a huge relief."

Arthur Miller, ITS Network Engineering Manager

Founded in 1829, the internationally recognized Rochester Institute of Technology (RIT) has more than 15,000 undergraduate and 3,000 graduate students in nine colleges. RIT wanted to improve its customer service experience and was in the process of transitioning the information and technology services to a one-stop shop where it could provide a rich campus experience.

Challenges with Previous Vendor

- Inability for staff to work from home
- Lack of system integrations
- Difficult, limited reporting

Five9 Benefits for RIT

- Moved to the cloud with ease and scaled on demand
- Quickly enabled a full remote workforce
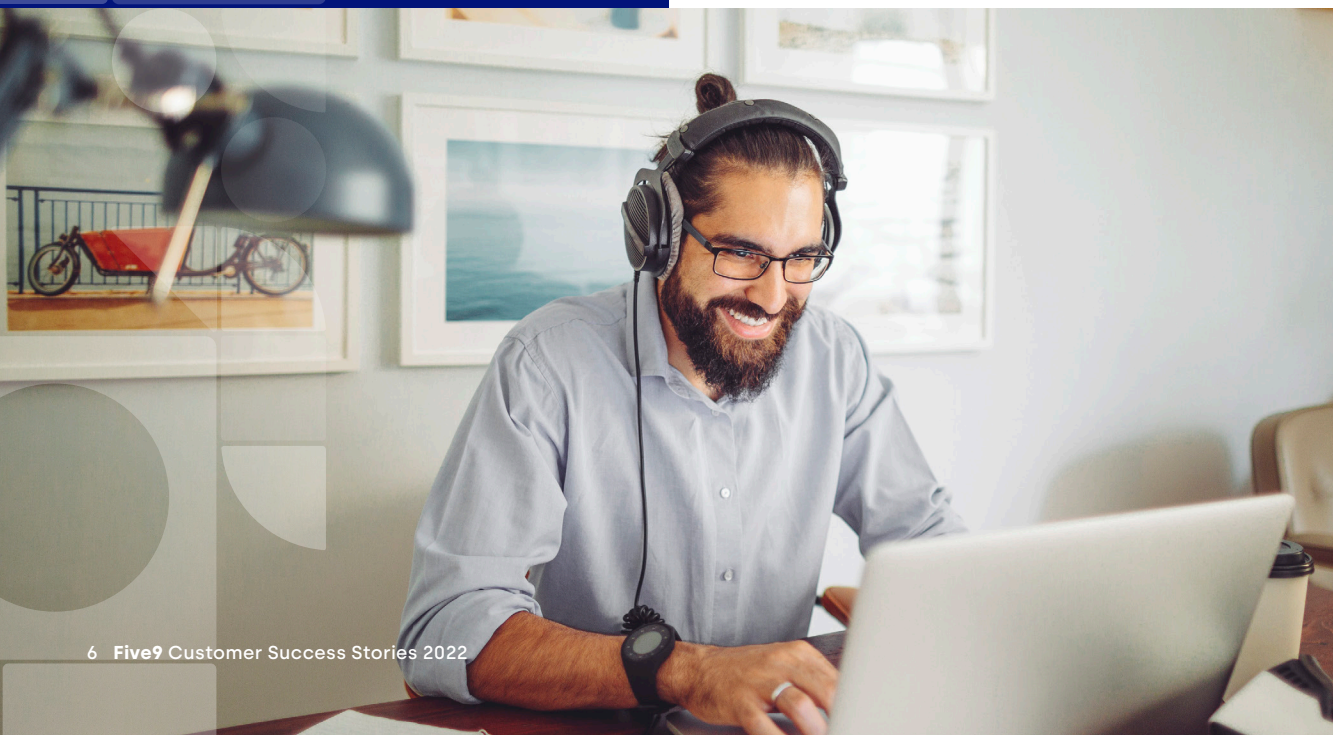- Found immediate benefits with out-of-the-box features

Five9 Solutions

- Inbound
- Outbound
- Performance Dashboard

RESOURCES

🌐 www.rit.edu   🔍 Case Study

bakkt™

Bakkt Raises the Bar for Customer Experience

> **"We let clients access calls in their domain. They can pull calls at random and check that scorecards are consistent. Our clients have not had that before, and they appreciate that we provide this level of transparency."**
>
> **Daren Autry,** Head Commercial Operations

Bakkt enables consumers and institutions to buy, sell, store, and spend digital assets on a seamless global network. The company receives over 17,000 calls a month at its two US contact centers. Bakkt knew it needed a reliable solution that would enable the company to streamline the scheduling and quality assurance processes.

