

Five9 Performance Dashboard

Deliver amazing customer experiences by changing the way you visualize and act on customer experience metrics, in real time.

With the introduction of the Five9 Performance Dashboard, it is now easier than ever for contact centers to have visibility into the agent and customer experience throughout the customer journey.

Features

- Multirole Dashboards – Agent, Supervisor, Wallboards, Manager, and LOB
- Dynamic displays and visualizations
- Explore endless KPIs with real-time visibility
- Historical trends and correlations – up to the minute
- Data from external sources including CRM systems
- Sharing and subscriptions – operate with a common version of the truth
- Highly customizable layouts
- 180-day data retention
- Fully browser based – accessible from anywhere in the world
- Use gamification to motivate agents and increase focus

Visualize data to optimize contact center operations

You need good data to make good decisions. The Five9 Performance Dashboard is designed for the contact center with this in mind. With Performance Dashboard, you can view operation metrics, key performance indicators and service-level agreement statistics. It helps everybody that plays a role in your customer service or sales operation understand exactly where the team stands, moment by moment, 24/7.

Dashboard for Performance Management

The Five9 Performance Dashboard gives your contact centers the power to visualize data critical to your customer service operation. The multirole feature makes it easy to create data visualization for all your agents, supervisors, managers, and line of business professionals.

Wallboards

Your enterprise can use the Five9 service to manage multiple physical contact centers, agents who work from home, or a combination of agents around the

globe as a single virtual contact center. With the Five9 Performance Dashboard, it's easy to keep your entire operation aligned.

All dashboards are 100% browser based with no required downloads. This means that agents anywhere can operate as part of a global contact center operation and view metrics on a "wallboard" as though they were sitting in a common physical contact center.

Objectives

You can use objectives to ensure that your team is automatically notified when key SLAs or KPIs change or drift. This makes it easy for you to course correct when required and stay ahead of changes in the market with your customers or business.

Discover

Five9 Performance Dashboard lets you see the data you need to discover what's working well and what needs attention. New data views are easy to setup. Data can be pulled from Five9 and other systems. This enables insights that are difficult, if not impossible, to obtain when data is segregated into

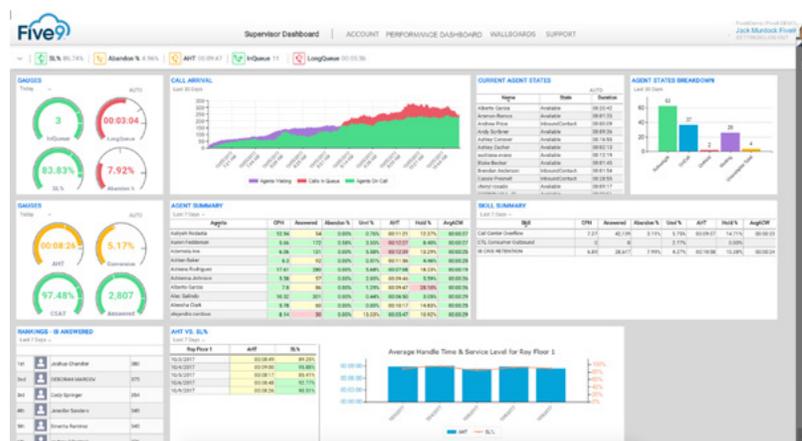


Figure 1: An example of a Supervisor dashboard built with the Five9 Performance Dashboard.

Benefits

- Cloud-based solution gives your business the flexibility it needs
- Real-time access to critical information for the operation of the contact center
- Dashboards let the entire customer service center stay aligned with the current state of business
- 360 degree view – from executives to agent
- Personalized metrics allows employees to understand how their efforts are contributing to overall customer engagement goals
- Customizable modules allow organizations to create the KPIs that make sense for their business
- Insight for real-time agent skill changes
- Vibrant wallboards keep every employee attentive to business needs

Advanced Features and Benefits

- Trending
- Correlations
- Custom Metrics
- Performance comparisons

"We really like the robust reporting options of Five9. We also love the local touch ability that helps our answer rates... After more than 4 years, it's rare when Five9 is not able to do something we need."

*Corbin McCabe
Account Services Manager,
Smart Rhino Labs – Trucking*

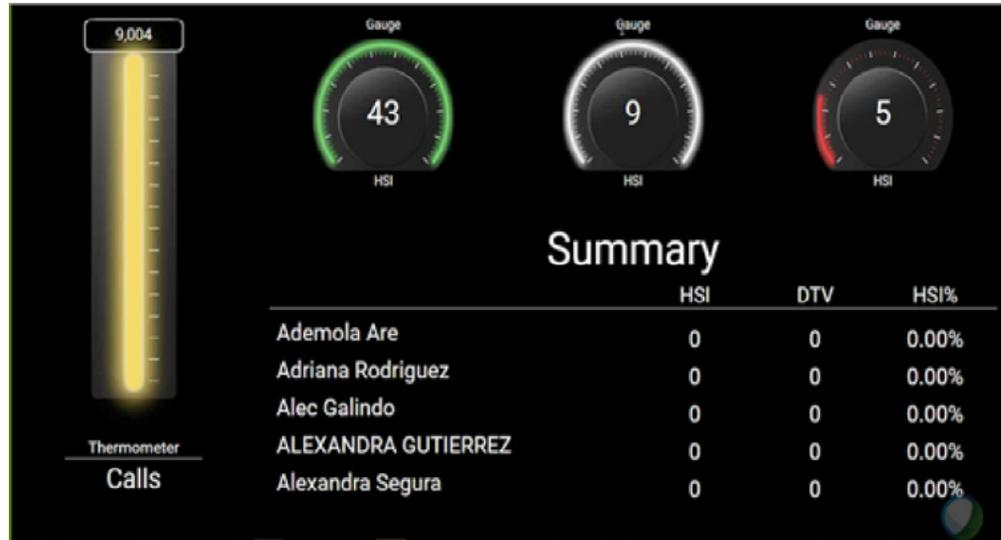


Figure 2: Wallboards ensure that business measurements are visible to everybody.

different reporting systems. The dashboard's custom metrics let you combine data easily to form new views of problem areas.

Share and Distribute

Templates can be shared for collaboration. Dashboards can be shared when needed to quickly resolve issues or scheduled for ongoing operations reporting. Making data available to key resources can drive changes in process, training, product, and many other areas.

Execute

Once you know what needs to change, you can act. And with Five9 Performance Dashboard, you can do so in a concerted fashion, with all players aligned around the need and impact on the business.

Ready for your business unit

Whether you are part of a stand-alone business unit or operating as a business process outsourcer, the data slicing functionality makes it easy to see just the data that matters to your business.

Gamification

Incent agents with virtual coins, badges, or cash to keep them engaged and focused on the customer. Enable agents and supervisors to set challenges and wager virtual money with coworkers at an individual or group level. With the gamification feature enterprises can keep agents on their toes without overwhelming them – track real-time performance and use incentives to drive correct behavior.

One platform for a seamless experience

When you use Five9 for both inbound and outbound contact center operations, you benefit from unified real-time and historical reporting applications. These applications deliver performance results across all your campaigns and agents. In real time, you can listen to agents inbound and outbound calls and review the intraday performance of your campaigns for key metrics such as sales volumes. Historical reports offer additional insights into agent performance across call types and unify customer history across your operations.

Five9 provides over 150 standard reports on agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. You can customize, schedule, export to calling lists, or export to a variety of file formats for further review and archiving.

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 three billion customer interactions annually.

Five9 helps contact centers create exceptional customer experiences, increase productivity and boost revenue.

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

