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## **Five9 Virtual Contact Center Streamlines Resolution of Inbound Calls, Decreases Abandon Rate From 7% to Under 1%**

*Cloud Contact Center Increases Agent Efficiency and Productivity, Reducing Average Time To Answer By 47 Seconds*

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced that a nationally recognized financial services company has decreased abandonment rates from 7% to under 1% leveraging its Five9 Virtual Contact Center (VCC) to better automate and route inbound calls for an enhanced customer experience.

Since expanding its existing Five9 implementation, the financial services company, which services and subservices loans for borrowers and third-party clients, has experienced an increase in agent productivity and customer satisfaction. This is due largely to enhancements such as caller authentication and self-service options that enable customers to resolve many issues without agent involvement.

Since implementing the Five9 VCC solution, "customer satisfaction has increased and our clients are pleased with our performance," said a company analyst responsible for measuring and tracking results. "Our abandon rate and average speed of answer have improved significantly since we started using Five9. We have also seen increased efficiency and productivity."

The Five9 VCC deployment also enabled the company's 200 agents, who field thousands of inbound calls per week from customers seeking to make payments, resolve questions about their loans and discuss potential loan modifications, to speed the time it takes to answer calls by an average of 47 seconds. The lender intends to continue expansion of its Five9 contact center solution through the future deployment of social, chat and other digital and online capabilities in order to stay ahead and exceed customers' expectations.

"We're pleased to see another Five9 customer leveraging our VCC solution to optimize their contact center to deliver both increased agent productivity as well as an improved customer experience to their customers. The power of our cloud contact center solution has allowed this company as well as thousands of other clients to deliver these types of tangible business improvements," said Mike Burkland, President and CEO, Five9.

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### **About Five9:**

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses with cloud contact center software that is reliable, secure, compliant and scalable, which is designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit [www.five9.com](http://www.five9.com).

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