Challenges with Previous CC Vendor

- Inability to work remotely
- Needed better reporting capabilities
- Inability to scale easily

Five9 Benefits for Bakkt

- Improved customer experience by voice, chat, and/or email service options
- Delivered and maintained consistent service levels without disruption to clients
- Enhanced agent performance by identifying best-practice customer interactions and using them to train agents
- Enabled the ability to shift and maintain a remote workforce

Five9 Solutions

- Inbound
- Digital Engagement Chat
- Advanced Data Protection
- Speech Analytics
- Workforce Management
- Quality Management
- Technical Account Manager

RESOURCES

🌐 bakkt.com   🔍 Case Study

⊕ Back to Contents

LinearFT

Linear Integrates with Five9 and Zoom Phone

Linear Financial Technologies, a fast-growing fintech company, enables digital loan originations and servicing for credit cards, loans, and deposit accounts. Linear sought a solution that would provide reporting functionality, real-time visibility, an enhanced customer experience, better informed agents, and a fully remote workforce.

Challenges with Previous Vendor

- Lacked integration between UCaaS and CCaaS
- Inability to scale and work remotely
- Limited visibility and lack of reliability in reporting capabilities
- Inability to make real-time decisions

Five9 Benefits for Linear Financial Technologies

- Improved first-contact resolution
- Enabled robust, real-time reporting
- Reduced average call handle times by 15–20%, or 30–120 seconds, per call
- Enabled a fully remote workforce
- Improved customer satisfaction

Five9 Solutions

- Blended
- Admin Console
- Supervisor Console
- UC Adapter Zoom Phone
- Technical Account Manager

"Even though we can't walk around the sales floor and hear what's being said, we still have that ability at our fingertips with Five9."

Ryan McMahon, Director of Sales Operations

RESOURCES

🌐 www.linearft.com   🔍 Case Study

vibrant

Vibrant Credit Union Customizes Member Experience

> "The UC integration with Teams enables our front and back-office members to collaborate seamlessly, helping overall from an efficiency standpoint and from a member experience standpoint."
>
> **Joanie Dean,** Business Analyst II

Vibrant Credit Union serves more than 50,000 members across the United States with 26,000+ calls and 800+ chats a month. Headquartered in the Quad Cities region of Illinois, Vibrant provides members nationwide with personal and business banking, investments, auto loans, and mortgages. Vibrant decided it needed to change its existing cloud contact center and phone providers after losing confidence in its previous vendor after many challenges.

Challenges with Previous Vendor

- Reliability and stability issues with on-premises solution
- Lack of system integration across contact center and unified communications
- Inaccurate data and reporting
- Unsatisfactory agent and member experience

Five9 Benefits for Vibrant Credit Union

- Improved first-call resolution
- Reduced average handle time
- Enhanced reporting capabilities
- Improved agent and member experience

Five9 Solutions

- Inbound
- Admin Console
- Supervisor Console
- Digital Engagement – Email
- UC Integration with Microsoft Teams
- Technical Account Manager

RESOURCES

🌐 vibrantcreditunion.org   🔍 Case Study

Ygrene Gains Platform Reliability and Reduces Handle Time 50%

Ygrene provides residential and commercial property owners with access to affordable financing for energy-efficient, renewable energy, water conservation, and natural disaster protection improvements. To better serve its customers, Ygrene decided to migrate from a cloud platform to one that would improve uptime and provide out-of-the-box features that include interactive voice response (IVR) and intelligent virtual agent (IVA).

