

Five9 Application Integration

We plug into your world



Advanced integration solutions. No coding required. We make implementation easy, configuration a breeze, and data access instantaneous. With Five9 Cloud APIs, Connectors, and CRM Integrations--we take complexity out of the contact center.

Application Integration Solutions

- Cloud APIs
- Web Connectors
- CRM Integrations
 - Salesforce
 - NetSuite
 - Oracle/RightNow
 - Microsoft Dynamics
 - Leads360

Built-In Customizability

Five9 is the market leader in cloud computing for contact centers, with more than 300 cloud-based integrations seamlessly incorporated into our Virtual Contact Center (VCC) platform.

With this open platform in the cloud, your enterprise has a complete migration path for your contact center. You can take advantage of all the robust functionality you expect from a full-featured, sophisticated contact center plus have built-in integration capabilities for the in-house applications you need.

You profit even more from, including:

- Fast, easy implementation
- IT productivity
- Access to the Big Data information sources that are the lifeblood of your contact center

Integration to your business applications is a critical part of a contact center software solution. Five9 offers many ways to customize your contact center and benefit from our rapid integration capabilities, including:

- Cloud APIs
- Web Connectors
- CRM Integration

Cloud APIs: Get Your Contact Center and Business working as One

Five9 was first to introduce a comprehensive set of Cloud APIs that use web services to enable advanced software integrations.

These APIs give your enterprise the flexibility to utilize your internal applications and proprietary systems, such as ERP and billing systems, while extending your investment. Agents and supervisors gain as well—they

continue to work productively within their familiar application environment.

As integral components of our open and scalable platform, Five9 Cloud APIs power the role-based applications for agents, administrators, supervisors, and reporting users, including:

Computer Telephony Integration (CTI) Web Services API that connects the Five9 softphone in the Agent Application to other business applications your agents need to use.

Configuration Web Services API designed for the Administrator Application to retrieve data from external systems for data-driven routing or to manage campaigns and add new leads to call lists.

Reporting Web Services API that enables retrieval of call log and agent audit reporting data so that it can be archived, used in existing data warehouses, imported into business applications, and more.

Statistics Web Services API allows you to build applications that securely access the data in the Supervisor Application and serve out real-time statistics and notifications on a wide scale to many other users.

Connectors: Lightweight Integration. Heavyweight Capabilities

Five9 Connectors are among the many inclusive features of the VCC Platform. They provide built-in, integration-like capabilities specifically for the Agent Application, enabling agents to access real-time data during a customer service call.

No other cloud contact center provider offers this feature that requires no development and no deployment time, yet makes powerful connections to customer data automatically from the agent desktop.

Connector functionality gives the agent's desktop the capability to act as a web browser, so your agents can move at the pace of your business to access information. When the agent connects to an inbound customer call, it automatically triggers a dynamic URL request to execute a look up in an in-house CRM system.

Proactive, Productivity Tools

Five9 Connectors allow agents to achieve measurable gains in productivity. In fact, they're one of the many ways that Five9 makes productivity native to the workflow of your contact center.

Agents have a proactive tool when they need it, unified on their desktop, to deliver the right information to customers and give them what they want.

Pre-Packaged CRM Integrations

Five9 offers pre-built CRM adapters to some of the leading cloud and premise-based CRM solutions, including:

- Salesforce
- NetSuite
- Oracle/RightNow
- Microsoft Dynamics
- Leads360

Through Five9 CRM integrations, you have a quick solution for your enterprise to get your CRM and contact center working together seamlessly. With embedded telephony resources, your static CRM application becomes a dynamic productivity engine for sales, case management, and customer engagement.

By simply clicking the agent state "ready to take calls" button within the CRM interface, your representative can use the built-in Five9 softphone to receive inbound customer calls or the click-to-dial feature from any phone number in the CRM application to make outbound calls. All call controls become

available, including hold, park, transfer, and conferencing. Your rep can even control whether the call is recorded and supervisors can listen in and view performance statistics.

For inbound or outbound calls, the Five9 system associates the call with the specific campaign and provides CTI screen pop in the main CRM window. Your customers' information is automatically presented to your reps so they can provide a personalized experience.

To achieve even greater productivity, Five9 supports automatic outbound dialing options, such as predictive, power, preview, and progressive dialing.

What Customers Say

"Like any Contact Center BPO, we have a lot of important peripheral systems – order entry, billing, statistical analysis, reporting. And of course, we have customer and prospect information in Salesforce.

We're also a technology company in addition to being a contact center provider. We build a lot of our own applications, and we have to be able to integrate them seamlessly with our contact center platform. Many of these integrations have to be in real-time.

We wanted to find a scalable platform that could support our multiple integration points.

The Five9 solution with its Cloud APIs, Connectors, and Salesforce Integration proved to meet all of our needs. Since then, we've aggressively grown our agent operations on the Five9 Platform."

- Greg Levow, CIO, ExpertPlanet

Want to Know More? Schedule a Demo

See for yourself how Five9 Connectors and pre-packaged CRM integrations enhance productivity and personalize the customer experience. Give us a call at **1-800-553-8159** and we'll schedule an in-depth demo just for you.

