Five9

Integrate With Oracle RightNow Cloud Service

Five9 delivers a more meaningful customer experience, every time

ORACLE® Gold Partner

Five9 easily connects to Oracle RightNow Cloud Service, creating a single, powerful customer experience ecosystem that helps organizations keep clients happy—and improve the bottom line.

Five9 & RightNow CX Integration

Features

- Displays customer data via screen pops
- Matches call information with RightNow CX data
- Enhances pre-call routing for high-value callers
- Ability to deploy work-at-home agents with only a PC, high-speed connection, and USB headset
- Ability to remove agent from ACD queue to work on email, chat, and social media

Five9 Technology

Features

- Cloud-based virtual contact center
- Automatic call distribution (ACD)
- Computer telephony integration (CTI)
- Integrated Voice Response (IVR)
- Predictive, power, and preview dialing
- Call recording
- Real-time quality monitoring

Maximize Every Contact

The integration of Oracle RightNow Cloud Service with the Five9 industry-leading, cloud contact center technology creates a powerful, flexible customer service platform. One that allows clients to maximize every customer interaction. By combining both technologies, organizations can provide the kind of customer experience that sets them apart from competitors, while at the same time lowering costs and increasing efficiency.

How it works

The Five9 Adapter for RightNow Customer Experience (CX) Cloud Service is a pre-built integration that connects the RightNow CX customer experience suite with Five9 cloud contact center capabilities, giving companies that rely on RightNow CX the ability to place and receive phone calls and capture conversations with greater ease and speed. Embedded into the RightNow Media Bar, agents can access softphone and telephony toolbars, with all call controls inside RightNow CX.

Integration features

This integration empowers organizations to:

- Display customer data via "screen pops" when calls are made or received

- Match inbound and outbound call information with RightNow CX data, including contacts and incidents

- Give agents the ability to answer and control calls from within the RightNow CX desktop

- Enable click-to-dial functionality from within RightNow CX

- Ability to enhance pre-call routing for high-value callers or those with open incidents

Simple and Powerful

Organizations that choose RightNow CX are serious about delivering great service to customers. So is Five9—which makes the industry-leading Five9 cloud contact center software the perfect complement to the RightNow CX platform. Agents enjoy a single, consolidated desktop, eliminating swivel chair or "ALT+Tab" integration. Plus, organizations can immediately deploy work-at-home agents with only a PC, high-speed Internet connection, and USB headset.

Maximize every contact

Five9 screen pops blend directly into the RightNow CX desktop, giving agents a complete picture of each customer before they even get on the phone. Five9 also puts the customer's entire contact history at the agent's fingertips, so the agent can better understand customers' needs and fulfill their expectations.

Better insights

Contact center managers can create customized reports at regular intervals or on an ad-hoc basis, in real time. Supervisors can use real-time data to adjust queues and make smarter, informed decisions.

A perfect fit

It's no secret that great customer experience leads to customer advocates and higher revenue. The Five9 Adapter supercharges RightNow CX with telephony tools that enable more meaningful interactions and more memorable customer experience.

If you want to learn more about how Five9 can supercharge your RightNow CX, give us a call at **1-800-553-8159** and we'll schedule an in-depth demo just for you.