Challenges with Previous CC Vendor

- Poor platform reliability and performance
- Inability to implement IVR and IVA
- Inability to provide best-in-class customer experience on existing cloud platform

Five9 Benefits for Ygrene

- Provided exceptional reliability and stability
- Implemented IVR and IVA with intelligent call routing at launch
- Achieved 50% reduction in average call handle time
- Reduced rate of abandonment calls

Five9 Solutions

- Inbound Contact Center
- Digital Engagement – Chat, Email, SMS
- Interactive Voice Response
- Intelligent Virtual Agent
- Workforce Management
- Quality Management
- Adapter for Salesforce CRM
- Technical Account Manager

"The whole experience of the tool, how easy it is to use, and all the other capabilities in the roadmap was what made Five9 stand out from the rest."

Shawn Harrs, CIO

RESOURCES

🌐 ygrene.com

▷ Take5 Video

🔍 Case Study

alivi

Empowered Virtual Agents Enable Scaled Community Healthcare

Alivi provides solutions for healthcare organizations to access technology platforms and advisory services that help plans and providers focus on creating a tailored care strategy for members while managing costs. They offer solutions for non-emergency medical transportation, ancillary and supplemental benefits, and healthcare administration. Alivi's weekly call volume could range anywhere from 100 to 40,000 calls a week, which was taxing for the previous on-prem solution.

## Challenges with Previous CC Vendor

- Inability to keep up with number of inquiries
- Wanted to provide self-service options to support customer needs
- Inability to service members through a multichannel approach

Five9 Benefits for Alivi

- Provided self-service options with AI technology
- Scaled with ease
- Empowered and enhanced agent efficiency
- Offered on-demand detailed reporting for management

Five9 Solutions

- Agent Desktop Plus
- Inbound
- Digital Engagement – Chat, Email, SMS, Intelligent Virtual Agent
- Supervisor Plus License
- Technical Account Manager
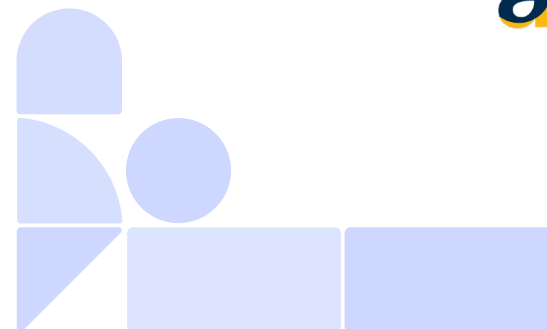
"When the whole concept of the IVA came up, I was really excited, because I knew that we would be able to do something that hasn't been done before."

Henry Hernandez, Director of Non-Emergency Medical Transportation Operations

RESOURCES

alivi.com

Case Study

Take5 Video

Back to Contents

Castlight

Castlight Health Unlocks Dramatic CSAT Improvement

> **"Customers want us to create a lot of automation and we can do that with Five9 and Salesforce, but customers are also wanting the human touch, and we can do that, too."**

Scott Tweedy, SVP Support & Technology

Castlight Health is on a mission to make it as easy as humanly possible for individuals to navigate the healthcare system and live happier, healthier, more productive lives. Its health navigation platform connects hundreds of health vendors, benefits resources, and plan designs into one comprehensive health and wellbeing experience. The organization transforms employee benefits into a deeply personalized, simple, and guided experience, empowering better-informed patient decisions to unlock better healthcare outcomes and maximize return on healthcare investments. Castlight employs around 600 people and serves more than half of the Fortune 500.

Challenges with Previous CC Vendor

- Manually make changes and perform maintenance upgrades
- Unreliable, limited reporting functionality
- Inability to integrate current ACD system with Salesforce

Five9 Benefits for Castlight Health

- Provides modern cloud-based flexibility and ease of use
- Enabled out-of-the-box integration with Salesforce
- Combined Five9 and Salesforce data for accurate, real-time reporting
- Drastically improved CSAT score by 3 points

Five9 Solutions

- Inbound
- Agent Desktop
- Speech Analytics
- Quality Management
- Workforce Management
- Adapter for Salesforce CRM
- Technical Account Manager

