

Five9 Adapter for Zendesk

With the Five9 Adapter for Zendesk, you can digitally transform your service organization and deliver a world-class experience for every customer interaction.

What Is It?

By uniting Five9 Genius™ the Intelligent Cloud Contact Center with Zendesk, Five9 provides a single-pane customer service platform that enables your agents to focus on the customer experience. Enterprises of all sizes and industries use the combined solution to improve customer satisfaction, increase agent engagement, and drive inefficiencies out of the business.

"As our primary dialer, Five9 is deeply integrated with our service desk for inbound and outbound calls. We are poised to scale our business. And Five9 will enable us to manage more calls now and in the future."

Justin Smith, Manager
XOME

One Platform for a Seamless Experience

The Five9 Adapter for Zendesk combines contact center controls with the Zendesk solution to provide a single environment for agents to help customers. Agents no longer have to switch between applications and Zendesk to address customer concerns. The

Five9 Adapter offers cloud contact center capabilities that allow your customers to engage with the best agent, at the right time, to deliver the right results for your business. The solution helps you empower your agents to provide the exceptional customer experiences today's consumers expect.

Route Customer Interactions to the Right Resource – Anywhere in the World

The Five9 Intelligent Cloud Contact Center routing capabilities give your company control over inbound calls. With customer information from the Five9 Zendesk integration, you can determine customer intent; and, with Five9 skills-based routing, route the customer to the right resource to help them continue their customer journey.

Powerful Outbound Dialer

The Five9 Zendesk solution brings powerful outbound dialer capabilities to your organization. The Five9 Predictive Dialer automates outbound dialing – blending proactive outbound customer calls with inbound phone traffic.

Five9 supports predictive, power, progressive, preview, and TCPA manual touch dialing.



Five9 and Zendesk Features

Five9 Genius

- High Quality Voice
- Engagement Workflow or self service, routing, and agent workflow
- Skills-based routing
- Interactive Voice Response

Agent Desktop

- Single-pane Agent Desktop
- Single click to view or create tickets
- Click-to-dial functionality
- Call history and recording
- Interaction handling controls such as priority over preview, pending state, voicemails, and more
- Single sign-on

Outbound

- Predictive, power, progressive, preview, and TCPA manual touch dialing



The Five9 integration to Zendesk creates an optimized, powerful, and intuitive agent interface. With the Five9 adapter, agents can focus on delivering amazing customer experiences.

Enterprise Ready

Enterprises require both reliability and scalability. With Five9 you can manage thousands of agents with the reliability, security, scalability, and rigor you expect from contact center solutions.

Better Insights

Enhancing the Zendesk experience with Five9 allows agents to gain valuable information about the customer before they even answer the phone.

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

Agents and supervisors can save call logs and call notes automatically, creating key metrics that help organizations better manage staff and deliver better business outcomes.

Increased Productivity

Five9 boosts your agents' productivity by offering up the customer's history and presenting call information as an integrated experience within Zendesk – no switching between applications and no fumbling around with the phone. Agents get a complete picture of each customer before they even get on the phone, so they can better understand the customer's needs and provide efficient and more meaningful customer service.

Maximize Every Contact

Better customer service starts with better communication. The integration of Zendesk with the industry-leading Five9 Genius creates a powerful and flexible customer service

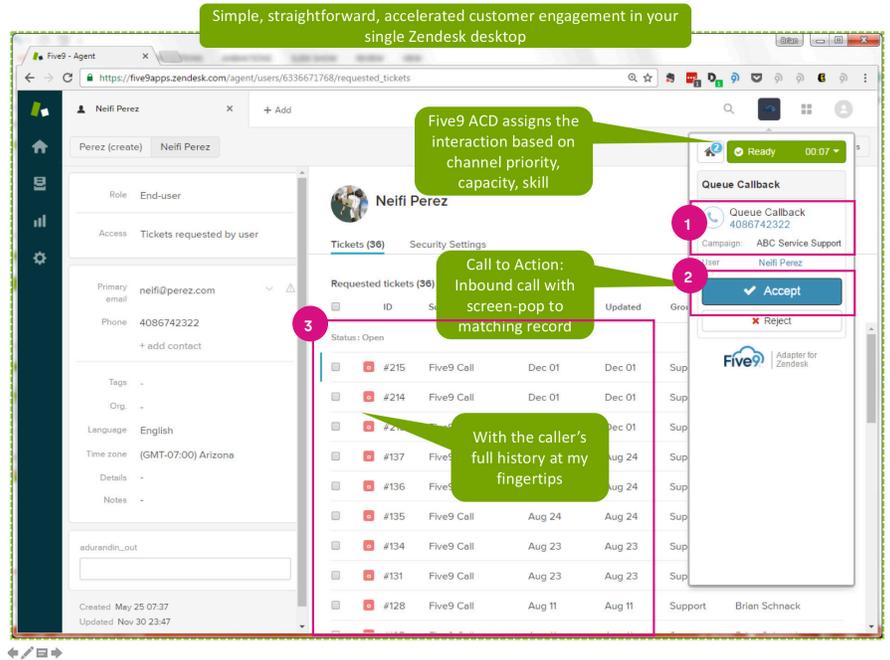


Figure 1: Five9 agent desktop with an active call inside the Zendesk desktop.

platform. Together, Zendesk and Five9 allow you to easily maximize every customer interaction. By combining both technologies, you can provide the kind of customer experience that will set you apart from your competition while lowering costs and increasing efficiency.

Workforce Optimization

Five9 provides a best-in-class, comprehensive contact center and WFO solution in the cloud. The Five9 Intelligent Cloud Contact Center is deeply integrated with leading WFO providers and offered as a core part of the Five9 service in the Five9 cloud. This allows for simpler, more elegant experiences and minimal overhead. Whether your team is small or large, Five9 WFO scales to meet your needs and grows with you.

Learn More

To get started, visit www.five9.com or call **1-800-553-8159**.

Simple, straightforward, accelerated customer engagement in your single Zendesk desktop

1. Five9 ACD assigns the interaction based on channel priority, capacity, skill
2. Inbound call with screen-pop to matching record
3. The agent has the callers full history at their fingertips



4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000

www.five9.com

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**.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. Other marks and brands may be claimed as the property of others. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright © 2019 Five9, Inc. 33119