

Five9 Proactive Notification

Increase Customer Satisfaction with Automated Omnichannel Outbound Notification

Proactive notification is a proven strategy for improving the experience customers receive when they interact with your business. Recent research found that customers overwhelmingly want to be contacted proactively for customer service matters. Effective use of proactive notifications can reduce call volumes, lower operating costs, and increase customer retention. Contact centers often face challenges automating notifications as crucial information is frequently siloed in disparate systems that are not linked to outbound communication channels.

Proactive Notification Use Cases

Appointment Reminders – Help customers manage their schedules and decrease no-show rates with reminders for upcoming appointments.

Order Status – Keep customers up to date and reduce inquiries with notifications for shipping and other significant process events.

Billing Updates – Avoid missed payments and improve collection rates with updates for upcoming due dates and billing amounts.

Outage/Closure Alerts – Minimize customer frustration and reduce business impact with alerts on closures or service interruptions.

Intelligently React When Events Happen

Engage proactively with customers to save them time, trouble, and sometimes money. Five9 Proactive Notification continuously monitors events in systems throughout your business and automatically initiates outbound customer contact. Monitoring capabilities include CRM, order management, service management, and additional business-critical systems. Support for email, SMS, voice, or social communication channels and intelligent event handling lets you tailor outreach according to customer preference, business priority, issue urgency, and other key factors.

Learn More

Five9 Proactive Notification, powered by Whendu, helps your business create exceptional customer experiences. To get started, visit www.five9.com or call **1-800-553-8159**.



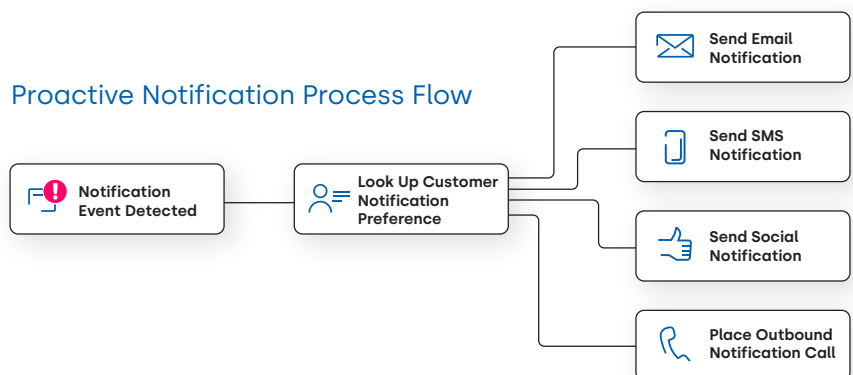
Features

- Continuously monitor events in Five9 and other business systems
- Automatically initiate outbound contacts when key events are detected
- Choose from email, SMS, voice, and social channel options

Benefits

- Increase customer satisfaction and retention
- Reduce incoming customer contact volumes
- Lower contact center operating costs

Proactive Notification Process Flow



About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

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