RESOURCES

🌐 castlighthealth.com   👤 Webinar

⊕ Back to Contents

COVID CLINIC

Covid Clinic Finds $2M in Savings

> "Our call volume went up about 310% from one week to the next. Our previous dialer system wasn't built for that. Five9 not only provides robust reporting that our previous system did not; the data has also helped us identify why callers are calling and why they are calling back."
>
> **Alan Ruiz,** COO

Covid Clinic provides a critical public health service by delivering drive-through testing sites for Covid-19. The clinic was receiving over 20,000 inbound calls a day from people making appointments or following up on test results, in addition to over 50,000 FAQs per month — all of which were being handled by chatbots. Covid Clinic was short staffed with agents, didn't have visibility into agent activity, and didn't have enough IT resources to manage the call volume. The clinic needed a cloud contact center solution with the scalability and reliability to meet its unique needs.

Challenges with Previous CC Vendor

- Zero visibility into agent activity
- Inability to scale with ease to meet customer demand
- Limited reporting and accountability
- Short-staffed agent pool and IT team

Five9 Benefits for Covid Clinic

- Provided transparency into agent activity and productivity
- Created ability to scale on demand to handle inquiry spikes
- Supported continual growth and innovation
- Provided cost savings of $2+M ROI in the first year of utilizing Five9 IVA

Five9 Solutions

- Inbound
- Agent Desktop
- Digital Engagement
- Intelligent Virtual Agent
- Technical Account Manager

RESOURCES

🌐 covidclinic.org   🔍 Case Study

▷ CX Summit OnDemand   ▷ Take5 Video

→ Back to Contents

public partnerships PPL

Public Partnerships Elevates Business Agility

Public Partnerships supports individuals with disabilities or chronic illnesses and aging adults, eligible for public Medicaid assistance, to "self-direct" their own long-term home care. Public Partnerships was using an on-premises solution that was unable to handle the increase in call volume and needed to find a solution that could quickly adapt to the growth it was facing.

Challenges with Previous CC Vendor

- Disparate on-premises system that could not handle increasing call volume
- Lack of visibility into customer data
- Limited reporting with no real-time insight
- Inability to adapt to business changes

Five9 Benefits for Public Partnerships

- Provided a cloud contact center that is scalable in response to company needs
- Integrated technologies that increase agent productivity through a single, unified solution
- Supported work-from-home capabilities that enable the company to hire talent from anywhere
- Increased efficiency with call schedule adherence

Five9 Solutions

- Inbound
- Outbound
- Digital Engagement – Chat, SMS
- CRM Adapter for Microsoft Dynamics 365
- Workforce Management
- Technical Account Manager

"With an effective remote contact center, we are no longer limited by where we can pull talent, enabling Public Partnerships to hire from anywhere in order to empower agent success and continue to exceed customer expectations."

Shane Moodyman,
Director, Customer Service Workforce Development
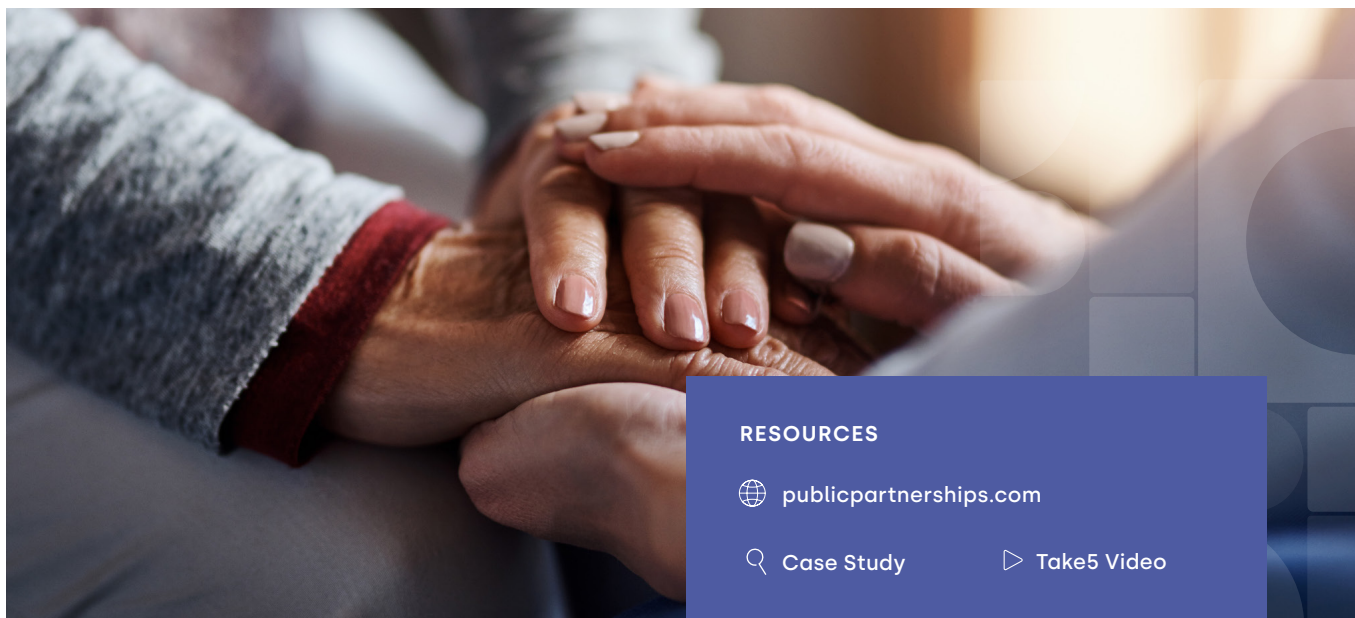
RESOURCES

🌐 publicpartnerships.com

🔍 Case Study   ▷ Take5 Video

Teladoc HEALTH

Teladoc Health Improves Efficiency and Call Quality

> "Agent Assist allowed agents to view call transcripts in real time, helped them validate HIPAA compliance, and assisted agents in providing better experience using AI-powered call guidance in real time."

Andrea Brown, Director of Workforce and Program Management

Teladoc Health uses telephone and video conferencing technology to provide on-demand remote medical care via mobile devices, the Internet, video, and phone. More than 50 million members connect within minutes to Teladoc's network. Teladoc has multiple service centers in various countries with contact center employees operating 24 hours a day, seven days a week to handle more than two million calls annually.

Challenges with Previous CC Vendor

- Needed a reliable contact center solution that could scale on demand
- Lacked administrator features and capabilities
- Sought consistent post-call summary notes

Five9 Benefits for Teladoc

- Increased agent engagement and productivity
- Enabled call transcripts for 100% of calls in real time
- Provided campaign-specific AI call guidance for every call
- Delivered on-demand scalability
- Enabled a 100% remote workforce

Five9 Solutions

- Agent Desktop Plus
- Inbound
- Outbound
- Agent Assist
- Agent Desktop Plus
- IVR
- Global Voice
- Quality Management
- Technical Account Manager

RESOURCES

🌐 teladochealth.com   🔍 Case Study

▷ CX Summit OnDemand

⊕ Back to Contents

liveops

Liveops and Five9 Create Empowered Agents with Global Scale

> "I think the partnership I'm most proud of is the work we're doing together with the SBA (Small Business Administration), an effort we started together back when COVID first hit. It's been a beneficial partnership for both, and we're looking forward to continuing to build our relationship together."
>
> **Greg Hanover,** CEO

Liveops is a business process outsourcing provider with an on-demand network of virtual call center and customer service agents. Liveops agents are 100% remote and have the flexibility to select their own schedules.

5 Proven Methods to Optimize Agent Productivity and Reduce Attrition

In a live fireside chat, Greg Hanover, CEO of Liveops, sits down with Tricia Yankovich, SVP of People and Human Resources at Five9, to discuss strategies CX leaders can deploy to successfully navigate employee engagement and retention. Learn how leading-edge technologies are optimizing remote agent performance from anywhere.

In this executive webinar, you will learn:

- Strategies to optimize remote workforce productivity
- How to make employees feel part of a team in a virtual world
- Distance learning strategies to maximize onboarding of new agents

Watch On Demand →

How to Avoid Burnout in Remote Agents

Join Matt Miles, VP of Learning and Development at Liveops, and Katie Bapple, Senior Director of Agent Experience at Liveops, for a live executive webinar dedicated to uplifting the well-being of contact center agents moderated by Five9 CMO Genefa Murphy.

Tune into this webinar to learn:

- The importance of community and engagement in a virtual workplace
- What tools can help support the mental well-being of your agents to avoid burnout
- How the right contact center technology can improve education and distance learning for agents

Watch On Demand →

RESOURCES

🌐 liveops.com

nexrep

NexRep Delivers Excellence Through a Crisis

NexRep is a business process outsourcing provider with a broad network of agents creating exceptional customer experiences through customer care, inbound sales, and outbound sales. NexRep agents are 100% remote and based in the United States.

Challenges with Previous CC Vendor

- Inability to maximize agent expertise, time and performance
- Need for secure technology for remote employees
- Inability to scale

Five9 Benefits for NexRep

- Call routing ensures most qualified, knowledgeable agents handle each call
- Secure cloud technology for virtual workforce
- Revenue growth increasing YOY
- Can onboard new agents much more quickly
- Maintain 90% contact center agent retention rate

Five9 Solutions

- Agent Desktop Plus
- Inbound
- Outbound
- Technical Account Manager
- CRM Integration with Salesforce and Zendesk

"Not only were we able to push the limits technologically and could get our agents on, but more than anything, we were able to raise over $110 million in one night of TV programming."

Teddy Liaw, CEO

RESOURCES

🌐 nexrep.com   ▷ Take5 Video

GUARDIAN
PROTECTION PRODUCTS, INC.

Guardian Creates a Connected Ecosystem of Customer Data

Guardian Protection Products is a leader in the furniture protection industry. The company provides a broad range of high-quality furniture protection products, plans, and repair services. Guardian needed a reliable cloud contact center provider that could help empower the company to optimize its customer service operations while shifting agents to work from home.

Challenges with Previous CC Vendor

- Unreliable technology that resulted in excess downtime
- Providing real-time service across channels
- Inability to shift and manage a remote workforce

Five9 Benefits for Guardian

- Enabled positive customer service by moving to a cloud-based solution
- Reduced average call handle times by 60 seconds
- Integrated with multiple systems
- Enabled agents to work remotely

Five9 Solutions

- Inbound
- Agent Desktop Toolkit Plus
- Supervisor Plus
- Workforce Management

"We moved our contact center to be permanently remote because we experienced the customer satisfaction benefits while maintaining control over quality assurance."

Kevin Gaylord, VP of Operations

RESOURCES

🌐 guardianproducts.com   🔍 Case Study

Majestic

Majestic Wine Scales Quickly to Match Business Momentum

Majestic Wine is the United Kingdom's largest specialty wine retailer and uses its 200+ stores across the United Kingdom and France to share an extensive knowledge about wine and encourage customers to explore new wines. The company's growth was being held back by legacy technology, an inability to scale quickly, and the inability to provide remote capabilities for agents.

Challenges with Previous CC Vendor

- Aging technology
- Couldn't meet delivery requirements to be functional in time for peak season
- Inability to scale on demand
- Unable to provide remote capabilities for agents
- Need for secure technology for remote employees
- Inability to scale

Five9 Benefits for Majestic Wine

- Improved business agility
- Went live with Five9 in four weeks
- Scalability to double the number of concurrent agent omnichannel licenses in 24 hours
- Provided remote work capabilities for agents
- Integrated with multiple systems

Five9 Solutions

- Inbound
- Agent Desktop
- Digital Engagement – Email
- Supervisor Plus

"We look forward to continuing to tailor our contact center with systems that empower our agents to exceed customer expectations."

Andrew Valerio, Head of Contact Center

RESOURCES

🌐 majestic.co.uk   🔍 Case Study

Pizza Hut Orders Up Better Customer Experience

> **"The Five9 IVA solution was easy to implement and actually wrapped up ahead of schedule, which is unheard of with a project of this magnitude."**
>
> **Patrick Branley,** Director of Technology

Pizza Hut Australia operates approximately 270 restaurants in Australia, all linked via a single phone number that fields more than 3,000 calls each day. Call routing is a critical function of the business model, but the company's legacy system wasn't delivering. To improve efficiency, Pizza Hut Australia decided to overhaul its fragmented call routing infrastructure to increase the quality of inbound calls to franchisees. The Pizza Hut Australia team considered updating its legacy call-steering system, but instead chose to build a new solution.

Challenges with Previous CC Vendor

- Phone-based orders were costly; needed to automate and streamline orders
- Basic reporting couldn't identify why customers abandoned orders
- Lacked integration between voice and web systems
- Costly to support with external vendors

Five9 Benefits for Pizza Hut

- Created cost efficiencies in contact center, call costs, and lead generation
- Streamlined customer interactions and routes calls to caller's preferred restaurant
- Delivered robust, on-demand reporting that aggregates data and identifies trouble spots
- AI and natural language processing enable a truly conversational, highly accurate interaction
- Ease of management allows in-house teams to maintain and update IVAs

Five9 Solutions

- Intelligent Virtual Agent

RESOURCES

🌐 pizzahut.com.au   🔍 Case Study

Back to Contents

Retailer Moves to Cloud on a Tight Schedule – with Powerful Results

A retail organization that provides parts and services in the food equipment industry set out to revamp its contact center with three primary objectives: lower call abandonment rate, reduce wait times, and increase customer satisfaction. Within months, it had accomplished all three, plus much more.

This organization has a contact center staffed with 200+ agents handling an average of 26,000 calls each week. Calls average two minutes each; technical support calls average 11 minutes each but can last up to three hours. The organization launched Five9 in December 2019 meeting triple constraints in project scope, schedule, and cost.

"Five9 is the easiest technology I've worked with in my IT career. Their great in-house implementation process resulted in a successful go-live."

IT Supervisor

Challenges with Previous CC Vendor

- On-premises solution was difficult to maintain and lacked vendor support
- Lack of metrics and reporting capabilities
- Minimal insight into customer satisfaction around agent interaction
- Long wait times and high call abandonment rates

Five9 Benefits:

- Enabled flexibility to scale
- Lowered average response time from 100 seconds to less than 20
- Improved call abandonment by more than 19%
- Provided annual IT contact center savings costs of $100K
- Increased IT productivity gains by $25K annually

Five9 Solutions

- Inbound
- Digital Engagement – Chat, Email

ian williams

Property Services Company Moves to the Cloud

> "We were able to send all agents home with a laptop and continue working. That in itself is a huge tick in the box, and one of the core aims strategically was that flexibility in the product."
>
> **Mike Dunstan,** IT Manager

Ian Williams is one of the UK's largest privately-owned property services companies. As a leader in its field, the company is at the forefront of delivering innovative planned and responsive services to the built environment. Ian Williams is dedicated to carrying out work with honesty, commitment, and integrity. Ian Williams wanted to move to a cloud contact center solution that could integrate with its job management system and help the company better manage its customer service.

Challenges with Previous CC Vendor

- Aging on-premises system no longer met the firm's needs
- Lack of analysis tools to boost efficiency
- A need to meet privacy restrictions
- Resistance to disaster

Five9 Benefits for Ian Williams

- Flexibility to rapidly scale on demand
- Integration with legacy job management system
- Reporting tools to measure and monitor key metrics
- Robust interactive voice response (IVR) for efficient self-service

Five9 Solutions

- Inbound
- IVR
- Digital Engagement – Email
- Supervisor Plus

RESOURCES

🌐 ianwilliams.co.uk   🔍 Case Study

LakeCounty
**Health Department and
Community Health Center**

Lake County Health Moves to the Cloud in 48 Hours

More than 1,000 professionals work within the Lake County, Illinois Health Department to support its daily mission of health promotion, illness prevention, and protecting the environment. An accredited public health department, Lake County Health operates several contact centers, including the Patient Access contact center, an IT help desk that serves internal customers, and a COVID-19 Hotline. Lake County Health was in the initial stages of a five-year digital transformation strategy. However, when the pandemic hit, the urgency to move quickly to the cloud was immediate.

Challenges with Previous CC Vendor

- On-premises legacy solution
- Inability to scale with call volumes
- Lack of integration with Microsoft Teams
- Unable to facilitate remote work capabilities

Five9 Benefits for Lake County

- Cloud-based flexibility and ease of use
- Ability to scale as call volumes spike
- Pre-built UC integration with Microsoft Teams
- Improved agent and customer experience
- Ability to work remotely

Five9 Solutions

- Inbound
- IVR
- UC Integration with Microsoft Teams
- Supervisor Plus
- Five9 Technical Account Manager

"The Five9 UC integration with Microsoft Teams has been invaluable. We could not effectively and efficiently serve our community without the integration."

Jefferson McMillan-Willhoit, Director of Health Informatics and Technology

RESOURCES

🌐 lakecountyil.gov   ▷ Take5 Video

CONNECTWISE™

ConnectWise Exponentially Improves Uptime

> "Uptime was the main reason we left our previous vendor. That's what Five9 is known for. We also needed a better automatic call distributor, which Five9 provides as well."
>
> **Andrew Savage,** Help Desk Project Manager and Technical Services Manager

ConnectWise is a software company that empowers technology solution providers to achieve success in as-a-service businesses with intelligent software, expert services, an immersive IT community, and a vast ecosystem of integrations. ConnectWise Assist offers white-labeled help desk services to its customers' end users, where highly skilled technicians respond to some 40,000 inbound and outbound interactions every month.

Challenges with Previous CC Vendor

- Inadequate uptime
- Lack of unified communications platform
- No automatic call routing

Five9-Enabled Benefits for ConnectWise

- Consistent uptime
- Unified phone, email, and chat
- Automatic skills-based call routing
- Improved agent efficiency

Five9 Solutions

- Inbound
- Digital Engagement – Chat, Email
- Visual IVR
- Quality Management
- Workforce Management
- Supervisor Plus
- Technical Account Manager

RESOURCES

🌐 connectwise.com   🔍 Case Study

▷ Take5 Video

Meet the 2021 Winners
Reimagine CX Awards

Five9 recognized six organizations for their innovative use of Five9 solutions to provide exceptional customer experience and transform their own businesses. Presented by Five9 CMO Genefa Murphy, the winners of the first-ever Reimagine CX Awards include:

The awards include five categories, plus a Best Overall designation chosen by Five9 CEO Rowan Trollope. Robin Gareiss, CEO and principal analyst at Metrigy, and technology influencer Evan Kirstel served as independent industry judges on our panel.

Covid Clinic, the winner of the Best Overall award, which scaled exponentially during the pandemic to successfully serve millions of people during their time of need

Lake County Health Department and Community Health Center, which successfully moved to the cloud and launched a new COVID hotline in 48 hours

McKesson, the pharmaceutical distributor that launched Intelligent Virtual Agents (IVAs) to handle refill requests and patient eligibility checks

TruConnect for its launch of Five9 Agent Assist to provide real-time guidance for its remote agents

Bakkt, which launched a straightforward scheduling program and agent coaching with Five9 Workforce Optimization

Televerde and its nonprofit entity that trains incarcerated women to use Five9 technology and staff its contact centers

▷ Watch the Reimagine CX Awards

📄 Read the Press Release

The Voice of the Customer

FIVE9 TAKES CARE OF CUSTOMERS

"The implementation with Five9 was very hands on. We really appreciated how much attention was put on from a project management perspective and from a customer management perspective."

PAR Tech

See Video →

FIVE9 ENABLES AGENTS TO WORK FROM ANYWHERE

"We average around 4,000 contacts from our clients daily. Five9 has provided several things that have made us a better call center. I think a big win has been our ability to allow our agents to work from home. We've seen productivity stay at levels as what we see in the office if not increase or get better."

athenahealth

See Video →

LEADING BUSINESS ARE TALKING ABOUT FIVE9

"Saved over $1.2 million a year."

Hoglund Law

See Video →

WHAT CUSTOMERS ARE SAYING ABOUT FIVE9 QM

"We have a love affair with Five9 Quality Management and Agent Assist."

Teladoc Health

See Video →

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 billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

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